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Procurement Folder: 1354530

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0705

Vendor ID: VS0000037660

SO Doc ID: LOT2400000011

Legal Name: TRYFACTA INC

Published Date: 4/29/24

Alias/DBA:

Close Date: 5/7/24

Total Bid: \$0.00

Close Time: 13:30

Response Date: 05/07/2024

Status: Closed

Response Time: 7:37

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

Responded By User ID: Tryfacta

Total of Header Attachments: 4

First Name: Adesh

Total of All Attachments: 4

Last Name: Tyagi

Email: rfp@tryfacta.ai

Phone: 4088935500



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 ESR05072400000006771	1

VENDOR
VS0000037660
TRYFACTA INC

Solicitation Number: CRFQ 0705 LOT2400000011
Total Bid: 0
Response Date: 2024-05-07
Response Time: 07:37:25
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

Tryfacta, Inc. Response to

RFP No. #: CRFQ 0705 LOT2400000011

Project Title: Prequalification Agreements IT Temp Staffing

Submitted To:

Attention: Toby L Welch
Department of Administration
Purchasing Division

Address: 2019 Washington Street East Post Office Box 50130
Charleston, WV 25305-0130.

Phone: (304) 558-8802 | **Email:** toby.l.welch@wv.gov



Bid Due Date: May 7, 2024, 01:30 PM EDT

Submitted By:

Tryfacta, Inc.

Address: 110 James St., Hinton, WV 25951

Contact Person Name: Arman Dhar, Account Manager

Phone: 925-640-3641 & 408-893-5500

Email Id: rfp@tryfacta.com



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Transmittal Letter

Date: May 06, 2024.

Attention: Toby L Welch

State of West Virginia

Department of Administration

Purchasing Division

Address: 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130.

Phone: (304) 558-8802 | **Email:** toby.l.welch@wv.gov

Subject: Tryfacta's Response to the **Request for Proposal (RFP) #: CRFQ 0705 LOT2400000011** titled **Prequalification Agreements IT Temp Staffing**.

Thank you for providing the opportunity to conduct business with **the Department of Administration Purchasing Division State of West Virginia**. Tryfacta Inc. (Tryfacta) is pleased to respond to **RFP#: CRFQ 0705 LOT2400000011**, which requires capable and qualified vendor(s) to expeditiously source, screen, and provide qualified candidates with all applicable certifications and licenses to perform **Prequalification Agreements IT Temp Staffing Services**. We are delighted to submit our comprehensive response, and our team at Tryfacta is eager to demonstrate how our IT staffing services can meet and exceed the requirements outlined in the RFP. Our commitment to excellence and industry expertise positions us as a reliable partner to fulfill your temporary staffing needs.

About Us: Incorporated in **March 1996**, Tryfacta has gained **28 years** of extensive experience providing **IT Staffing Services** to **320+ government and commercial clients** on diverse platforms. Since our inception, we have successfully acquired, managed, and delivered multiple resources and provided thousands on diverse platforms. In addition, we have productively handled and completed projects and benefited our clients by providing services with the skill sets as per their requirements. Last year, Tryfacta successfully recruited and placed around **3,600 temporary staff** and managed more than **4,000 temporary staff** with multiple states, local government, and commercial clients. We execute and deliver on all staffing needs while adhering to ethical standards that focus on professionalism, transparency, and equal opportunity.

Our Certifications: Tryfacta, Inc. is an **ISO 27001: 2022** Information Security Management System, **ISO 9001: 2015** Quality Management Systems, and **ISO 20000-1:2018** Information Technology Service Management System company. We are also **MBE, WBE, and DBE Certified** by many **local, regional, and State Government organizations** across the United States. Below, we have added a few of our diversity certificates.

- **DBE Certificate** by the **Virginia Department of Small Business and Supplier Diversity (VDSBSD)**
- **SBE Certificate** by the **State of Pennsylvania certified by the Department of General Services.**
- **MBE Nationally** Certified by the **National Minority Supplier Development Council.**
- **WOSB Certified** by the **U.S. Small Business Administration (SBA).**

We develop an innovative, flexible, and personal approach to **IT Staffing Services**. We structure each relationship to meet our client's unique business goals and build flexibility to meet current and future needs. We employ a compelling and unique global delivery model and a flexible, scalable, cost-effective solution to meet our client's temporary staffing needs.

With our industry experience, comprehensive talent pool, cost-effective solutions, prompt response, compliance expertise, and customer-centric approach, we are confident in our ability to deliver high-quality, professional, and reliable temporary employees contributing to the Agency's success.

[Tryfacta, Inc.](#)

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | **Email:** rfp@tryfacta.com

Tryfacta, Inc. confirms that we have read the RFP and **addendums (1 & 2)** in conjunction with the CRFQ. We agree with all the terms and conditions without any exceptions. Tryfacta sincerely looks forward to leveraging our experience in providing IT Staffing Services for the Department of Administration. If you have any questions or require additional information, please get in touch with me. I am the authorized representative for our firm, and by submitting this proposal, I am committing to providing the services according to all specified requirements described and outlined. My direct telephone number, email, and mailing address are below.

Cordially,



Arman Dhar, Account Manager, Tryfacta, Inc.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone Number: 925-640-3641 & 408-893-5500 | **Email id:** rfp@tryfacta.com

3. Vendor Qualifications

3.1 Vendor shall be in business for at least five (5) years, providing similar IT staffing services. Vendors must provide documentation to indicate that their company meets this requirement prior to award.

3.1.1 Vendor should provide with their bid, a general company overview that must include information regarding the number of years of qualification, experience, training, and relevant professional education for each individual classification.

Company Overview:

Incorporated in Delaware on **March 11, 1996**. Tryfacta, Inc. is a **Temporary IT Staffing Service provider company with a proven track record of over 28 years of providing services to local, regional, national, federal, and commercial** clients across the United States. Our expertise lies in delivering staff augmentation Services to **320+ government and commercial clients** across diverse platforms. We proudly hold certifications in **ISO 27001:2022, ISO 20000-1:2018, and ISO 9001:2015**, showcasing our commitment to excellence and high standards in our operations. Throughout our journey, we have successfully managed and executed numerous projects, providing many resources to meet client needs and project requirements.

Tryfacta holds over **45 Diversity certificates**, including **MBE (Minority Business Enterprise), DBE (Disadvantaged Business Enterprise), WBE (Women Business Enterprise), and SLEB (Small Local Emerging Business)** certifications.

Tryfacta's Highlights

- **28+ years** of experience as a Temporary Staffing Service Provider Company.
- **320+ Government and Commercial Clients.**
- Our head office is based in **Pleasanton, California**, and we have a **local office in Hinton, WV.**
- **MBE, WBE, DBE Certified Company**
- **ISO 27001:2022, ISO 20000-1:2018, and ISO 9001:2015** Certified Company.
- Resume Database of **105k+** pre-vetted local IT professionals.
- We delivered over **11,000 contract hires** and over 5,000 Full Time/Direct hires to various clients.
- Internal Resume Database of **5.3 + Million qualified professionals.**
- **98% customer satisfaction rate.**
- The minimum turnover ratio in the industry
- DUNS credit rating of **4A1.**
- Project Completion Rate of over **98%**
- Dedicated Support Team **24/7.**

Our standard hours of operation are **8:00 AM Eastern Time Zone to 5:00 PM Pacific Time Zone, Monday through Friday**. We have offices that cover Pacific, Mountain, and Eastern Time Zones and have the flexibility to cover weekends and holidays time. Our key account personnel are available during these hours, and support for our clients is made **available 24 hours/day**, after hours, on holidays, and for emergencies via our program management communications plan. Specific call-in telephone numbers are provided to customers and employees alike. Our hours of operation are flexible to accommodate the client's schedule.

Our mission statement is to "Simplify business complexities for our clients by being the "go-to staffing" partner so they can focus on executing their business objective instead of being bogged down by the complexities of finding the right talent at the right time."

Since 1996, we have consistently delivered accountable **IT leadership**, innovative ideas, talented team members, dependable recruitment, responsive management, and effective **IT solutions** that, in aggregate, have transformed the way service is provided.

Types of work we provide: Tryfacta is a Certified **MBE, WBE, SBE, and DBE** organization that provides **Staffing Services** to various State, Local & Fortune 500 Commercial clients across the United States. Since its Inception, Tryfacta has been leveraging its strong industry domain knowledge to serve clients in various industry sectors, including **IT, non-IT, Administrative, and healthcare Government Agencies**. Tryfacta has developed industry-specific solutions-oriented accelerators that help clients innovate faster and stay ahead

Tryfacta, Inc.

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Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | **Email:** rpf@tryfacta.com

while achieving goals for their customers, employees, and partners. Below, we have showcased our specialization in providing Staffing Services.

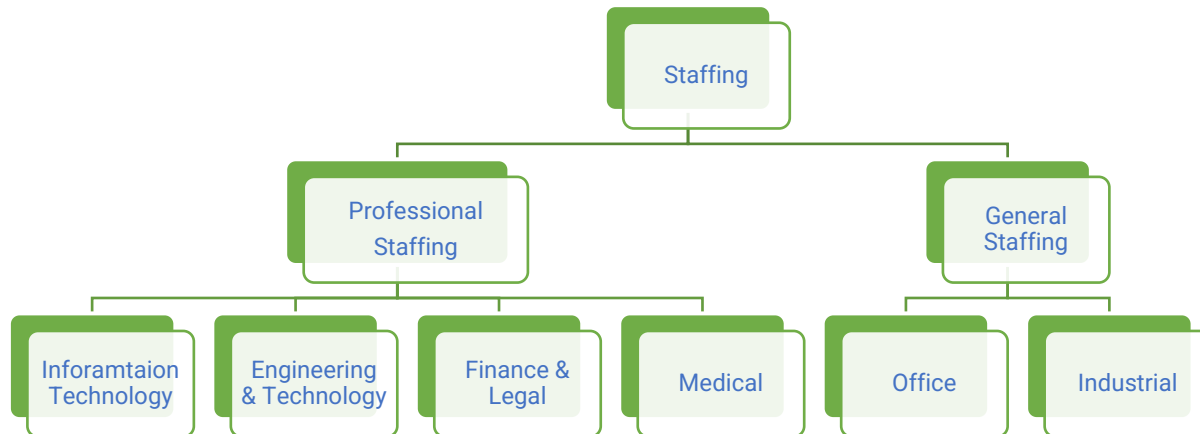


Figure 1: Our Temporary Staffing Service Offerings

We have assisted our government clients by providing **IT staffing, direct hire, temp-to-hire, project-based consulting, and payroll services.**



Figure 2: IT solutions we provide to our clients

IT Staffing Augmentation:

1. Our IT staffing augmentation services provide access to a pool of skilled and experienced professionals who can support your organization's specific project needs.
2. We deeply understand the IT industry and can quickly identify suitable candidates to fill your temporary staffing requirements.
3. Our IT staffing augmentation services are flexible and can be tailored to your organization's needs, whether you need short-term or long-term support.
4. Our rigorous screening process ensures that our temporary staff has the right skill sets, experience, and cultural fit for your organization.
5. Our IT staffing augmentation services allow you to quickly ramp up or scale down your workforce, giving you the agility to respond to changing business needs.

IT Professional Placement:

1. Our IT professional placement services help our clients find the right talent for their permanent staffing needs, whether for full-time or contract positions.
2. Our experienced recruiters use their industry knowledge, networks, and proprietary tools to identify and attract top-tier IT professionals.
3. We provide personalized services to our clients, working closely with them to understand their unique business needs, company culture, and team dynamics to find the right fit.
4. Our IT professional placement services save our clients time and resources, allowing them to focus on their core business while we handle the recruiting process.
5. We guarantee the quality of our IT professional placement services, ensuring our candidates have the right skill sets, experience, and cultural fit for our clients.

IT Project-Based Consulting:

1. Our IT project-based consulting services provide project management, technical expertise, and support to ensure the success of our client's projects.
2. We work closely with our clients to understand their business goals and develop a customized project plan that addresses their needs and requirements.
3. Our team of experienced consultants has a broad range of technical expertise across various industries and technologies.
4. We use industry-standard methodologies and best practices to manage projects, ensuring they are delivered on time, within budget, and to the highest quality standards.
5. Our IT project-based consulting services allow our clients to add or remove resources as needed, allowing them to stay agile and responsive to changing business needs.

Our Experience:

Our temporary IT staff has worked across different IT functional areas such as **software development, hardware administration, web support, business intelligence, digitization, database administration, network infrastructure management, ERP development, system engineering, disaster recovery, helpdesk support, mobile device management, data storage and management, cloud services, cybersecurity, and IT consulting.**



Tyfakta provides a wide range of IT staffing services to meet the unique needs of businesses and organizations of all sizes. Our staff is expert in software development to **hardware administration, web support, business intelligence, digitization, database administration, network infrastructure management, ERP development, system engineering, disaster recovery, GIS, mobile device management, data storage and management, cloud services, cybersecurity, and IT consulting;** we have the expertise to handle it all.

We have a strategic partnership with industry-leading companies like **Pegasystems, Amazon Web Services, Google, Salesforce.com, Microsoft Azure, Oracle, Adobe, Appian, SAP, Splunk, IBM, and Oracle.**

We pride ourselves on delivering superior technology solutions, exceptional customer service, and measurable results. Our commitment to excellence ensures that we exceed your expectations and help you achieve your business objectives. With our comprehensive range of services and our team of highly skilled professionals, we are ready to be your trusted partner in driving your digital transformation journey.

Our team is proficient in multiple programming languages and can **build custom software applications** to meet specific business needs. We also provide **hardware administration** services, including maintenance and **support for servers, workstations, and other IT equipment. We excel in Hardware and Software Asset**

Management, utilizing industry best practices and robust tracking tools to ensure accurate inventory control. With our web support services, we can design and develop websites, manage content, and provide ongoing maintenance and support. Additionally, we offer business intelligence services to help businesses make informed decisions based on data insights. Our team has a proven track record in digitization, database administration, and network infrastructure management. We are experts in managing Microsoft systems, both on-premises and in Azure cloud services, with a 24/7 Network Operations Center for continuous monitoring and alerting.

We develop breakthrough solutions for clients by harnessing the talent and inventiveness of our diverse ecosystem in close collaboration with our partners. Our Digital Navigation Framework paves the way for this transformation with vital digital capabilities at its core, surrounded by a robust operating model and empowered people to help enterprises in their journey to being resilient. We are deeply committed to being a well-governed, environmentally sustainable organization where diverse talent thrives in an inclusive workplace.

We support more than 350+ IT labor categories, and the names of a few regularly filled IT positions are shown in Table 2.

IT Positions We Serve			
<ul style="list-style-type: none"> • .Net Full Stack Developer • Cyber Security Analyst • Data Security Analyst • IT Service Continuity Analyst • Systems Analyst • Quality Assurance Analyst • Project Lead • UI/UX Designer • NodeJS Developer • DevOps Engineer • Cybersecurity Analyst • ISSO Consultant • Technology Consultant • Database Administrator • Project Manager • Network Administrator • Tech Support Lead • Systems Architect • Systems Administrator • Systems Engineer • Data Center Engineer • Telecom VOIP Administrator • VOIP Analyst • Service Desk Technician • DB2 administrator • Data Migration Specialist • GIS Expert 	<ul style="list-style-type: none"> • Data Warehouse Manager • Data Modeler • Microsoft Windows System Administrator • Security Architect • PeopleSoft Developer • Applications Development Manager • Desktop Support Specialist • Business Intelligence Specialist • Scrum Master • Project Manager • Business Analyst • Network Specialist • BI Analyst • Infrastructure Architect • Help Desk Support • Data Engineer • Information Security Program Expert • Information Security Analyst • Cybersecurity Engineer • Cybersecurity Analyst • Sr. IT Developer • Web Developer • IT Technician • PeopleSoft Functional Analyst • SharePoint Developer • Network Architect 	<ul style="list-style-type: none"> • Technical Writer • Angular Developer • Mainframe Application Analyst • Report Writer • GIS Analyst • BI Developer • Network Specialist • LAN Administrator • Senior Oracle Developer, • Oracle DBA • ArcGIS Administrator • Microsoft Enterprise System Administrator • End User Computing Engineer • Communication Specialist • Systems Administrator • Network Engineer • Mobile App developer • Enterprise Architect • Data Scientist • End User Support Specialist • Technical Project Manager • Business Intelligence Consultant, • Senior Consultant • SOC Analyst • CAD Administrator • Software Developer • ERP Technical Developer • Service Desk Specialist 	

<ul style="list-style-type: none"> • Data/Information Architect • LabWare LIMS Programmer • DevOps Architect • Technical Support • Salesforce Developer • Project Control Specialist • Data Analyst • Software Asset Administrator • QA Lead • Customer Support • IT Technician • SharePoint Developer • SharePoint Business System Analyst • SharePoint Administrator • Enterprise Records Management Administrator • Documentation Specialist • Principal ERP Business/Architectural Expert 	<ul style="list-style-type: none"> • Front-End Java Designer and Developer • System Integrator • Database Developer • Helpdesk Support Specialist • SAP Technical Architect • SAP Middleware Developer • SAP ABAP Developer • SAP WebDynPro Developer • SAP CRM Functional • SAP BW/BI Developer • SAP ISU Functional • SAP FI Functional • SAP Web Applications • SAP Development Architect • SAP Solution Architect • Oracle Fusion HCM expert • Oracle Architect • Oracle Integration Expert • Enterprise Infrastructure Architect • Operations Support Specialist • Senior ERP Analyst/Designer • Mobility Engineer 	<ul style="list-style-type: none"> • SAP Developer • Portal Administrator • Solutions Architect • Data Architect • Data Scientist • Programmer • IT Technical Trainer • Application Systems Analyst • Certification & Accreditation Specialist • Project Control Specialist • Cloud Specialist • VMware Engineer • IT Analyst • Program Analyst • Other IT Expert/SME • React Native Developers • GIS Administrator • Disaster Recovery Engineer • Technical Contract Administrator • PMO Financial Analyst • Project Coordinator • Portfolio Manager
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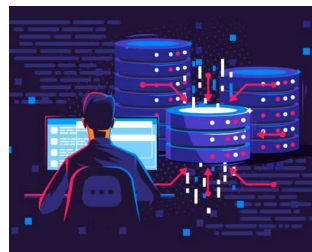
Table 1: Types of IT labor categories provided by Tryfacta

- **Our IT professionals have various certifications relevant to the technology landscape and client needs.** Name of few certificates are Oracle Certified Associate (OCA), Oracle Certified Professional (OCP), Oracle Certified Master (OCM), Oracle Cloud Certifications, CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Cloud+, CompTIA Linux+, CompTIA CySA+, CompTIA PenTest+, CompTIA IT Fundamentals (ITF+), Cisco CCNA, Cisco CCNP, Cisco CCIE, Microsoft MTA, Microsoft MCSA, Microsoft MCSE, EC-Council Certified Ethical Hacker (CEH), Certified Information Systems Security Professional (CISSP), Certified Information Security Manager (CISM), Certified Information Systems Auditor (CISA), ITIL Foundation, Project Management Professional (PMP), Certified ScrumMaster (CSM), Certified Scrum Product Owner (CSPO), SAP Certified Application Associate, SAP Certified Technology Associate, SAP Certified Development Associate, SAP Certified Integration Associate, SAP Certified Specialist, SAP Certified Professional, Certified Information Privacy Professional (CIPP), AWS Certified Solutions Architect, Google Cloud Professional Cloud Architect, Juniper Networks Certified Associate (JNCIA), Juniper Networks Certified Professional (JNCIP), Palo Alto Networks Certified Network Security Administrator (PCNSA), Palo Alto Networks Certified Network Security Engineer (PCNSE), Certified Cloud Security Professional (CCSP), Certified Ethical Hacker (CEH), Offensive Security Certified Professional (OSCP), Certified Cloud Practitioner (AWS), GIS Professional, Microsoft Certified: Azure Solutions Architect Expert, CompTIA Cloud+, AWS Certified Database - Specialty, CompTIA IT Fundamentals (Data Track), Cloudera Certified Data Analyst (CCA Data Analyst), and many more.



Certifications

- **Our IT professionals are expert in variety of technology stack** as Java, Python, JavaScript, C++, C#, Ruby, PHP, Swift, Kotlin, Go (Golang), HTML/CSS, JavaScript Frameworks (e.g., React, Angular, Vue.js), Node.js, Express.js, Ruby on Rails, ASP.NET, Django, Flask, Android (Java/Kotlin), iOS (Swift/Objective-C), React Native, Flutter, Xamarin, Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), IBM Cloud, Oracle Cloud, Docker, Kubernetes, Docker Compose, Jenkins, Travis CI, CircleCI, GitLab CI/CD, Ansible, Terraform, Apache HTTP Server, ArcGIS, QGIS, Esri, Mapbox, Google Maps, SAP, Nginx, Microsoft Internet Information Services (IIS), MySQL, PostgreSQL, MongoDB, Microsoft SQL Server, Oracle Database, Redis, Cassandra, Elasticsearch, Hadoop, Apache Spark, Apache Kafka, HBase, Tableau, Power BI, Spring (Java), Ruby on Rails, Express.js (Node.js), Django (Python), Flask (Python), ASP.NET (C#), React, Angular, Vue.js, jQuery, Bootstrap, Git, GitHub, GitLab, Bitbucket, Firewalls (e.g., Palo Alto, Cisco), Intrusion Detection Systems (IDS), Security Information and Event Management (SIEM) tools, Certified Information Systems Security Professional (CISSP), TCP/IP, VPN (Virtual Private Network), Load Balancers (e.g., F5, NGINX), Cisco Networking Technologies, TensorFlow, PyTorch, Scikit-Learn, Keras, OpenAI GPT-3, Raspberry Pi, Arduino, MQTT (Message Queuing Telemetry Transport), IoT Platforms (e.g., AWS IoT, Azure IoT), OWASP Top Ten (Web Application Security Risks), Penetration Testing Tools (e.g., Burp Suite, OWASP ZAP), Docker Swarm, Apache Mesos, AWS Lambda, Azure Functions, Google Cloud Functions, VMware, VirtualBox, Hyper-V, Business Intelligence (BI) Tools (e.g., Tableau, Power BI, QlikView), Data Warehousing (e.g., Snowflake, Amazon Redshift), WordPress, Drupal, Joomla, Sitecore, Shopify, Magento, WooCommerce, BigCommerce, Blockchain Technology, Cryptocurrencies (e.g., Bitcoin, Ethereum), Software-Defined Networking (SDN), Network Functions Virtualization (NFV), Cisco Networking Technologies, Juniper Networks, Windows Server, Linux (e.g., Ubuntu, CentOS, Red Hat), macOS, Data Science Tools (e.g., R, Python for Data Science), Data Analytics Platforms (e.g., Google Analytics), Cloud Storage (e.g., Amazon S3, Google Cloud Storage), Serverless Computing (e.g., AWS Lambda, Azure Functions), Natural Language Processing (NLP), Computer Vision, Reinforcement Learning, Ethical Hacking, Security Certifications (e.g., Certified Ethical Hacker - CEH), Identity and Access Management (IAM), Edge Computing, IoT Protocols (e.g., MQTT, CoAP), IoT Security, Configuration Management Tools (e.g., Puppet, Chef), Infrastructure as Code (IaC), Continuous Integration/Continuous Deployment (CI/CD), Electronic Health Records (EHR), Health Information Exchange (HIE), Health IT Standards (e.g., HL7, FHIR), Payment Gateways (e.g., PayPal, Stripe), Financial APIs (e.g., Plaid, Yodlee), RegTech (Regulatory Technology), VR/AR Development Platforms (e.g., Unity, Unreal Engine), VR/AR Headsets (e.g., Oculus Rift, Microsoft HoloLens).



Tryfacta, Inc. is a privately held, diversified service organization with a cohesive team of innovative people dedicated to providing the highest quality IT staffing services with the greatest value. **We bring “Around the Clock” recruitment solutions 365 days a year to our clients through creative, cost-effective, quality staffing of IT personnel.** We specialize in placing IT professionals who have been thoroughly screened, credentialed, and **evaluated based on government needs.**

As a pioneer in the strategic sourcing and management of IT personnel, Tryfacta has established an outstanding reputation in the industry by identifying specific staffing requirements of the IT clients **we serve and matching these requirements with the IT professionals who have the appropriate training, education, credentials, and experience needed to excel once placed on assignment.** Relentless and uncompromising attention to client’s needs and the dedication to a creative, supportive work environment for our employees are the foundation of Tryfacta’s quality philosophy. We feel that quality is achieved through continuous review and improvement of all our business operations. This ensures that we are positioned to satisfy our client expectations, meet the needs of our internal customers, develop and support our IT Professionals, and provide superior service in the industry.

Tryfacta has developed a successful fulfillment approach that ensures we can fulfill the Agency's IT staffing requirements, even during emergencies or unexpected peak periods, within a short turnaround time after receiving the request from the Agency. We first look at our employees, a bench of local qualified staff who have proven in the past to be exceptional for other clients (in the State of West Virginia) who had the same or similar required skill set. We then turn to our internal database of candidates who have been screened by Tryfacta and have the capabilities and skills necessary. If candidates are found in this group, we verify that all Agency contractual requirements are met before recommending the candidate to the Agency.

One of the reasons for Tryfacta's continued success in quickly supplying high-quality IT staff is our recruiting and extensive matching processes. **We use our proven recruitment practices and implement a staffing and custom recruitment plan that reflects industry trends, skill demands, and compensation structures. We will employ our management practices designed to quickly recruit and hire skilled professionals for any position, which has been critical to our business success.** We promote career development and retention and bolster our onsite personnel with strong, market-leading corporate support and resources. We have the necessary mechanisms to **provide ongoing training for our employees, enabling our personnel to further their professional development and obtain promotions, salary increases, and professional certifications that benefit them and our customers.**

We employ the Project Management Institute's best practices for communicating across project activities to plan, initiate, monitor, control, and close projects. We use a series of identifiable milestones called "Readiness Assessments." Project team members review milestones via face-to-face meetings, video teleconferences, teleconferences, and Quarterly Business Reviews, facilitating decision-making and preventing superfluous discussion and wasted time - ensuring the project remains on track, on schedule, and on budget. **We compile data regular basis across clients and verticals of business to accurately capture a wide range of KPIs designed to evaluate our overall company performance and, most notably, as a reporting tool to share with our clients. We have the capacity to track various spend types, contract-specific KPI data, safety, risk, and related business processes that may impact the company.**

Our Account Manager has full authority to modify project procedures, implement supplemental controls, and change personnel assignments to implement permanent solutions to complaints or deficient performance. **The Account Manager ensures that the employees are informed of each complaint, the steps taken to address the immediate situation, and the long-term, permanent solutions employed or implemented to avoid repetition.**

We use a best-in-class technology solution available electronically anytime, anywhere, and helps quickly and accurately record time, providing multiple levels of approval for timesheets. We utilize Paychex, which provides a swift and accurate integrated time and attendance software ideal for the needs of this staffing contract.

At Tryfacta, fostering equality and inclusion is a conscious choice as we grow our business. As a company dedicated to connecting the right person with the right business at the right time, Tryfacta is committed to promoting an inclusive business climate for all people: the job candidates we place, the clients we serve, the employees with whom we work, the suppliers with which we partner, and the communities in which we operate. **Our equal employment opportunity policy goes beyond non-discrimination about race, color, religion, sex, or national origin to effectuate positive action in recruiting, hiring, training, and promoting women and members of minority groups.** We do not make any postings or employment decisions that do not comply with applicable laws relating to labor and employment, equal opportunity, or employment eligibility requirements.

Through Tryfacta's IT staffing program, the Agency has more time to concentrate on its core business functions and less time with staffing processes. With Tryfacta as an IT staffing partner, advantages to the Agency are shown in Table 3:

[Tryfacta, Inc.](#)

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | **Email:** rfp@tryfacta.com

Key Benefits to the Agency	
24x7 Dedicated Support Team	Short turnaround time due to local pool of resources
Extensive IT Professional/staffing services Experience	Electronic onboarding and Timesheet Management Process
Process efficiencies and Productive tools	Pricing consistency
Tailored Recruitment Process	Improved placement success
Invoice and report consolidation	Increased program compliance
Comprehensive quality measurement systems	Overall cost savings
Continuous Staff Performance monitoring and Replacement	Enhanced Productivity
Optimized workforce efficiency	High Retention Rate

Table 3: Key Benefits to the Agency

Our Government Clients across the United States: Below, we have provided a partial list of our active government clients across the United States.

State	Client	Contract Title
AR	University of Arkansas at Little Rock	Temporary Staffing Services
AR	Arkansas Department of Human Services	Certified Nursing Assistance (CNA)
AZ	Arizona State University	Recruiting/Staffing Management Services
AZ	Maricopa County	Temporary Medical Personnel
AZ	City of Glendale	Technical Recruiting for IT
AZ	Pinal County	Public Health Staffing
CA	BART San Francisco Bay Area Rapid Transit District	Temporary Help Services
CA	Santa Clara Valley Water District	Temporary Worker Agency and Payroll Service
CA	County of Alameda	Auxiliary Temporary Agency Services
CA	County of Alameda	Application Development and Maintenance Services
CA	Alameda County Water District	Temporary Staffing Services
CA	Port of Long Beach	On-Call Information Technology
CA	County of Santa Clara	IT Professional Services and Healthcare IT Professional Services
CA	San Bernardino County	IT Staffing
CA	San Bernardino County	Temporary Help Services
CA	County of San Diego	Temporary Professional Staffing Services
CA	City and County of San Francisco	As Needed Per Diem Radiology Registry Personnel Services
CA	City and County of San Francisco	As-Needed, Temporary Traveling Nurse Registry Personnel
CA	Alameda-Contra Costa Transit District	Temporary Agency Services
CA	County of Ventura	Temporary Staffing Services
CA	County of Santa Clara Health System	Travel Nurse Staffing Services
CA	County of Santa Clara Health System	Temporary Health Provider Staffing Services
CA	City of Milpitas	On-Call Temporary Personnel Services
CA	County of Sonoma	Technical Staffing and Consulting Services
CA	County of Sonoma	Temporary Agency Staffing Services
CA	County of San Mateo	Contingency Staffing
CA	County of Los Angeles Department of Public Health	As-Needed Temporary Personnel Services
CA	Judicial Council of California	IT Consulting Managed Services
CA	County of Orange	Temporary Help Services
CA	City of Sunnyvale	Professional Technical Staffing

CA	Metropolitan Water District of Southern CA	Skilled/Technical Temp Labor Staffing
CA	SCRRA Metrolink	IT Technical Support Services
CA	Fresno Housing Authority	Temporary Staffing and Direct Placement Services
CA	Inland Empire Health Plan	Direct and Temporary Staffing Services
CA	Santa Clara Valley Transportation Authority	Temporary Personnel Services
CO	Aims Community College	Temporary Employment Services
DC	Metropolitan Washington COG	IT Staff Augmentation Services
DC	WMATA	MD, PA, NP, and RN Services
DE	New Castle County	Information Technology Services
FL	Miami-Dade County	Contract Employee Services
FL	Miami-Dade County Public Schools	IT Staff Augmentation Services
FL	DMS Florida	IT Staff Augmentation
FL	University of Central Florida	Temporary Labor Services
FL	Manatee County	Temporary Employment Services
FL	Orange County Public Schools	Temporary Staffing Services
GA	DeKalb County School District	Temp Staffing Services
IA	University of Northern Iowa	Temporary Healthcare Workers
IL	Regional Transportation Authority	IT Staff Augmentation
IL	Illinois Public Higher Education Cooperative	Temporary Staffing Services
IL	City Colleges of Chicago	Salesforce, BI & Web Development, and Design Staff Augmentation Services
IL	State Employees Retirement System	Information Technology Professional Services
IN	City of Fort Wayne	Temporary Employment Services
KS	State of Kansas	Temporary Nursing
KS	Kansas Department of Administration	Temporary Staffing Services
KY	Commonwealth of KY	Temporary Labor Services
KY	Commonwealth of KY	Medical Staffing Services
LA	Louisiana Department of Health (LDH)	On-Site Direct Nursing Care Services
LA	Louisiana Department of Health	Emergency Temporary Medical Staffing
MA	EOHHS	Temporary Medical Staffing Services
MD	Baltimore County Public Schools	Technology Support Staffing Services
MD	Baltimore County Public Schools	Information Technology Staffing Services
MI	State of MI Department of Technology, Management and Budget	Temporary Staffing Services - Statewide
MN	State of Minnesota MNSITE	Minnesota Seeking IT Expertise
MN	Ramsey County	Temporary Staffing Services
MN	City of Minneapolis	City Wide Master Contract - Temp Staffing Svcs
MN	Minnesota Judicial Branch	IT Technical/Infrastructure Services & Information Technology Application Development and Support Services
MO	State of Missouri	Statewide Temporary Professional Medical Services
MO	St. Louis Public Schools	District-Wide Temporary Staffing Services
NC	Department of Public Safety [NCDPS]	Temporary Nursing Services
NM	City of Albuquerque	Temporary Personnel Services - REBID
NV	IT Tier 1 Professional Services	Clark County
NY	NYS Office of General Services (OGS)	Administrative Services-Temporary Personnel (Statewide)
NY	SUNY Upstate Medical University	Temporary Clinical Staffing Services
NY	New York Power Authority	Contingent Staffing

NY	State University of NY (Stony Brook University Hospital)	Temporary Medical Staffing Services
NY	County of Broome	Temporary Staffing Services
OH	State of Ohio, Department of Veterans Services	Temporary Nursing Staff
OK	Oklahoma Department of Veterans Affairs	Certified Nursing Aide and Certified Medication Aide Assistant services
OR	University of Oregon	Temporary Staffing Services
TX	Goodbuy Cooperative	Staffing/HR Services
TX	Dallas-Fort Worth International Airport (Airport)	Temporary Staffing Services
TX	Tarrant County	Staffing Augmentation Services
TX	Tarrant County	Temporary Healthcare Personnel
TX	Fort Bend ISD	Temporary Staffing Service
TX	Brazoria County	Vaccine Administration
TX	Travis County	Disaster Health and Medical Staffing Services
TX	DIR ITSAC	Information Technology Staff Augmentation
TX	Dallas Area Rapid Transit	Staff Augmentation Services
TX	Dallas Area Rapid Transit	IT Staff Augmentation
TX	Dallas ISD	Temporary Labor Services
TX	City of McAllen	Temporary Employment Services
WA	Sound Transit	Information Technology Temporary Contractor Services
WI	Wisconsin Department of Veterans Affairs	Geriatric Nursing Services at Veterans' Homes
WV	WV Department of Administration	Direct Care Nursing Staffing Services
WV	State of West Virginia	Direct Care Staffing Services MT & MLT Travel Staffing

Table 2: Our government clients across the United States

Tryfacta, Inc. Partial List of Commercial Clients: Below, we have included a few of our commercial client names to whom we provide temporary staffing services on a needed basis.

HCL Technology	Persistent Systems	Brillio
NTT DATA INC.	Pegasystems	Verizon
Infosys	Hexaware	Wipro
TCS	Toyota	EFI
SCIF	Bank of America	Wells Fargo
BNP Paribas	AIG	Allianz
Verizon	Cisco	PG&E
Exxon	Walmart	AWS
SAP	Salesforce	Sedgwick
IDC Technologies	Appirio Inc.	Pontoon Systems
Tapfin	CDI Corporation	Tekishub
Global Bridge InfoTech Inc.	SHI International Corp.	Tech Mahindra (Americas) Inc.
KRG Technologies	VDart Inc	Virtusa Corporation
Ariasolve Inc	Braintree Technology Solutions LLC	Charter Global, Inc.
Cloudarity Inc.	Cogenics Consulting	Crimson Solutions Inc
NTT Data Services LLC	KPIT Technologies Inc.	Next Level Business Services Inc.
Persistent Systems Inc.	Tek Leaders Inc	Vendor Pass Inc.

Table 3: Tryfacta, Inc. Partial List of Commercial

Our Presence: Our range of workforce solutions and geographic coverage has grown steadily over 28 years to match the needs of our customers, as shown below.

Eastern Time Zone Office Locations: We have added our office addresses in the central time zone below.

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Maryland	6340 Security Blvd Baltimore, MD, 21207
Maryland	5000 Thayer Center, Ste. C, Oakland, MD 21550
North Carolina	301 McCullough Drive, 4th Floor, Charlotte, NC 28262
Georgia	3330 Cumberland Blvd. Suite 50, Atlanta, GA 30339
Florida	4851 Tamiami Trail N STE 200, Naples, FL 34103
Florida	201 South Biscayne Blvd, 28th Floor, Miami, FL 33131
Virginia	1655 Fort Myer Drive, Suite 700, Arlington, VA 22209
Delaware	1209 Orange St, Wilmington, DE, 19801
New Jersey	115, Route 46 West, Building F, Mountain Lakes, NJ 07046
New York	1501 Broadway, 12th Floor, New York, NY 10036
Kentucky	212 N. 2nd Street, STE 100, Richmond, Kentucky, 40475
West Virginia	110 James St., Hinton, WV 25951
South Carolina	6650 Rivers Ave. STE 100, Charleston, SC 29406
Ohio	6545 Market Ave N, Suite 100, North Canton, OH 44720
Mississippi	270 Trace Colony Park Ste B Ridgeland, MS 39157
Michigan	220 West Congress St., Second Floor, Detroit, MI, 48226
Michigan	2025 S Washington Ave, Suite 320, Lansing, MI 48910
Washington DC	1300 I St NW, Suite 400E, Washington, DC 20005
Florida	2994 Oakbrook Drive, Weston, FL 33332
Florida	1645 Palm Beach Lakes Blvd. Suite 1200, West Palm Beach, FL, 33401
Indiana	1050 Production Rd, Ground Floor, Fort Wayne, IN 46808
New Mexico	4801 Lang N.E., Suite 110 Albuquerque, NM, 87109
North Carolina	8601 Six Forks Rd, Suite 400 Raleigh, NC 27615

Central Time Zone Office Locations: Below, we have added our office addresses in the central time zone.

Illinois	30 S Wacker Dr 22nd Floor, Chicago, IL 60606
Oklahoma	2101 Park Ave, STE 1300, Oklahoma City, OK 73102
Tennessee	424 Church St, Suite 2000, Nashville, TN 37219
Tennessee	5810 Shelby Oaks Dr. Memphis, TN 38134
Texas	5851 Legacy Circle, 6th Floor, Plano, TX 75024
Iowa	315 E 5th St, STE 202, Waterloo, IA, 50703, USA
Arkansas	700 South Street, STE 100, Mountain Home, AR 72653
Texas	20507 Fertile Valley Ln, Richmond, TX, 77407
Texas	5900 Balcones Drive Suite 100 Austin, TX 78731
Minnesota	1660 S. Highway 100, STE 500A, St. Louis Park, MN 55416, USA

Mountain Time Zone Office Location: Below, we have added our office addresses in Mountain Time Zone.

Utah	2825 E. Cottonwood Parkway Suite 500, Salt Lake City, UT, 84121
Colorado	1942 Broadway Street, Suite 314C, Boulder, CO 80302, United States
Colorado	2590 Welton St Ste 200 Denver, CO 80205

Pacific Time Zone Office Location: Below, we have added our office addresses in the Pacific Time Zone.

California	4637 Chabot Dr, Suite 100 Pleasanton, CA 94588
California	515 South Flower Street, 36th Floor, Los Angeles, CA 90071
California	1 Embarcadero Center, Suite 1510, San Francisco, CA 94111
California	402 W Broadway Ste 2800 San Diego, CA 92101.
California	1851 E First St #900, Santa Ana, CA 92705
California	2 N Market St, Suite 400 c, San Jose, CA 95113
Nevada	6671 South Las Vegas Boulevard Enterprise, Building D, Las Vegas, NV 89119
Nevada	200 S Virginia St, 8th Floor, Reno, NV 89501
Washington	10900 N.E. 4th Street, Suite 2300, Bellevue, WA 98004
Oregon	5305 River Rd N, STE B Keizer, OR, 97303, USA
California	1500 Palma Drive, 2nd Floor, Ventura, CA, 93003
California	862 E Hospitality Ln, Suite 325C, San Bernardino, CA 92408

Diversity Certifications: Tryfacta has more than 45+ diversity certifications from different authorities nationwide, and the names of a few are shown in the table below.

Our Diversity Certifications	
1.	MBE certified by the State of Tennessee
2.	MBE certified by the Metropolitan Government of Nashville & Davidson County
3.	DBE certified by the Tennessee Unified Certification Program
4.	DBE certified by the Tennessee Department of Transportation (TDOT)
5.	SLBE Certified from Metropolitan Government of Nashville & Davidson County
6.	MBE certified by the Governor's Office of Diversity Business Enterprise for the State of Tennessee
7.	MBE Certified under BEP, State of Illinois
8.	MBE-certified firm by the Chicago Minority Supplier Development Council (MSDC)
9.	M/WBE certified by the NYC Department of Small Business Services
10.	DBE certified by the NY Department of Transportation
11.	MBE certified by the New York, New Jersey Minority Supplier Development Council (MSDC)
12.	MBE Certified by North Central Texas Regional Certification Agency (NCTRCA)
13.	DBE Certified by State of Texas DOT
14.	Dallas/Fort Worth Minority Supplier Development Council
15.	SLEB Certified Business in Alameda County
16.	Disadvantaged Business Enterprise [DBE] Certified by the California Unified Certification Program by the U.S. Department of Transportation
17.	NMSDC Certified Minority Business Enterprise (MBE)
18.	Mountain Plains Minority Supplier Development Council (MPMSDC)
19.	Minority Business Enterprise (MBE), Certified by the National Minority Supplier Development Council
20.	DBE Certified by the Florida Department of Transportation
21.	Economically Disadvantaged Women-Owned Small Business [EDWOSB] Certified through the U.S. Small Business Administration [SBA]
22.	Minority Business Enterprise [MBE] Certified by the Supplier Clearinghouse.
23.	Minority Business Enterprise (MBE) Certified by the State of New Jersey
24.	Small Business Enterprise (SBE) Certified by the Pennsylvania Department of General Services
25.	Small Diverse Business (SDB) Certified by the Pennsylvania Department of General Services
26.	WMBE Certified by Delaware Office of Supplier Diversity
27.	DBE Certified by Indiana Unified Certification Program
28.	MBE Certified by the State of New Jersey
29.	DBE certified by the Tennessee Department of Transportation
30.	MBE Certified by National Minority Supplier Counsel

31. MBE Certified by Supplier Clearinghouse
32. MBE Certified by the Wisconsin Department of Administration
33. OMWBE Certified by Washington State Office of Minority and Women's Business Enterprises
34. MWBE Certified by the State of Washington Dept. of Business and Diversity Enterprises
35. DBE Certified by Virginia Unified Certification Program
36. LBCE Certified by Alameda County Transportation Commission
37. MWBE Certified by Santa Clara Valley Transportation Authority and many more.

Table 4: Our diversity certifications across the USA

ISO Certificates: Tryfacta is ISO 9001:2015, ISO 20000-1:2018, and ISO 27001:2022 for Information Security Management Systems certified company, as shown in Table 6.

ISO Certificates



ISO 9001:2015 (Quality Management Systems)

ISO 27001:2022 (Information Security Management Systems).

ISO20000-1:2018 (Information Technology Service Management System).

Table 5: Our ISO Certificates

Industry Recognition: As shown in the table below, Tryfacta has been recognized by various industry analysts.



Regionals 2021: Pacific Tryfacta Ranked at #5

Inc. 500: Tryfacta Named America's #12 Fastest Growing Company in 2020

Tryfacta ranked at the #2 Top spot among Companies on Inc. 5000 in 2015

Table 6 Recognition received from various Industry Analysts

Training

Training and development play pivotal roles in refining the competencies of staff members and fostering continuous enhancement. Tryfacta, Inc. crafts tailored recommendations and weekly training plans to nurture ongoing skills development following comprehensive assessment sessions. A robust knowledge management strategy is devised to fortify current skill sets, emphasizing methods and training sessions that amplify the agency's intellectual capital.

We instill a culture of information exchange and collaboration among service desk personnel by providing training in knowledge management methodologies. Additionally, Tryfacta conducts on-the-job training sessions focused on modern technologies and procedural intricacies, including issue-resolution techniques to bolster task efficiency.

The necessity for modern technology training and skill augmentation is meticulously integrated into the training plan, aligning closely with ongoing training objectives. Upon formulation, the proposed training plan undergoes scrutiny and approval by the agency before implementation. Subsequently, a training schedule is devised and executed for temporary staff, with outcomes meticulously documented in the recommendations plan.

Tryfacta, Inc. offers a diverse array of training methodologies tailored to meet the demands of various roles, including:

- eLearning
- Simulation-based training
- Coaching or mentoring
- Instructor-led sessions

Below, we have provided a general description of the training and support we provide:

- **Timesheet Management Training:** Tryfacta provides timesheet management training to its employees. We train our employees to maintain employee project timesheets, Daily task reports project-wise, work status and comments on work, Track daily work time, Total working hours' calculations, Edit timesheet records, Monitor attendance and login time, etc.
- **Induction or Orientation Training:** Introducing a new employee to the organization's environment comprising day-to-day functioning, products, services, rules, and regulations. Our purpose of such training is to reduce the nervousness of a new joiner, by making them accustomed to the working environment. It also means giving a fair idea to the new employee about what he is supposed to do in the organization.
- **Job Training:** This training is job-specific and is given to the employee who must perform that job. Under this training, the information about the tools and technology, the process, methods to be used, the safety measures to be undertaken, etc., are explained by Tryfacta. Through this training, our employee develops the confidence and the necessary skills to perform their job effectively and efficiently.
- **Safety Training:** Safety training is given to the employees to minimize the number of accidents caused due to the handling of machines or other equipment. Under this training, the employees are given safety instructions on using machinery and other dangerous devices.
- **Refresher Training or Retraining:** Retraining or refresher training is given to the old employees to improve their efficiencies. They are introduced to new methods and technologies that would increase productivity and reduce the monotony of their daily work.
- **Remedial Training:** This training is given to overcome the shortcomings in the behavior and performance of old employees. Due to the invention of technology, the employees may resist accepting the change and cause a disturbance in the organization. Therefore, such training is given to understand the importance of change and its necessity in its operations.

- **Fundamental Training:** We provide essential training to all employees, ensuring they are equipped with foundational knowledge and skills necessary for their roles.
- **Technical Training Programs:** For specialized positions such as Business Analyst, Data Analyst, Database Administrator, Help Desk Support, IT Service Continuity Analyst, Network Engineer, Project Manager, Quality Assurance Analyst, Security Analyst, Software Developer/Engineer, Systems Administrator, and Technical Writer, we offer access to technical training programs. We guide employees to enroll in relevant courses and resources to enhance their technical competencies and stay updated with industry trends.
- **Technical Skill Enhancement Training:** Tryfacta is committed to providing its employees professional training opportunities and access to the latest technological developments. Every employee is equipped with a skill enhancement guideline based on the employee's stream of experience. The guide identifies:
 - Conferences to attend.
 - Online course of the undertaking.
 - Certification courses to undertake.
 - Timetable for offered In-house training.
 - Customized plan based on training required for a client project

Relevant Professional Education for each individual Classification

Tryfacta, Inc. gained over **28 years** of experience providing IT resources across the United States. Currently, we provide resources to 320+ government and commercial clients across the United States. Last year, we deployed **3,600** resources and ran a payroll of over **4,000** resources. In question 3.2.2, we have showcased our capability in providing resources to all 12 IT job categories.

S. No	Category	Number of resources deployed
1	Business Analyst	45+
2	Data Analyst	38+
3	Database Administrator	56+
4	Help Desk Support	80+
5	IT Service Continuity Analyst	68+
6	Network Engineer	46+
7	Project Manager	34+
8	Quality Assurance Analyst	58+
9	Security Analyst	25+
10	Software Developer/Engineer	150+
11	Systems Administrator	68+
12	Technical Writer	25+

Table 7: Resources deployed to our government and commercial clients.

We have provided three candidates' education details, qualifications, and certification for each position under [Appendix 1](#).

3.2 Vendor shall provide these services for each classification for bid by providing documentation to indicate they have provided staffing of at least three (3) individuals within the past five (5) years for any classification listed in section 4.2 below.

3.2.1 Documentation should include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4.

Below, we have provided the names of (3) individuals who worked with Tryfacta, Inc. within the past five (5) years for any classification. Also, we have provided their resumes under section [Appendix 1](#).

Positions	Candidate Name	Tryfacta, Inc. Clients name
Business Analyst	Harold Edberg	Southern California Regional Rail Authority (Metrolink)
	Letricia Bynoe	State of Texas, DIR
	Mihir Joshi	Clark County
Data Analyst	Saikiran Dulla	HCL Technology
	Smitha Pamula	Nexent Capital
	Wasim (Wes) Bailoni	Dallas Area Rapid Transit
Database Administrator	Samuel G. Navarro	Crimson Solutions
	Jason Hunter	City of Albuquerque
	Jeffrey Dunn	Sonoma County
Help Desk Support	Amber Ford	Sound Transit
	Hermes Borja	Sound Transit
	Nikos Lopez	Sound Transit
IT Service Continuity Analyst	Joseph R. Maloney	Crimson Solutions
	Patria Davis	City of Albuquerque
	Russell W. Conley	Maimi Dade County
Network Engineer	Mohammed Umair	Nexent Capital
	Maurice Roosevelt Scott	HCL Technology
	Manuel Ortiz	Maimi Dade County Public School
Project Manager	Allan McCutchen	City of Minneapolis
	Bhuvaneshwar H Puttarudraiah	Crimson Solutions
	Eugen Spivak	City of Albuquerque
Quality Assurance Analyst	Chanakya Reddy Golipally	City of Burbank
	Veneeswari Shanmugavel	DFPS (DIR)
	Nitin Ladse	Nexent Capital
Security Analyst	Dozie Egbuna	Crimson Solutions
	Mustafa Mahmood	DMS-Department Of Health, FL
	Panshu Raghav	City of Albuquerque
Software Developer/Engineer	Harikrishna Adiboina	HHSC (DIR)
	Tushar Pandit	HHSC (DIR)
	Rajamani Ranasubbu	Nexent Capital
Systems Administrator	Kishan Rao Appiseti	Dept. of education FL (DMSFL)
	Marco Antonio	HCL Technology
	Mamadou Barry	Crimson Solutions
Technical Writer	Stephen Sanders	City of Albuquerque - State of NM
	Elizabeth Ellis Kingswood	City of Albuquerque - State of NM
	Jon M. Fisher	Sound Transit

Table 8: Candidates with Client Names.

3.2.2 Vendors must provide documentation to indicate that their company meets this requirement prior to award.

The table below illustrates our ongoing IT projects that showcase our capability to meet the requirements before award.

Project Snapshot #1: City of Sunnyvale

Client Name 1	City of Sunnyvale
Title	Professional Technical Staffing
Project Duration	June 2021 – Current
Project Description: We assigned a dedicated Account Manager to act as a single point of contact for serving staffing requests. Our recruitment team used our proprietary resume database and job boards to search the	

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resumes of local candidates. We used various screening and testing methods based on the job positions to select the best candidate for the final interview and selection. We conducted background and reference checks and drug screening of IT staff.

We use the Ceipal system for the electronic onboarding of candidates, and our placed staff uses the Ceipal electronic timesheet solution for reporting their weekly hours. We use Paychex software to manage employees' payroll. We are responsible for administering and maintaining all employment and payroll records, payroll processing, and payment of payroll checks and taxes, including the deductions required by state, federal, and local laws, such as social security and withholding taxes for provided staff. We meticulously calculate and process deductions, including federal, state, and local taxes, FICA, worker's compensation, and unemployment compensation. Our payroll team adheres to all relevant tax and labor regulations and provides error-free payroll operation. We provide monthly and ad-hoc reports on payroll expenses, tax filings, and other HR-related data. Our employees can access Paychex to change their information and download pay stubs, W2s, etc. Our employees can also change their W4 and State tax forms via Paychex's mobile app or web.

We conduct customer satisfaction surveys and work on received feedback to improve our service. This contract is ongoing, so we are very optimistic about future budget growth.

We provide technical staffing services to the City of Sunnyvale to implement basic IT systems while maintaining and upgrading over 30 applications and implementing new technology. We are providing staff for **Enterprise Resource Planning (ERP), Building and Permitting Systems, Records Management Systems, Enterprise Content Management (ECM), Scanning/Digitization of Documents, Asset Management Systems, Geographic Information Systems (GIS), Utility Billing, Public Safety Computer Aided Dispatch (CAD), Smart City Infrastructure, Wireless Networking, Small Cell Infrastructure, Reporting/BI System, Intranet Redesign, Microsoft Operating System Server Migration, SharePoint Deployment, Network/Security Audit, Risk Assessment, Network Redesign, Citywide IT Strategic Plan, and an Enterprise Architecture Plan.**

Project Snapshot #2 – City of Cedar Rapid

Client Name 2	City of Cedar Rapid
Title	IT Staff Augmentation Services
Project Duration	Jan 2024 to Present
Project Description: We assigned a dedicated Account Manager to act as a single point of contact for serving staffing requests. Our recruitment team used our proprietary resume database and job boards to search the resumes of local candidates. We used various screening and testing methods based on the job positions to select the best candidate for the final interview and selection. We conducted background and reference checks and drug screening of IT staff.	
<p>We use the Ceipal system for the electronic onboarding of candidates, and our placed staff uses the Ceipal electronic timesheet solution for reporting their weekly hours. We use Paychex software to manage employees' payroll. We are responsible for administering and maintaining all employment and payroll records, payroll processing, and payment of payroll checks and taxes, including the deductions required by state, federal, and local laws, such as social security and withholding taxes for provided staff. We offered various personnel such as Network Administrator, System Administrator, Software Developer, Web Developer, IT project Manager, IT Support Specialist, Database Management, Data Analyst, and many more. We meticulously calculate and process deductions, including federal, state, and local taxes, FICA, worker's compensation, and unemployment compensation. Our payroll team adheres to all relevant tax and labor regulations and provides error-free payroll operation.</p>	

Project Snapshot #3 – City of Fort Wayne

Client Name 3	City of Fort Wayne
Title	IT Staffing Services
Project Duration	May 2022-Present
Project Description: Tryfacta is assisting the City of Fort Wayne with recruiting, hiring, onboarding, payroll administration, and ongoing program administration of Temporary Employees. We provide highly skilled,	

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Phone: 408-893-5500 & 925-640-3641 | **Email:** rfp@tryfacta.com

experienced, and qualified staff on request and within the requested time frame. We provide **software developers, business analysts, system administrators, systems engineers, Microsoft system engineers, security analysts, security engineers, security architects, help desk, technical support, and desktop support.**

Tryfacta is responsible for the following:

- o Background check
- o Drug screening
- o Payroll taxes
- o All other recruiting, employment, and program administration fees
- o Unemployment compensation Workers' compensation
- o Benefits to staff

Project Snapshot #4 – City of Milpitas

Client Name 4	City of Milpitas
Title	Temporary Personnel Services
Project Duration	July 2022 – Current
Project Description: City of Milpitas Awarded the four-year contract to Tryfacta for sourcing, screening, and providing quality personnel to provide IT professional services. Our account manager acts as a single point of contact for any staffing request and issue management. Our Account Manager always responds to the City's requests via email, phone, etc.	
<p>We arrange a sufficient personnel pool to meet the City's temporary staffing needs with a minimum notice of forty-eight hours. We use our candidate screening methodologies to compare job requirements with worker qualifications and submit the resumes of IT staff as requested. We conduct background and reference checks and drug screening of personnel at no additional cost to the City. We are responsible for administering and maintaining all employment and payroll records, payroll processing, and payment of payroll checks and taxes, including the deductions required by state, federal, and local laws, such as social security and withholding taxes for provided staff.</p> <p>We support various job titles under this contract, such as Project Manager, Programmer, Database Administrator, Network Admin, Software Tester, Business Analyst, SAP developer, GIS Engineer, Cyber Security Engineer, IT Engineer, System Engineer, and Cloud Engineer.</p>	

Project Snapshot #5 – City of Burbank

Client Name 5	City of Burbank
Title	Temporary Personnel Staffing
Project Duration	July 2023 – Current
Project Description: Tryfacta was selected as a primary vendor to provide IT staffing services to the City. We assigned a dedicated Account Management team to the City to start this contract and transition resources from the incumbent payroll. We have transitioned over 12 resources from the incumbent payroll. We are responsible for reporting, paying, withholding, and remitting state and federal taxes, workers' compensation, FICA, and unemployment contributions, complying with all applicable Patient Protection and Affordable Care Act obligations, and handling unemployment and workers' compensation claims.	
<p>We support the city with various job titles, such as GIS Analyst, Graphic Media Designer, Information Systems Analyst, Business Analyst, System Administrator, Database Administrator, Security Engineer, Help Desk Engineer, web Developer, Product Owner, and Cloud Architect.</p>	

Project Snapshot #6 – City of Albuquerque

Client Name 6	City of Albuquerque
Title	Temporary Staffing services
Project Duration	June 2022-Present

Project Description: The city of Albuquerque awarded this contract to five companies in June 2022. The previous spending on this contract was approximately \$89,000,000. Tryfacta, Inc. scored highest on this contract and was allowed to transition resources. Till now, we have transitioned 65 resources on our payroll. Under this contract, our total placement record is around 550+.

We have assigned a dedicated Account Manager and recruitment team to manage this contract. Tryfacta has a well-defined background check, and our employee background check policy refers to our guidelines for investigating job candidates' backgrounds as part of our hiring process policy. Our Account manager contacts the City's point of contact for feedback and quality control. We consistently meet their staffing needs and satisfaction levels.

We have engaged these resources in the position of **Project Manager, IT Analyst, Network Engineer, Programmer, Technician, System Technician, IT Analyst, Technical Writer, Helpdesk Technician, IT Support Specialist, Systems Analyst, Systems Administrator, Accounting Clerk, Administrative Assistant, Office Assistant, Store Clerk, Senior Accountant, HR Assistant, Office Support Specialist, Data Entry Specialist, Budget Analyst, etc.**

Project Snapshot #7 – State of Colorado

Client Name 7	State of Colorado
Title	IT Staff Augmentation Services
Project Duration	2023 - Present
<p>Project Description: We assigned a dedicated Account Manager to act as a single point of contact for serving staffing requests. Our recruitment team used our proprietary resume database and job boards to search local candidates' resumes. We used various screening and testing methods based on the job positions to select the best candidate for the final interview and selection. We provided the replacement of candidates after receiving an unsatisfactory/performance issue. We conduct customer satisfaction surveys and work on received feedback to improve our service.</p> <p>We use Paychex software to manage employees' payroll. We are responsible for administering and maintaining all employment and payroll records, payroll processing, and payment of payroll checks and taxes, including the deductions required by state, federal, and local laws, such as social security and withholding taxes for provided staff. We meticulously calculate and process deductions, including federal, state, and local taxes, FICA, worker's compensation, and unemployment compensation. Our payroll team adheres to all relevant tax and labor regulations and provides error-free payroll operation. We provide monthly and ad-hoc reports on payroll expenses, tax filings, and other HR-related data. Our employees can access Paychex to change their information and download pay stubs, W2s, etc. Our employees can also change their W4 and State tax forms via Paychex's mobile app or web.</p> <p>We raise invoices per the State policy and provide required backup documents with invoices. Our Account manager contacts the department's point of contact for feedback and quality control. We consistently exceed their staffing needs within budget. This contract is ongoing, so we are very optimistic about budget growth in the future.</p> <p>Tryfacta provides IT Staffing services statewide to various government entities. We are providing staff for different job titles such as Application Developer, Architect, Business Analyst, Business Systems Consultant Manager, GIS administrator, Communication Analyst, Computer Operator, Configuration Management Analyst, Data Architect, Data Entry Operator, Data warehousing Admin, Database Administrator, Database Architect, Enterprise Architect, Functional Architect, Helpdesk Analyst, Helpdesk Technician, Information Security Analyst, Independent verification & validation, Information Security Manager, LAN administrator, Linux System Admin, Network Engineer, Programmer, SAN Admin, Software Engineer, Solution Architect, System Engineer, System Admin, Testing Manager, Testing Engineer, and Data Engineer.</p>	

Project Snapshot #8 – Sound Transit

Client Name 8	Sound Transit
Title	IT Staff Augmentation Services
Duration	2023-Ongoing
<p>Project Description: After the contract award, our team conducted the kick-off meeting to introduce the key team members, explain their roles, review the communication plan, set expectations, transition staff, and ensure a</p>	

common understanding of the sub-task requirements and objectives. Our Account Management team developed a Transition plan for the timely onboarding of preselected candidates. After receiving details of selected candidates from Sound Transit, we executed our transition process and seamlessly integrated the existing staff into Tryfacta without disrupting the Sound Transit work. We used an electronic onboarding process to streamline candidates' paperwork and background checks and provided real-time updates & reports to the Sound Transit stakeholders for monitoring, tracking, and auditing. We transitioned eight candidates. We effectively executed the transition process during the transition using our project management procedure, communication plan, quality control methods, and risk management principle.

Our Account Manager acts as a single point of contact for any staffing request and issue management. Our Account Manager is always responsive to Sound Transit's IT staffing requests via email, phone, etc. We conduct background and reference checks and drug screening of IT staff. Apart from transitioning, we placed more than 12 new IT staff.

We are providing IT Staff Augmentation Services across various labor categories such as **IT Desktop Support, IT Network and Server Engineering, IT Application Administration, IT Project Management, IT Business Analysis and Technical Writing, IT Security Analysis and Administration, IT Data Administration and Intelligence, IT Quality Assurance, IT Web Development and Administration, IT Systems Development and Integration, IT Geographic Information Systems, IT Enterprise Architecture, IT Solution Architecture.**

Project Snapshot #9 – Dallas Area Rapid Transit

Client Name 9	Dallas Area Rapid Transit
Title	IT Staff Augmentation
Duration	2022 -Ongoing
Project Description: After the contract award, our team conducted the kick-off meeting to introduce the critical team members, explain their roles, review the communication plan, set expectations, transition staff, and ensure a common understanding of the sub-task requirements and objectives. Our Account Management team developed a Transition plan for the timely onboarding of incumbent staff. Our Account Manager acts as a single point of contact for any staffing request and issue management. We conduct background and reference checks and drug screening of temporary IT staff at no additional cost to the DART.	
<p>Our IT staff provided Business intelligence development services to the Dallas Area Rapid Transit (DART). Our Team successfully developed new Tableau dashboards adhering to modern UI/UX standards, supported existing Tableau components, and integrated DART Scorecard product roadmap features. Additionally, the developer upgraded the product to the latest versions for security and new features from Salesforce, converted reports from Ripple stone/Crystal to Tableau for enterprise reporting transformation, automated reports for different departments, and prepared comprehensive Tableau training documentation. This collaboration enhanced data visualization, increased productivity, seamless report migration, improved security, and empowered users, strengthening DART's position.</p> <p>Tryfacta is providing IT staffing services such as Programmer/Developer, Sr Business Analyst, GIS Consultant, Lawson or Kronos - Development Consultant, Trapeze System Administrator/Consultant, IBM FileNet Consultant, Database Administrator, Data Warehouse Developer, Business Intelligence Developer, Oracle DBA, Enterprise Architect, Database Architect, Data Warehouse Architect, Dell Boomi Architect, Project Manager, Sr Project Manager, Technical Writer, Network Engineer, Network Administrator, Electrical Engineer, System Administrators, Systems Engineer, Microsoft System Engineer, Security Analyst, Security Engineer, Security Architect, Help Desk, Technical Support, and Desktop Support.</p>	

Project Snapshot #10 – Miami-Dade County Public Schools

Client Name 10	Miami-Dade County Public Schools
Title	IT Staff Augmentation Services
Project Duration	July 2022 - Present
Project Description: Miami Dade County Public Schools had several legacy applications developed in the .Net framework, running on-premises and causing operational challenges. The school wanted to modernize and migrate these applications to cloud-based infrastructure for better scalability, security, and cost-effectiveness. The Tryfacta	

Team worked on .Net applications, such as modernization and migration. We provided IT staff on an as-needed basis. All of the candidates placed were thoroughly vetted, with all types of background checks but not limited to: Identity Check, Employment Reference Check, Health Checks, Education and Credential Check, License verification, Criminal Background Checks, Credit History Checks, Finger Printing, Blacklist Check, E- Verify, National Criminal Records Check, Skills Checklist.

Our temporary employees were of professional quality and were trained to perform consistently with generally accepted industry standards for the respective position. Tryfacta provides IT technical staffing services such as **Oracle Database Administrator, SQL Server Database Administrator, Oracle eBusiness Suite (EBS) Database / Application Developer, Network engineering Administrator, Infrastructure Systems Administrator, Business Intelligence Developer, Salesforce Administrator, Developer and Integrator, Cloud Engineer, Help Desk Technician, Programmer, Software developer, Mobile App Developer, Hosting Support and Technical Support.**

Project Snapshot #11 – City Colleges of Chicago, IL

Client Name 11	City Colleges of Chicago, IL
Project Duration	Jan 2023 – Current
Title	Salesforce, BI & Web Development, and Design Staff Augmentation Services
<p>Project Description: Tryfacta provides salesforce, business intelligence & web development, and design staff augmentation services to the Information Technology of the City Colleges of Chicago. The total value of this contract is \$9M for a three-year term. Our Staff is working on various projects related to</p> <ul style="list-style-type: none"> • Web Development (Angular, .NET, C#, LAMP, SQL, MVC, HTML, CSS, JavaScript Microsoft PowerApps) • ERP (PeopleSoft CS, HR, FIN, and IH), • CRM (Salesforce) • Marketing Cloud and Pardot • Identity Management and Productivity (Microsoft Office 365, ADFS, SAML2, MIM, PowerApps) • Content Management (WordPress) • Integration tool (Valence) • Learning Management System (Brightspace) • Data Warehouse (Zogotech) • BI and Analytics Platforms (Datorama, Tableau, PowerBI) <p>We have assigned a dedicated Account Manager and a 3-member recruitment team to manage this contract. Tryfacta has a well-defined background check, and our employee background check policy refers to our guidelines for investigating job candidates' backgrounds as part of our hiring process policy. Our IT staff provides cost-effective, flexible options to meet the IT project's goal. Tryfacta is responsible for advertising positions, recruiting contract employees, employment screening, payroll administration, and reporting.</p> <p>We support various IT job titles under this contract, such as Project Manager, .Net Full Stack Developer, PHP Developer, BI Developer, Web Designer, System Administrator, Azure Cloud Engineer, Salesforce Developer, etc.</p>	

Project Snapshot #12 – State of Florida

Client Name 12	State of Florida
Title	IT Staff Augmentation Services
Duration	Oct 2022- Present
<p>Project Description: We have provided an Application developer for the development, implementation, and life-cycle management of new and existing enterprise technologies required to support the Florida Department of Health, Office of Information Technology, Security Administration Team. We have also provided a product support specialist to resolve customer problems, maintain and install applications/solutions, perform bug verification, release testing, and provide beta support for clinical applications/products. We provided Cyber Security Analyst conducting regular assessments to identify potential vulnerabilities, threats, and risks to the IT systems and networks. Developing and implementing risk mitigation strategies and security controls to safeguard against cyber threats and attacks.</p>	

We are providing IT staff augmentation services such as **User Interface Designer, Quality Assurance Specialists, Application Support Specialists, Network Administrators, UI/UX Designers, Project Coordinator, Cloud Architect, Security Analyst, Business Analyst, Accountant, ERP Technical Developer, Desktop Support Specialist, Network Analyst, SQL Developer, Report Developer, Information Technology Analyst, Documentation Specialist.**

Project Snapshot #13 – Gwinnett County, Georgia

Client Name 13	Gwinnett County, Georgia
Title	ITS Professional Staffing Resource
Duration	2023 -Ongoing
<p>Project Description: Tryfacta has assigned a dedicated account management team to serve the County. We understand the importance of IT staffing projects on time and within budget. Our turnaround time to serve a qualified resume for a single position is 4-12 hours. Our local account management team is responsible for meeting the county representatives to resolve any query risk before it becomes an issue. Additionally, we are responsible for submitting the staff timesheet to its supervisor on time.</p> <p>Tryfacta is responsible for:</p> <ul style="list-style-type: none"> • Supply qualified candidates. • Internal Assessments • Skills Checklist • Reference & Background Checks • Drug & Alcohol Testing • Verification of Credentials <p>We use an electronic onboarding process to streamline candidates' paperwork and background checks and provide real-time updates & reports to the County stakeholders for tracking.</p> <p>We are providing IT Staffing services for various functional areas such as PMO Financial Analyst, Project Manager, Business Systems Analyst, Project Coordinator, Systems Analyst/Administrator – Unix Team, Systems Analyst/Administrator – Microsoft Team, End User Services – IT Systems Analyst III, End User Services – Administrator, Service Desk Quality Assurance Analyst, Service Desk Technician, IT Problem Manager, IT Service Delivery Asset Technician, Software Asset Administrator, Asset Management Analyst, VOIP Technician, VOIP Analyst, Network Analyst, Network Administrator, Network Engineer, Network Architect, SAP Basis, SAP Middleware Developer, SAP Security, SAP ABAP Developer, SAP WebDynPro Developer, SAP SRM/MM Functional, SAP ISU Functional, SAP FI Functional, SAP HR Functional, SAP Payroll Functional, SAP CRM Functional, SAP BW/BI Developer, SAP BOBJ 4.2 Report Writer, SAP Web Applications Developer, SAP Web Applications Lead Developer/Architect, SAP Development Architect, SAP ISU Solutions Architect, SAP Solution Architect, Oracle Fusion Finance Functional Lead, Oracle Fusion HCM Functional Lead, Oracle Cloud Integration Developer, Oracle Cloud Solutions Architect, Oracle Cloud Integration - SymPro, Oracle Cloud Integration – ADP, Enterprise Content Management Applications and Enterprise Content Management Functional, SharePoint Administrator, SharePoint Developer, SharePoint Business System Analyst, Oracle Forms and Reports Administration, DBA, Power BI Developer, Enterprise Records Management Administrator, GIS Applications Development, GIS Analyst, GIS Administrator – Land Information Solutions, Accela Automation Land Management Administration, Security Administrator, Security Analyst, Security Engineer, SOC Analyst III, Compliance Controls Assessor, Disaster Recovery Coordinator, Business Relationship Manager, Business Relationship Specialist, Technical Writer, Technical Trainer, Technical Contract Administrator, and Senior Financial Analyst.</p>	

Project Snapshot #14 – County of Sonoma

Client Name 14	County of Sonoma
Title	Technical Staffing and Consulting Services
Duration	2022 -Ongoing
<p>Project Description: Tryfacta is responsible for:</p> <ul style="list-style-type: none"> • Supply qualified candidates. • Internal Assessments 	

- Skills Checklist
- Reference & Background Checks
- Drug & Alcohol Testing
- Verification of Credentials

We are providing Technical Staffing and Consulting Services to the County such as **Information Systems Project Manager, Project Coordinator, Geographical Information Systems Technician I, Geographical Information Systems Technician II, Information Technology Analyst I/II, Information Technology Analyst III, Network Analyst, Senior Network Analyst, Technical Writer Programmer Analyst, Senior Programmer Analyst, Business Analyst, Senior Business Analyst, Systems Software Analyst.**

Project Snapshot #15 – Texas Department of Information Resources

Client Name 15	Texas Department of Information Resources
Title	Technical Staffing Services
Duration	Oct 2022 - Present
Project Description: As this is a statewide contract, Tryfacta has provided IT staff to Texas Education Agency, Texas Education Agency, Texas Education Agency, Department of State Health Services, and the Health and Human Services Commission.	
Tryfacta is responsible for: <ul style="list-style-type: none"> • Supply qualified candidates. • Internal Assessments • Skills Checklist • Reference & Background Checks • Drug & Alcohol Testing • Verification of Credentials 	
We have successfully placed Project Managers, Business Analyst, and Programmer and supported various other job categories such as Applications / Software Development, Data / Database Administration, Web Development, Quality Assurance & Testing, Networking / Telecommunications, Security, Project Management, Technical Services, Help Desk & Operations, Information Technology Service Management (ITSM Operations, IT Marketing, and Information Technology Contract Management.	

Project Snapshot #16 – Southern California Regional Rail Authority – Metrolink

Client Name 16	Southern California Regional Rail Authority - Metrolink
Title	IT Technical Support Services
Duration	June 2021 - Present
Project Description: Tryfacta provides IT staffing services for various labor categories, as given below. <ul style="list-style-type: none"> • Oracle Database Administrator • SQL Server Database Administrator • Oracle eBusiness Suite (EBS) Database / Application Developer • Network Engineering Administrator. • Infrastructure Systems Administrator • Business Intelligence Developer • Salesforce.com Administrator, Developer, and Integrator • Help Desk Technician • Programmer, software developer • Mobile App Developer, Hosting and Support • Fare Collection Analyst and Technical Support 	
We have successfully provided a Helpdesk Technician and Sr. IT Business Analyst / Project Manager. Since April 2023, our Sr. IT Business Analyst / Project Manager, working under the direction of the CTO, has provided project management oversight for various IDTS projects and has been responsible for the following.	

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | **Email:** rfp@tryfacta.com

- Project Management
- Gathering Business Requirements
- Acting as a Liaison between IDTS and Business Departments
- Translates business needs to functional and technical requirements.

Environment supported:

- Mobile Ticketing Application
- Ticket Machines
- Corporate Pass Portal
- Enterprise Resource Planning applications (Salesforce, Oracle, ADP, HR, etc.)

Project Snapshot #17 – Miami Dade County

Client Name 18	Miami Dade County
Project	IT Infrastructure Management Services
	July 2023 - Present
<p>Project Description: The Tryfacta team implemented a configuration management strategy for IT infrastructure support services consistent with the policies, procedures, and processes established in the department Configuration Management Plan (CMP). The Tryfacta team-maintained configuration control over software/hardware requirements and specifications. Tryfacta provided configuration management of the software and hardware for optimal performance. Tryfacta team delivered the configuration items placed under configuration and change control, documented in the Configuration Management Plan. Tryfacta established and maintained status reporting on change and configuration management activity and ensured that Data Repository data records and artifacts were filed and updated. Tryfacta managed and protected the integrity of CIs through the service lifecycle by working with change management to ensure that only authorized components were used, and only authorized changes were made. Tryfacta maintained an up-to-date repository of baseline configurations used to compare a change and ensure that the configuration was stable and within the framework of internal policies.</p> <p>Tryfacta team provided technical and administrative control of the functional and physical characteristics of hardware/network components. The Tryfacta team identified and defined the IT configuration items (CIs) in the system, controlled the change of these items after installation, and reported the effectiveness and installation status of changes to all CIs. Tryfacta team ensured that all data, including version description documents, were maintained to the current configuration. Tryfacta team established criteria to determine periodic maintenance requirements, including all actions, parts, and equipment necessary for repairing or restoring operations to ensure the operability of any replacement components. IT support and help desk teams monitor an environment, troubleshoot issues before they become critical, and perform support tasks for end users.</p> <p>We provided risk analysis and implemented a risk management approach for protecting information and software solutions. We provided vulnerability scanning solutions, as well as anti-virus and anti-spyware protection. We provided plans for review and update when operational considerations (e.g., risks, threats, cyber assessment configurations, vulnerabilities) change significantly or as required. We provided response(s) to all incidents involving malicious or suspicious code, including, but not limited to, viruses, Trojan horses, worms, and macros. We provided network vulnerability scanning services and analysis, tracked and reported our supported systems' configuration and vulnerabilities, took corrective actions, and performed vulnerability mitigation.</p>	

Utility Client's Feedback for Similar Experience

Santa Clara Valley Water Districts

REFERENCE REQUEST FORM for Tryfacta, Inc	
Reference Company Information:	
Name:	Santa Clara Valley Water District
Address:	5750 Almaden Expy, San Jose, CA 95118
Contact Name:	Laurel Hanchett
Telephone No.:	408.630.2882
E-mail:	LHanchett@valleywater.org
Term of Contract:	From: 07/2017 To: Ongoing
Monetary Amount of Contract:	\$11,099,186.57
Total fees received (or projected) from services provided:	\$9,171,351.57 till 10/2020
Description of Services Provided:	Tryfacta is a temporary staffing and payroll partner with Santa Clara Valley Water District in San Jose, Ca
Rate Overall Performance:	
<div> <div>Exceptional</div> <div>Above Standard</div> <div>Acceptable</div> <div>Needed Improvement</div> </div> Please circle one and make any applicable comments below.	
<div>Exceptional: I really enjoy working with the Tryfacta team. They are very responsive and helpful! My favorite.</div>	
Rate Responsiveness to Requirements, Submission of Reports:	
<div> <div>Exceptional</div> <div>Above Standard</div> <div>Acceptable</div> <div>Needed Improvement</div> </div> Please circle one and make any applicable comments below.	
<div>Exceptional: They provide weekly reports on time. We have an hours report and covid communication report.</div>	
Rate Company Personnel, Sub-consultants, Quality and Accuracy of Work:	
<div> <div>Exceptional</div> <div>Above Standard</div> <div>Acceptable</div> <div>Needed Improvement</div> </div> Please circle one and make any applicable comments below.	
<div>Exceptional: We have had the same point of contact for the last 3 years. We meet with them in person bi-yearly. They are easy to work with.</div>	
Rate the Company's Response to Potential Problems:	

Exceptional

Above Standard

Acceptable

Needed Improvement

Please circle one and make any applicable comments below.

Exceptional: We needed to let a temp go and Tryfacta handled it just as we expected.

Respondent's Signature & Information

Laurel Hanchett

Management Analysis II


3/7/22

Reference Firm Signature



Title

Date

Valley Water
Phone 408.630.2882
Address: 5750 Almaden Expressway
San Jose, CA 95118
Email: lhanchett@valleywater.org
<https://www.valleywater.org/>.



Government Client's Feedback for Similar Experience

Miami Dade County	Bay Area Rapid Transit
 <p>Public Housing and Community Development 701 NW 1st Court • 16th Floor Miami, Florida 33136-3914 T 786-469-4100 F 786-469-4151 miamidade.gov</p> <p>June 16, 2023</p> <p>To Whom It May Concern:</p> <p>I am writing this letter of support on behalf of Tryfacta Staffing Service. We have been working with Tryfacta for the last six months, which is a short period of time, but within this timeframe, Tryfacta has made a big impact on our organization. We have been instrumental in the recruiting and placing qualified employees into full-time temporary positions.</p> <p>My letter is from a human resources perspective. My main areas of responsibilities with Tryfacta are:</p> <ul style="list-style-type: none"> to request and review resumes of qualifying candidates received from Tryfacta; to coordinate interviews of qualified candidates with the hiring managers; ensure selected candidates for hire have met the onboarding and background screening requirements, and arrange reporting instructions between the hiring managers and the temporary agency. <p>Through this agency, we have been able to staff major components of our department with qualified candidates to accomplish many and various tasks. At no point, in my professional interactions with Tryfacta, have they not delivered on any request made. All employees that were placed to date, are still actively employed.</p> <p>We look forward to many more opportunities working with Tryfacta and wish them continual growth and success.</p> <p>With regards,</p> <p><i>Felicia L. Murphy</i> Felicia L. Murphy Human Resources Manager 786-469-4160 fel@miamidade.gov</p>	 <p>To Whom It May Concern:</p> <p>The Bay Area Rapid Transit's prime vendor for all Temporary Staffing across diverse labor categories and business functions is Tryfacta. Additionally, they are our go-to partner for all temporary worker services. Tryfacta has been a valued staffing partner since July 2021 and has a Contract Commitment Amount of \$1,000,000.</p> <p>I would like to commend the entire Team at Tryfacta for the exceptional service they provide. They are extremely responsive and provide a high-touch service.</p> <p>Included is my Contact Information in case you need any additional information.</p> <p>Thank You, <i>Unique Shaikh</i></p> <p>Unique Shaikh Administrative Coordinator Bay Area Rapid Transit Employment@bart.gov 510-464-6251 Contract Commitment Amount: Approximately \$1 million Date of Service: July 2021 Onwards</p> <p>BART HR Administration 2150 Webster Street, Suite 04 Oakland, CA 94612</p>

List of our ongoing IT contracts

Government Client Name	Project Scope	Status
Sacramento Regional County Sanitation District & Sacramento Area Sewer District	Information Technology Contract Staff Services	2023 -Ongoing
Santa Clara Valley Water District, California	Temporary Worker Agency and Payroll Service	2017- Ongoing
Metropolitan Water District of Southern CA	Skilled/Technical Temp Labor Staffing	2021-Ongoing
Alameda County Water District	Temporary Staffing Services	2020-Ongoing
City of Burbank (Water and Power Department)	Temporary Personnel Staffing	2023 -Ongoing
New York Power Authority	Contingent Staffing	2021-Ongoing
Metropolitan Washington COG	IT Staff Augmentation Services	2021-Ongoing
NYSERDA	Staff Augmentation Services	2023- Ongoing
City of Sunnyvale	Professional Technical Staffing	2021-Ongoing
City of Fort Wayne	IT Staffing Services	2022 -Ongoing
City of McAllen	IT Professional Services	2022 -Ongoing
Cedar Rapids City Council, Iowa	IT Staff Augmentation Services	2022 -Ongoing
City of Glendale	Technical Recruiting for IT	2022 -Ongoing
City of Stockton	Temporary Employment Services	2023 -Ongoing
City of Albuquerque	Temporary Staffing Services	2022 -Ongoing
City of Milpitas	Temporary Personnel Services	2022 -Ongoing
County of Alameda	Application Development and Maintenance Services	2023 -Ongoing

County of San Mateo	IT Staffing Services	2023 -Ongoing
San Bernardino County	IT Staffing	2023 -Ongoing
County of Sonoma	Technical Staffing and Consulting	2022 -Ongoing
Gwinnett County, Georgia	IT Staffing Services	2023 -Ongoing
County of Sacramento	IT Staffing	2022 -Ongoing
New Castle County	Information Technology Services	2021-Ongoing
Tarrant County	Staffing Augmentation Services	2022 -Ongoing
Clark County	IT Tier 1 Professional Services	2022 -Ongoing
Department of Managed Services, Florida (State-wide)	IT Staff Augmentation Services	2022 - Ongoing
State of Colorado	IT Staff Augmentation Services	2023- Ongoing
BART San Francisco Bay Area Rapid Transit District	Temporary Help Services	2020 -Ongoing
SCRRA Metrolink	IT Technical Support Services	2021-Ongoing
Judicial Council of California	IT Consulting Managed Services	2021-Ongoing
Port of Long Beach	On-Call Information Technology	2023 -Ongoing
DMS Florida	IT Staff Augmentation	2022 -Ongoing
Regional Transportation Authority	IT Staff Augmentation	2023 -Ongoing
State of Minnesota MNSITE	Minnesota Seeking IT Expertise	2022 -Ongoing
Dallas Area Rapid Transit	IT Staff Augmentation	2022 -Ongoing
NJEdge	IT Professional Services	2023 -Ongoing
State of New Mexico	IT Staffing Services	2024 – Ongoing
State of Louisiana	IT Staffing Services	2024 – Ongoing
Baltimore County Public Schools	Information Technology Staffing	2023 -Ongoing
Montgomery College	IT Staffing & Consulting Services	2023- Ongoing

Table 9: List of our ongoing IT staffing contracts

3.2.3 The documentation should detail the entity, company, or business to whom the individual was supplied and provide contact information for that entity.

Below, We have provided three references for each position.

Category	References
Business Analyst	Reference 1 Client Name: Dallas Area Rapid Transit POC Name: Daniel Mart Phone: 214-749-2652 Email: dmarti@dart.org
	Reference 2 Client Name: Southern California Regional Rail Authority (Metrolink) POC Name: Melissa Cousart Contract & Compliance Administrator Phone: 213.452.0207 Email: cousartm@scrta.net
	Reference 3 Client Name: Santa Clara Valley Water District POC Name: Laurel Hanchett, Human Resources Manager

	<p>Phone: 408.630.2882 Email: LHanchett@valleywater.org</p>
Data Analyst	<p>Reference 1 Client Name: DFW Airport POC Name: Emily Grose, Senior Contract Administrator Phone: 972-973-5468 Email: egrose@dfwairport.com</p> <p>Reference 2 Client Name: Crimson Solutions POC Name: A. Ghosh, Delivery Manager Phone: 646.893.6110 Email: aghosh@crimsonsol.com</p> <p>Reference 3 Client Name: HCL Technology POC Name: Kiran Somalwar, Senior Vice President Phone: 650.799.9234 Email: Kirantsomalwar@gmail.com</p>
Database Administrator	<p>Reference 1 Client Name: Santa Clara Valley Water District POC Name: Laurel Hanchett, Human Resources Manager Phone: 408.630.2882 Email: LHanchett@valleywater.org</p> <p>Reference 2 Client Name: Nexent Capital POC Name: Adi Vats Phone: 925-380-2147 Email: Adi.Vats@nexentcap.com</p> <p>Reference 3 Client Name: City of Albuquerque, New Mexico POC Name: Belinda Wolff, Administrative Assistant Phone: 505.768.5104 Email: bwolff@cabq.gov</p>
	<p>Reference 1 Client Name: Southern California Regional Rail Authority (Metrolink) POC Name: Melissa Cousart Contract & Compliance Administrator Phone: 213.452.0207 Email: cousartm@scrra.net</p> <p>Reference 2 Client Name: City of Minneapolis POC Name: Kate Redden, Manager, Administrative Services</p>

<p>Help Desk Support</p>	<p>Phone: 612-673-3134 Email: Kate.redden@minneapolismn.gov</p> <p>Reference 3 Client Name: HCL Technology POC Name: Kiran Somalwar, Senior Vice President Phone: 650.799.9234 Email: Kirantsomalwar@gmail.com</p>
<p>IT Service Continuity Analyst</p>	<p>Reference 1 Client Name: HCL Technology POC Name: Kiran Somalwar, Senior Vice President Phone: 650.799.9234 Email: Kirantsomalwar@gmail.com</p> <p>Reference 2 Client Name: Dallas Area Rapid Transit POC Name: Daniel Marti Phone: 214-749-2652 Email: dmarti@dart.org</p> <p>Reference 3 Client Name: Dallas Area Rapid Transit POC Name: Daniel Mart Phone: 214-749-2652 Email: dmarti@dart.org</p>
<p>Network Engineer</p>	<p>Reference 1 Client Name: Crimson Solutions POC Name: A. Ghosh, Delivery Manager Phone: 646.893.6110 Email: aghosh@crimsonsol.com</p> <p>Reference 2 Client Name: City of Minneapolis POC Name: Kate Redden, Manager, Administrative Services Phone: 612-673-3134 Email: Kate.redden@minneapolismn.gov</p> <p>Reference 3 Client Name: Santa Clara Valley Water District POC Name: Laurel Hanchett, Human Resources Manager Phone: 408.630.2882 Email: LHanchett@valleywater.org</p>
<p>Project</p>	<p>Reference 1 Client Name: City of Albuquerque, New Mexico POC Name: Belinda Wolff, Administrative Assistant Phone: 505.768.5104 Email: bwolff@cabq.gov</p> <p>Reference 2</p>

<p>Manager</p>	<p>Client Name: HCL Technology POC Name: Kiran Somalwar, Senior Vice President Phone: 650.799.9234 Email: Kirantsomalwar@gmail.com</p> <p>Reference 3</p> <p>Client Name: Southern California Regional Rail Authority (Metrolink) POC Name: Melissa Cousart Contract & Compliance Administrator Phone: 213.452.0207 Email: cousartm@scrra.net</p>
<p>Quality Assurance Analyst</p>	<p>Reference 1</p> <p>Client Name: DFW Airport POC Name: Ron Duncan, Assistant Vice President of Contract Administration Phone: (972) 973 5613 Email: rduncan@dfwairport.com</p> <p>Reference 2</p> <p>Client Name: Crimson Solutions POC Name: A. Ghosh, Delivery Manager Phone: 646.893.6110 Email: aghosh@crimsonsol.com</p> <p>Reference 3</p> <p>Client Name: City of Minneapolis POC Name: Kate Redden, Manager, Administrative Services Phone: 612-673-3134 Email: Kate.redden@minneapolismn.gov</p>
<p>Security Analyst</p>	<p>Reference 1</p> <p>Client Name: Southern California Regional Rail Authority (Metrolink) POC Name: Melissa Cousart Contract & Compliance Administrator Phone: 213.452.0207 Email: cousartm@scrra.net</p> <p>Reference 2</p> <p>Client Name: Santa Clara Valley Water District POC Name: Laurel Hanchett, Human Resources Manager Phone: 408.630.2882 Email: LHanchett@valleywater.org</p> <p>Reference 3</p> <p>Client Name: Nexent Capital POC Name: Adi Vats Phone: 925-380-2147 Email: Adi.Vats@nexentcap.com</p>

<p>Software Developer/Engineer</p>	<p>Reference 1</p> <p>Client Name: Dallas Area Rapid Transit POC Name: Daniel Marti Phone: 214-749-2652 Email: dmarti@dart.org</p> <p>Reference 2</p> <p>Client Name: City of Albuquerque, New Mexico POC Name: Belinda Wolff, Administrative Assistant Phone: 505.768.5104 Email: bwolff@cabq.gov</p> <p>Reference 3</p> <p>Client Name: Crimson Solutions POC Name: A. Ghosh, Delivery Manager Phone: 646.893.6110 Email: aghosh@crimsonsol.com</p>
<p>Systems Administrator</p>	<p>Reference 1</p> <p>Client Name: City of Minneapolis POC Name: Kate Redden, Manager, Administrative Services Phone: 612-673-3134 Email: Kate.redden@minneapolismn.gov</p> <p>Reference 2</p> <p>Client Name: Dallas Area Rapid Transit POC Name: Daniel Marti Phone: 214-749-2652 Email: dmarti@dart.org</p> <p>Reference 3</p> <p>Client Name: DFW Airport POC Name: Emily Grose, Senior Contract Administrator Phone: 972-973-5468 Email: egrose@dfwairport.com</p>
<p>Technical Writer</p>	<p>Reference 1</p> <p>Client Name: Crimson Solutions POC Name: A. Ghosh, Delivery Manager Phone: 646.893.6110 Email: aghosh@crimsonsol.com</p> <p>Reference 2</p> <p>Client Name: City of Albuquerque, New Mexico POC Name: Belinda Wolff, Administrative Assistant Phone: 505.768.5104 Email: bwolff@cabq.gov</p> <p>Reference 3</p> <p>Client Name: Nexent Capital POC Name: Adi Vats</p>

Phone: 925-380-2147 Email: Adi.Vats@nexentcap.com

3.3 Vendor must possess all licenses, permits, and certifications required to perform this contract before the start date of service.

Tryfacta, Inc. holds all licenses, permits, and certifications required to perform this contract.

3.4 Lottery shall require resources to hold current certification for target technologies, the certifications would include but not limited to cybersecurity or vendor-specific certifications as Cisco and Microsoft.

Tryfacta, Inc. assures that all our proposed resources will hold all required certification for target technologies per the applicable positions. In the last two years, We have already engaged over **1,200+ resources** in positions like Business Analyst, Data Analyst, Database Administrator, Help Desk Support, IT Service Continuity Analyst, Network Engineer, Project Manager, Quality Assurance Analyst, Security Analyst, Software Developer/Engineer, Systems Administrator, Technical Writer.

4. Mandatory Contract Items and Deliverables

Vendor(s) shall provide the Agency with the Contract Items listed below on an open-ended and continuing basis. Contract items must meet or exceed the following mandatory requirements:

4.1 Multiple-Award Contract: Contracts will be awarded only to prequalified vendors. The Agency will request quotes from each prequalified vendor as needed. The Agency shall then award the contract/purchase order to the lowest responsive bidder. The Agency shall reject any bid that fails to comply with the requirements contained in the prequalification agreement and request for bids.

Tryfacta, Inc. agrees with the above Statements.

4.2 Classifications: Prequalified vendors may bid on one (1) or all classifications, including:

4.2.1 Business Analyst - Analyzes and documents business requirements and processes. Assists in designing IT solutions to meet needs. Facilitates process modifications and improvements.

4.2.2 Data Analyst - Is responsible for data analysis, modeling, database management, security, and quality assurance.

4.2.3 Database Administrator - Is responsible for designing, implementing, and maintaining databases.

4.2.4 Help Desk Support - Is responsible for technical support to end-users, troubleshooting technical issues, and resolving problems.

4.2.5 IT Service Continuity Analyst - Documents, analyzes, implements, and manages disaster recovery and business continuity plans.

4.2.6 Network Engineer - Is responsible for designing, implementing, and maintaining computer networks.

4.2.7 Project Manager - Manages IT projects, coordinates resources, and meets project deadlines.

4.2.8 Quality Assurance Analyst - Tests software applications to meet quality standards and requirements.

4.2.9 Security Analyst - Documents, analyzes, implements, and maintains security measures to protect IT systems and data.

4.2.10 Software Developer/Engineer - Is responsible for designing, coding, testing, and maintaining software applications.

4.2.11 Systems Administrator - Is responsible for installing, configuring, and maintaining computer systems, networks, and servers.

4.2.12 Technical Writer - Is responsible for creating technical documentation, including but not limited to user manuals, help files, and online documentation.

Tryfacta, has gained **28 years** of experience in providing IT Staffing Services, Currently, we provide services to **320+ Government and Commercial** clients across USA. Based on our previous experience, qualification We are qualified to provide services for all 12 classifications.

4.3 Professional Compatibility and Compliance: Prequalified vendors shall provide IT professionals as requested by the Lottery to be compatible with the needs of the Lottery.

4.3.1 These needs may be hourly, daily, weekly, monthly, or annual, including weekends and holidays.

4.3.1.1 There will be no overtime pay associated with these assignments and may also be for specified periods as agreed upon in writing by the Agency and the vendor. For example, a 13-week contract ("term"). The requests for bids are further described in Section 5 below.

Tryfacta, Inc. agrees with **Professional Compatibility and Compliance**.

4.3.2 Prequalified vendors must provide qualified IT professionals to accommodate the Lottery needs and comply with all Lottery policies and procedures, Federal and State statutory and regulatory requirements, and standards for applicable accreditation and licensure bodies.

Tryfacta, Inc. assures that we will provide qualified IT professionals to accommodate the Lottery needs and comply with all Lottery policies and procedures, Federal and State statutory and regulatory requirements, and standards for applicable accreditation and licensure bodies.

4.3.3 The position or classifications above will provide technical expertise to meet the contracted staffing needs for the Lottery to support the division's IT efforts.

4.3.3.1 These services shall be used to develop new computer systems, modifications, and enhancements to existing computer systems for the Agency, as well as mentor, provide technical training and support, and provide "shadowing" opportunities for State employees, among other tasks as defined by the Lottery in its Delivery Order for the services.

Tryfacta, Inc. assures that the professionals provided to the Agency will be trained and explained the tasks to be performed at the Agency so that there will no chaos and they can give better outputs.

4.4 Background Checks: Prior to award all prequalified vendors must provide and have a completed background check performed by Vendor at Vendor's sole cost for each candidate proposed for any classification. These items will include, but are not limited to:

4.4.1 Background check through Vendor

Tryfacta performs a series of reference checks, pre-employment background checks, and drug screens before onboarding employees at client sites, which is a part of our standard practice.

At Tryfacta, we have a well-defined and documented Background Check Policy to perform a pre-employment background check. We rely on third-party vendors like **Sterling, Intelius, and Cleves Research USAFact, HireRight, and Karmacheck** to perform background checks. Under this policy, candidates are subjected to compulsory pre-employment background checks as per the Agency's requirements. The candidate will be notified and required to sign a consent and authorization form.

4.4.2 Resume of proposed candidate as proof of experience, with references

We have provided the resumes of the candidates as requested by the Agency Under [Appendix 1](#).

4.4.3 Other documents, as requested

4.4.4 The Lottery will also run a separate mandatory background check of vendor staff for each proposed classification before any work can begin.

4.4.4.1 The vendor must provide Lottery with the names and fingerprint information for background check on each vendor staff proposed for placement within 48 hours of scheduled shift.

4.4.4.2 The Vendor and the Lottery must agree to any deviation from this requirement in writing.

Tryfacta will provide all the documents as requested by the Agency. Also, the names and fingerprint information for background check on each staff proposed for placement within 48 hours of scheduled shift will be provided.

4.5 Minimum Experience Requirements: Vendor's staff must meet or exceed minimum experience requirements for the associated classification and target technology. E.g., Software Developer/Engineer with five (5) or more years of experience with MS Visual Basic for Applications (VBA) and one (1) or more years of experience with MS Transact SQL (TSQL).

Tryfacta, Inc. will submit our qualified candidate for the Agency consideration.

4.6 Candidate Performance: The Vendor's proposed candidate must consistently perform the contracted duties as outlined in these specifications or as described in the project-specific scope included within the Delivery Order.

[Tryfacta, Inc.](#)

Certified DBE, MBE, WBE, & SBE Organization.

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Phone: 408-893-5500 & 925-640-3641 | **Email:** rfp@tryfacta.com

4.6.1 The Agency will notify the awarded vendor if a vendor's employee fails to consistently perform the contracted duties.

4.6.2 The Agency may, as part of this solicitation, request the Vendor replace the candidate; if so, and the Vendor will have 2 weeks (10 business days) to provide another proposed candidate with the qualifications for a replacement.

4.6.3 The Lottery reserves the right, and at its sole discretion, with no appeal or protest to remove any proposed candidate from the vendor's candidate pool.

Tryfacta, Inc. agrees with the above statements.

4.6.4 If a vendor provides a candidate under false documentation that will give Lottery grounds for cancellation of the Delivery Order and the vendor shall be removed from the prequalified vendor pool.

Tryfacta, Inc. agrees to the above statement 4.6.4.

4.7 Work Location and Work Hours:

4.7.1 Work will be onsite, remote or hybrid, onsite location will be at Lottery headquarters located at 900 Pennsylvania Ave, Charleston, WV. Any and all travel, per diem, parking, and/or living expenses shall be at the Worker's and/or Vendor's expense.

4.7.2 Work hours will be Monday through Friday from 8am - 5pm EDT, excluding State and Federal holidays when the Agency is closed unless approved by the Agency designated manager.

4.7.3 Work outside normal business hours may be required on weekends, evenings, and holidays.

4.7.4 Work over 40 hours will be at the hourly rate quoted on the pricing page for the classification, and must be coordinated and pre-approved by the Agency designated manager. The Agency will not pay vendor overtime rates.

Tryfacta, Inc. will place all the candidates in the mentioned location with the mentioned work hours.

4.8 Non-Disclosure Agreement (NDA) or Confidentiality Agreement: Prior to award all parties, the Vendor, Lottery and vendors proposed candidate must sign a mutual Non-Disclosure Agreement (NDA) to ensure the confidentiality of the information exposed. (see attached Lottery NDA as Exhibit - B)

Tryfacta, Inc. assures that all the candidates will sign a mutual Non-Disclosure Agreement (NDA) to ensure the confidentiality of the information exposed.

4.9 Previous Employees: The Lottery will not allow any previous employee dismissed by any state agency for disciplinary or performance reasons to return and work through any Staffing Agency.

Tryfacta, Inc. agrees and complies with it.

Our Account Management Team

Organizational chart of Tryfacta is shown in Figure 2.

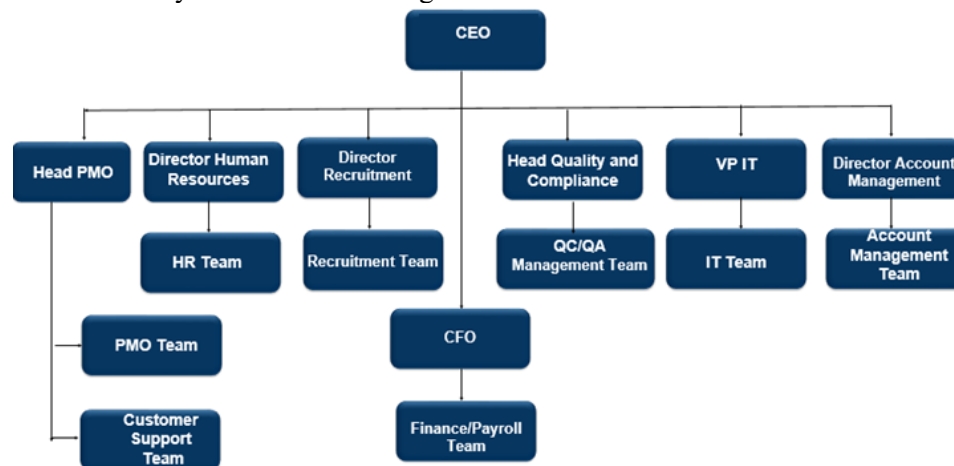


Figure 2: Our organizational structure

Tryfacta is proposing a **dedicated Account Management Team for the Agency** to manage this contract, as shown in Table 17.

Name	Title
Arman Dhar	Account Manager
Ratika Tyagi	Account Management and Operations (Back-up Account Manager)
Adesh Tyagi	Head PMO
Parveen Bandi	Recruitment Manager
Yamina Rais	HR Manager
Deepak Kanyal	Finance Manager

Table 17: Details of the proposed Account Management Team

Tryfacta is proposing the service of an alternate or backup account manager who will be responsible for working with the primary Account Manager on the Agency's requirements in case the primary Account Manager is unavailable (due to vacation, leave of absence, attendance at a conference, a day off, etc.), the alternate Account Manager will manage all the communication and management of the contract without any uninterrupted services.

Tryfacta uses a Shared/Cross Support Service Model. A core team is assigned to this project. However, since Tryfacta is a valued staffing partner to multiple public and private sector clients, we cross-train all our employees to cross-support different clients on a need-per-case basis. From a staffing perspective, this model covers all the workforce required to execute temporary staffing programs, including Sources and recruiters, Human Resources Associates [Onboarding, Employee Relationship Managers, Timesheet Expeditors], and finance. The value proposition in Tryfacta's deployment of this model is that even though there will be a core team assigned to this project, if we need to scale up in any aspect of our delivery model, we can do so instantly and seamlessly without having any disruptive impact.

Our Account Management team comprises the following as shown in Figure 3.

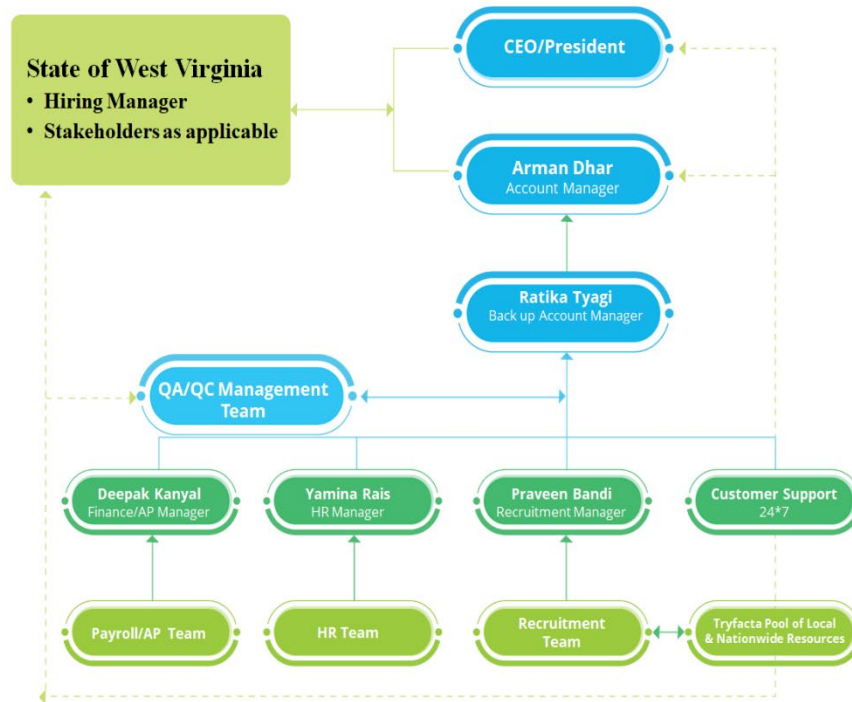


Figure 3: Account Management Team assigned to the State of West Virginia

Tryfacta has selected one of our in-house employees for the position of Account/Project Manager, Arman Dhar, to act as the single Point of Contact (POC) to the Agency. Mr. Arman will be responsible for the overall project performance. Mr. Arman will be 100% dedicated to this contract. Mr. Arman will serve as a single point of contact for Agency's requests, issues concerning employees' performance, progress review, scheduling, reports and service. He will be accessible twenty-four (24) hours a day, seven (7) days a week to respond to any IT staffing request and concern. Tryfacta is proposing the service of an alternate or backup account manager (Ratika Tyagi) who will be responsible for working with the Primary Account/Project Manager on the Agency's requirements in case the Primary Account/Project Manager is unavailable (due to vacation, leave of absence, attendance at a conference, a day off, etc.), the alternate Account Manager will manage all the communication and management of the contract without any uninterrupted services.

Our Account Manager places a strong emphasis on quality assurance and continuous improvement throughout the service delivery process. Regular quality checks, performance reviews, and feedback sessions are conducted to assess the quality of deliverables, identify areas for improvement, and address any client concerns or feedback. This feedback loop helps to ensure that services meet Agency's expectations and standards of excellence. **Adesh Tyagi, as the head of the Project Management Office (PMO)**, will have overall Authority over the contract and will remain connected with the Agency's representatives through the Account Management Team. Adesh will assist and support Account Managers and other team members in all phases of projects from project definition through implementation and transition. **Mr Parveen Bandi will act as the Recruitment Manager to tailor the staffing plan to meet the Agency's requirements. He will be responsible for maintaining sufficient levels of pre-qualified staff, interviews, and technical screening to provide top-quality service to the Agency.** Yamina (HR Manager) will be responsible for the smooth electronic onboarding process and lead onboarding formalities such as setting the onboarding package, E-Verify, fingerprinting, and background checks as per the client's

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requirements. She will conduct onboarding orientation and staff training. She will be responsible for managing and auditing employees' timesheets. She will engage with the staff to ensure they are aware of the performance concerns and training needs analysis. Our HR team **leads the staff retention team keeps in constant touch with past and current employees to ensure complete satisfaction while on, and in between assignments.** Our Finance Manager will be available for invoicing and payroll support. He will run payroll and be responsible for administering and maintaining all employment and payroll records, payroll processing, and payment of payroll checks and taxes, including the deductions required by state, federal, and local laws, such as social security and withholding taxes for all employees.

Staffing and Resources

Tryfacta has a team of 250+ recruiters to source, recruit, and select the best available staff for the State of West Virginia. We follow a proven and well-documented process to source, screen and select best-fit talent. We have multi-level screening and vetting cycle as shown in **Figure 3**, throughout each phase and step we continuously evaluate candidate skills, including hard and soft skills, as well as the overall fit for the role and the client. **We customize each step of the vetting process to allow for the use of any specific elements, tests or assessments as per the job position requirement.**

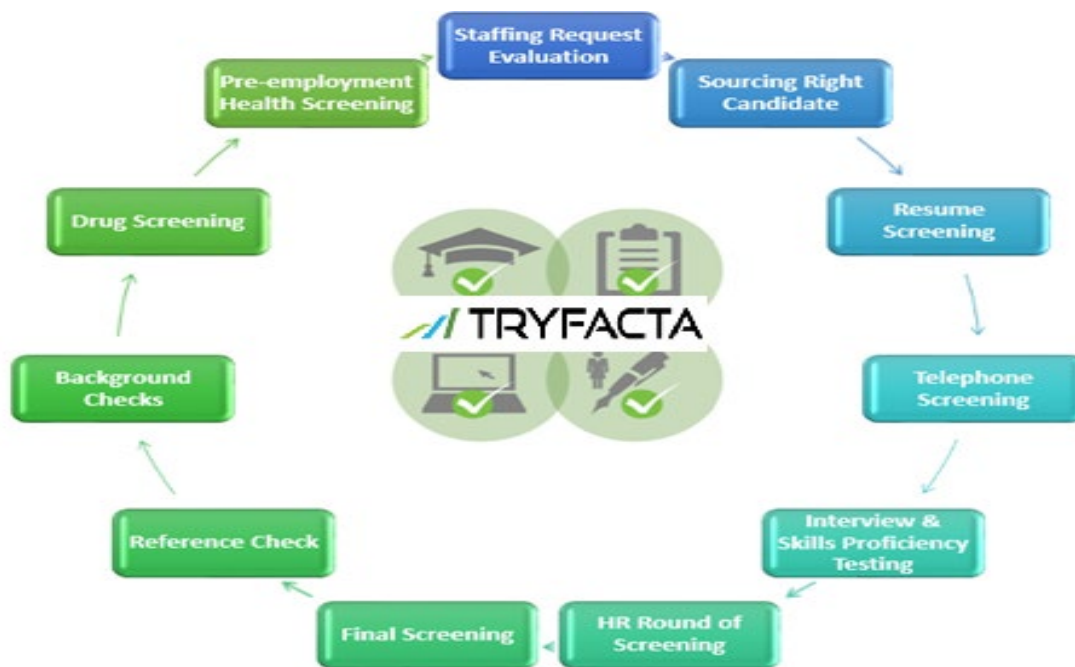


Figure 4: Our Multi-level Screening and Vetting Cycle for identifying Candidates

Staffing Request Evaluation: Our Account/Project Manager will be available 24x7 for responding staffing requests from the Agency. After receiving a staffing request from the Agency, Our Account/Project Manager will review and evaluate personnel position requirements to identify and verify the necessary education, technical skills, and qualifications; the expected start and completion dates; and any other pertinent information necessary to complete the project needs. Any questions on requirements will be resolved with the Agency's Point of Contact before we task our recruiters to ensure a successful recruiting effort with no unknowns or misunderstandings. All received staffing request from the Agency will be entered into the application tracking System to source, screen and place the right candidate for the Agency.

Tryfacta has automated recruitment process which is backed by the Ceipal recruiting tool/application tracking system.

Sourcing Right Candidate: After evaluating the job request, **our recruitment team uses the best suitable sourcing methods to find the right candidate.** Our recruitment team is powered by skilled recruiters who understand staffing's unique and ever-evolving challenges; we recognize the crucial importance of quality, accuracy, and timeliness in an industry where every decision impacts a company's well-being. We also realize that the best and brightest professionals are not always actively looking for a new position. **We have the knowledge, skills, and experience to find passive job seekers and use our nationwide contacts and resources to help find the right candidate for your needs.**

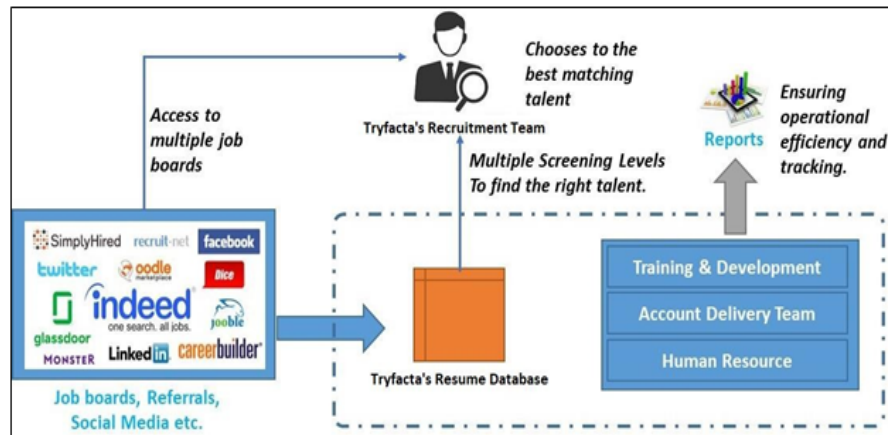


Figure 5: Our suitable candidate sourcing process

A variety of sourcing methods used by our recruitment to find and build a pool of candidates whose skills and qualifications match those requested by the Agency as shown in the **Table 7**.

Sourcing Methods
Diversity Community Hiring
Local Pre-vetted Resume database
Postings to Internal and External Job Boards
Online Job Boards
Local Employment Posting Papers and Websites
Local Community Colleges & Universities:
Local Job Fairs
Social Networking Sites
Local Employee Referrals
Exceptional Support Local Public Employment Organizations
Tryfacta Website

Table 9: Our Candidate Sourcing Methods

Resume Screening: At Tryfacta, **Resume screening is the process of determining whether a candidate is qualified for a role based on his or her education, license, experience, and other information captured on their resume.** A resume is screened based on the minimum and preferred qualifications & competencies required for a particular job role. It helps us to decide whether to move a candidate forward to the next step or reject.

Telephone Screening: During our initial phone Interview of a candidate, **we ask questions relative to their motivation to make a job change, education, credentials and certifications, domain experience, and**

references. At this stage, we also **verify that the provided information in the resume is correct and updated.** During this phase, **our recruitment team tries to identify qualified candidates by validating the information that is RDE (Required, Desired, and Essentials) for a successful placement.** RDE information matrix is prepared as shown in **Table 8**, after a deep analysis of the requirement and it covers each part of a project for a successful placement. Job candidates who meet the RDE information matrix only are considered for the further testing process; the candidate who does not meet any requirement given in the RDE information matrix is dropped for further evaluation.

Required, Desired and Essentials (RDE) Information Matrix		Verify
Availability	✓	☒
Level/Role	✓	☒
Education	✓	☒
Certifications and their validity	✓	☒
Past, Current, and Preferred Location	✓	☒
Recent Experience	✓	☒
Total Experience	✓	☒
Job Responsibilities	✓	☒
Similar Assignments	✓	☒
Rate	✓	☒

Table 10: RDE (Required, Desired and Essentials) Information Matrix

Interview & Skills Proficiency Testing: Tryfacta's recruiters have substantial experience and proven interviewing methods to qualify candidates. **Our thorough screening process includes in-depth interviews with trained consultants/SMEs, technique and skills analyses and verification of degrees. In a formal interview, all potential candidates meet with a Tryfacta Recruiter and SMEs. The face-to-face or skype interviews consist of candidates interviewing against specific job requirements. The interview process determines experience, expertise, and suitability for a particular job and organization.** An Executive Summary is then generated to review the information collected from the candidate. We also utilize proprietary structured interview templates, behavioral assessments, and third-party online testing tools. As a result, Tryfacta retains many highly motivated and qualified technical professionals for the entire field scope.

Tryfacta's full-service Talent Acquisition Team (TAT) comprises

- **Recruiters/Profile Sources/Coordinators** (across levels & domains) with a mix of domain and sourcing backgrounds (1-7 years of experience).
- **Recruitment Managers** with a mix of Talent Acquisition, domain specialization (7-12 years of experience)
- **HR/Compliance Managers/Trainers** with a blend of HR, Talent Acquisition, and domain specialization (7-12 years of experience)
- **Program Managers** with a combination of domain specialization, Account/Project Management & Service Delivery backgrounds (10-15 years of experience)
- A panel of **domain-specialized screening experts.**

Over the last few years, the TAT has maintained a highly effective conversion rate of 1:3 or less (Selected v/s Sourced candidates for any position).

- **Comprehensive Interview:** Our interviewing process includes a targeted, situational- and behavioral-based questionnaire, which assists in determining character and work ethics. The Behavioral Interview is a pivotal step in our comprehensive interview approach at Tryfacta and it is meticulously designed to delve into a candidate's soft skills and assess their compatibility with client culture/job requirement. Prior to the interview, the interviewer (Tryfacta Team Member) prepares by thoroughly reviewing the

candidate's resume and formulating a list of structured behavioral questions that align with the job role's soft skill requirements.

- **Technical Interview:** We always validate that the candidate has the skills and experience necessary for the position. **Our recruiting team will dive into the candidate's expertise and deliverables and ask quick-fire questions about their skillset.** Depending on the skill set and level of experience, we call upon the Screening or Subject Matter Experts to conduct a thorough interview and ask domain-specific technical questions as per job duties. Our recruiting team has ample experience supporting Government operations, ensuring we staff the needs with personnel who meet the stated requirements and bring the right experience and qualification requirements. In addition, Tryfacta utilizes a rigorous technical interview approach to ensure prospective employees have the proper qualifications. **The core of our technical interview process revolves around a tailored technical assessment. This assessment encompasses coding challenges, evaluating their knowledge of the relevant technology stack, assessing their experience with similar projects, and presenting problem-solving tasks or relevant projects. The technical questions are specifically designed to address the technology, programming languages, frameworks, or general programming concepts relevant to the specific job position. Throughout this process, candidates are encouraged to think aloud and explain their thought processes as they tackle the challenges presented to them, facilitating a transparent evaluation of their problem-solving abilities and technical proficiency.**
- **Skills Testing:** We use **criteriacorp** for skill testing to measure basic competencies that are typically associated with essential work activities for a particular job. Skills testing may be related to the **Cognitive Aptitude, Personality, Emotional Intelligence, General Job readiness skills, verbal and math comprehension, typing and data entry, basic computer literacy, Microsoft Office and other administrative skills.**
- We utilize **third-party online testing tools like IKM (www.ikmnet.com), Testgorilla, TechCheck, Codility, and HackerRank as shown in Figure 5.** Our objective is always to ensure that the candidates possess the requisite skills and experience for the given position.

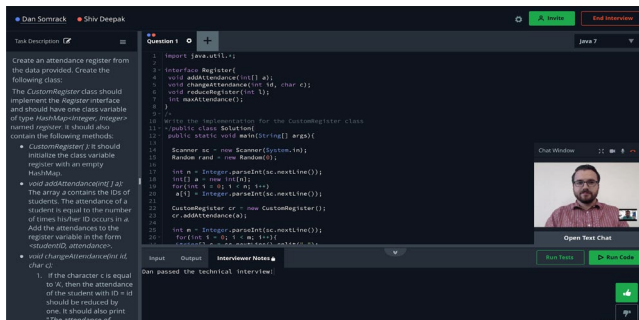


Figure 6: Online Technical Skill Testing

HR Round of Screening: This round of screening helps to understand whether the candidate is committed to accepting the opportunity with the client. We ensure the following expectations are communicated to the candidate:

- Job Duties
- Compensation offered and Benefits.
- Duration of the project and shift timings
- Location and travel (if any) requirements
- Work hours and any weekend or off-hours requirement.
- Job Location
- Dress Code
- Training Requirements

Final Screening: Once the Screening Experts and HR clear a candidate, our Recruitment Manager discusses it with the candidate before forwarding his resume to the Account Manager. **The Account Manager then assesses the candidate's fitment vis-à-vis a client requirement, considering the feedback (documented in prescribed formats – at all levels) he receives from the Recruiter, Recruitment Manager, and the**

Screening Expert. Finally, a resume is presented to the Client/Agency only once the Account Manager is delighted.

Reference Check: We will carry out a thorough reference check for every candidate that is submitted for Agency consideration. **We ask the candidates to provide minimum three (3) positive references of their previous organizations** and our recruitment manager contacts the references to gather insight regarding the candidate. Each candidate's last three (3) places of employment are documented on the application, with salary range (where allowed by law), dates of occupation, and supervisors for reference check.

Background Checks: At Tryfacta, we have a well-defined and documented Background Check Policy to perform a pre-employment background check. We rely on third-party vendors **like Sterling, Intelius, and Cleves Research USAFact, HireRight, and Karmacheck** to perform background checks. Under this policy, candidates are subjected to compulsory pre-employment background checks depending upon the client's requirements. The candidate will be notified and required to sign a consent and authorization form. The candidate signs a Letter of Authority (LOA), granting Tryfacta the authorization to carry out the relevant checks and authorizing the BGV agency to execute the verification process. The verification process is straightforward and efficient. It commences by entering the candidate's name and email address into the agency portal, and a link is automatically sent to the candidate, allowing them to complete the required information and submit it. As the candidate progresses through the BGV form and submits the information, Tryfacta can monitor the background check's progress in real-time. We receive notifications each time a background check is initiated and completed, and all reports are meticulously maintained in our internal database system for easy access when needed. We will notify you in writing regarding the result of the background check conducted for a candidate. The candidates successfully cleared the background check to join the client project. Candidates can be screened pre-hire, pre-offer, pre-joining, post-offer, or post-joining.

A generic Background Screening package includes the following:

- | | |
|------------------------------------------------------------|-----------------------------------------------|
| • Social Security Number (SSN) validation | • Education verification |
| • Address history for the past seven (7) years | • DMV Check |
| • State and Federal criminal and sex offender record check | • Credit Report (if needed). |
| • Employment verification | • Professional License Verification |
| | • General Services Administration (GSA) Check |

Drug Screening: Drug and alcohol screening is conducted within the parameters of any applicable federal and state laws. Tryfacta will use scientifically valid methods and procedures and test urine, hair, blood, saliva, and breath (if required). **All drug screens will be performed in a SAMHSA-certified laboratory or a CAP-certified laboratory by qualified laboratory personnel. If needed, include a gas chromatography/mass spectrometry (GC/MS) confirmation test.** Tryfacta agrees to perform ("Pre-appointment testing") within the 30 calendar days immediately before the start date. We will provide a minimum of **ten (10) panel drug tests**, including the oxycodone drug test. Below is the list of minimum drug tests we will provide to the WSSC. Based on the WSSC's request, we will modify and offer any additional tests if needed.

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

Pre-employment Health Screening: Tryfacta requires that upon hire all field employees will provide authorized documentation of their being in good physical and mental health, free from communicable disease, and the ability to perform the duties without physical limitations.

Onboarding & Training: Our automated onboarding processes streamline the integration of new employees into Tryfacta. **Tryfacta uses the Ceipal application for the electronic onboarding of new employees. Our system comes equipped with all standard onboarding paperwork, such as I-9 forms, W4 forms, immigration compliance, and more.** Ceipal allows employees to access and complete required new-hire paperwork electronically. The status of each document is updated in real-time, indicating whether it's pending, in progress, or completed. Based on the client's requirements, our HR team specifies what documents new employees need to complete and defines onboarding. **The package generally consists of Offer Letter, Employee Handbook, Orientation & Training Presentation, I9 Form & E-Verify, W4 Form, Employee Data Form, Placeholder to upload Identification, Additional Client Disclosures or Forms, Benefit Details, Self-Identification Form, Background Check Disclosure Form to Initiate Background Check Employee Referral Brochure, and Contact Tree.**

The following steps are taken during the onboarding process:

- **Completing onboarding paperwork, including Offer letter, I-9, W-4, benefits, contact information form, etc.**
- Having the new hire **complete non-disclosure and any other paperwork** the client would like the new hire to agree to and sign.
- Track all required checks [drug, medical, physical, Background]
- **Our E-Verify process starts when the candidate accepts an offer of employment and completes Form I-9, Tryfacta takes the information from Form I-9 and enters it into E-Verify.** E-Verify compares the information against records available to DHS and provides the employer with a case result immediately. The case result indicates whether the information entered in E-Verify matches records available to the DHS. Successfully matching of records shows that employee is authorized to work.



The following steps are included in our Orientation Process

- Review about the company, organizational chart and services.
- Review **Tryfacta's policy and procedures**, including non-discrimination and sexual harassment procedures. Post new hire signs and acknowledgments.
- Review **client policy and procedures** such as work hours, workdays, shift timing, parking, lunch break timesheet procedures, travel procedures, communication protocol, and dress code—post new hire signs and acknowledgments.
- Review **fire safety, emergency evacuation, job-related safety and health policies.**
- Review **HIPAA, OSHA, Information security, and Corporate Compliance.**
- Review the **contact point for administrative and HR functions such as HR, timesheets, and pay stubs.** We also assign an Employee Relations Executive as a single point of contact for any issues or questions.

Our HR Team can track onboarding activities on Ceipal System as shown in **Figure 6.**

All (1)

Draft (0)

Initiated (0)

Responded (0)

Verified (0)

Rejected (0)

Negotiate (0)

Joined (1)

Disqualified (0)

Cancelled (0)

Name	Email	Job Title	Phone	Joining Date
		Accounting Specialist II		03/10/22

Applicants

Vendors

Name	Status	Initiated On	Due Date
Checklist Name : County of Alameda			
(County Of Alameda) Offer Letter - DOC92	Responded	03/07/22	03/10/22
(County Of Alameda) I9 Form - DOC110	Responded	03/07/22	03/10/22
(County Of Alameda) Employee Information Form - DOC192	Responded	03/07/22	03/10/22
(County Of Alameda) W4 Form - DOC264	Responded	03/07/22	03/10/22
(County Of Alameda) Self Identification Form - DOC273	Responded	03/07/22	03/10/22
(County Of Alameda) Onboarding Presentation - DOC174	Verified	03/07/22	03/10/22
(County Of Alameda) Covid Communication - DOC172	Verified	03/07/22	03/10/22
(County Of Alameda) Covid Exposure Protocols - DOC173	Verified	03/07/22	03/10/22
(County Of Alameda) Photo Identification Proof	Responded	03/07/22	03/10/22
(County Of Alameda) Commuter Tax Benefit Program - DOC269	Responded	03/07/22	03/10/22
Checklist Name : Medical Insurance Details			
Along with County of Alameda			
(Medical Insurance Details) Medical Insurance Plan Summary - DOC175	Verified	03/07/22	03/10/22
(Medical Insurance Details) Insurance Enrollment Form - DOC17	Responded	03/07/22	03/10/22
(Medical Insurance Details) Medical Insurance Waiver Form - DOC125	Initiated	03/07/22	03/10/22

Figure 7: Onboarding Tracking for a New Employee

As part of our commitment to ensuring a seamless transition into our organization, we provide a detailed employee handbook to all new hires. This handbook serves as a valuable resource, equipping our employees with the necessary information and guidance they need to succeed in their roles. Our employee handbook at Tryfacta covers a wide range of topics to ensure that our employees are well-informed and aligned with our organizational policies and culture. It begins by introducing our company's mission, vision, and core values, helping new hires understand the overall purpose and direction of our organization. Tryfacta handbook delves into policies and procedures, providing clear guidelines on various aspects of employment, including code of conduct, anti-discrimination policies, leave management, attendance expectations, and performance evaluation processes. By establishing these policies from the start, we foster an environment of fairness, respect, and accountability.

Training: We provide training to our staff related to client-specific dress policy, wearing ID card and badge so that staff appears professional on duty/job. We provide basic training on communication skills, personality development, information security and confidentiality, reliability, time management, workplace behaviour, punctuality, attitude management, appropriate ways to greet people, customer service, escalation and other skills. We develop a client-specific employee handbook that includes information about the work environment, work scope, policies and procedures, rules and regulations, performance expectations, reporting, etc. We conduct training for all of our personnel on protecting PII and fully comply with safeguarding provisions. We maintain HIPAA policies and procedures to ensure employees and affiliates keep all information concerning persons and contacts confidential. Tryfacta requires its personnel to attend mandatory confidentiality training at least annually or more frequently for positions that deal with sensitive data on a regular basis. We have developed data privacy policies and workflows regarding confidentiality, privacy and security. We train all new hires on our client's confidentiality policies and procedures during orientation.

Our Diversity Certificates

DBE Certificate by the Virginia Department of Small Business and Supplier Diversity (VDSBSD)



Ralph S. Northam
Governor

COMMONWEALTH of VIRGINIA

R. Brian Ball
Secretary of Commerce & Trade

Department of Small Business and Supplier Diversity

Jennifer L. Mayton
Interim Director

VIRGINIA UNIFIED CERTIFICATION PROGRAM

January 15, 2021

Ratika Tyagi
Tryfacta, Inc.
4637 Chabot Drive, Suite 100
Pleasanton, CA 94588

Certification Number: DBE 815569

Dear Ms. Ratika Tyagi:

The Virginia Department of Small Business and Supplier Diversity (VDSBSD) has approved the certification of **Tryfacta, Inc.** as Disadvantaged Business Enterprise (DBE) subject to the requirements of the DBE Regulation 49 CFR, Part 26 and all the laws of this state applicable to the transaction of business. Your firm's **Certification Eligibility Period begins with the date identified below. *Every* year, prior to the anniversary of your certification, you are required to meet the annual submission requirement by submitting documents found online at www.sbsd.virginia.gov to continue in the DBE Program.**

We are pleased to inform you that we have certified your company in the following NAICS Code(s):

519190 - Search engine optimization and website development
541511 - Custom Computer Programming Services
541512 - Computer Systems Design Services
561311 - Employment Placement Agencies
561320 - Temporary Help Services
561330 - Professional Employer Organizations

It is your responsibility to notify VDSBSD immediately of any changes in your firm such as name, address, ownership, officers, or Board of Directors. Please check the accuracy of your internet entry in the DBE Directory at www.sbsd.virginia.gov. Your firm's certification is subject to our review at any time during the year and you may be required to provide any and all relevant documentation. Failure to cooperate by providing the requested information may lead to de-certification.

You may receive management and technical assistance by writing to the Department of Small Business and Supplier Diversity, 101 N. 14th Street, 11th Floor, Richmond, VA 23219, or by calling (804) 786-6585. If you have questions, please contact **Rebecca Bates** at (804) 371-0488 or by email at rebecca.bates@sbsd.virginia.gov.

Sincerely,



Calvin M. Thweatt
Director of DBE Certification and Transportation Business Development

Certification Eligibility Period: Begins: 1/15/2021

101 N. 14th Street, 11th Floor • Richmond, Virginia 23219 • (804) 786-6585 • Fax (804) 786-9736

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | Email: rpf@tryfacta.com

SBE Certificate by the State of Pennsylvania certified by the Department of General Services.

NOTICE OF SMALL BUSINESS SELF-CERTIFICATION



The Department is pleased to announce that
TRYFACTA, INC.

has successfully completed the Pennsylvania Department of General Services' process for self-certification as a small business under the Commonwealth's Small Business Contracting Program, with the following designation:

BUSINESS TYPE(s):

Information Technology Goods & Services

CERTIFICATION NUMBER: 543249-2022-12-SB

CERTIFICATION TYPE: SMALL BUSINESS

ISSUE DATE: 12/22/2022

EXPIRATION DATE: 12/22/2024

RECERTIFIED DATE:

A handwritten signature in black ink that reads "Kerry L. Kirkland".

Kerry L. Kirkland, Deputy Secretary
Bureau of Diversity, Inclusion & Small Business Opportunities

MBE Nationally Certified by the National Minority Supplier Development Council.

THIS CERTIFIES THAT

Tryfacta, Inc.
dba Tryfacta, Inc.

* Nationally certified by the: **WESTERN REGIONAL MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541511; 561311; 519190; 561320; 541512; 541990; 561330

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

05/24/2023

Issued Date

08/31/2024

Expiration Date

WR01877

Certificate Number



Ying McGuire
NMSDC CEO and President



Cecil Plummer, President

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

Certify, Develop, Connect, Advocate.

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

WOSB Certified by the U.S. Small Business Administration (SBA).www.sba.gov/wosbready

Women Owned Small Business Federal Contract Program | 409 Third St. SW | Washington, DC 20416

4/11/2024

Ratika Tyagi
TRYFACTA INC
4637 CHABOT DR STE 100
PLEASANTON, CA

Dear Ratika Tyagi:

Congratulations! The U.S. Small Business Administration (SBA) has certified your firm as a Women-Owned Small Business (WOSB) eligible to participate in the Women-Owned Small Business Federal Contract Program (WOSB Program), as set forth in Title 13, Part 127 of the Code of Federal Regulations (CFR).

Your certification is valid for three years from the date of this letter. Thereafter, your firm must undergo a full program examination every three years conducted by SBA or a third-party certifier to maintain certification. Instructions for maintaining WOSB Program certification are available at 13 CFR 127.400 and at <https://wosb.certify.sba.gov/>.

Your firm must immediately notify SBA of any material changes that could affect its eligibility in accordance with 13 CFR 127.401. This notification must be in writing and must be uploaded into the firm's profile in [WOSB.Certify.sba.gov](https://wosb.certify.sba.gov). Your firm must not misrepresent its WOSB Program certification status to any other party, including any local or State government contracting official or the Federal government or any of its contracting officials.

As a certified WOSB Program participant, there are valuable free resources available to you. These include:

- SBA Resource Partners: For general assistance on various topics, information on SBA programs, and upcoming small business events in your area. You can find your local resource partner by visiting: <https://www.sba.gov/tools/local-assistance>.

All SBA programs and services are extended to the public on a nondiscriminatory basis.

- WOSB Program website: For specific resources on Federal government contracting and the WOSB Federal Contract Program, please visit: <https://www.sba.gov/wosbready>.

As a certified participant in the WOSB Program, **you CAN** use the [WOSB Program Icon](#) on your business' website, business cards, social media profiles, and in your capability statements and proposal bids. However, **you CANNOT** use the digital icon to express or imply endorsement of any goods, services, entities, or individuals. Thus, **the digital icon CANNOT be used** on a company's letterhead, marketing materials or advertising, paid or public service announcements, in traditional or digital format. The following are instructions to access your digital icon:

1. Visit the following link: <https://www.sba.gov/brand/for-partners/resource-partners-grantees/>;
2. Under General Materials, click on "Decals and Web Icons";
3. The Icons should download on your computer; select "Open File"; and
4. Select/use only the Icon(s) that reflect the Program(s) in which you are currently certified

If you have general questions regarding the WOSB Program, you may submit them to the SBA via the help tab at <https://wosb.certify.sba.gov/help/> or check the SBA web site, www.sba.gov/wosbready.

Wishing you much success!

Sincerely,



Alisa Sheard
WOSB Federal Contract Program Director
Deputy Director, Office of Government Contracting



All SBA programs and services are extended to the public on a nondiscriminatory basis.

2

Our Quality Certificates

ISO 9001: 2015 Quality Management Systems



Certificate of Registration

This is to certify that

TRYFACTA, INC.

4637 CHABOT DRIVE SUITE 100 PLEASANTON, CALIFORNIA 94588, USA.

has been assessed by RICL and found to comply with the requirements of

ISO 9001 : 2015 Quality Management Systems

For the following activities:

Project / Program Management, IT Services, Software Solutions Design & Development, IT Consulting, Cloud Management, Cybersecurity, Web Development, Mobile Application Development, Automation and Manual Testing, Infrastructure Management, IT Support & Maintenance, IT Staffing, Healthcare Staffing and Consulting, Health IT, Payroll Management, Temporary Employment Services.

This Certificate is Valid from 12/04/2023 Until 11/04/2024

Date of Initial Certification: 12/04/2023

Ist Surveillance on or before: 11/03/2024

IInd Surveillance on or before: 11/03/2025

Certification Valid Until: 11/04/2026



Certificate No.:
23RN04BN



CB-MS-2606

This certificate can be verified at www.isointernational.org,
www.uafaccreditation.org or at www.iafcertsearch.org



Director
Royal Impact Certification Ltd.

623, Tower-B, iThum, Plot No. A - 40, Sector - 62, Noida 201301, India.
www.isointernational.org, info@isointernational.org
Phone : +91 120 4113893

UAF is member of International Accreditation Forum (IAF), the membership status can be verified at www.iaf.nu. This Certificate remains the property of Royal Impact Certification Limited. Must be returned on request or if certificate is withdrawn. Validity of this certificate is subject to successful surveillance audits as per dates given above.

ISO 20000-1:2018 Information Technology Service Management System



Certificate of Registration

This is to certify that

TRYFACTA, INC.

4637 CHABOT DRIVE SUITE 100 PLEASANTON, CALIFORNIA 94588, USA.

has been assessed by RICL and found to comply with the requirements of

ISO 20000-1 : 2018 Information Technology Service Management System

For the following activities:

Project / Program Management, IT Services, Software Solutions Design & Development, IT Consulting, Cloud Management, Cybersecurity, Web Development, Mobile Application Development, Automation and Manual Testing, Infrastructure Management, IT Support & Maintenance, IT Staffing, Healthcare Staffing and Consulting, Health IT, Payroll Management, Temporary Employment Services.

This Certificate is Valid from 12/04/2023 Until 11/04/2024

Date of Initial Certification: 12/04/2023
1st Surveillance on or before: 11/03/2024
2nd Surveillance on or before: 11/03/2025
Certification Valid Until: 11/04/2026



Certificate No.:
23RN04BP



This certificate can be verified at
www.uafaccreditation.org or at www.isointernational.org
United Accreditation Foundation INC, 400 North Center Dr Ste 202,
Norfolk, VA 23502, United State of America.



Director
Royal Impact Certification Ltd.

623, Tower-B, iThum, Plot No. A - 40, Sector - 62, Noida 201301, India.
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ISO 27001: 2022 Information Security Management System



Certificate of Registration

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TRYFACTA, INC.

4637 CHABOT DRIVE SUITE 100 PLEASANTON, CALIFORNIA 94588, USA.

has been assessed by RICL and found to comply with the requirements of

ISO 27001 : 2022 Information Security Management Systems

For the following activities:

Project / Program Management, IT Services, Software Solutions Design & Development, IT Consulting, Cloud Management, Cybersecurity, Web Development, Mobile Application Development, Automation and Manual Testing, Infrastructure Management, IT Support & Maintenance, IT Staffing, Healthcare Staffing and Consulting, Health IT, Payroll Management, Temporary Employment Services.

(SOA Version: TI/SOA/01 dated 10/01/2023)

This Certificate is Valid from 12/04/2023 Until 11/04/2024

Date of Initial Certification: 12/04/2023
1st Surveillance on or before: 11/03/2024
IInd Surveillance on or before: 11/03/2025
Certification Valid Until: 11/04/2026



Certificate No.:
23RN04BO



CB-MS-26213



Director
Royal Impact Certification Ltd.

623, Tower-B, iThum, Plot No. A - 40, Sector - 62, Noida 201301, India.
www.isointernational.org, info@isointernational.org
Phone : +91 120 4113893

This certificate can be verified at www.isointernational.org,
www.uafaccreditation.org or at www.iafcertsearch.org

UAF is member of International Accreditation Forum (IAF), the membership status can be verified at www.iaf.nu. This Certificate remains the property of Royal Impact Certification Limited. Must be returned on request or if certificate is withdrawn. Validity of this certificate is subject to successful surveillance audits as per dates given above.

Appendix 1: Resumes

Position 1 – Business Analyst

Candidate #1: - Harold Edberg

Summary

- A seasoned JDE professional with a wide breadth of experience. He excels in ERP implementations, enhancements, current documentation, BRD, "AS-IS," "TO-BE," sales, distribution, supply chain, manufacturing, shop floor management, CAM, all financial aspects, including but not limited to logistics, transportation, warehousing, sales order, barcode scanning, lot control traceability, and project management. Strong subject matter expertise in mortgage-backed securities (MBS), Collections, Loss Mitigation, Foreclosure/Bankruptcy, Loan Modification, and Annuity.
- Projects include use and knowledge of SDLC as a Business Analyst and Project Manager on large-scale ERP implementations in J.D Edwards, IBM System 34/36/38 and AS400/iSeries, and AIX installations, as well as other small and large-scale manufacturing, distribution, financial implementations. Well versed and experienced in all aspects of ACQUIRE TO Retire, OTC, PTP, QTC, OTC, RMA, FTD, ITR, PTI, Ch Created all as-is and to be process maps and got buy in from all the members of the Business SME's and the stakeholders. He has over thirty years of diversified experience in sourcing system's needs, (hardware/software) software testing, system implementations/upgrades, and hands on development of customized reporting; peer, colleague, management, and executive management, board of director interaction and high level presentations, as well as hands on user training. Harold also has extensive experience in budgeting, forecasting, cost accounting, capital asset management, fixed assets and monthly analysis and presentation of P&L and Balance Sheet.

Education/ Certification

- California State University, Bachelor of Science Degree, Finance, 06/1980
- California Lutheran University, area of study: Finance, Masters of Business Administration, 1992-1993

Technical/ Functional Skills

- **Software** – Office365, (implemented as well as utilized in most of my most recent clients), WordPress, electronic Data Capture (EDC) in a CRO aka as (ARO) environment (Pfizer), site capture from clinical trials (SKCL/GLAXCO), as well as sponsor environment obtaining data from device trials (Zimmer); J.D. Edwards (One World and E1 version B7333 and A7333 through current version), Government, Risk and Compliance (GRC) and Security Compliance which includes the work accomplished by many departments such as Internal Audit, Compliance, Risk, Legal, Finance, IT, HR as well as the lines of business, executive suite and the Board itself (various business concern), Hyperion Essbase, HFM (Ryan Companies, Weatherford Inc. WhiteLight, Great Dane, Fiskars), WORLDSOFT, **SAP**, SQL Server, PeopleSoft, Clarity, HMI WONDERWEAR, Visio, ManMan, MAS90, Deltek, Costpoint, MS Office: MS Project, PowerPoint, Excel, Access, SQL Server, Word, currently using version 2012-14, and Lotus Millennium, Hadoop inquiry tools, i.e. Apache – HDFS, Common, YARN, Map-Reduce and other tools such e.g., Spark, Hive, Pig, Tez, etc. I have led project implementation of JDE to cloud based Oracle, and SAP 4/Hana. I have also been part of a projects involving implementations to Microsoft Azure in the Cloud from various ERP systems.
- **Project Management** – Managed teams as large as 100 FTE in Global locations as well as teams averaging 20-40 FTE. Managed budgets as high as \$25MM with an average of \$5MM-\$10MM. Deliverables are always as required by client, on time and entire projects are always brought in on time and on or below budget. PM Tools - PPM (project portfolio management), WBBS, SCRUM Methodology, and Agile Project Management. Risk management, change management leadership and knowledge was utilized continuously. MS Project, Trackwise utilized in my discrete manufacturing engagements. Discrete manufacturing is successful when two goals are met: Improvement of the supply chain as well as supply partner collaboration. Utilizing Trackwise in the last engagement, which contributed to the success of the projects. Further, by utilizing Trackwise in oil and gas, as well as Pharma and Biotech allowed for corrective and preventive action to automate triggered solutions that automates deviations, and other quality events. Further, it enhanced the seamless traceability and managed the process that was so desperately needed to reduce unnecessary

resources to facilitate these events manually especially as they were related to other QA events. RALLY Tracking Tool, Six Sigma Methodology.

- **Applications** – J.D. Edwards, E1 and World: Emphasis in Financial Modules, Order to Cash and Procure to Pay, CAM, (Capital Asset Management), Distribution, Logistics, Inventory Management, Shop Floor Management, P2P, (Procure to Pay), Procurement, Supply Chain Management and Implementation, as well as extensive experience with all Financial aspects technically and functionally including configurator setup, Advanced Pricing configuration, Flex Accounting set up and functional support in nearly all modules; ManMan, PeopleSoft, Hyperion/Essbase/GLI (report writers accessing used as BI tools to extract data from JDE databases to display data on different levels); Manufacturing (utilizing Production Scheduling modules, BOM, and tools for enhancing shop floor efficiency, capacity planning and scheduling); Service Order/Sales Order, Inventory, General Ledger, Purchase Order, A/R, A/P, Payroll, Advanced Pricing configuration and functional support, journal entries, monthly close (as a user and IT professional).

Professional Experience

Currently employed for an aerospace concern in a Top Secret position. Unable to disclose client.

Molina Healthcare Long Beach, CA JDE transformation to Oracle in the cloud Apr 2020 - Jul 2020

Role – Program Manager - ERP/SME

Objectives for this Contract were as follows:

- Document general ledger functional and technical structure requirements and provide the detailed document to 3rd party implementation firm.
- Research, gather, create technical documents which will provide design specifications of the transformation from JDE to HCM to the 3rd party implantation team.
- Communicate and hold meetings with internal Molina personnel to gather employee data requirements for transformation to Oracle and provide an impact analysis for Finance as a result of the transformation.
- Assigned as QA/Test lead for entire project managing cross-functional teams remotely as this is during the Covid crisis. This required the gathering of all scenarios for all Sprints, writing of Test Scenarios/Test Scripts and providing a test plan, managing and monitoring the progress and report the status of the project.
- Utilizing full knowledge of Agile and SDLC methodology, interface with Stakeholders, Executives, team members, hold PMO meetings, present high-level briefings in a professional manner.
- Make recommendations utilizing experience of implementations of various ERP systems, EDI, integrations, UAT testing, regression analysis, preparation of BRD, MS Project Plan, Visio presentations, constant presentations and updates, etc.
- Responsible for improvements to the Job Cost and Service Billing information for management utilization.
- Creating and maintaining items on the JIRA board as it relate to this project.

URW (Unibail-Rodamco-WESTFIELD), Century City, California

Aug 2019 - Dec 2019

Role – ERP/SME Consultant/Program Manager

Objectives for this Contract are as follows:

- Design and develop a procedure that involved a change to the existing reporting system of JDE, SAP and HFM to be compliant with IFRS standards in most of the World outside of the US current reporting requirements.
- Utilizing full knowledge of Agile and SDLC methodology, interface with Stakeholders, Executives, team members, hold PMO meetings, present high-level briefings in a professional manner.
- Make recommendations utilizing experience of implementations of various ERP systems, EDI, integrations, UAT testing, regression analysis, preparation of BRD, MS Project Plan, Visio presentations, constant presentations and updates, etc.

Amgen

Jul 2019 - Aug 2019

Role--Project Manager

- Support the Supply Chain business organization across various ground-breaking IS initiatives
- Served as an intermediary between the business and the technical communities working with IS project teams and business clients to collect, clarify, and translate business requirements into documentation using appropriate tools and models, research new applications and services to improve business capabilities
- Partner with business and technology partners to elicit, analyze, translate, and document business requirements into functional and non-functional requirements

- Establish and maintain a positive business relationship with managers and client base, as well as, consistently demonstrating a deep understanding of the customer's business, their processes and priorities, while using 'state-of-the-art' techniques to ensure that system and business cohesiveness meet current and future requirements
- Perform cross system assessments, feasibility analysis, scope projects, prioritize deliverables, and recommend optimal solutions
- Gain an understanding of the current business process with minimal resources to support day-to-day operations and obtain an understanding of the 'to-be' business process and assist in the alignment of technology to facilitate these business processes
- Prepare complex documentation impacting major projects, maintain and demonstrate knowledge of resources throughout multiple department/functional areas, facilitate process mapping sessions for highly complex, multi-functional business processes and demonstrate advanced communication techniques in the facilitation of conflict resolution and presentation skills
- Lead third party vendors and other contingent workers (if needed).
- Articulate in-scope and out-of-scope business requirements with the business and bridge the requirements gap by identifying a new plan in order to fulfil the new requirements based on business priorities while not impacting ongoing project schedules/timelines
- Aggressively identify ongoing IS project risks
- Lead multiple initiatives and priorities and take accountability of delivery of technical solutions to business
- Computer knowledge/skills with the following: Windows XP, Microsoft Office Suite, Microsoft Visio (versions 2000 or higher)

Johnson and Johnson, INC., Bridgewater, NJ**Feb 2019 - Jul 2019****Role – Program Manager – ORACLE ERP Upgrade-Cloud based****Objectives for this Contract are as follows:**

- Responsible for drug development analysis and reporting as needed.
- Lead a large team across many functions throughout the world in a highly customized, varied businesses, running on a multitude of ERP systems interfacing with many bolt-on legacy systems through a complex upgrade.
- Utilizing full knowledge of Agile and SDLC methodology, interface with Stakeholders, Executives, team members, hold PMO meetings, present high-level briefings in a professional manner.
- Make recommendations utilizing experience of implementations of various ERP systems, EDI, integrations, UAT testing, regression analysis, preparation of BRD, MS Project Plan, Visio presentations, run/moderate workshops, plan for GO LIVE, Hypercare, successfully completing within specific timeframe and budgets.

Macdermid, Incorporated, Waterbury, CT**Nov 2018 - Jan 2019****Role - Contract JDE Lead Business Analyst****Objectives for this Contract were as follows:**

- Backfill position for previous team members leaving unexpectedly.
- JDE data was being extracted utilizing Sequel Software.
- Verifications against data extracted utilizing Essbase and Sequel data required scripts to be written, executed, and analyzed to ensure accuracy of the data.
- Responsible for performing all extracts, all script writing and execution, explanations of any data discrepancies, investigation and analysis of data discrepancies, and if required recommendations needed to correct any discrepancies involved in the coding of the Sequel data extraction process.
- Deliverables presented and project completed in a timely manner.

Ryan Companies US, Inc., Minneapolis, MN**Dec 2017 - Apr 2018****Role - Contract JDE Functional Lead-Supply Chain/Procurement/Distribution/Manufacturing and Shop Floor Management.****Objectives for this Contract were as follows:**

- Complete upgrade from World 7.3 to 9.2 to ensure compliance with new SOX regulations.
- Document Ryan Companies entire revenue & profit recognition process by job and owner type.

Review the following process improvement objectives to Ryan Companies current process:

- Profit recognition on self-perform (in-house) jobs in order to avoid duplicate or over revenue recognition.

- Revenue and profit recognition on jobs at the roll up level, rather than the sub job level. This will include collaboration with COps in the implementation of Procore.
- Revenue and profit recognition on small jobs under a master services agreement likely through the service billing module (i.e. Alliant jobs)
- Internal subject matter expert (SME) provide technical advisement and interpretation of instructions.
- Alternate AAls for recognition of Ryan-owned jobs and RBS construction jobs
- Ability to tailor the PA ledger or revenue recognition on overall job cost vs job budget rather than recognition by each line item.

Revise the accounting for reimbursables:

- Switch to accounting for reimbursables only when they are separately charged for to the owner.
- This will also require a change to reporting; team financials will only have one line for gross profit; there will be separate reports to further analyze cost plus contracts.

Reimbursables currently include:

- PM Time
- GL Insurance
- CCIP
- Technology

Build in the ability to have all construction time by job charged by time entry at some point in the near future: This will also help with building out market sector reporting.

- Apply the new GAAP and ASC 606 revenue recognition standards to Ryan Companies existing processes.
- These tasks involve an excellent working knowledge of Job Costing, Revenue Recognition – what affects it and how it affects other modules, and the Real Estate Module as well as all other modules. Utilized Essbase and HFM to create ad hoc and financial reports.

Novartis, Inc. – Ft. Worth TX and Basel Switzerland**Aug 2017 - Dec 2017**

Role - Sr. Lead in Procurement/Distribution/Manufacturing and Shop Floor Management as well as OTC, Finance and financial reports onsite in Switzerland and Texas. (Short term contract – specific task)

Special Project group - Confidential Tasks focused on divestitures and acquisitions

- Responsible for teams preparing analysis and reporting on drug development as well as hands-on analysis of same.
- Tasks involved team lead of 15 members requiring analysis and design of future enhancements that will be required for a divestiture or acquisition globally involving hardware, software and deployment of human capital as well.

KPIT – Edison, New Jersey**Feb 2017 - Nov 2017**

Role – Lead in Procurement/Distribution/Manufacturing and Shop Floor Management as well as OTC, Finance and financial reports onsite at JBPCO in Houston, Texas and various locations in PA.

- Responsible for many aspects of large-scale multi-location, multi-platform JDE conversion analysis, including deep analysis of Job Costing and application of analysis as it pertains to sales mix and profitability, data conversion, implementation, training, documentation, post implementation analysis and documentation involving various businesses in many aspects of automotive support and production at over 40 locations across the US.
- Worked with requirements analysts and subject matter experts to identify, understand, and document business needs for the data flow to create market risk and credit risk modules.
- “GO LIVE” sequentially and simultaneously scheduled across multiple locations some requiring deep dive analysis pre conversion and new units recently acquired using either no formal ERP systems or Excel spreadsheets to control the operations.

The Florida Lottery- Tallahassee, Florida**Jan 2017 - Feb 2017**

Role – Sr. ERP SME Consultant

Responsible for the following tasks and projects:

- Development and modification of reports and processes as requested by project lead and/or financial analysts. Primary focus is on AP processing (which include the Budget and Procurement modules) and reconciliation. This includes analysis and continued support of the month and year end closing process.
- Documentation on all assigned projects (includes meetings and status reports). Provide support to team members (including SDS, SQA and Systems and Networking teams) in all areas of problem resolution. As well as perform research and analysis as requested. Responsible for analysis and fine tuning of all daily and weekly processes to ensure efficient and accurate processing.

Daymon International**Apr 2016 - Sep 2016**

Role – Lead in Procurement/Distribution/Manufacturing and Shop Floor Management as well as OTC, Finance and financial reports onsite at SAS Distribution (a subsidiary of Daymon, Int'l) – Orange, CA.

- Deep analysis of Job Costing and application of analysis as it pertains to sales mix and profitability.
- Gathered user requirements to develop solutions and alternatives.
- Wrote scripts for UAT and managed the execution of the UAT for 100's of users.
- Critically evaluated information gathered from multiple sources, reconcile conflicts, and distinguished user requests from the underlying needs.
- Translated high-level information into details as well as summarize detailed information.
- Used SCADA systems to gather data on the processes and sent control commands to the field connected devices.
- Goal and benefits targeted: To increase the integrity of the system of the multiple servers in order to provide continuous control and monitoring in the event of a server malfunction or breakdown. This goal was reached earlier than anticipated with a crew of 1 instead of 4 as originally budgeted.

Whitelight Group, LLC**May 2015 - Mar 2016**

Role – Sr. Business Lead specializing in all areas of functional and technical aspects for JDE including but not limited to Procurement/Distribution/Manufacturing and Shop Floor Management as well as OTC, Finance and financial reports.

Project Work:

Nitto Denko Automotive Group – Milford, Massachusetts – World migration to E1 Implementation - E1, 9.1

- RFGEN bar code scanning implementation to handle all inventory transactions, Fixed Asset, CAM and Shop Floor activities at all locations.
- Deep analysis of Job Costing and application of analysis as it pertains to sales mix and profitability. After implementing RFGEN shop floor scanning details became available to aid with this type of analysis.
- Managed architecture, design, implementation, rollout and training at multiple locations.
- While at Nitto my work focused mainly on RFGEN and its implementation, preparation of training materials, group training, and post monitoring.
- Analysis of Job Costing and application of analysis as it pertains to sales mix and profitability.

Fiskars – Middleton, WI- E1, 9.1 Goal of project: Implementation Duties at Fiskars were slightly different as our task there was very specific in preparation for a sale that was to take place of a small line of business for Fiskars. The work was confidential in nature but I can share that we needed to pare down the data from all JDE Tables and create a working system of JDE with a subset of information as determined by the client.

- Involved in the design of extraction and SQL scripts for unique elements of the business in preparation for transition to yet unnamed purchaser.
- Involved many iterations to improve the timing of the extraction process from days to hours over a period of one month. Managed the implementation and migration of JDE WORLD A9.2 to E1 9.1.2, conversion of existing data, cleansing of data, existing inventory which all needed to be assigned locations and scanning labels as RFGEN was not yet implemented for this client. Worked with ALL SMEs including Sales Order Entry, Purchase Order, AP/AR/GL, Financial Reporting, Transportation, Distribution, Logistics, Inventory, Fixed Assets, Shop Floor Management, MRP and MRO processes, as well as Lot Tracking capability which was critical in this industry.
- Set up the production line and RFGEN terminals for floor use to aid in tracking parts used on each trailer, labor and other items previous not available to the client giving them a much more realistic view of their BOM. We set the system up to automatically create work orders when MRP was run 3 times a week based on orders that were taken in the Sales Order module. The credit check was turned on in the S/O module which was new

for this client. Consequently, it entailed additional analysis to create credit limits for their clients and procedures for users to follow to ensure that the system was utilized to its fullest.

- Further issues we needed to deal with involved the receipt of materials from certain parts of the world that did not use scannable information. As much as possible, we assisted these clients in creating Bar Code Scannable information but where that was not feasible, we created information in our Cross-reference file, created scannable labels as the item arrived to enable tracking throughout the entire process
- All targets were met: The implementation was completed successfully and post monitoring went very well. We completed the project on time and within budgeted requirements.

Great Dane Trailers- Danville, PA

Role – Lead in Procurement/Distribution/Manufacturing and Shop Floor Management as well as OTC, Finance and financial reports - World A9.2 migration to E1 9.1.2.

Task: Given the task of bringing a newly purchased building online from the beginning to end.

- Implementation of ERP system and RFGEN bar coding in multiple plants throughout the country.
- System design, customization, and conversion of existing data, implementation, rollout, training, documentation and post monitoring of ALL MODULES including Manufacturing, Distribution, Procurement, Fixed Assets, Capital Asset Management (CAM) and Shop Floor Activities. Hyperion Essbase and HFM were utilized for reporting and ad hoc reports requested.

WIPRO LIMITED

Sep 2013 - May 2015

Role – Project Manager specializing in but not limited to Procurement/Distribution/Manufacturing and Shop Floor Management as well as OTC, Finance and financial reports.

Project Work:

- Honeywell – Remote Role – Lead in Procurement/Distribution/Manufacturing and Shop Floor Management as well as OTC, Finance and financial reports E1 9.1 & E1 9.2
- Task: PMO Services for Honeywell managing technical and functional teams globally as required by the client.
- Managed all infrastructure issues, projects transforming hardware usage to a cloud-based system, HELPDESK/IT issues, conversions, implementations, etc.

Pfizer – Gladstone, NJ

Role - Project Manager–SOE (Sales Order Entry), Lead in Procurement/Distribution/Manufacturing and Shop Floor Management as well as OTC, Finance and financial reports.

Project defined as Application Support for Electronic Data Capture (EDC) in a CRO aka as (ARO) environment including ongoing development, user support through incident, changes and service request management utilizing ticket management system:

- Responsible for all Big Data activities (extraction, conversion, reporting).
- Plan and execute transition through Knowledge transfer sessions with key SMEs in the IT group.
- Act as a single point of contact for the team.
- Ensure service delivery as per the agreed SLAs.
- Manage Wipro resources on the engagement.
- Prepare weekly and monthly reports and submit to the client and offshore management.
- Lead and guide Wipro team and manage Wipro resources.
- Manage resource capacity jointly with the client.
- Ensure process, procedural and technical guidelines are adhered during delivery process.
- Knowledge acquisition workshops, Hands-on sessions in development / test / training systems.
- Conducting knowledge transfer sessions with current support team.
- Establish application baselines.
- Review SLA's (service level agreement) and metrics for Key Performance.
- Preparation of SMTD documents for Key application for which documents do not exist.
- Finalize parallel performance – Shadow the client support plan.
- Support DSI functions technically and at the user level.

Ciena – Hanover, Maryland

Role - Lead Business Partner Managing the Master Project Plan and WBS.

- Responsible for the entire deployment and all associated deliverables. E1, 9.1.2

- Ensured all deliverables are executed properly by mentoring and training in multiple locations.
- Managed the weekly internal team meeting.
- Managed the weekly client briefing including, expenses, client project billings, WIPRO progress as well as current status of all components of the project.

Domtar – Fort Mill, South Carolina

Project Manager Manufacturing, Distribution, Procurement and Supply Chain, & Logistics Specialist-onshore/offshore model of 15 FTE.

- Project defined as AMS (Application Maintenance and Support) of JDE 8.12 (E1) including ongoing development, user support through incident, changes and service request management utilizing Easy Vista ticket management system:
- Planned and executed transition through Knowledge transfer sessions with key SMEs in the existing IT group.
- Acted as a single point of contact for the team.
- Ensured service delivery as per the agreed SLAs.
- Managed Wipro resources on the engagement.
- Prepared weekly and monthly reports and submit to the client and offshore management.
- Lead and guided Wipro team and manage Wipro resources.
- Managed resource capacity jointly with the client.
- Ensured process, procedural and technical guidelines are adhered to in delivering services.
- Knowledge acquisition workshops, Hands-on sessions in development / test / training systems.
- Conducted knowledge transfer sessions with current support team.
- Established application baselines.
- Reviewed SLA's (service level agreement) and metrics for Key Performance.
- Prepared of SMTD documents for Key application for which documents do not exist.
- Finalized parallel performance – Shadow the client support plan.
- Supported Manufacturing, Distribution, and Logistics, Inventory, Financial, CAM, Fixed Assets in IT as well as at the user level.
- Supported DSI functions technically and at the user level.
- Supported Bottom Line software at the technical level and at the user support level.

State of Nebraska – Lincoln, Nebraska and Omaha, NE, WORLD migration of 8.12 to E1 9.1.2.

Sr. Business Lead - Lead Procurement/Distribution/Manufacturing and Shop Floor Management as well as OTC, Finance and financial reports/Logistics/Supply Chain/Inventory and Transportation Management.

- Conducted the due diligence of the existing system and interviewed the key business users to understand the requirements of the Stakeholders.
- Prepared a presentation of the new capabilities of JD Edwards 9.1.2 vs. their existing version which was 8.12.
- Presented the client a GAP analysis to help them determine what was needed to meet objectives in the project.
- Architected the solutions and demonstrated it through the use of screenshots, flowcharts and other visual aids created for this purpose.
- Conducted hands on training sessions to the power users.
- Troubleshoot the Manufacturing applications and reports in the Manufacturing suite in JDE to fine tune them for the client's specific needs.
- Provided details on the file structure and directed the developer in customizing the application.
- Created qualitative documentation that captured all the information required was required.
- Since a large amount of reporting was to Public Utilities, public reporting agencies, etc. we were required to ensure that all reporting, and audit responses would be answered quickly, efficiently and most of all accurately.

EDCi – onsite at Oshkosh Defense, - Oshkosh, WI – E1, 9.1

Feb 2013 - Aug 2013

Role - Sr. Project Manager for JDE Implementation

- Utilized Sr. Project Management skills to bring the various groups together and establish a process/structure specifically related to taking metal in, processing equipment, and painting said metal parts.
- This included quoting, capacity planning, following the product through the process, to picking, packing, shipping, accounts receivable, and invoicing.

- Gathered the necessary information from various groups, solidified a workflow, documented the process for the JD Edwards ERP System, and partnered with the business to execute the process.
- Developed and monitored budgets for assigned maintenance and installation programs while managing multiple programs and program management staff.
- Utilize PMP methodologies and MS Project to track and complete assigned projects.
- Mentored other Project Associates and Project Leaders.

NTT DATA - onsite at HNI Corporation – Muscatine, Iowa**Jan 2012 - Jan 2013****Role - Sr. Business Lead**

- Responsible for all JDE support running WORLD 8.7 XE.
- 24/7 support
- Responsible to manage, mentor and train offshore team onsite face to face and via other Communication software.
- Wrote MS SQLs to correct JDE issues in files and tables caused by connectivity problems, external file interface issues, integrity reports and any issue from a Severity 1 through a Severity 4 condition.
- Met Service Level Agreements (SLA)
- Responsible for all 6 month and annual reviews.
- Support requirements for knowledge of all modules in JDE included AP, AR, GL, Sales Order, Service Order, Supply Chain, Procurement, Inventory, Financial Reporting, Transportation, and Real Estate Modules.

TEK Systems – Thousand Oaks, CA**Mar 2011 - Dec 2011****Sr. Business Analyst Onsite at Bank of America in IT and IT support services – Agoura Hills, CA**

- Responsible for writing HLD/LLD, CIT plans including test cases and test scripts, UAT, and integrated release to production in the banking industry. Requires turnover knowledge, entire SDLC, Six Sigma methodology as well as project management tools and requirements. Expectation is high for quality and timeliness of deliverables. LOB is consulted for gathering requirements, definition of projects, and user acceptance testing most often utilizing MOC as LOB is located throughout the U.S. and beyond. Clarity and Viper are tools used for reporting project allocation of effort.
- Responsible for DR (disaster recovery and failover then failback over a 72 hours period for over 100 applications) across the country utilizing MOC sharing, bridge lines, individual bridge lines to manage issues. End result was 100% success.
- This position was created to respond to Government audits involved within the mortgage industry.

Weatherford International – Santa Paula, CA**Mar 2007 - Mar 2011****Sr. Project Manager / Western Region/Finance Manager**

- Responsible for the creation and establishment of Dashboard information that heretofore was not utilized at Weatherford. These dashboards were introduced initially to our largest branch plants with high volume. After the success of the dashboards it was rolled out across the US. These dashboards contained information that was useful on a daily basis that showed Inventory changes, AP, AR, Procurement, and Sales order statistics so at a glance, monitoring and action instead of reaction became a reality. My responsibilities revolved around monthly and quarterly financial reporting which was used quarterly for SEC (a Public Utility) reporting for my sector of responsibility.
- Responsible for implementing J.D. Edwards (WORLD ver. 8.10 and migration of data to E1 9.0), Hyperion Essbase, Showcase and GLI (BI-reporting tool) throughout the West Coast and Alaska.
- Lead project manager of over 10 other business analysts and programmers, for the Western Region.
- Performed all of the performance reviews and any employee resolution issues. This was a new J.D. Edwards installation as the company was adding acquisitions to their core business. The conversion involved gathering needs and requirements from a multitude of users and reporting requirements/information required by Corporate, Operational Management, Supervisors and Team Leads throughout a cross functional section of the Company including Accounting, Finance, Fixed Assets, Capital Asset Management, Inventory, Order Entry, Operations (including sales and service rental business), A/P, A/R, Payroll, Internal Audit, Supply Chain, Procurement, Transportation and Real Estate Modules, etc.
- The company also acquired core businesses using SAP which were not converted and the requirement of knowledge of all modules of SAP became a required business need. The implementation required a perpetual review of work stream documents verifying consistency within the functional requirements and design

documents as well as review of test cases. Verification of implementation functionality of requirements, reports and added fields was my responsibility. The implementation required initial training sessions held in general locations as well as specific locations in Texas, California and Alaska. It also involved JDE upgrades throughout the years which required further training via onsite training sessions and WebEx sessions for users and Management as well. SharePoint was utilized for dissemination and reference storage of documentation/new procedures/quick reference cards, etc.

- Ensured that each Branch Plant and Region strictly adhere to Company standards with regard to inventory, billing, GAAP and Sarbanes-Oxley as well as Federal Anti-Corruption compliance.
- Ensured that the P&L is reviewed by direct reports and Executive Management for accuracy.
- Prepared all reporting in JDE and SAP with regard to financial reports and workflow, ad-hoc reporting, invoicing reports, management reporting and performance metrics, accruals, monthly financial commentary, training on J.D. Edwards' service rental system currently running on AS400, and presentation of reports as required to colleagues/upper management.
- One of the requirements established early in the requirements gathering phase was the ultimate implementation of bar coding, scanning and tracking of all assets in and out of the company including tracking the asset through all phases of maintenance within the organization ensuring that the all of the assets that were available appeared accordingly in the system. I was responsible for input to determine the type of equipment needed to satisfy the requirements as well as the equipment acquisition and implementation. This included the user training on the equipment to be utilized in the manufacturing area when the bar coding and scanning phase was rolled out across the country in each facility.
- Western Regional Finance Manager - (11 Western states including Alaska) with emphasis in Cash flow analysis, Inventory analysis, breakeven analysis, project reporting, G/L, A/P, A/R, Fixed Assets, Income Statement/Balance Sheet Reporting and analysis for monthly Executive review and SEC reporting quarterly.
- Created all new reports and reporting system using Hyperion/Essbase and One View Reporting. Led the company effort in the US to implement and ensure consistent/compliant adherence to SOX regulations for all activities and company reports and external reporting to SEC.
- Utilized 3rd party software (GL INSIGHT) and BI tools for reporting/analysis.
- Used Greenflow AS to assist in creating alerts when tracking large amounts of distributed data through sensor arrays in various environments where electronic sensors were utilized. On site audits and training at all branches (over 50) minimally 4 times annually.

George S. May, International, Oak Park, IL**Aug 2003 - Mar Project Lead**

- Surveyed the client's business in 1 to 3 days quickly establishing a professional working relationship.
- A multitude of industry knowledge was required as clients were in various industries such as pharmaceutical, insurance, healthcare, automotive, lumber, manufacturing, energy, etc. This was a consultative role leading to a customer utilizing our functional business team on their premises for a period of time to perform duties that would help them improve their bottom line. (Guaranteed in writing by the company)
- The Business Analysis function was performed for over 90% of the clients I met with. Some of the clients included big box stores such as Wal-Mart and major airlines such as Southwest, as well as major insurance companies, major drugstore chains, independent automotive maintenance chains, defense industry, lending institutions, automotive manufacturers, and many more.
- These functions included migration to a new financial system, enhancement of existing and/or new procedures, logistical and HR functions.
- Improved cash flow and inventory controls, potentially saving each company many thousands of dollars and more. (This was a mainstay of the company as it was a guarantee of the service provided).
- Success required the individual to be a good "idea person," able to grasp the fundamentals of how businesses operate and effective in executive communications. This required working knowledge of many computer systems and software including: IBM System 34-38, AS400, and HP 3000, PeopleSoft, J.D. Edwards, Hyperion, SAP and Oracle and nearly all modules including G/L, A/P, Payroll, PO, JE, Budgeting, Forecasting, Fixed Assets, Monthly reporting, and more.
- Remained knowledgeable in current ISO, SOX and anti-corruption compliance.
- During the years working with nearly 500 clients, I had the opportunity to gain experience using JDE at many clients on various platforms. Although forbidden by the company to mention specific client names, one particular Real Estate investment company utilized the Real Estate module in JDE. I considered this experience an exceptional one as this was an area that many do not have the opportunity to delve into with the detail that we had while assisting this company become more profitable and increase their cash flow by enhancing their order to cash process.

Candidate #2: - Letricia Bynoe**Professional Summary**

Professional Business Analyst with 9+ years' experience in the Information Technology field. Proficient in all aspects of the business analysis craft including business process analysis and reengineering, development of requirements documentation, and the full software development lifecycle with emphasis on business analysis, system design and leadership of user acceptance testing.

- Led a team of four systems analysts, with security of high-profile application used by 10,000 employees.
- Led efforts to improve operator efficiency resulting in 10% reduction in escalated help desk tickets.
- Managed requirements for three projects that facilitated system improvements for thousands of users.
- Accomplished leader and expert in customer relations and reporting to management of creative solutions.

Education

- MS in Management, Agrosy University
- BA in Computer Systems Management, St. Edwards University
- ITIL v.3 Certified
- Certified Business Analyst Professional (CBAP) Boot Camp

Tools

- ITIM (Tivoli)
- Microsoft Word
- Microsoft Excel
- Microsoft Visio
- Microsoft Powerpoint
- Microsoft Sharepoint
- Remedy ticketing system
- Synergy ticketing system
- Microsoft Visual Studio Team Foundation Server (TFS)
- Some SQL experiences

Core Competencies

- Business Analysis
- Technical Writing Professional
- Business Area Liaison & Leader
- Customer Service
- Technical Support Expert
- Project & Organizational Management Specialist

Professional Experience**Dynamic Computing Services-Austin Energy, Austin, TX****Oct 2014 - Present****Business Analyst**

- Experience with analysis related to documenting and validating business requirements and processes.
- Accomplished in performing testing in the UA environment.
- Authored business rules, technical documentation, business process, and data flow diagrams.
- Translate stakeholder requirements into tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams
- Established with COTS (Commercial of the shelf implementation) from requirements gathering to go-live.
- Experienced in configuring requested updates/changes in the COTS tool
- Serve as the liaison and point of contact between the vendor and the business staff.
- Communicate clients' business requirements by constructing easy-to-understand data and process models.
- Facilitated requirement gathering JAD (Joint Application Development) sessions for projects.
- Performed as the SME for five of the implemented programs.
- Interviewed staff to learn their 'as-is' business processes in order to interpret the 'to-be' process.
- Designed and developed business process models using tools such as Visio
- Trained employees on newly implemented tool.

- Tests delivered systems solutions and monitor after implementation to ensure they satisfy requirements.
- Performs bug tracking and quality assurance tasks.
- Provides direction to internal and external users and assists in the effective and efficient resolution of issues.
- Researches and reports on potential solutions to business problems.
- Interprets business requirements from the user community and translates them into functional and technical specifications.
- Contributed to projects for process improvements; resolve reported system and user issues.

Cooper Consulting-Board of Nursing, Austin, TX
Business Analyst/Project Manager

May 2014 - Oct 2014

- Skilled with modeling tools such as Microsoft Visio which is used in business process documentation
- Facilitated interviews with staff to learn their 'as-is' business processes for documentation purposes.
- Developed documentation for system changes.

Health & Human Services Commission, Austin, TX
Business Analyst & Team Lead

Nov 2007 - Feb 2014

- Gathered requirements needed to make business process changes in various production systems.
- Facilitated requirements gathering JAD sessions for projects released to thousands of end-users.
- Facilitated requirement gathering sessions for the 90 day life-cycle rules project, the automated provisioning project, and the TIERS roll-out provisioning process project.
- Developed documentation for system changes.
- Knowledgeable of HIPPA and SOX compliance
- Lead and participate in security audits; create monthly production status reports
- Experienced with Identity and Access Management (ITIM).
- Interacted on business analysis for web-based applications, oracle applications, and server domains.
- Successfully managed vendors, suppliers, clients, and partners, while managing cross-functional projects for the TIERS system.
- Skilled in analysis of systems and procedures to revise IT process, procedures, workflows, and policies.
- Skillful in working on projects through production into Go Live implementation
- Proficient in Software Quality Assurance which includes auditing the system and users for the TIERS system.
- Preparation of project plans, issue logs, risk matrices and status reports.
- Designed and developed business process models using tools such as MS Visio.
- Developed documentation for system changes including software requirements.
- Created test plans and test cases and executed those test cases on numerous systems and projects.
- Authoring of use cases for implementation of system functionality.
- Established and maintained rapport with stakeholders to ensure the requirements were on track.
- Effectively communicated (written and verbal) across multiple geographies and cultures.
- Experienced with UAT and SIT testing environments.
- Interacted with developers, outside stakeholders, project managers to ensure the gather requirements was on track for what is needed and expected.
- Supervised a staff of four systems analysts administering network services and help desk functions.

Texas Medicaid & Health Partnership, Austin, TX
Security Administrator

May 2007 - Nov 2007

- Administered 2,500 user accounts throughout the State of Texas and assigned security permissions.
- Assisted in maintaining software inventories using standard asset management systems and procedures.
- Monitored incidents to ensure that resolution occurred within the customer's scope of services.
- Created and delivered training material; provided cross-team support for all job functions.
- Responded to user requests related to account security and resolved issues with maximum efficiency.

Texas Access Alliance, Austin, TX
Business Analyst-Help Desk II

Apr 2006 - Mar 2007

- Coordinate projects for process improvements; resolve reported system and user issues.
- Created and delivered end user training on systems which maximized operator efficiency and increased the speed and accuracy of customer service; successfully reduced escalated tickets by 10%.

- Developed and delivered training to fellow team members which increased efficiency in resolving issues by 15%. Identified potential training issues which helped increase end user knowledge.
- Modified the process documentation which maximized customer service efficiency at Level 1.
- Analyzed issues and either provided instructions to the end user for resolution, updated the data in the database, or determined if it was a TIERS defect requiring a code change by the development team; interfaced among the system, end users and developers.
- Implemented Level 2 technical support for TIERS by creating processes that assisted in resolving issues.

The Home Depot Austin Technology Center, Austin, TX
Business Analyst

Apr 2005 - Apr 2006

- Managed projects which increased the usage of a high-visibility applications for thousands of end users
- Coordinated projects for process improvements to resolve user-reported issues.
- Updated and rewrote technical end-user and training documentation to fit a specific target audience.
- Created a call handling guide which increased efficiency by 20% to the client.
- Resolved events/trouble tickets escalated from first level to ensure solution to Home Depot end-users.
- Served as liaison for creating and linking web pages into production for knowledge base learning.

Candidate #3: - Mihir Joshi

Education

Fellowship in Pain Medicine (ACGME)

Jul 2020 - Jun 2021

- UT Health San Antonio, San Antonio, TX

Residency in Physical Medicine and Rehabilitation

Jul 2017 - Jun 2020

- Baylor College of Medicine, Houston, TX
- Chief Resident

2019 - 2020

Internship in Internal Medicine

Jun 2016 - Jun 2017

- Hofstra Northwell School of Medicine, Manhasset, NY

Doctor of Medicine

Aug 2012 - May 2016

- Rutgers New Jersey Medical School, Newark, NJ

Bachelor of Arts cum laude

Aug 2007 - May 2011

- Rutgers University, New Brunswick, NJ
- Major: Molecular Biology and Biochemistry with departmental honors thesis

Board Certification & Licensure

ABPMR Part 1 – 2020 (passed)

ABPMR Part 1 – 2020 (passed)

ABPMR Part 2 – 2021 (passed)

North Carolina Medical License [REDACTED]

ABA Pain Medicine – 2021 (expected)

DEA License (2020-2022)

Selected Leadership Experiences

Baylor College of Medicine PM&R Department

2019 - 2020

Academic/QI Chief Resident

Developed a multi-site multi-institutional longitudinal quality improvement curriculum for the departments of PM&R at Baylor College of Medicine and UT Houston, bringing together research and clinical faculty with residents to propose and implement QI projects at affiliate sites for both institutions.

This curriculum, built on IHI best practices, culminated in an end-of-year seminar series, in which each group presented their projects and results, along with hurdles and future plans.

Baylor College of Medicine PM&R Pain Journal Club

2019

Co-Founder

Re-launched the Baylor College of Medicine PM&R Pain Journal Club, with the goal of bringing together residents and faculty to review and present landmark and recent research in the field of pain medicine. Includes organizing an introductory lecture and a review of high frequency SCS.

Rutgers NJMS Business of Medicine

2015 - 2016

Co-Founder

Developed a course with members of NJMS faculty and administration to educate medical students about topics including practice management, personal and business finance, revenue cycle management, different practice settings, and billing and coding.

Rutgers NJMS Student Clinic

2015 - 2016

Student Leader

Acted as a site leader for the student free healthcare clinic in Newark, NJ. Mentored junior students and led in the evaluation of patients as well as organizing patient flow and medication distribution.

Position 2 – Data Analyst

#1 Candidate Name - Saikiran Dulla

Summary

- Data Engineer Lead/Manager with solid Python and SQL programming skills and over 10 years of experience in Data
- Engineering, ETL, Data Warehousing, Data Modelling, and Analytics.
- Implemented best practices for optimizing ETL workflows, ensuring efficient utilization of AWS resources, and minimizing
- latency in data-related tasks by tuning SQL queries in Snowflake.
- Proficient in building scalable data pipelines with Snowflake leveraging Airflow framework to do ETL processing.

Education

- Master of Science, Information Systems - University of California, Berkeley **2015 - 2017**

Skills

- **Programming:** Python, Java, Scala, R, SQL, JavaScript, Pandas, NLTK, Scikit-learn, NumPy, Hadoop, Databricks CLI, and
- AWS CLI.
- **Tools:** Git, Astronomer, Airflow, Splunk, Jenkins, Databricks, Sigma, Tekton
- **Database:** MySQL, MongoDB, Postgres, Redshift, HBase, Hive, Cassandra, Kudu, and Druid.

Professional Experience

Overmoon, San Ramon, CA

Aug 2021 - Mar 2024

Lead Data Engineer

Responsibilities:

- Design, develop, and maintain robust data pipelines and systems, ensuring efficient flow, reporting and management of data
- within the organization
- Architect and build an MLS listing underwriting platform for vacation rentals with sub-second latency using AWS lambdas,
- Snowflake, Fivetran, and Retool
- Develop automated Data Quality framework in Python & Airflow to validate important data pipelines
- Build scalable data pipelines with Snowflake leveraging Airflow framework to do ETL processing
- Drive the development of new ML models for generating Airbnb and Vrbo comps for MLS listings
- Collaborate with business unit leaders and executives to understand their data visualization needs and develop dashboard
- solutions using Tableau and Sigma Computing.
- Implement best practices for optimizing ETL workflows, ensuring efficient utilization of AWS resources, and minimizing latency in data-related tasks by tuning SQL queries in Snowflake.

Rally Health, San Francisco, CA

Jan 2020 - Jul 2021

Senior Data Engineer

Responsibilities:

- Manage the development of essential enterprise E2E Business Intelligence ETL solutions in Hadoop, sourcing data from HDFS, Kafka, Amazon Redshift, MongoDB or Postgres environments, process ETL with Python, Spark, Airflow, Databricks, and serialize data to Hive and Redshift data warehouses.
- Design data models for optimal storage and retrieval and to develop data solutions to promote applicable insights for population health management and positive recommendations for ways individuals can improve their health and manage their costs.
- Build scalable Spark data pipelines leveraging Airflow scheduler/executor framework to do ETL processing using Pyspark/Scala jobs on AWS Databricks with S3 as the data lake using storage formats such as Parquet, ORC, and AVRO.

- Drive the design, building, and launching of new data models and data pipelines in production and build data expertise and own data quality for allocated business areas of ownership
- Provide 24/7 support of the Production data pipelines owned by the Data Insights team and take corrective action in case of job failures to ensure Reporting SLAs are met.
- Collaborate with Product Managers, Data Scientists, and business stakeholders to communicate technical specifications to ensure that proper and optimized techniques, queries, data standards, and final outputs are understood and incorporated into the reports.
- Assess current ETL processes, recommend, and implement approaches to handle increasing volumes of data and optimize existing data pipelines by tuning SQL queries.

Noodle.ai, San Francisco, CA**Aug 2018 - Jan 2020****Senior Data Engineer****Responsibilities:**

- Supported data science research by architecting and developing ETL processes with Python and Bash jobs and scheduling them through Airflow to load data from AWS data lake to Postgres DB data warehouse.
- Optimized SQL queries using HiveQL and use Spark SQL for ad hoc exploratory data analysis and build materialized views on Postgres.
- Provided technical mentorship to team members, performing code and design reviews, enforcing coding standards and best practices, and serve as the subject matter expert for Big Data technologies in the Hadoop ecosystem.
- Collaborated with Product Managers, Data Scientists, UI Engineers, and UX designers to develop and deploy Machine Learning models in Production environments in an agile fashion.

Deloitte Advisory, Raleigh, NC**Sep 2017 - Aug 2018****Senior Data Engineer****Responsibilities:**

- Extensively used ETL methodology to perform source data migration using Talend and design data pipelines for consuming data from wide variety of source systems including Cassandra, Postgres, and APIs in flat files, XML, and JSON formats.
- Created Logical/Physical/ Dimensional Data Models for the Data Warehouse with Star Schema using Kimball/ Inmon methodologies.
- Built real-time data pipelines to extract data thru Kafka from multiple sources, transform, aggregate, and load (ETL) through Talend/Python jobs that run on Cloudera Spark into the Cloudera Kudu data warehouse.
- Architected, developed, and maintained pharma sales monthly reporting process by building a big data ecosystem with Cassandra, HDFS, Hive, Kudu, and HBase and running Pyspark jobs on a Cloudera Spark Cluster on Azure.
- Designed and developed new systems in partnership with software engineers to enable quick and easy consumption of data by business.

Infosys Limited, Bangalore, Minneapolis, Boston, & Durham**Jun 2007 - Jul 2015****Sr. Software/Data Engineer****Responsibilities:**

- Architected and built an investment ratings engine that ETL's data using python jobs, SQL scripts, and loads transformed data into Fact and Dimension tables in Teradata Warehouse.
- Managed and implemented the back-end of a trade reconciliation system product of Infosys to generate reconciliation reports of Options and Futures transactions to the firm's institutional traders across the world.
- Created a BI reporting application in Tableau, High chart & D3.js that performs ad hoc and batch reporting on daily trade reconciliations and automatically emails them to traders and executive leaders.
- Improved application performance by 60% by proposing and implementing a distributed processing solution that uses map - reduce jobs on a Hadoop cluster for year-end jobs, which process terabytes of data.

#2 Candidate Name - Smitha Pamula

Summary

- A multi-skilled Analyst having 10+ years of experience with good all-round ability in technical & business system areas to juggle multiple projects and meet deadlines whilst at the same time comprehending complex and interdependent system & business processes.
- Experience in the pricing and discounting waterfall model and data quality analysis for SaaS.
- Skilled in analysing product requirements and designing solutions accordingly.
- Requirements Gathering, Design, Development, Testing and Implementation.
- Create detailed business requirement and translating them into technical specifications and high interactive Data Visualization using Tableau and Power BI.
- Ability to work both independently, and in a team, to achieve design and delivery goals.
- Actively participated in all phases of the project life cycle including data acquisition, data cleaning and pre-processing, feature engineering, Exploratory data analysis, model building and testing and validation, data visualization and final presentation to the client.
- Expert in providing accurate estimates for deliverables and proven excellence in on-time delivery.
- Thrived in fast paced and changing environments.
- Experience in working in Agile/Scrum methodologies.

Education

- Bachelor of Technology in Computer Science and Information Technology from Jawaharlal Nehru Technological University, Hyderabad, India.

Technical Skills

- OS: Windows, UNIX (Solaris), Linux
- Data Base: Oracle, SQL Server
- Languages: SQL, PL-SQL, Postgres SQL, Python
- Tools: Oracle ERP, Rational Application Developer, TOAD, Rally, Business Objects, Jira, Tableau, Power BI, SAP Business Objects.

Professional Summary

TRC Companies Inc assigned to PG&E

Jun 2022 - Nov 2023

BI ANALYST

Responsibilities

- Converted the scorecards and dashboards for various surveys performed from Excel to Power BI Reports.
- Utilized (Power BI, Pivot, View) to design multiple dashboards and scorecards.
- Worked with the internal stakeholders of Vegetation Management Quality Control team to understand the requirements and assisted in weekly and daily reports.
- Performed slicing and dicing of data using SQL and Excel for data cleaning and data preparation.
- Worked extensively in Excel, Power BI Desktop and Power BI Service.
- Implemented several DAX functions for various fact calculations for efficient data visualization in Power BI.

Kaiser Permanente

Nov 2021 - Jun 2022

BI ANALYST

Responsibilities

- Worked with VRDO team on Duplicate Cleansing.
- Provide guidance to the engineering team on issues of critical importance in achieving business objectives.
- Perform System Integration testing on the technical implementation and identify any deviation from the design. Coordinate
- with Quality Assurance team to have understanding on the system changes.
- Working on One Link to extract the reports for analytics.
- Coordinate with Business stakeholders to review for Open Vouchers and Open PO's.
- Worked on Power BI and excel to create Monthly Vendor Counts and other ad hoc requests.
- Utilized Power Query in Power BI to pivot and un-pivot the data model for data cleansing and data massaging.

Blue Shield of California

Oct 2020 - Mar 2021

DATA ANALYST

[Tryfacta, Inc.](#)

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | Email: rfp@tryfacta.com

Responsibilities

- Analysed requirements for various reports, dashboards, and scorecards and created the same using Tableau desktop server.
- Interact with various stakeholders to understand their functional and non-functional requirements.
- Mentored business power users to create reports/dashboards using tableau desktop.
- Designed and developed various analytical reports from multiple data sources by blending data on a single worksheet in Tableau Desktop.
- Created A/B Testing plan and managed implementation.
- Utilized advanced features of Tableau software like to link data from different connections together on one dashboard and to
- filter data in multiple views at once.
- Created Prompts, customized Calculations, Conditions and Filter (Local, Global) for various analytical reports and dashboards.
- Perform slicing and dicing of data using SQL and Excel for data cleaning and data preparation.
- Created and modified Interactive Dashboards and Creating guided navigation links within Interactive Dashboards. Make use of filters and make them local and global accordingly.
- Published the developed dashboard, reports on the Tableau Server so that the end users having access to the server can view the data.

Cisco Systems**Sep 2019 - Jun 2020****BI Analyst****Responsibilities**

- Build data framework for Bookings to Revenue conversion reports using SQL and data extraction queries.
- Creating reports using Business Objects to provide key performance indicators (KPIs), insights and trends for bookings and revenue happening through Cisco distributors.
- Participated in all phases of Data mining, Data cleaning, Data collection, developing models, Validation, Visualization.
- Co-ordinated with the EDW team when working on Acquisition of ADAP, DUO to Cisco Bookings and Revenue systems.
- Consult Business stakeholders for any impact analysis on any new changes to the existing system. Coordinate with cross functional teams for impact analysis.
- Drive core insights from available data to suggest A/B tests that drive improvements in site execution and experience.
- Worked on Power BI dashboards providing insights to stakeholders.
- Gathered requirements from stakeholders and created Tableau Dashboards on Tableau Desktop.
- Provide guidance to the engineering team on issues of critical importance in achieving business objectives.
- Perform System Integration testing on the technical implementation and identify any deviation from the design. Coordinate with Quality Assurance team to have understanding on the system changes.
- Worked on SAP BO to extract the reports for analytics.
- Coordinate with Business stakeholders to review the Business Acceptance Testing scenarios. Provide guidance to Business stakeholders for Business Acceptance Testing.
- Perform Root Cause Analysis on the defects logged during testing the applications and providing Permanent Solutions.

Alameda Alliance of Health**Mar 2019 - Jul 2019****BI Analyst /Tableau Developer****Responsibilities**

- Actively participated in Business Intelligence standardization to create database layers with user friendly views in SQL.
- Server that can be used for development of various Tableau reports/ dashboards.
- Designed and developed a business intelligence data visualization dashboard using Tableau Desktop, allowing executive management to view past, current and forecast sales data.
- Created Prompts, customized Calculations, Conditions and Filter (Local, Global) for various analytical reports and dashboards.
- Perform slicing and dicing of data using SQL and Excel for data cleaning and data preparation
- Worked on various reports using best practices and different visualizations like Bars, Lines and Pies, Maps,

Scatter plots, Gantt, Bubbles, Histograms, Bullets, Heat maps and Highlight tables.

- Generated Tableau Dashboards with filters, quick filters, context filters, global filters, parameters and calculated fields on Tableau reports.

Driscolls**Aug 2017 - Feb 2019****Business Data Analyst****Responsibilities**

- Converted the Business Objects/OBIEE reports into Tableau Dynamic Data Visualization and created Mapping Documents.
- Gathered business requirements and transformed the business requirements into high interactive Data Visualization and advance analytics using Tableau.
- Understood the business challenges and translated them into requirements and developed in Tableau Desktop according to Business Requirements. Created Metadata Dictionary Dashboard and allowed the business users to audit the metadata of identified data sources.
- Created Dashboards of different types for Analysis, Monitoring, Management and better understanding of the business performance metrics.
- Blended data from multiple databases such as MS Excel, MS SQL, Teradata and Oracle. Best practices to enhance the response time of Tableau Dashboards and the speed for the embedded Dashboards.
- Developed various Tableau Dashboards prototypes for future uses and conversion of current excel reports into Tableau Reports.

Onlok Healthcare**Aug 2016 - Jun 2017****BI Analyst****Responsibilities**

- Actively participated in Business Intelligence standardization to create database layers with user friendly views in SQL Server that can be used for development of various Tableau reports/ dashboards.
- Analyzed requirements for various reports, dashboards, and scorecards and created the same using Tableau desktop server.
- Mentored business power users to create reports/dashboards using tableau desktop.
- Published the developed dashboard, reports on the Tableau Server so that the end users having access to the server can view the data.
- Used SQL tools like Toad and Teradata SQL Assistant to run SQL queries and validate the data in the warehouse and marts.
- Creating Dashboards according to the project functional requirements.
- Extracted information from different data sources like Oracle, SQL Server, MS Access and flat files, etc by using different scripts like add, concatenate, Joins.

San Diego Gas and Electric**Nov 2011 - Jun 2015****Data Analyst****Responsibilities**

- Interacted with various stakeholder to understand their functional and non-functional requirements.
- Built Scorecards, Analytical and Operational Dashboards using Tableau.
- Develop, design and build visually informative and innovative dashboards, customized reports based on business requirements and UI specifications.
- Performed A/B testing to compare the CSR portal and public portal.
- Design and implement proof of concept solutions and create advanced BI visualizations.
- Integrate Tableau Dashboard into in-house web applications.
- Participated in all phases of Data mining, Data cleaning, Data collection, developing models, Validation, Visualization.
- Worked on SAP HR to validate the data for CSR portal.
- Created customized Calculations, LOD calculations, Conditions and Filter (Local, Global) for various analytical reports and dashboards.
- Effectively used data blending feature when came across Visualizations to be built across multiple data sources.

#3 Candidate Name - Wasim (Wes) Bailoni

Summary

As a Business Intelligence Analyst, specialize in data ingestion to support OTG Engineers in expediting the Business Continuity process for restoring IT services in Veteran Affairs Clinics & Hospitals. Excel in leveraging models and data mining techniques to extract insights that drive continuous business growth. Adept at transforming raw data into compelling narratives, translating numbers and spreadsheets into actionable solutions. Well prepared to contribute to your team's success.

Education

- MS. University of North Texas, Business Analytics (Dec/2018)
- MS. Arkansas Tech University, Risk Management
- MBA, Syrian Virtual University / Associate of Computer Science, Aleppo University.

Skill

- Machine Learning, Time Series, performance optimization, Monitoring tools Analysis
- Brilliant statistical and computer skills that are applicable to any data specific project.
- Fluency in numerous data management systems and software: i.e. Python, R, SQL, SPLUNK ITSI, Power BI, Tableau, AWS, Azure.
- Strong communication skills and illuminating presentation abilities.

Professional Experience

Department of Veteran Affairs Government CIO SRE, Operations Triage Group Jul 2021 - Present

BI Analyst

Responsibilities:

- Dive into data to uncover hidden patterns and use data visualization tools for clearer insights.
- Collaborate with Engineers to create statistical reports for system analysis and root cause identification.
- Prepare and deliver regular briefings (weekly, biweekly, monthly) to keep stakeholders informed.
- Automate routine processes and reporting by Integrating Python with Power BI's interactive, drill down dashboard.
- This empowers leaders to explore data at varying levels of granularity.
- Utilize monitoring tools to identify areas for improvement and prioritize them based on data insights.
- Focus on predictive analysis to prevent issues before they occur, distinguishing between root cause analysis and prediction modelling.
- Ensure seamless data integration between platforms like ServiceNow, Splunk, SolarWinds, and MSR to gain holistic insights.
- Regularly review Splunk logs to detect and address latency and error issues promptly.
- Leverage Splunk's machine learning toolkit for anomaly detection and predictive analytics, including regression, classification, clustering, and association analysis.
- Continue honing SQL skills to efficiently query and manipulate data.

Enara Health Group, San Mateo, CA

Feb 2019 - Jul 2021

BI Data Analyst

Responsibilities:

- Streamline repetitive tasks and reporting by seamlessly integrating Python with Power BI's dynamic, drill-down dashboard, enabling leaders to delve into data across different levels of detail effortlessly.
- Python Preparing sales data statistical reports and optimizing lead management with predictive scoring.
- Designing and customizing data sets for each provider with proper structure and aggregation.
- Preparing reports for patient retention optimization by using various server applications.
- Creating dynamic dashboard from scratch using Excel and modeling the database and developing it to tableau dashboard visualization.
- Presenting linear and logistic regression models for each patient & by group.
- PostgreSQL, SQL Server Reporting Services
- SAS /Python Risk Assessment, Credit Risk Assessment for Banking.

Southwest Lab August
BI Analyst/Data Analyst

Aug 2015 - Dec 2018

Responsibilities:

- Proficiency in big data technologies and languages, including Python, R, Airflow and Tableau.
- Creating daily reports using SQL, Excel, and Tableau to support Finance and Management decisions.
- Experience with real-time streaming data using Apache Spark.
- Utilizing Hive for query execution within Apache Spark.

Projects:

- Analyzing participant perceptions in the competitive environment of a Steakhouse.
- Involvement in the Adidas Brazuca official match ball project.
- Analyzing Hyundai US car sales data.
- Working with the Vaccine Adverse Event Reporting System (VAERS) data.
- Building an online maintenance request system for Oaklawn Leasing Apt.
- Forecasting trends in hotel revenue management for SABRE & DHISCO.

System Analyst
Carolina Medical Laboratory

Sep 2014 - Jul 2015

Responsibilities:

- Tracking project performance using pg Admin, with a focus on analyzing goal achievement.
- Developing spreadsheets and visualizations for assigned projects.
- Experience with largescale distributed systems and service-oriented architectures.
- Building relationships with enterprise customers to meet their technical needs.
- Providing visionary leadership, oversight, and strategic direction, including technical support and training for effective operations and goal attainment.
- Implementing a new test ordering system using the ORCHARD Information System and training administrators for system operations and troubleshooting.

Graduate Assistant Risk Management Department, ATU

Aug 2012 - Aug 2014

Responsibilities:

- M.S. in Risk Management
- SAS Risk Assessment for Businesses
- SPSS Applied Data Analysis
- SQL
- GIS (census tract data analysis, Border Crossing Analysis, food bank data analysis)
- Microsoft Project
- Research
- Epidemiology
- Developing Healthcare Policy
- Grant Management Software

Developer / Excel Quantitative Analyst
Alep County Department of Public Health

Nov 2000 - Aug 2001

Responsibilities:

- Retrieving data from tables.
- Sending monthly reports to the waste management admin for Recology's truck load operations

Position 3 – Database Administrator

#1 Candidate Name - Samuel G. Navarro

Summary

- 20 years of professional experience designing, developing and implementing relational database management systems. Expert knowledge with Microsoft technologies: Microsoft **SQL Server (6.5, 7, 2000, 2005, 2008, 2008R2/2012/2014), SSAS (2000, 2005, 2008, 2012), PostgreSQL (8.4.1, 8.3.8, 8.2.14), FoxPro (DOS 2.5, 3.0, 95, 97, 2000, 2003), Access (2.0, 95, 97, 2000, 2003, 2007), MySQL (Versions 4.x – 5.7), and Sybase Adaptive Server 11.5, Oracle (8i/10g/11g/12c), Progress DB Open Edge v9/10**
- **20 Years Cloud Technology**
 - **Microsoft Azure**
 - **Mongo Cloud**
 - **AWS**
 - **Oracle Cloud**
- 8 years' professional experience developing client-side website and 32bit applications.
- Over 20 years' experience, development and support with Microsoft SQL Server, all versions up to version 2016
- Over 6 years' experience with Oracle (OSS) **Oracle Student System**
- 3 years' experience with Ellucian **Banner** ERP Student Information System
- Over 7 years' experience, development and support with Mongo DB, all versions to current
 - Replica Sets, Ops Manager, Sharding
- **Rapid7 Nexpose Vulnerability Scanner and Masegy Vulnerability Security Scanner**
 - Expert in Vulnerability and Penetration Testing (Windows and Linux Systems)
- 2 years' Support, Installation, Configuration and Development with:
 - Rocket UniData v8.1.1 (Linux) - Current
 - Rocket UniVerse v11.2.5 (Linux) - Current
 - Rocket D3 (Windows v10.2) - Current
- Over 7 years' experience with **Hyper-V and VMWare**
- **Micro Strategy Analytics & Reporting** - MicroStrategy Universal Edition – **8 years**
- **Oracle Cloud Compute (Elastic Cloud):**
 - Platform (PaaS), Infrastructure (IaaS), Hadoop (Big Data), Oracle Database 12c, Multi-Tenant and Single Tenant Virtual Machines for Development, Test and Production environments, Storage, Network and Cloud Machine, Oracle Cloud Messaging, Business Analytics and Business Intelligence.
- **OpenStack Technologies - 5 years'**
- **Data Center Power Systems (High Efficiency Power Distribution Systems AC 120/240) – 6 years'**
- Over 7 years' experience with IaaS platforms (Amazon Web Services, Microsoft Azure, IBM Cloud, Mongo Cloud)
- Expertise with Oracle RDBMS 8i/9i/10g/11g/12c.
 - Expertise with Oracle Real Application Cluster (RAC) 9i/10g/11g/12c.
 - Expertise with Oracle Data Migrations (9i to 11g/12c).
 - Expertise with Oracle Database Appliance (X4-2, X3-2) installation, configuration and administration.
- Over 3 years' experience and development and support with **Amazon Web Services (AWS) and OpenStack**
- Over 7 years' hands-on experience with **Data Center Consolidations and Migrations (Physical and P2V)**
- Expertise with Oracle upgrades 9i to 10g/11g/12c.
- **Oracle Enterprise Linux (OEL, current version 7) – 12 years'**
- **Security Hardening for Network, Windows Servers, Linux Servers – 10 years'**
- Expertise in migrating Oracle database to Microsoft SQL Server (11g to SQL Server 2008R2/2012/2014/2016).
- Expertise with Oracle upgrades and Migrations from 32bit to 64bit platforms.
- Expertise in migrations of data/DDL/DML, Packages, PL/SQL Procedures, database objects from 8i/9i to 10g/11g/12c.
- Expertise in migration of Oracle 10g/11g/12c to Microsoft SQL Server.
- Expertise with Oracle Recovery Manager 9i/10g/11g/12c.
- Expertise with Oracle Patch Management (Oracle Enterprise Manager) and Grid Control/Cloud Control.
- Expertise with Oracle RAC 10g/11g/12c implementations, support and resolution of performance issues.
- Expertise with Oracle Streams and Replication 10g/11g.

- Oracle Goldengate 11g/12c – 4 years'
- Expertise with Oracle Data Pump 11g and Oracle Golden Gate 11.2.1.0.2.
- Expertise with Oracle RDBMS migrations from 8i to 9i/10g/11g/12c.
- Expertise with Oracle Real Application Testing (RAT), Sarbanes Oxley (SOX), RAD and SDLC.
- Expertise with Oracle Sun Systems
- Expertise in developing and supporting Multi-Terabyte Data Warehouses (Oracle and Microsoft SQL Server).
- 7 years' experience developing two, three-tier systems, and N-Tier systems using various methodologies.
- 7 years' experience in web development utilizing IIS, ASP, ASP.Net, and C #, ADO.NET, XML, CSS, JavaScript, HTML, DHTML, VBScript, FTP, Java and HTML.
- **Over 7 years' development and script writing in Perl, Python, Ruby/Ruby Gems, Linux Shell Scripting (Korn, Bash, SH), MS Windows PowerShell Scripting**
- Expert at **SQL Server 2008/2012/2014/2016** new features like **Policy Based Management, Data Compression, Resource Governor, Performance Data Collector and Transparent Data Encryption (TDE), Object Search, Object Explorer Details, Activity Monitor, Multi Server Query, Intellisense in Query Editor and T-SQL Debugger.**
- Experience in **migration and maintenance** of data using various utilities like **DTS, SSIS, Import and Export, ATTACH/DETACH Data Migration tools.**
- Expertise in RDBMS **S/w Installation, applying patches, upgrading, configuring, managing, monitoring disk space usage, and database integrity/consistency and troubleshooting** of **SQL Server 2008 R2/05/00/2012/2014/2016** on **Windows 2008/03/00** servers built on **Clustered & Stand Alone Servers.**
- Expertise in implementing and setting up **DISASTER RECOVERY and HIGH AVAILABILITY** solutions like **Log Shipping, Mirroring and Replication (Transactional and Snapshot Replication), Microsoft SQL Server Clustering 2012/2014/2016 Always On**
- **Expert in Performance tuning of Database Management Systems (i.e. Table/Index Partitioning, T-SQL Performance Tuning, etc.)**
- Experience in creating and deploying the **CUBES in BIDS with Fact and Dimension Tables using different data warehouse styles (star and snow-flake schema).**
- Experienced in **Performance Tuning, Query Optimization, Client/Server Connectivity, and Database Consistency Checks using DBCC Utilities and DMVs and DMFs.**
- **Creating SSIS Packages using Complex Tasks like ActiveX script task, Fuzzy Lookup and fuzzy Groupings.**
- Extensively used tools like **SQL Profiler, Index Tuning Wizard and Windows Performance Monitor** for monitoring and tuning MS SQL Server performance.
- Excellent skills in database **Backup, Recovery, Linked Servers, Database Maintenance Planning.**
- Excellent SQL Server administration skills including **user authorizations, Database creation, Tables, indexes creation.**
- Expertise in planning, implementing **Database Security** by creating users, Roles, and assigning permissions to them.
- **8 years' Experience using Slurm, IPMI, Conman, Powerman, Zabbix, Gerrit in Linux Environments & Windows**
- Experience in creating and scheduling **DTS and SSIS packages, SQL Mail Setup, Jobs, and Alerts.**
- Strong **T-SQL Developer skills including stored procedures, Indexed views, User Defined Functions (UDL), Triggers, and Distributed Queries and Common Table Expressions.**
- Experience in implementation of enterprise databases on enterprise Storage Solutions using **Storage Area Networks (SAN) /Network Attached Storage (NAS).**
- **24 X 7 Production Database on Call Support.**
- Flexible, enthusiastic and project-oriented team player with excellent written, verbal communication and leadership skills to develop creative solutions for challenging client needs.

Education

Jacksonville University, Jacksonville, FL – BSCS (Computer Science), 1995

Certifications

Oracle OCP, A+, CNE

Professional Experience

Qv21 Technologies, Austin TX

Jun 2017 - Present

Responsibilities:

[Tryfacta, Inc.](#)

Certified DBE, MBE, WBE, & SBE Organization.

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Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

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- As Senior Microsoft SQL Server DBA/Architect, SQL Developer, Business Analyst, and Operational Systems Support for the company, my day-to-day duties are in making sure that support all aspects of the company and its customers are operational 100% of the time, and in addition providing that same dedicated Support to my co-workers and my Management.
- Responsible for acquisition and installation and support of SolarWinds Database Performance Analyzer and its Integration with SolarWinds Infrastructure and Server Monitoring.
- Design and Buildout of a Multi-Node SQL Server Cluster, segregated into multiple functions from Availability Groups for Reporting (SSRS)
 - Designed and installed SSRS SQL Server 2016 Cluster, Database Cluster Nodes, and AlwaysOn Availability Groups
- SQL Server Developer in support of new Software & SQL Database projects for our Logistics
- SSIS 2016 Packages & SSRS Reports 2016 Development
 - Business Intelligence & Analytical Dashboards
- Overseer of Team Foundation Server Source Control
- Architect Microsoft Azure Cloud Implementation
 - Hybrid / On-Premise and Cloud
 - Microsoft Azure and Power BI with Visualization Dashboards Custom and Tableau
 - SQL Server BI and Analysis and Reporting
 - Architect and Implementation of Star-Schema Datawarehouse, and migrations from non-standard unconventional Datawarehouses.
 - Including TEL/ELT with SSIS 2016 and Visual Studio 2017 Development of SSIS Packages and SSRS Reports.
- Planning for P2V Migration from Legacy Hardware & older versions of SQL Server from 2008 to 2012.
 - Planning and strategy for all migrations to New SQL Server 2016 Cluster
 - Working closely with RacSpace our Service Provider (Azure Stack & Power BI)
- Software our company develops for its many customers and thousands of Trucks on the road.
- Support of our Customer Service Department to help solve customer technical issues.

NAVCOM Software Solutions, LLC., Los Lunas, NM**Jan 2015 - Jun 2017**www.navcom-software.com**Responsibilities:**

- Developed a Suite of ERP & HRMS Applications called CRONUS ERP & HRMS which integrates seamlessly with all major ERP & HRMS Vendors.
- Customer: San Felipe Pueblo, Algodones, NM
- Developed in .Net & C# and Microsoft SQL Server and MySQL
- Utilized Chef & GIT, along with other tools such as Habitat for Automated Deployments of our Systems. GIT/GITHUB for our Repositories
- Networking Monitoring & Provisioning using: Kickstart, Cobbler & PXE – Pre-booting Systems via Linux Fast Server Deployments, using Centos OS.
- Provisioned IP's & DNS, internally and external, Fire-Walls, TCP & UDP Port Assignments for all Servers & Network Devices, CLI Linux tools such as FreeIPA.
- Bare-Metal Rack Server Builds in Data Center for all Systems:
 - Shipping & Receiving for all required hardware and equipment
 - 8 Clustered Application Servers
 - 16 Clustered SQL Servers in High Availability / Always-On
 - 4 Clustered MySQL Instances / Servers (Virtual Machines – VMWare)
 - 8 Clustered Oracle RAC 12c Physical Servers / Active-Active, with Log Shipping and Replication
 - Responsible for working with Hosting Data Center, running cabling for all Networking Devices, and F5 Load Balancers.
- Applications Architect & Designer of CRONUS ERP & HCM/HRMS (**Oracle E-Business Suite 12c**)
 - Upgraded Oracle EBS 11i to 12.7 & Applied Patches
 - Oracle Enterprise Linux (OEL)
 - Reverse Engineered Oracle EBS HR & ERP Modules to build Interfaces to CRONUS ERP & HRMS
 - Cloned using Rapid Clone to other environments
 - Created Oracle RAC instances to support back-end databases

- Upgraded Oracle 11g to 12c
- Setup RMAN backups
- Code Reviews, Scrum & Design Sessions with all my developers
- Data Modeling, Database Design and ETL Architecture and Design
- Software Deployments & Upgrades
- Created Virtual Servers / Application Servers on Amazon Web Services (**AWS**) for External Access to Internal Web Servers via Web Services & JSON
- Quality Assurance and User Experience
- Break/Fix & Defects
- Technical Documentation, Infrastructure Diagrams, User Guides and Training Manuals & Videos

SharkNinja , Los Lunas, NM
Sr. DBA/Architect/Systems Administrator
<http://www.SharkNinja.com>

Jul 2015 - Feb 2016

Responsibilities:

- Provided support of development, QA and Production Microsoft SQL Server 2008 R2, 2012, 2014 and 2016 Instances/Databases
 - Performance tuning (indexing, stored procedures, batch processes)
 - Table/Index Partitioning for very large tables
 - Install and configure Fog light for monitoring of Production SQL Server's
 - Support for Fail-Over/SQL Server Clustering (Installation and configuration)
 - Microsoft Data Protection Manager (DPM) – backup all systems
 - Microsoft SCOM – For monitoring and performance tuning.
 - Setup and Configuration of SQL Server Replication
 - Configure Publishers and Subscribers
 - Transactional, Merge, Peer-to-Peer and Merge Replication from SQL Server's in the Montreal and Boston Data Centers to Data Centers in California and China
- Development with Visual Studio 2012/2013/2015 (SSIS) – ETL Packages, support current BI Team
 - Upgraded VS from legacy Visual Studio 2005 to VS 2013
 - Migrated and Converted all SSIS Packages (200) to VS 2013
- Installation, administration and support Cassandra 3.7
 - Security, Administration, Maintenance, back and Recovery and High Availability
- Setup and configure Vulnerability and Security Penetration Testing
 - For all our Microsoft Windows and Linux Servers in Boston and Montreal
- Setup scripts and batch jobs for weekly Security Vulnerability and Penetration Testing using:
 - **Rapid7 Nexpose Vulnerability Scanner** – For our internal testing and;
 - **Masergy Vulnerability Security Scanner** – For External testing of all open TCP/UDP, ...Ports
- Recommend and Implement Security Hardening:
 - Windows Host Security Hardening
 - Linux Host Hardening using SE Linux
 - Network Security Hardening (disabling unused ports, enforcing firewall rules)
- Web/Application support (Linux, Node.js, Python and Perl, PM2, NVM-Node Version Manager and NPM – Node Process Manager), Dev., Test and Production
 - Team lead, Architect for Data Center Consolidation and P2V migrations of Development, QA and Production Web Applications
 - **Linux Shell Scripting, Ruby Scripting, Python Scripting and Perl**
 - **Developing interfaces, Node Micro services, batch jobs and Messaging with RabbitMQ**
 - Migrated Web Applications (Node.js/Java Script Micro Services) – P2V (Hyper-V) Hardware Consolidation
 - Over 100 individual Web Applications
 - OS Migration from Sun Solaris (Joyent) to RedHat Linux/Centos
 - 20 Windows Server 2008 R2 with Upgrades to Windows Server 2012 R2
 - Physical to Virtual Data Center Migrations (P2V)
 - Bare Metal build/OS install, OS Packages, DNS and Network Configuration
 - Security
 - Network configuration
 - Configure Backups with DPM

- Support for RabbitMQ in Development, QA and Production
- Support, Installation, Configuration, Management (Administration), Development: (In support of Shark Ninja Customer Web Sites, Marketing Information, Sales and Product Information)
 - Rocket UniData v8.1.1 (Linux)
 - Rocket UniVerse v11.2.5 (Linux)
 - Rocket D3 (Windows)
 - Rocket U2 Development Platform
 - SystemBuilder v6.4.1

Support QlikView Applications on Windows Server 2012 R2 and batch processes

- Development, QA and Production support for Node.js Web Applications
- Support for JAMS Batch Scheduling
- Installed, configured MySQL Cluster CGE ver. 7.2 (Linux) – DB's For External Web Applications
 - Setup/configured replication between data center and DR facility
 - Write procedures, creating tables and indexing
 - Performance tuning
 - Backups with MySQL Enterprise Backup and MySQL Dump
 - Monitoring with MySQL Enterprise Monitor
- Responsible for supporting 12 Mongo DB (3.X) Instances (Linux and Windows Server 2012 R2)
 - Designed and Configured an (11) node Sharded Cluster with Replica Sets
 - 3 config servers, 2 application servers with Mongos, 2 Primary/4 secondary
 - Backups/Restores
 - mongoexport, mongoimport, mongodump, mongorestore
 - OpsMgr and Mongo Cloud
 - Administration support with Mongo Cloud, and all utilities
- Setup/support for daily backups
- Coordinated and setup Vulnerability Batch Scans for Montreal, Boston, California and China Data Centers for all systems (Masergy), <https://www.masergy.com/>
- Participate in daily/weekly meetings
- 24x7 On-Call Support/rotations

NBC/Comcast, Philadelphia, PA

May 2015 - Jul 2015

Elastic Cloud Architect/Oracle ExaData DBA

Responsibilities:

- Provided support of development, QA and Production Microsoft SQL Server 2012 Instances/Databases
 - Manage/Configure SQL Server 2012 in Microsoft Azure Cloud
 - Responsible for design of database Data Model, Logical and Physical Design
 - Patching of all tiers (Exalogic & Exadata)
 - Development of Stored Procedures, functions, views
- Oracle Cloud Compute/Elastic Cloud – **(DR Site)**
 - Multi-Tenant and Single Tenant Virtual Machines for Development, Test and Production environments
 - Platform (PaaS), Infrastructure (IaaS), Hadoop (Big Data), Oracle Database 12c, Storage (Configured all storage), Network (Configured) and Cloud Machine (Install and Configure), Oracle Cloud Messaging (Install, Configure and work with development to integrate with Node.js applications, Business Analytics and Business Intelligence (Setup/Develop Reporting and Analytics).
- Installed and configure Oracle 12c/**Oracle Enterprise Linux** on Oracle Elastic Cloud (VM) - **Production**
 - Implemented/installed and configured Oracle **Exalogic** Elastic Cloud & Oracle Database Machine (ExaData)
 - Oracle WebLogic, Oracle Coherence, Tuxedo, Exalogic Control and Exalogic Hypervisor on Oracle Exabus.
 - **Exachk** for security and configuration, auditing and reporting. Provide support for full system checks, updating platform templates & configurations, applying patches, and network assignments
 - Cycle complete platform (shut down complete architecture/sub-systems and bring up, for maintenance purposes)

- Support of Exadata Database Machine (X2) & **Exadata** Storage Server & Fabric Switches
 - Support Java/Node.js applications/Micro-Services on Oracle Enterprise Linux 6
 - Designed and Implemented (HA Proxy – Application Server Load Balancing), 4 node Centos 6 with Physical F5 Load balancer.
 - Network Oracle Cloud Virtual Machines with Comcast Network (NAT, Network Address Translation).
- Installed, Configure Oracle DataGuard for DR of Production Oracle Exadata/Exalogic System/Databases to Oracle Compute Elastic Cloud
- Configure and Manage DNS
- Setup & Configured MicroStrategy Universal Edition – For Analytical & Reporting needs
 - Developed custom dashboards and reports
- Configure SSH for Linux
- **Power Shell Scripting, Batch Command line scripting, Python Scripts for automating batch jobs, Disaster Recovery - Python Scripts for automating copies of data files, restoring.**
- Import 1TB of Oracle exports (Partitioned data)
- Data Center Migration of all SQL Server Instances and databases to Microsoft Azure Cloud, including all Apache and IIS Web Applications

Quest Diagnostics/Align, Philadelphia, PA
Senior Oracle DBA/Systems Architect/Migration
Responsibilities:

Jan 2015 - May 2015

- Provided support of development, QA and Production of Oracle Instances
 - Installed and configured Oracle 11g/12c in Dev., Stage, QA and Production
 - Migrated Oracle databases from legacy hardware to Oracle Virtual Machines in Quest Data Centers.
 - Data Center Consolidation and Migration
 - Moved/Migrated over 400 development, QA, and Production Linux and Microsoft Windows Server's with IIS Web Applications from Express Scripts and RX.COM Data Centers to Quest Diagnostics Data Center's (QDC1, QDC2 and QDC3)
 - Physical/Bare Metal installs/platform migrations
 - Physical to Virtual (P2V) Migrations, from Legacy Unix Operating Systems to RedHat Linux/Centos
 - Patched and upgraded Oracle
 - Setup and configured RMAN for backups
 - **Linux, Perl and Power Shell Scripting for Migrations, Moving large data files, backups, automated startup/shutdown scripts**
 - Provided detailed documentation on all processes.
 - Configured Symantec VCS for fail-over clustering
 - Supported Align Sys admins
 - Daily meetings with Quest and Align
- Responsible for Sybase ASE (15), Sybase IQ, Sybase Replication server database administration. Primarily responsible for database design, data warehouse administration. Monitor disk space, database health checks, database backups and error log scanning. Configure Servers to achieve the best performance and writing automated database monitoring scripts.
- Installation, administration and support Cassandra 2.27
 - Security, Administration, Maintenance, back and Recovery and High Availability
 - Created ETL for Oracle to Cassandra
 - Developed and maintained ETL processes Oracle to Cassandra

MediSpend (MMIS)/iSpace Inc., Philadelphia, PA (Project)
Senior MySQL DBA/ETL Developer
Responsibilities:

Jul 2014 - Dec 2015

- Provided support of development, QA and Production MySQL Instances/Databases
 - Manage/Configure MySQL (5.0) in Amazon Web Services/RDS (Cloud)
 - Responsible for design of database Data Model, Logical and Physical Design
- Development of Data Model and ETL Design tasks in Agile/Scrum environment

- Scope and complete daily/weekly Sprint tasks/Stories
- Responsible for development of Clover ETL Job Flows and Graphs for load of external data sources and Customer data (Medical/Pharmacy) to MySQL databases/schemas and Mongo DB (Big Data) Collections
- Create JSON Blocks/Format for load of JSON data to Mongo DB Collections
- Linux Shell/Perl Scripting for ETL processes/engines
- Setup & Configured **MicroStrategy** Universal Edition – For Analytical & Reporting/Data Warehousing
 - Developed custom dashboards and reports
 - Designed Data Models for Multi-Dimensional Analytical Reporting
- D3 – Used Tree Diagram generated from external JSON data
 - JSON data from Mongo DB
 - Load of external data and CSV data using D3 JavaScript
 - Handling dynamic JSON data via D3
 - Reading in data using D3 JavaScript (PostgreSQL DB)
- Install and configure PostgreSQL DB – Migrate Data from Mongo DB Collections via JSON blocks to PostgreSQL DB
 - Monitor, Tune and backup PostgreSQL DB
 - Indexing for PostgreSQL DB
 - Data Modeling for PostgreSQL DB
 - High Availability for PostgreSQL DB
- Responsible for Design and Architecture of ETL

Aqua America (Project), Upper Darby, PA
Senior Oracle DBA

Apr 2014 - Jul 2014

Responsibilities:

- Provided production, Quality Assurance (UAT) and development support for Oracle 10g/11g.
 - Supported Oracle 10g/11g for Lawson Financials.
 - Supported Oracle 10g/11g for Power plant (System for Water and Sewer).
 - Maintained and upgraded current Power plant system and worked with vendor during upgrade.
 - Maintained security for Power plant.
 - Cloned Oracle databases from production to development and test (Expdp/Impdp and RMAN).
 - Developed disaster recovery procedures for Lawson Financials and Oracle 11g database.
 - Involved in 5 day DR exercise at IBM site in NY State.
 - Recovered Lawson Financials Database on DR IBM AIX Server.
 - Staff at DR location tested and confirmed Lawson Application/Oracle database.
 - Supported **Banner ERP** and Oracle 12c
 - Upgrades and Patches
 - ETL and Data Warehousing (to SQL Server 2012 R2 Data Warehouse & Batch processes)
 - BI and Analytics
 - Installed and configured Oracle Cloud Control 12c.
 - Configured user defined Metrics and Alerts (email).
 - Configured job scheduling, asset and configuration management, change management, metric thresholds, provisioning and patch management.
 - Deployed Agents to over 100 Oracle and Microsoft SQL Server Instances.
 - Applied management packs.
 - Utilized ADDM, AWR and ASH for problem resolution and troubleshooting performance issues.
 - Trained Aqua DBA's on how to configure and maintain.
 - Configured and maintained Oracle RMAN Catalog for daily backups.
 - **Developed AIX Shell Scripts for maintaining file system.**
 - **Used Python and Perl with AIX Shell Scripting to develop tools for automating back and recovery, monitoring and batch jobs**
 - Developed Crystal Reports for Lawson Financials and Human Resources (for budgets, purchase orders and work orders).
 - Installed and configured Oracle Goldengate 12c
 - Maintained HA/DR processes

- Deployed Crystal Reports to Lawson Business Intelligence (LBI) Dashboard.
- Oracle Enterprise Performance Management (11.1.2.3) - OFSAA.
 - Funds transfer pricing, pricing management, profitability analytics, balance sheet planning, DB administration, reporting, patching and upgrades.
- Weekly staff meetings on daily projects.

IBM (Project), Upper Darby, PA

Oct 2013 - Mar 2014

SQL Server DBA/Architect/Sr. Oracle DBA

- Involved in production, staging, QA and development support for Kenexa/IBM application Oracle databases.
 - Supported Oracle RAC 11g, Oracle RAC 9i and Oracle RAC 10g.
- Installed and configured Oracle Database Appliance (X4-2).
 - Used ILOM and OAKCLI, deployed on virtualized platform, using ODA_BASE Template, Configured Oracle Auto Service Request, installed Oracle Grid binaries and Oracle Database, setup and configured Oracle RAC, shared repositories, configured Linux OS and applied Oracle Patches.
 - Used ODA for production web Oracle Applications.
 - Maintained ODA in stage and production.
 - Oracle data migrations (9i to 11g).
 - Oracle archiving and Oracle partitioning.
 - ADRCI/Log rotate for Oracle maintenance log files, listener and alert logs.
 - Installed, configured and supported Oracle distributed document capture.
 - Installed database and configured server configuration.
 - Created application pools and configured capture security.
- Involved in Linux/UNIX Shell scripting and automating of monitoring systems, disk usage, resources and ASM (capacity planning and forecasting).
- Used Oracle Enterprise Manager 12c monitoring of production, stage, QA and Development Oracle Database Instances.
- Migrated Dev, Test and Production SQL Server 2012 R2 Instances from IBM's Data Center to IBM's new Cloud
 - Data Center Consolidation and Migration
- Migrated Oracle 11g database (2 TB) to Microsoft SQL Server 2012.
 - Used Microsoft SSMA (SQL Server Migration Assistant for Oracle 5.2.1259) Project (Oracle to SQL).
 - Mapping of Oracle and SQL Server data types.
 - Converted 50 Oracle 11g Schemas to Microsoft SQL Server 2012 Schemas.
 - Used Microsoft SSIS to cleanse/massage data from Oracle 11g to SQL Server 2012.
 - Loading Converted data from oracle 11g to Microsoft SQL Server 2012.
 - Assessment reports.
 - Backup and recovery procedures/jobs.
 - Converted PL/SQL Procedures, Functions and Packages to SQL Server Stored Procedures.
 - Performed in DEV, TEST and production environments.
- Involved in Oracle database upgrades and patches.
- Installed and configured and maintained Oracle Goldengate 11g
- Involved in staff meetings, team meetings, technical documentation and training.

Datamatics, Inc. (Project), Duluth, GA

Dec 2012 - May 2012 - Oct 2013

Assigned on Arrow Fusion projects as a MS SQL / Oracle / EBS DBA & SME/ SQL Architect @ Method care:

- Completed a review of best practices for both SQL and SSIS after an initial knowledge transfer
- Installed and Configured Microsoft SQL Server Management Data Warehouse for Performance Metrics and Analysis for Data Warehouses
- Analyzed and Reviewed ETL Processes from Production systems to Data Warehouse
- Provided "Best Practice" and recommendations for Performance improvements
- Reviewed and facilitate discussions to solidify a specific plan of action with the customer's team.
- Delivered scorecard to provide scoring and recommendations for the following:
 - SQL Server and DB Installation and Configuration
 - Memory Settings

- Processor Settings
- Disc Configuration (logical and physical configuration, e.g. data logs, temp dB's)
- Advanced Database Settings (server properties - advanced settings)
 - Database Settings
 - Files/File Groups (file size, growth, number of files)
 - Database Options (review options under Database properties)
 - Table Partitioning (necessity based on DB structure)
 - IO Sub System
 - Block Level Alignment (row sizing)
 - Network Interface Settings (SQL Client Connections, NIC Settings, etc)
 - SSIS/SSRS (SQL Server Integration Services)
 - Control Flow Performance (opportunity for running tasks in parallel)
 - Data Flow Task Settings
 - Look-up Task Settings (Caching Modes SSIS)
 - Conditional Split Task Settings
 - Cache/Buffer Settings
 - OLE DB Source/Destination (Commit Size, Rows per batch, etc)

Language Line Services, Monterey, CA
Senior ExaData Oracle DBA

Feb 2012 - Apr 2012

Responsibilities:

- Administered and supported 15 production Oracle 11g instances in a 24/7 environment.
 - Sun Solaris (OS).
 - Supported over 9000 users world-wide.
- Upgraded Oracle 9.2.0.7 Data Warehouse to Oracle 11g (8 Terabytes).
- Supported **Banner** ERP on Oracle 11g DBMS
- Focused on Exadata administration. With nodes ranging from 2 to 8 and incorporating Dataguarded Exadata Clusters for maximum availability.
- Take Down and Bring Up (Entire Exadata/Exalogic) platform for testing and maintenance purposes.
- Involved in disaster recovery of Exadata Dataguard Physical Standby. Failover/Switchover/Loss of service/rebuild/corruption/loss of data files testing.
- Proficient in Exadata configuration/maintenance/support/dataguard/backup/recovery/failover/switchover.
- Patching of all tiers (Exalogic & Exadata)
- Implemented/installed and configured Oracle Exalogic Elastic Cloud:
 - Oracle WebLogic, Oracle Coherence, Tuxedo, Exalogic Control and Exalogic Hypervisor on Oracle Exabus.
 - Oracle Linux Virtualized Environment.
- Supported Oracle Exadata/Exalogic on Oracle RAC 11g in a multi-node environment (VMWare – Maintenance & Configuration of Virtual Servers)
- Exachks 12.x
 - Overall Health Checks and Security and Configuration Auditing, and systems analysis
- Hardware: Oracle X2-2(4170), X2-2, and X2-8, X3-2, X3-8, **Exalogic**, SPARC SuperCluster
 - Operating System: Linux X86-64 and Solaris 11 X86-64
- Installed, configured and supported Oracle Database Appliance in a (4) node RAC configuration.
 - Oracle Enterprise Linux.
- Supported and configured Oracle Recovery Manager for production backups.
- Supported Oracle 11g development and QA environments.
- Supported UNIX Shell scripts/CRON jobs for nightly re-builds and data loads for Oracle production databases.
- Installed and configured Oracle Enterprise Manager 11g Grid Control for monitoring and DBMS jobs.
- Configured Oracle Data Pump for unloading and loading data to Oracle Data Warehouse.
 - Configured parallel streams for performance.
- Installed and configured Ignite Performance Monitor for Oracle and Microsoft SQL Server production databases.

- Supported Microsoft SQL Server 2008 in a production environment for the scheduling system (Blue Pumpkin).
 - 600 users.
- Developed PL/SQL procedures and packages/tuned existing PL/SQL packages and procedures.
- Used Oracle partitioning for very large tables.
- Supported Oracle DataGuard for offsite disaster recovery.

MobiTV Inc., Emeryville, CA
Senior Oracle DBA/WebLogic/MySQL DBA

Jun 2010 - Dec 2011

Responsibilities:

- Assessed Business Intelligence, Reporting (Crystal Reports, BOBJ and Business Objects) and ETL - Data Services/Data Integrator.
- Installed Oracle 11gR2 in 4 Node RAC Cluster (development, UAT and production).
- Migrated Oracle 10gR1 database to Oracle 11gR2.
- Installed and configured Web Logic 10 for 2200 users.
 - Configured database and HA/RAC.
 - Migrated 2000 users from existing Oracle Application Server System.
- Configured Oracle logical/physical standby (Data Guard) - supported.
- Setup RMAN backups and administered MySQL multi-master replication setup.
- Audited and tuned production MySQL Servers.
- Expertise in database migration from MyISAM format to Innodb storage engine to increase performance and betterment of integrity constraints.
- Manage/Support MySQL 4.0 in production, QA and development environments
- Performed installation, new databases design, configuration, backup, recovery, security, upgrade and schema changes, tuning and data integrity.
- Increased database performance by utilizing MySQL Config changes, multiple instances and by upgrading hardware.
- Configured MySQL Replication as part of HA solution.
- Designed databases for referential integrity and involved in logical design plan.
- Involved in performance tuning on a daily basis for preventing issues and providing capacity planning using MySQL Enterprise Monitor.
- Developed Stored Procedures and Triggers in MySQL for lowering traffic between servers and clients.
- Managed database clustering on NDB technology.
- Performed MySQL Replication setup and administration on Master-Slave and Master-Master.
- Installed, security and maintained Linux based systems including Apache and MySQL 5.0.22 configuration.
- Installed, maintained and troubleshot Windows operating systems.
- Performed MySQL database administration on a large scale MySQL installation.
- Experienced with MySQL on both Linux and Windows.
- Converted databases from MyISAM format to Innodb storage engine for databases that needed greater referential integrity.
- Managed database clustering on NDB technology.
- Automated Data Import Script using shell scripting, PHP, MySQL and Regular Expressions.
- Involved in MySQL database backup and recovery strategies and replication and synchronization.
- Created, tested and maintained PHP scripts, MySQL programming, forms, reports, triggers and procedures for Data Warehouse.
- Created database application using PHP and MySQL as database to monitor customer profiles and complaints.
- Installed and configured Oracle Application Server 10g.
 - Configured Oracle Internet Directory and Single Sign-On.
 - Configured LDAP integration with Microsoft Active Directory.
- Installed BOBJ/Crystal Reports Server/Admin.
- Installed Business Objects Data Services/Data Integrator.
- Defined ETL mapping rules (source-to-target mappings).
- Installed and configured Oracle Golden Gate for replication of data to heterogeneous targets/ databases.
 - Supported Oracle Golden Gate.

- Continued development and support of 22 Terabyte Data Warehouse (Oracle 11gR2).
- Setup/configured Data Warehouse for use with 2 Node Oracle RAC Cluster for high availability.
 - Used Oracle Warehouse Builder for build of Oracle Data Warehouse.
 - Partitioned large Data Warehouse tables for performance.
 - Maintained Backups (RMAN).
 - Maintained Oracle Data Pump for data loads.
 - Maintained security and monitored for issues and performance.
 - Maintained ETL processes into Data Warehouse.
- Created Start Schema (data model) based on business rules, processes and ETL mappings.
 - Used Sybase Power Designer for data modeling.
- Created business process documentation and systems process documentation.
- Installed and configured Oracle Database Appliance (X4-2).
- Use of ILOM, OAKCLI, deployed on Virtualized Platform, Using ODA_BASE Template.
- Configured Oracle Auto Service Request and installed Oracle Grid binaries and Oracle database.
- Setup and configured Oracle RAC, shared repositories, configured Linux OS and applied Oracle Patches.

Microsoft Corporation/Danger Inc., Palo Alto, CA
Senior Oracle DBA/Microsoft SQL Server DBA

Dec 2009 - May 2010

Responsibilities:

- Supported over 40 Oracle 10g/11g Instances in development, QA and production environments in Danger Network Operations Center for Sidekick Smart Phone users (1 million users) on 24/7 schedule.
 - On-call for development/QA and production support.
 - Used Rapid SQL for fast development of SQL procedures/developed over 100 procedures.
 - Tuned production Oracle 11.2.0.4 installations/instances.
 - Tuned Solaris (UNIX) operating system (Kernel).
 - Tuned Oracle instances - adjust/modify Oracle instance parameter files.
 - Log switching/archive log tuning.
 - Tuned PL/SQL and T-SQL Queries.
 - Tablespace/table placement and partitioning and indexing.
 - Used AWR, ADDM and OEM for tuning analysis.
 - Stats pack.
 - Maintained and supported backup Oracle RAC 10g/11g installations.
 - Maintained Oracle Data Pump for loading large amounts of data to DR Oracle databases.
 - Maintained and supported Oracle 11gR2 Data Warehouse for the analysis of usage statistics for all Side Kick users.
 - Maintained ETL processes for Data Warehouse.
 - Supported backups (RMAN) and monitored performance.
 - Maintained user security and partitioned tables.
 - Migrated (2) Oracle 10g databases to Oracle 11gR2 (6 TB).
 - Installed, maintained and supported Oracle Dataguard Physical Standby installation (11g) in Maximum Availability Architecture (MAA).
 - Maintained and supported 2 Oracle logical standby database instances.
 - Maintained 5 WebLogic 11g Servers.
 - Configured Oracle Streams 11g (object and schema level).
 - Maintained Oracle RMAN installation/processes on daily basis.
- Configured clustering/high availability with Microsoft SQL Server 2008 and Microsoft Clustering Services.
- Installed Microsoft SQL Server 2008 in a multi-node (4) cluster for a collaborative custom web application.
 - Created SSIS/SSAS packages and supported SSRS reporting services.
 - Maintained and supported user security.
 - Created backup environment and disaster recovery procedures.
 - Supported during build and through roll-out.
- Installed and supported Oracle Applications R12 in a multi-node HA environment.
 - Supported 400 users and cloned using Rapid Clone for Oracle 10gAS.
 - Backup and recovery RMAN.
 - High availability/redundancy and load balancing for Oracle 11g Data guard (physical standby).

- Configured Oracle Internet Directory with Single Sign-On (Main Source of Truth - Microsoft Active Directory).
 - Setup user security synchronization from Microsoft Active Directory to Oracle Internet Directory.
- Configured and supported Oracle Enterprise Manager Grid Control in a multiple node environment.
 - Managed over 200 Oracle instances/many in a RAC environment (multiple nodes).

Space Systems/Loral, Palo Alto, CA**Sep 2009 - Dec 2009****Senior Oracle DBA****Responsibilities:**

- Installed Oracle Beehive to migrate production Oracle Collaboration Suite.
 - Installed and configured Oracle 11g in a 4 node RAC Cluster/ASM for Oracle Beehive Oracle instance.
 - Upgraded Oracle 10g to Oracle 11g.
 - Upgraded Oracle 10g RAC Cluster to Oracle 11g.
 - Created migration process/migrated Oracle Collaboration Suite 10.2.0.4 to Oracle Beehive - migrated mail accounts - all data, including mail attachments and calendar (Over 5 Terabytes).
 - Migrated 8000 Mail boxes/accounts and calendar to Oracle Beehive.
- Installed and configured Oracle Application Server 10g with OID/SSO.
 - Configured OID/LDAP integration with Microsoft Active Directory.
 - Setup synchronization processes from Oracle Applications E-Business Suite and Microsoft Active Directory.
- Supported Oracle Applications 11i E-Business Suite (patched applications modules, maintained security, maintained concurrent managers, cloned systems to QA and DEV and supported backup and recovery processes).
- Installed Oracle RAC/ASM for Oracle Collaboration Suite database.
- Installed and configured Oracle Enterprise Manager 11g Grid Control (installed agents on 32 servers monitoring Oracle Instances/RAC instances).
- Installed and configured Oracle 10g RAC/ASM on IBM/AIX operating system.
- Performed backup and recovery in non-RAC and RAC environments/procedures.
- Performed database migrations from Oracle 10g to Oracle 11g from 32Bit to 64Bit platforms on Redhat Linux.
- Supported 2 BEA WebLogic 8.1 Servers in support of Space Engineers.
- Installed and supported RedHat Linux (10 servers) - VMware.
- Installed operating system RPM's and configured Kernel parameters.
- Installed/created system disk devices/SAN/HBA for RAC Cluster.
- Supported during build and through roll-out.

US Concrete, Houston, TX**Dec 2007 - Jun 2009****Senior Oracle DBA/Oracle Applications DBA****Responsibilities:**

- Installed Oracle Applications E-Business Suite R12.
 - Installed in Dev, UAT and Production.
 - Installed in 4 Node RAC (Oracle 10g) cluster in production.
 - Supported development teams in support of applications modules (Oracle Financials and Human Resources).
 - Installed patches (Adpatch/used ad tools to support installations).
 - Used Rapid Clone for cloning systems.
- Supported 15 Terabyte Oracle Data Warehouse (Oracle 10g).
 - Maintained backups and supported end-users.
 - Used Sybase Power Designer for development and support of Data Warehouse.
 - Used Oracle Warehouse Builder.
- Supported development teams in deployments of J2E/Java/JSP web based applications.
- Used PVCS for code management and deployment/Maven for builds.
- Installed and configured Oracle RAC 10g (10.2.0.3) in multiple environments (DEV, INT, UAT, PATCH, Pre-production and Production) - some of the environments were segregated into zones.

- Installed on SAN/RAW devices and ASM.
- Installed Oracle RAC with Sun Solaris Cluster, Sun Sparc and Sun Solaris x86/64 (Sun UDLM).
- Installed and configured Oracle Streams for Oracle Instances on RAC Cluster.
- Installed and configured RMAN/Data pump - setup RMAN and Data pump backups.
- Performed day-to-day support and administration.
- Upgraded 4 Oracle 9.2.0.7 RDBMS DB/Instances to 10.2.0.3.
- Installed Oracle 11G and configured for migrations.
- Migrated 4 Oracle 10.2.0.3 to Oracle 11g production database instances on Sun Solaris.
- Installed, configured and supported/administered Business Objects 6.5 for reporting and analytics of Oracle Financials and Legacy Financials databases.

USANA Health Sciences, Salt Lake City, UT
Senior Oracle Applications DBA

Aug 2007 - Nov 2007

Responsibilities:

- Supported Oracle Applications 11.5.10.2 12.0.4 (DEV, UAT and Production).
 - Applied patches for applications modules (Financials and Human Resources).
 - Worked with development team to resolve bug issues.
 - Performed clones (Rapid Clone).
 - Worked with all aspects of Notification Mailer for Workflow Notifications.
 - Installed and configured Oracle Discoverer (created various EUL's for business areas).
 - Trained end users on Discoverer Plus and thick-client.
 - Administered and supported workflow processes for Field Services and iSupport.
 - Assisted end clients/customers with stuck workflows.
 - Configured web applications to use proper client side load balancing for JDBC thin client connection to RAC Cluster.
 - Configured server side load balancing for RAC cluster for proper load and fail-over functionality.
 - Planned installation/configuration of test and development environments (3 and 2 node RAC Cluster).
 - Developed cloning process for production to test/dev (RAC to RAC w/ASM and RAW devices).
- Configured OEM Grid Control 10g for monitoring of Oracle Applications DB installations.
- Installed and configured Oracle RAC 10g in a 4 node cluster (new install) for Data Warehouse.
 - Oracle 10g RAC, ASMLib/ASM, RAW devices and Ext file system for installation of Clusterware, ASM, DBMS and OEM10g Agent.
- Installed and configured OVO HP OpenView for Oracle for monitoring of US Concrete's production Oracle Servers.
- Coordinated efforts with development teams, UNIX System Administrators and various staff members to cut-over from present production system to new 4 node Oracle 10g RAC Cluster. This was performed over a 6-hour period.
- Developed PL/SQL Procedure/Package for encryption/decryption of customer credit card data.

St John's County School District, St Augustine, FL (Modis Inc)
Senior Oracle Applications DBA

Feb 2007 - Jul 2007

Brocade Communications, San Jose, CA (Buxton Consulting)
Senior Oracle Applications DBA

Aug 2006 - Feb 2007

American Tire Distributors, Huntersville, NC (KFORCE)
Senior Oracle Applications DBA

May 2006 - Aug 2006

DeVry University, Lombard, IL (KFORCE)
Senior Oracle Applications DBA

Jan 2006 - May 2006

California Baptist Foundation, Fresno, CA (TUSC)
Senior Oracle DBA

Jul 2005 - Jan 2006

Universal Weather & Aviation, Houston, TX (KFORCE Inc)
Senior Oracle Applications DBA/SAP Administrator

Jun 2004 - Jul 2005

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | Email: rfp@tryfacta.com

University of Tulsa, Tulsa, OK (Rapidigm Inc) Senior Oracle Applications DBA	Sep 2003 - Apr 2004
Image Entertainment, Canoga Park, CA (Abaris) Senior Oracle Applications DBA	Aug 2003 - Sep 2003
Regions Bank, Birmingham, AL (CTG) Senior Microsoft SQL Server DBA	May 2003 - Jul 2003
Conservation International Foundation, Washington, DC Senior MS SQL DBA/Senior Oracle Applications DBA	Mar 2002 - May 2003
International Parts Inc., Jacksonville, FL Senior Database Administrator/MS-SQL DBA	Sep 2000 - Feb 2002
ELetter Inc., San Jose, CA Senior Database Administrator/MS-SQL DBA	Dec 1999 - Sep 2000
Allstate, Jacksonville, FL (Idea Integration) Technical Support Officer/Senior DBA - Oracle/MS-SQL	Dec 1998 - Dec 1999
Prudential, Jacksonville, FL (Maxim Group) Senior MS SQL DBA/ Senior Oracle Database Administrator	Sep 1997 - Dec 1998
CSX Technology, Jacksonville, FL Senior MS-SQL DBA/Oracle DBA	Nov 1995 - Sep 1997
United States Navy, Dededo, GU Communications Maintenance Technician/Oracle DBA	Oct 1989 - Nov 1995

#2 Candidate Name - Jason Hunter

Summary

Looking for a Database Administrator position with an emphasis on utilizing the latest technologies in a dynamic environment.

Education

Integrated Global Solutions
A+, MCSE and MCDBA certifications

Skills & Abilities

Microsoft Certified Systems Engineer (MCSE) 2000, Microsoft Certified Database Administrator (MCDBA) 2000 with SQL Server 7.0, Comptia A+ certified, Scrum Master certified, 19 years Database Administrator experience, 15 years development experience, 6 years technical support experience, 2 years help desk experience, 2 years end user training, report design and creation (SSRS, Crystal Reports), Microsoft SQL Server/ MSDE (6.5, 7.0, 2000, 2005, 2008/R2, 2012, 2014, 2016, 2017, 2019, Azure), SQL Server replication, log shipping, mirroring and AlwaysOn clustered SQL environments, ETL tools (DTS and SSIS), SQL stored procedures, views, triggers, and user defined functions, T-SQL, Red Gate's SQL Compare, SQL Data Compare and SQL Backup, Visual Basic 6.0, Visual Studio .Net (C#, VB.NET, and ASP.NET), Powershell, MS Office, IIS, ActiveX scripting, Perfect Forms workflow system, Linux, Maria DB, PostgreSQL.

Professional Experience

Utah Transit Authority

Jun 2015 - Present

Senior SQL Database Administrator

- Support systems with SQL Server (2008, 2012, 2014, 2016, 2017, Azure), MariaDB, and PostgreSQL.
- Requires strong knowledge of Microsoft SQL server, MariaDB/MySQL, PostgreSQL, High Availability (log shipping, replication, AlwaysOn), disaster recovery (backups using home grown solution and SQL Safe from Idera), performance tuning, security and permissions, database standards and compliance, PowerShell scripting, SSRS development, SSIS development, C#, Linux
- Part of bi-weekly on call rotation.
- Use Agile methodology and Scrum Master certified.
- Developed system using a hybrid of SSIS and PowerShell to gather data from servers including patch levels, login changes, and various other statistics. Built custom alert system to be notified of changes to server settings, database drops and creations, etc. built an automated backup testing system that would verify the integrity of all backups taken and provide reports monthly.
- Utilize full suite of Idera tools, including Diagnostic Manager, SQLSafe, SQL Secure, and SQL Compliance.
- Assist development and BI groups with code reviews, refactors, design guidance, and general SQL scripting techniques.

Intermountain Health Care

Aug 2014 - Jun 2015

SQL Database Administrator

- Member of the Ops Database Admin team for major healthcare company.
- Primary DBA responsible for the uptime and maintenance of 60+ production/staging/test/dev instances with secondary support of 300+ instances.
- Part of on call rotation with other Ops DBAs.
- Required strong knowledge of Microsoft SQL server, High Availability (mirroring, log shipping, replication, AlwaysOn), disaster recovery (backups using home grown solution and SQL Safe from Idera), performance tuning, security and permissions, database standards compliance, Powershell scripting, Lightswitch development, SSRS development.
- Ops DBA for first MYSQL implementation at Intermountain Healthcare.

LDS Church

Mar 2014 - Aug 2014

SQL Database Admin (Contract)

- Member of the Data Services team.
- Required strong knowledge of SSIS, ETL, T-SQL, stored procedures, views, triggers, user-defined functions, profiling and performance tuning, index management and creation, and security.

- Member of the OneAccord data integration project team, involving centralization of school data into Dynamics CRM instance.
- Server Admin for the Dynamics AX SCMS/CARS server farms, involving performance tuning, block monitoring, index management and creation, security, backups and restore, change management processes for deployment of upgrades.

Ogden Clinic

Feb 2010 - Mar 2014

SQL Database Administrator

- Managed SQL servers for a medical group consisting of over 80 providers and over 500 employees across 9 locations.
- Sat on the EHR implementation board which consisted of vested parties from all departments including the CEO, COO, CMO, and directors of business services, marketing, and IT where we made decisions over best practices in the rollout of the new EHR system, workflow processes, and technical issues encountered.
- Required strong knowledge of T-SQL, stored procedures, views, user defined functions, triggers, SQL jobs, indexing, performance tuning, data warehouse and replication skills, ETL using SSIS, SSRS, RDBMS design and development.
- Developed import/export interfaces to various internal/external systems, utilizing PGP encryption for data security.
- Performed multiple data migrations between disparate HER systems, involving teams of personnel for data mapping, data validation, test migrations, final mitigation, delta migrations post go-live, and support for migration issues encountered post go-live.

Select Portfolio Servicing

May 2009 - Dec 2009

SQL Database Admin (contractor)

- Assisted SPS in the implementation of HAMP across systems.
- Required strong knowledge of T-SQL, DTS, SSIS, ActiveX, .NET
- Responsible for the rewrite of stored procedures, views, functions, and DTS packages spanning multiple databases and servers to implement HAMP functionality.
- Created new SSIS packages to handle various business needs.
- Followed change management processes to facilitate pushes to staging and production.

SQL Database Admin (contractor) | Healthways

Aug 2008 - May 2009

- Performed code reviews and provided suggestions for enhancement to SQL code.
- Assisted with development with SQL processes.
- Assisted in the development and deployment of SSIS packages to all environments, from staging to production.
- Serves as backup to production SQL database admin.

Marketstar

Feb 2005 - Aug 2008

SQL Database Administrator

- Responsible for tuning, securing, and maintaining company SQL servers.
- Maintain backup schedules and procedures according to SOX and company guidelines.
- Handled change management for the company, including web and database code pushes to staging and production servers.
- Used T-SQL to create custom data imports for various clients.
- Used .NET for custom applications designed to assist in admin duties, including replication, data imports, reporting, and server maintenance.

#3 Candidate Name - Jeffrey Dunn

Summary

Possess fifteen years of experience operating as a senior Exadata Oracle Database Administrator (oracle dba 7.3, 8i, 9i, 10g, 11g, 12c, 13c, 18c, 19c), and Unix Developer tuning the oracle relational database management system while implementing the peoplesoft applications hrms 8.x / 9.x, financials 8.x / 9.x, enterprise portal 8.x / 9.x, customer relationship management (crm) 8.x / 9.x, and enterprise learning management (elm) 9.x within both production and non-production environments while also configuring, tuning, upgrading, migrating oracle database environments from one platform to another, such as from sun solaris to oracle exadata, and supporting the underlying unix oracle database exadata and exalogic infrastructures. I install, troubleshoot, and apply upgrade patches via the peoplesoft development tools such as PUM (Peoplesoft Product Update Manager via deployment packages dpk), change assistant, upgrade assistant, application designer, application engine, sqr, and crystal reports. I work with network communication involving datacenter infrastructure comprised of integration broker (ib), application messaging, SSO (single sign-on) via peoplesoft web application servers containing SSL certificates such as weblogic 6.1, 8.1, 9.2, 10.3.6, 11.x and 12.x.

Education

Bachelor of Science, Computer Science, University of California, Fresno

Technical Skills

Sun Solaris, IBM H50 RS6000, IBM S70 RS6000, AS400, HP VAX, Mainframe (Open VMS), Windows Server 2008/2012/2016/2019, Windows AD, ADMT, AD Migrations, DHCP, DNS, WINS, SNMP, SSL, IIS, SQL, SCCM, Citrix XenDesktop, NetApp, Powershell, VB, ITIL, F5 Firewalls, SonicWall Firewall, Juniper Switching, VPN, File and Print Servers, Cloud based servers in Azure / AWS / Exadata / Exalogic, Office 365, Microsoft Exchange, Zoom, Slack, Unix, Sun Solaris, AIX 4.3.2, OEL 5, 6, 7 Redhat Enterprise Linux, HP/UNIX, VAX, OS390 (Open VMS), XA, Peopletools 8.51, 8.52, 8.53, 8.54, 8.55, 8.56, 8.57, 8.58 Peoplesoft Application Engine, Oracle Web Logic 11.x, 12.x, Apache, Tuxedo 11.x, 12.x, Microsoft Visual Basic, MS Word, MS Excel, MS Outlook, MS Exchange, Microsoft 365, MS SQL 6.5/7.0, Microsoft SQL Server (2005, 2008, 2012, 2014, 2016, 2017), MySQL / MariaDB, Oracle8i, Oracle9i, Oracle10g, Oracle 11g, Oracle 12c server on Unix, OEM13c, Oracle Exadata cloud / Exalogic cloud, Attachmate 3270, VTAM, CICS, TSO/ISPF, Open MVS, Visio Professional, WebLogic 12c (weblogic 12.1.3.0.0), Tuxedo 12c (tuxedo 12.1.3.0.0), Peopletools 8.50, 8.51, 8.52, 8.53, 8.54, 8.55, 8.56, 8.57, 8.58 Secure Enterprise Search, Elastic Search, Verity Search.

Professional Experience

Date: 04/2017 – 02/2022

Employer: K2Partnering, Pleasanton, CA

Client: Rimini Street Incorporated, Pleasanton, CA

Title: Oracle DBA

Environment: hrms 9.1, 9.2, fin 9.1, 9.2, crm 9.0, 9.1, campus solutions 9.2 (peopletools 8.57, 8.58, 8.59) oracle 11g, 12c, 18c, 19c

- Responsible for managing and performing unix / Redhat linux user management and system management tasks via Beyond Trust Password, Beyond Trust Power Broker and Quest Authentication Manager.
- Responsible for supporting the Oracle 12c (12.2.0.1.0), Oracle 18c (18.0.0.0.0), Oracle 19c (19.3.0.0.0) production and non-production environments on oracle exadata, exalogic via admin-based Redhat linux unix shell / python / sqlplus / plsql and ansible scripting routines.
- Fifteen years of experience with Oracle 7.3, 8i, 9i, 10g, 11g, 12c, 18c, 19c, ASM, Grid Infrastructure and RAC on Exadata (CC/CS), ODA, AIX, Solaris, Unix operating systems, SQLPlus, OEM, AWR reports, ASH reports, ADDM reports, SQL Profiles, SQL Tuning Advisor, RMAN, SQL Developer, Plan Management, Parsing Issues, Putty, WinSCP, ERWin, knowledge of cloud technologies and backup and restore techniques for medium to very large databases.
- Responsible for creating the automated oracle exadata exalogic database cloning refresh routine via admin-based unix shell, sqlplus, and datamover and ansible scripting routines.
- Responsible for proactive system resource monitoring via AppDynamics, Oracle Enterprise Manager 13c, Quest Spotlight, Quest Foglight and ELK within production and non-production Redhat linux exadata exalogic environments.
- Responsible for rectifying all production and non-production Redhat linux exadata exalogic peoplesoft file-system and oracle database file-system utilization alerts via admin-based Redhat linux unix shell / python / sqlplus / plsql and ansible scripting tasks.

- Responsible for applying oracle database 11g, oracle 12c, 18c, and 19c patches, updates and perform upgrades via admin-based Redhat linux unix shell / python / sqlplus / puppet scripting routines within the Redhat linux exadata exalogic environments.
- Responsible to provide production non-production Redhat linux exadata exalogic standby and scheduled on-call support.
- Responsible for generating the oracle 12c, 18c, 19c database statistics in an effort of enhancing database access via admin-based toolsets such as Redhat linux unix shell / python / sqlplus / plsql and oem 13c.
- Responsible for proactively monitoring the production and non-production oracle 12c, 18c, 19c database Redhat linux exadata exalogic environments so that we may identify any contention or table-level locks via the admin-based toolsets.
- Responsible for providing 24/7 oracle Redhat linux exadata exalogic database administrator support throughout scheduled disaster recovery test initiatives via the common admin-based toolsets.
- Developed and tuned oracle sql queries to retrieve data from the oracle 12c, 18c, 19c database using jdbc (java database connectivity) while maintaining all database objects such as stored procedures, triggers, packages, package bodies, synonyms, tables, indexes, views, and materialize views.
- Experienced with data modeling via Erwin.
- Fifteen years of experience with performance improvement of large oracle 11g, 12c, 18c, 19c database systems, extensive performance tuning knowledge involving database hints and optimizers, evaluating explain-plans, indexes, different types of index-scans, analyzing execution-paths and recommending tuning options.
- Experience with Oracle 11g, 12c, 18c, 19c and Golden Gate 12.X, 18.X via admin-based Redhat linux unix shell sqlplus scripting routines.
- Responsible for the installation and configuration of Golden Gate 18.x replication as well as administering all aspects of the Oracle 12c, 18c, 19c RAC database hosting via admin-based tools such as Redhat linux unix shell and sqlplus scripting routines.
- Expert level knowledge of Golden Gate replication and Redhat linux unix shell scripting via the admin-based toolsets.
- Golden Gate active / active implementation experience and exposure via the admin-based toolsets.
- Responsible for configuring the Redhat linux oracle database environments for a successful Splunk Analytics monitoring integration.
- Assist with the overall management of the Redhat linux Splunk platform.
- Assist with the design of the core scripts to automate Redhat linux Splunk maintenance and alerting tasks. Support Splunk on unix, Redhat linux, exadata exalogic, and windows-based platforms. Assist with automation of processes and procedures.
- Create Redhat linux Splunk data retention policies and perform index administration, maintenance and optimization.
- Developed JSP and servlets to add functionality to web applications based on customer requirements.
- Developed UI's with jsp, javascript, html and css.
- Use j2ee design patterns to create applications, utilizing ejb (enterprise java beans) for business logic.
- Create and execute test cases in JUnit (testing framework for the java programming language) for unit testing of applications.
- Fifteen years of oracle 11g, 12c, 18c, 19c Redhat linux database administration while also cross-trained as a Redhat linux peoplesoft administrator experience including installation, support, troubleshooting, monitoring, optimization, tuning Redhat linux exadata exalogic datacenter infrastructure components (web, app, process scheduler), oracle sqlplus tuning, applying maintenance updates using pum (peoplesoft update manager), and change assistant, application 9.0/9.1/9.2 and peopletools (8.53,8.54, 8.55, 8.56, 8.57, 8.58.05, 8.59.03) upgrades while securing the required security firewall functionality to allow for successful connectivity.
- Responsible for enabling / disabling the Redhat linux peoplesoft fluid functionality when appropriate across the Redhat linux oracle Peoplesoft production and non-production environments.
- Responsible for upgrading and establishing the required development, testing, user acceptance testing, training, production, and stress or loading Redhat linux oracle database instances.
- Implemented and configured the Redhat linux oracle peoplesoft ptf framework (peoplesoft test framework) and configured the required Redhat linux security firewall functionality to allow for successful communication.
- Replace manual testing with Redhat linux PTF (peoplesoft test framework) automation for unit, integration and regression testing.
- Reduced time for technical developers by substituting routine manual unit testing with Redhat linux PTF

- (peoplesoft test framework) scripts to assist with the delivery of higher quality code.
- Responsible for supporting the Redhat linux Oracle 12c, 18c, 19c Peoplesoft HRMS 9.2 (peopletools 8.56.06, 8.57.04, 8.58.05, 8.59.03) production and non-production environments on Redhat linux exadata exalogic via admin-based Redhat linux unix shell / python / sqlplus / plsql scripting routines.
 - Experienced and responsible for maintaining the new Redhat linux Peoplesoft Fluid UI presentation within both production and non-production.
 - Cross-trained with extensive experience of functional testing of the Redhat linux PeopleSoft HCM, and Financials modules.
 - In addition to working as a Redhat Linux Administrator, Oracle DBA and Peoplesoft Administrator, I've also been cross-trained within the duties of a Peoplesoft tester to develop test plans, develop test scripts and execute various types of application testing.
 - Create and execute test plans and test cases for various functionalities for various Redhat linux Oracle 12c, 18c, 19c PeopleSoft FSCM (accounts payable, accounts receivable, general ledger, inventory, procure to pay, order to cash) and various HCM modules.
 - Manage, create and execute test plans and test cases for various functionalities within the Redhat linux Oracle 12c, 18c, 19c PeopleSoft HRMS (payroll for north america, workforce administration, benefit administration, talent acquisition manager, employee self service, manager self service, ePerformance, and student admissions modules).
 - Installed, configured, troubleshoot, compile / re-compile, link / re-link and tuned various Redhat linux batch programs as required (sqr programs, cobol programs, crystal report programs, psquery programs, etc.).
 - Responsible for deploying, configuring, troubleshooting Redhat linux Peoplesoft Secure Enterprise Search and Redhat linux Elastic Search.
 - Responsible for maintaining Redhat linux oracle peoplesoft application role, row-level, and service operation security (peopletools 8.53, 8.54, 8.55, 8.56, 8.57, 8.58.05, 8.59.03), oracle 11g, oracle 12c, oracle 18c, and oracle 19c.
 - Understanding of Redhat linux PeopleSoft Security hierarchy and setup (Role-level, Permission Lists, User Profiles, Field-level, etc.) across application components in addition to aws (amazon web services) as it relates to EC2, VPC and security groups (peopletools 8.53, 8.54, 8.55, 8.56, 8.57, 8.58.05, 8.59.03).
 - Responsible for maintaining the new Redhat linux Peoplesoft Fluid UI presentation within both production and non-production environments.
 - Responsible for developing with the new Redhat linux Peoplesoft Fluid UI.
 - Responsible for installing, configuring, troubleshooting and tuning the Redhat linux Enterprise Portal and Redhat linux Peoplesoft integration technologies (integration broker, application messaging, etc.) via virtualization or virtualized client workstations (vdi – virtual desktop infrastructure workstations).
 - Fifteen years of industry experience in WebLogic and Oracle SOA Administration as a Redhat Linux System Administrator and oracle database administrator on various operating systems such as unix, Redhat linux, and windows.
 - Good working experience in installation, configuration, performance tuning and trouble-shooting of oracle soa environment service engines, adapters, bam.
 - Install and configure oracle soa suite 11.x / 12.x components in oracle weblogic server domains.
 - Monitor and manage oracle soa components by using the Redhat linux oracle enterprise manager fusion middleware control console to perform administrative tasks.
 - Experience in deployment in soa suite with stage, no-stage, external stage modes.
 - Configured, deployed and monitored the soa composite applications.
 - Possess ten years of VMWare experience.
 - Proficient on the VMWare Technology platform. Able to build VM Machines and install software. Design, install, and administer virtualization (VMware and Hyper-V) products.
 - Knowledge of DHCP, SNMP, Group Policy and Active Directory. Have worked on prior Operating System configurations. SCCM knowledge is preferred but not mandatory.

Date: 10/2015 – 04/2017

Employer: Capgemini, Hanover, MD

Client: Allegis Group, Hanover, MD

Title: Oracle DBA

Environment: hrms 9.2, financials 9.2, crm 9.0 (peopletools 8.53, 8.54, 8.55, 8.56) oracle 12c, otd (oracle traffic director), webcenter

Note: Government secret clearance was obtained for this project.

- Hands on implementation knowledge of Redhat linux Oracle 12c Data Masking within the Redhat linux exadata exalogic Peoplesoft HCM, HRMS, and Financials applications.
- Responsible for the installation, upgrading, tuning and support of the Redhat linux Oracle 12c exadata exalogic Peoplesoft HRMS 9.2 application (containing the Benefits, Payroll, Time and Labor modules) and the Redhat linux Peoplesoft Financials 9.2 application (containing the eProcurement and Budget modules) within both the production and non-production environments.
- Responsible for maintaining the new Redhat linux Peoplesoft Fluid UI presentation within both production and non-production Redhat linux exadata exalogic environments.
- Responsible for developing and completing Redhat linux oracle 12c exadata exalogic sql ddl migrations and Redhat linux Peoplesoft application designer project migrations and datamover migrations while supporting the new Peoplesoft Fluid UI.
- Extensive experience of functional testing of the Redhat linux exadata exalogic PeopleSoft HCM, Financials and Campus Solutions modules.
- In addition to working as a Redhat linux System Administrator and oracle database administrator, I've also been cross-trained to address the duties of the Redhat linux Peoplesoft Administrator. I also operate as a Redhat linux Peoplesoft tester to develop test plans, develop test scripts and execute various types of oracle database and application testing.
- Create and execute test plans and test cases for various functionalities of different Redhat linux PeopleSoft FSCM / HCM modules.
- Manage, create and execute test plans and test cases for different functionalities within the Redhat linux exadata exalogic PeopleSoft HRMS (Payroll for North America, Workforce Administration, Benefit Administration, Talent Acquisition Manager, Employee Self Service, Manager Self Service, ePerformance, and Student Admissions modules).
- Installed, configured, troubleshoot, compile / re-compile, link / re-link and tuned various Redhat linux batch programs as required (sqr programs, cobol programs, crystal report programs, psquery programs, etc.).
- Strong knowledge of SQL (structured query language).
- Strong knowledge of different Redhat linux oracle 12c database masking algorithms.
- Strong knowledge of sensitive data discovery.
- Execute the data masking scripts within a copy of the Redhat linux exadata exalogic Peoplesoft HCM and Financial applications within the Redhat linux oracle cloned non-production environments (masking environments);
- Experienced with conducting performance tuning of the data masking routines.
- Responsible for monitoring Redhat linux oracle exadata exalogic production and non-production environments (including the masking / data masking environments).
- Implement automated project-type activities and miscellaneous requests for services (including routine refresh cycles and Redhat linux oracle exadata exalogic database cloning of the Redhat linux peoplesoft hcm, hrms, financials production and non-production masking and non-masking database environments).
- Responsible for creating, building, and populating the pristine Redhat linux oracle 12c exadata exalogic peoplesoft hrms, hcm, financials, enterprise portal, crm demonstration oracle 11g, and 12c database environments with seed data via the sqlplus and datamover data conversion database build scripts (peopletools 8.53, 8.54, 8.55, 8.56, 8.57) within the Redhat linux Exadata (oracle database infrastructures) and Redhat linux Exalogic (peoplesoft infrastructures) platforms.
- Responsible for proactively monitoring the production and non-production Redhat linux exadata exalogic database environments so that we may identify any contention or table-level locks which may degrade intensive business processes (example: financial data ledger loads, peoplesoft online processing, peoplesoft automated batch processing; peopletools 8.53, 8.54, 8.55) within the Redhat linux Exadata and Exalogic platforms.
- Responsible for installing, configuring, troubleshooting and tuning the Redhat linux Enterprise Portal and Redhat linux Peoplesoft integration technologies (integration broker, application messaging, LDAP, MS Active Directory AD with Redhat Enterprise Linux 6 and remote desktop services, etc.) within the production and non-production Redhat linux Exadata / Exalogic platforms.
- Responsible for providing support throughout scheduled disaster recovery test initiatives.
- Responsible for maintaining the Redhat linux oracle 12c exadata exalogic database peoplesoft application role, permission list, row-level, and service operation security (peopletools 8.53, 8.54, 8.55).
- Understanding of Redhat linux PeopleSoft Security hierarchy and setup (Role-level, Permission Lists, User

- Profiles, Field-level, etc.) across application components in addition to AWS (amazon web services) as it relates to EC2, VPC and security groups (peopletools 8.53, 8.54, 8.55, 8.56, 8.57)
- Responsible for creating Redhat linux oracle 12c databases within the Redhat linux Exadata and Exalogic platforms.
 - Responsible for supporting Redhat linux oracle standby databases.
 - More than 15+ years solid Redhat linux Oracle database and Postgres administration skills and experience in high-end hrms and financial enterprise environments (database sizes from 2 TB to 100TB) across multiple industries including design, development, implementation, migration, upgrading, maintenance of RAC, ASM, Data Guard, Golden Gate and production support of complex database applications and huge data warehouse system.
 - Two years of experience with the installation, configuration, performance tuning and troubleshooting Redhat linux Oracle Golden Gate in Oracle to Redhat linux Oracle homogeneous environments.
 - Exposure to configuring Redhat linux Oracle Golden Gate one-way, two-way / bi-directional, active-to-active and active-to-passive data replication with conflict detection and resolutions.
 - Experience with supporting Redhat linux oracle rac.
 - Responsible for maintaining and completing Redhat linux oracle backups.
 - Fifteen years experience of proficiency with Redhat linux unix shell / python scripting, sqlplus tuning, and plsqli tuning within production and non-production Redhat linux exadata exalogic (ilom, emoc) infrastructures.
 - Provide technical support for managed Redhat linux oracle 11g / 12c exadata exalogic database hosting services consisting of system administration of non-production and production Redhat linux oracle database technology components.
 - Design, install, configure, support, upgrade, and tune Redhat linux oracle database instances residing on the Redhat linux Exadata platform.
 - Design, install, configure, support, upgrade Redhat linux exadata exalogic Peoplesoft environments on Redhat linux oracle real application clusters (RAC).
 - Implement backups using RMAN; disaster recovery using Redhat linux oracle DataGuard, and monitoring using Redhat linux Oracle Enterprise Manager.
 - Responsible for applying Redhat linux oracle 11g / 12c database patches, updates and perform upgrades to the OEL 5, 6, 7 Redhat Enterprise Linux, and Redhat linux Peoplesoft Enterprise Exadata and Exalogic platforms.
 - Responsible for communicating with the application and database vendors for resolution of non-production and production issues (functional bugs, performance issues, etc.).
 - Assist in the planning and execution of Redhat linux disaster recovery tests.
 - Responsible for monitoring Redhat linux capacity.
 - Responsible for performing routine Redhat linux production support activities and providing incident and problem management support.
 - Produce non-production and production documentation as required.
 - Responsible for performing support activities during scheduled maintenance windows.
 - In the event of non-scheduled outages or emergencies, responsible to provide support (either on-site or remotely using VPN connectivity) outside normal working hours.
 - Responsible to provide Redhat linux exadata exalogic standby and scheduled on-call support.
 - Responsible to troubleshoot Redhat linux database-related issues and undertake performance tuning (Redhat linux oracle database issues, and Redhat linux peoplesoft application related issues) residing on the Redhat linux Exadata and Exalogic platforms.
 - Fifteen years of Redhat linux peoplesoft administration experience including installation, support, troubleshooting, monitoring, optimization, tuning infrastructure components (web, app, process scheduler, oracle webcenter, oracle traffic director), sql tuning, applying maintenance updates using PUM (peoplesoft update manager), and change assistant, application 9.0/9.1/9.2 and peopletools 8.50,8.51,8.52,8.53,8.54 (fluid),8.55 upgrades residing on the Redhat linux Exadata and Exalogic platforms.
 - Proficient in Redhat linux Peopletools 8.53, 8.54, 8.55, 8.56, 8.57, Redhat linux Peoplesoft Financials 9.2, Redhat linux Peoplesoft HCM 9.2, process scheduler (unix and windows), application server (tuxedo), web server (weblogic), application designer, datamover, integration broker, sqi, BI Publisher, change assistant, pum (peoplesoft update manager), ses (secure enterprise search), elastic search, unix / linux (red hat, oel 5, 6, 7), shell-scripting and oracle sql 8i, 9i, 10g, 11g, 12c.
 - Responsible for completing Redhat linux oracle 12c database load / stress testing within the Redhat linux Peoplesoft Financials and Redhat linux Peoplesoft HCM/HRMS load stress test instances via load-runner

automated scripts.

- Thorough understanding of the entire Software Development Lifecycle (SDLC) and IT systems architecture including hardware and software.
- Strong commitment to following SDLC / Change-Management principles.
- Experience with the upgrade and migration path via SDLC: assessment, compare, keep-drop analysis, multiple test moves, migrations, tuning, security while utilizing tools such as Phire, Quest STAT, application designer, and change assistant.
- Responsible for supporting, configuring, and validating the status of automated Redhat linux oracle database and Redhat linux peoplesoft job streams scheduled in various batch scheduling systems such as Maestro, CA7, Autosys, and Appworx.
- Responsible for validating, tuning and support of backup and recovery of production and non-production Redhat linux database instances.
- Proficient with Microsoft Office, and Microsoft Project.
- Detailed understanding and experience with ITIL processes and structured program management (PMI).
- Responsible for deploying, configuring, troubleshooting Redhat linux Peoplesoft Secure Enterprise Search and Elastic Search.
- Maintained the production and non-production Redhat linux Peoplesoft environments and underlying Redhat linux oracle 12c database environments on Redhat linux exalogic and exadata infrastructures (oel 5, 6, 7 red hat enterprise linux 5, 6, 7).
- Responsible for enabling / disabling the Redhat linux fluid functionality when appropriate across the Redhat linux Peoplesoft production and non-production environments.
- Acted as backup Redhat linux Peoplesoft Report Analyst being responsible for developing, configuring, and identifying Redhat linux Peoplesoft reports.
- Acted as backup Peoplesoft Report Analyst remaining responsible for developing ad-hoc queries via PS Query.
- Provide support in the implementation of the Redhat linux obiee components.
- Install, upgrade and configure all components of Redhat linux obiee.
- Design and implement data in various layers including physical, business and presentation.
- Assist the teams in generating dashboards and reports.
- Use the best practices of business intelligence to administer the analytical solutions.
- Assist and administer the deployment process of Redhat linux unix, obiee and repository codes.
- Train the administration team on new Redhat linux obiee and etl tools.

Date: 10/2013 - 10/2015

Employer: Capgemini, Sterling, VA

Client: Metlife, Somerset, NJ

Title: Oracle DBA

Note: government top-secret security clearance was obtained and maintained 2013 – 2015

Environment: hrms 9.2, campus solutions 9.2, elm 9.1, crm 9.1, financials 9.2, portal (peopletools 8.54), obiee, oracle 10g, 11g, 12c

- Responsible for creating, building, and populating the pristine Redhat linux oracle 12c database environments comprised of Redhat linux peoplesoft hrms, Redhat linux campus solutions, Redhat linux financials, Redhat linux elm (enterprise learning management), Redhat linux crm (customer relationship management), Redhat linux epm (enterprise performance management), and Redhat linux enterprise portal demonstration seed data via the sqlplus and datamover data conversion build scripts.
- Responsible for upgrading and establishing the required development, testing, user acceptance testing, training, production, and stress or loading Redhat linux oracle database instances.
- Responsible for installing, configuring, troubleshooting and tuning the Redhat linux Enterprise Portal and Redhat linux Peoplesoft integration technologies (integration broker, application messaging, Active Directory AD integrations with redhat enterprise linux 6, etc.).
- Responsible for generating the Redhat linux database statistics in lieu of enhancing database access.
- Responsible for proactively monitoring the production and non-production Redhat linux oracle 11g / 12c database environments so that we may identify any contention or table-level locks which may degrade intensive business processes (example: financial data ledger loads, peoplesoft online processing, peoplesoft automated batch processing).
- Proficient with the client's Redhat linux disaster recovery solution.

- Responsible for providing support throughout scheduled Redhat linux disaster recovery test initiatives.
- Responsible for generating the Redhat linux oracle 11g / 12c database traces and Redhat linux peoplesoft application traces in support of tuning peoplesoft application code (oracle sqlplus calls via the peoplesoft batch processes such as cobol / sql, application engine / sql, sqr / sql, online navigation / sql).
- Knowledgeable with validating the current status and generating Redhat linux oracle object partitions to enhance data access.
- Experienced in scheduling nightly Redhat linux peoplesoft batch housekeeping and Redhat linux oracle database specific housekeeping job streams via the maestro scheduling system.
- Experienced in documenting and completing the daily Redhat linux oracle database related and Redhat linux peoplesoft administrative related tickets within the service-now and remedy tracking systems.
- Installed, configured, troubleshoot, compile / re-compile, link / re-link and tuned various Redhat linux batch programs as required (sqr programs, cobol programs, crystal report programs, psquery programs, etc.).
- Became Tricare certified in Tricare PHI / PII and HIPPA covered protected health information with the Defense Health Agency Mission Assurance (top security clearance).
- I completed the non-production Redhat linux iplanet proxy web server domain clean-up effort containing 90+ non-production environments.
- Completed the Redhat linux Metalico and ERP database decommission effort.
- While supporting the Redhat linux oracle 11g / 12c Metfacs2 peoplesoft environments I assisted the Redhat linux Metfacs upgrade testing team by completing the required file transfers between the production Metfacs and non-production Metfacs instances via service-now and remedy support tickets.
- Assisted the Redhat linux Metfacs oracle database team and the application developer team with production support validating that the production environments are properly load balanced as required.
- Experience with completing the installation and configuration of the Redhat linux enterprise Vertex O.
- Responsible for maintaining Redhat linux security access into the Redhat linux Vertex production and non-production environments.
- Produced supplemental Redhat linux Metfacs2 Financials, Redhat linux Markview, and Redhat linux Vertex support documentation.
- Installed, configured, troubleshoot and tuned various Redhat linux oracle 11g / 12c batch programs as required (sqr, cobol, crystal reports, psquery, etc.).
- Manages and coordinates all aspects of the customer environment.
- Troubleshoot Redhat linux oracle 11g / 12c peoplesoft environment technical issues.
- Performed both Redhat linux oracle 12c and peopletools and application upgrades of Redhat linux hrms 9.1 (peopletools 8.51) to Redhat linux hrms 9.2 (peopletools 8.54).
- Performed both Redhat linux oracle 12c and peopletools and application upgrades of Redhat linux financials 9.1 (peopletools 8.51) to Redhat linux financials 9.2 (peopletools 8.54).
- Performed both Redhat linux oracle 12c and peopletools and application upgrades of Redhat linux campus solutions 9.1 (peopletools 8.51) to Redhat linux campus solutions 9.2 (peopletools 8.54).
- Manage and administer both Redhat linux oracle database security and Redhat linux peoplesoft application security.
- Installation and configuration of Redhat linux peoplesoft application components.
- Coordinate operating system and Redhat linux oracle 11g / 12c database upgrades and patching.
- Coordinate job streams with the functional teams, and developers.
- Completes Redhat linux peoplesoft application server, Redhat linux web server and Redhat linux process scheduler server administration.
- Assist with Redhat linux oracle 11g / 12c sql tuning along with application and Redhat linux peoplesoft internet architecture tuning.
- Understand and use Redhat linux peoplesoft application upgrade tools, Redhat linux migration tools, and Redhat linux datamover.
- Understand and able to execute Redhat linux peoplesoft delivered utilities.
- Understands the client Redhat linux oracle 11g / 12c database platform and perform the required Redhat linux database administration tasks.
- Assist in Redhat linux performance tuning.
- Run and analyze Redhat linux peoplesoft and oracle traces.
- Possesses fifteen years of Redhat linux oracle database administration and Redhat linux peoplesoft administration experience supporting the Redhat linux Peoplesoft HRMS 8.x / 9.x, Redhat linux Campus Solutions 8.x / 9.x, Redhat linux Finance 8.x / 9.x, Redhat linux Enterprise Learning Management 9.x, Redhat

linux Customer Relationship Management 9.x, and Redhat linux Enterprise Performance Management 9.x applications on Redhat linux unix aix, oel 5, 6, 7 redhat enterprise linux 5, 6, 7 and windows platforms (windows 2008, 2012).

- Possesses three years of experience with implementing and configuring the Redhat linux peoplesoft ptf framework (peoplesoft test framework) and have collectively worked in conjunction with the functional and technical application development staff with regard to validating and executing the technical scripts.
- Responsible for completing load / stress testing within the Redhat linux Oracle 11g / 12c Peoplesoft Financials, Redhat linux Peoplesoft HCM/HRMS, and Redhat linux Peoplesoft Enterprise Learning Management load stress test instances via load-runner automated scripts.
- Responsible for supporting, configuring, and validating the status of automated Redhat linux oracle database and Redhat linux peoplesoft job streams scheduled in various batch scheduling systems such as Maestro, CA7, Autosys, and Appworx.
- Responsible for deploying, configuring, troubleshooting Redhat linux Peoplesoft Secure Enterprise Search and Redhat linux Elastic Search.
- Maintained, supported and tuned the Redhat linux Peoplesoft EPM (Enterprise Performance Management) application and Redhat linux oracle obiee infrastructures.
- Coordinated with the Redhat linux obiee application teams for development, testing and problem analysis activities.
- Supported technical team members in complete implementation of Redhat linux obiee components such as Web Center and Publisher.
- Monitored schedules jobs, bi server, related components and changes in configuration management.
- Resolved problems relating to Redhat linux obiee components and java applications by troubleshooting and proper resolution.
- Implemented procedures for upgrading Redhat linux obiee components on a regular basis.

Date: 04/2006 – 09/2013

Employer: HyperGen Incorporated, Roanoke, VA

Client: Booz Allen Hamilton, McLean, VA

Title: Oracle DBA

Environment: hrms 8.9, hcm 8.9, campus solutions 8.9, enterprise portal 8.9, elm 9.0 (peopletools 8.48.10), oracle 9i, 10g

Note: Government secret clearance was obtained for this project.

- Completed the upgrade of Redhat linux hrms 8.9 (peopletools 8.46.00) to Redhat linux hrms 8.9 mp10 (peopletools 8.48.10) via change assistant.
- Completed the upgrade of Redhat linux enterprise portal 8.9 (peopletools 8.47.00) to Redhat linux enterprise portal 8.9 bundle 6 (peopletools 8.48.10) via change assistant.
- Completed the upgrade of Redhat linux enterprise learning management 9.0 (peopletools 8.48.00) to Redhat linux enterprise learning management 9.0 (peopletools 8.48.10) via change assistant.
- Performed a new implementation of Redhat linux campus solutions 8.9.
- Completed the upgrade of Redhat linux oracle 9i to Redhat linux oracle 10g.
- Performed the upgrade of Redhat linux bea weblogic 8.1 to Redhat linux bea weblogic 8.1 sp6.
- Within the Redhat linux non-production environment, maintained the demonstration, development, training, test, uat, and loading instances for each of the supported applications, Redhat linux hrms, Redhat linux enterprise portal / interaction hub, Redhat linux elm, and Redhat linux campus solutions.
- Responsible for streamlining the Redhat linux non-production refresh process which was initially occupying five business days to complete and finally streamlined to one and a half business days after automating eighty percent of the refresh process.
- Daily administrative tasks included configuring and validating the integration broker message nodes for all Redhat linux hrms, Redhat linux enterprise portal / interaction hub, and Redhat linux elm environments were available, along with confirming the corresponding process scheduler report nodes, and reports successfully post without failure.
- Responsible for allocating Redhat linux system storage and planning future storage requirements for the Redhat linux oracle database system and Redhat linux unix peopletools file systems.
- Operated as the mentor to the junior Redhat linux peoplesoft and Redhat linux oracle dba staff.
- Performed routine Redhat linux oracle database clones, tuned sql calls via sql trace and tkprof, confirmed the status of Redhat linux oracle export backups, hot backups, and rman backups.

Date: 02/2002 - 03/2006
Employer: BlueWolf Group, New York, NY
Client: BNP Paribas, New York, NY
Title: Oracle DBA
Environment: hrms 7.3, 8.3 sp1, 8.4, 8.8, hcm 8.3, 8.8 (peopletools 7.x, 8.x) financials 7.3, 8.4, 8.8 (peopletools 7.x, 8.x), oracle 10g, 11g

- Responsible for the installation, configuration and tuning of the Redhat linux peoplesoft hrms and Redhat linux financials 8.4x environment containing Redhat linux bea weblogic, peopletools 8.4, application servers, process schedulers, peoplesoft nt file servers, and Redhat linux oracle 9i, 10g unix servers.
- The Redhat linux peoplesoft financials modules which were supported are general ledger, payables, projects, asset management, billing, purchasing, eProcurement, and inventory.
- The Redhat linux peoplesoft hrms modules supported were global payroll, benefits, payroll, and human resources.
- Performed technical Redhat linux peoplesoft oracle 9i, 10g, 11g dba duties for the corporate Redhat linux hrms 7.3, 8.42, 8.8 and Redhat linux financials 7.3, 8.4, 8.8 databases on hewlett packard unix and microsoft server platforms.
- Provided availability for all Redhat linux oracle 9i, 10g, 11g databases, maintained tables, and completed tuning performance as required.
- Developed Redhat linux unix shell, sqlplus, and microsoft dos scripts to help manage remote systems with less manpower and to reduce downtime.
- Performed Redhat linux oracle database and Redhat linux peoplesoft application tuning guidance, enhancing sqr, application engine, cobol, sqlplus, plsql programs by creating custom indexes to speed data access.
- Gathered Redhat linux oracle database response timed statistics for various departments and processes during the tuning phase.
- Possess experience resolving Redhat linux peoplesoft application problems by analyzing Redhat linux peoplesoft oracle 9i, 10g, 11g trace files.
- Debugged and tuned various Redhat linux peoplesoft online processes to streamline production processing.
- Acted as the key programming language resource for hp Redhat linux unix shell scripting, sqlplus, and plsql programs.
- Performed the upgrade of Redhat linux oracle database 8i to Redhat linux 9i, peopletools 8.16 to peopletools 8.42 upgrade.
- Performed the Redhat linux peoplesoft hrms 7.3 to Redhat linux hrms 8.0 upgrade.
- Performed the Redhat linux peoplesoft hrms 8.0 to Redhat linux hrms 8.3 sp1 upgrade.
- Rectified all Redhat linux upgrade issues and provided technical solutions.
- Completed the Redhat linux peoplesoft financials upgrade from version 7.5 to revision 8.42 utilizing upgrade assistant.
- Applied Redhat linux tuxedo and Redhat linux jolt patches, Redhat linux weblogic service packs and Redhat linux jvm updates.
- Throughout the upgrade managed cases with peoplesoft customer support (oracle customer connection) concerning upgrade issues while also acting as the single point of contact for open cases with Redhat linux peoplesoft serving as the technical resource for developer and functional leads.
- Performed routine Redhat linux oracle-sql and Redhat linux peoplesoft application designer migrations to non-production and production environments.
- Responsible for running environment compare reports, reviewing results, executing all upgrade steps via upgrade assistant, merging custom objects, during the move to production, and sustaining Redhat linux application security.
- Debugged and tuned various Redhat linux peoplesoft sqr's and online processes to enhance production processing in addition to tuning sqlplus scripts and sqr programs in support of the upgrade conversion process.
- The Redhat linux hrms modules supported were global payroll, benefits, payroll, human resources.
- The Redhat linux financial modules supported were general ledger, payables, projects, asset management, billing, purchasing, eProcurement, and Inventory.
- Provided 7/24 Redhat linux production support for all Redhat linux oracle peoplesoft hrms, and Redhat linux peoplesoft financial environments.
- Performed Redhat linux Oracle 8i, 9i, 10g, 11g database and Redhat linux peoplesoft application tuning, sqr

tuning, application engine tuning, Redhat linux cobol tuning, sqlplus tuning, and plsql tuning by creating custom indexes to enhance data access.

- Responsible for completing routine Redhat linux environment refresh and rebuild activities within the Redhat linux Oracle / Microsoft SQL Server / MySQL / MariaDB production and non-production environments.
- Gathered Redhat linux oracle response timed statistics for various departments and performed Redhat linux oracle 8i, 9i, 10g database tuning.
- I possess experience resolving Redhat linux peoplesoft application problems by analyzing Redhat linux peoplesoft oracle 8i, 9i, 10g trace files.
- Determined the Redhat linux peoplesoft and Redhat linux oracle roles and permissions, user creation of user ids for all employees, provide security procedures and security training for the application staff.
- Acted as team technical expert in online and batch process troubleshooting while also providing support in Redhat linux database configuration and platform issues within a Redhat linux oracle 8i, 9i, 10g windows and Redhat linux unix environment.
- Configured Redhat linux peoplesoft windows servers via peopletools configuration manager, allowing users the ease of switching between multiple Redhat linux peoplesoft environments.
- Cloned Redhat linux oracle database instances to insure consistency between development, test and production environments via Redhat linux oracle database cloning strategies.
- Implemented proactive Redhat linux oracle monitoring tools detailing disk usage and log anomalies. For example, one tool would page the on-call dba to critical engine events as they occur. Another tool remotely queries instances at a configurable interval insuring maximum uptime.
- Design, develop, deploy and maintain Redhat linux oracle terabyte size instances across servers for development, test and production environments for applications with online analytic processing (OLAP), online transaction processing (OLTP) and scheduled batch processes.
- Performed technical Redhat linux peoplesoft oracle 8i, 9i, 10g dba duties for the corporate Redhat linux hrms 7.3, 8.3 and Redhat linux financial 7.3, 8.42 on Redhat linux unix and microsoft windows platforms.

Date: 01/1995 – 01/2002

Employer: Apex Systems, Pleasanton, CA

Client: Peoplesoft, Pleasanton, CA

Title: Oracle DBA

Environment: hrms 7.3, 7.5, 8.0, hcm 8.0 (peopletools 7.x, 8.0), financials 7.3, 7.5, 8.0 (peopletools 7.x, 8.0), oracle 7.3, 8i

- Built and maintained the Redhat linux technical infrastructure for remote customer users, physical web servers, application servers, process scheduler servers, windows file servers, and Redhat linux unix oracle 8i and db2 database servers required by the customer of the Redhat linux Peoplesoft eCenter ASP department.
- Completed the Redhat linux peoplesoft upgrade of Redhat linux hrms 7.3 (peopletools 7.x) to Redhat linux hrms 8.0 (peopletools 8.0) on the Redhat linux oracle 8i and db2 database environments.
- Completed the Redhat linux peoplesoft upgrade of Redhat linux financials 7.3 (peopletools 7.x) to Redhat linux financials 8.0 (peopletools 8.0) on the oracle Redhat linux 8i and db2 database environments.
- Implemented Redhat linux peoplesoft upgrades including the periodic Redhat linux 1099 and tax updates.
- Supported Redhat linux Peoplesoft's eCenter ASP production and non-production systems ensuring 7/24 customer availability.
- Installed, configured and implemented the Redhat linux peoplesoft applications hrms, Redhat linux financials supply chain management, and development toolsets such as sqr, crystal reports, nvision, application engine, application designer, peopletools, bea tuxedo, apache/weblogic web, application server, process scheduler server, and database servers within a three-tier configuration.
- Provided technical consultation and analysis solving customer problems during the Redhat linux peoplesoft hrms 8.0 and Redhat linux financials 8.0 implementation on both Redhat linux oracle 8i and db2 database environments.
- Maintained and customized Redhat linux online and offline documentation.
- Troubleshoot and rectified all upgrade assistant activities.
- Troubleshoot all technical issues including connectivity, server process problems, and Redhat linux oracle script errors, etc.
- Collectively worked with the development and functional staff.
- Performed analysis on compare reports between upgrade environments and successfully addressed discrepancies.

- Participated in the successful conversion of existing Redhat linux peoplesoft 7.3 security to the new 8.0 structure.
- Provided Redhat linux weblogic 6.1 expertise with regard to tuning the Redhat linux web server for optimal performance within nt and Redhat linux unix environments.
- Responsible for the preservation of the Redhat linux unix sun solaris back-end oracle and db2 database environments such as developing a combination of Redhat linux unix shell sqlplus scripts which would monitor each of the Redhat linux peoplesoft hrms, Redhat linux financials 7.x, 8.x key objects and would supply a complete report of the current extent and overall size growth of these objects (tablespaces, tables, indexes).

Position 4 – Help Desk Support

#1 Candidate Name - Amber Ford

Summary

- IT technician with 5 years of experience in enterprise IT environments. Possessing a range of technical skills including:
- System Configuration and Implementation
- Technical Support and Troubleshooting
- Customer Relations and Situation Management
- Proficiency in Windows Server and desktop operating systems
- Networking Infrastructure (Cisco, TP-Link, firewalls)
- IP phones (Cisco, Poly, Masergy)
- Virtualization (VMware Horizon, Oracle VirtualBox, Microsoft Hyper-V)
- Workflow Planning and Productivity Improvement
- MS Office Suite, Skype, Zoom, Teams and other common applications
- Programming experience (VBScript, Python, C++).

Education

- Clearfield Job Corps | Clearfield, Utah
- Completed education with a focus on Information Technology
- Earned GED, A+ and Network+ certifications
- Enhanced hands-on experience through optional IT internship.

Certifications

- CompTIA A+ | Valid 03/2018 to 04/2024
- CompTIA Network+ | Valid 05/2018 to 04/2024
- CompTIA Security+ | Valid 04/2021 to 04/2024

Professional Experience

King County District Court - Seattle, WA

Aug 2022 - Oct 2023

IT Systems Specialist

- Providing technical support and troubleshooting for a wide range of systems and applications in a fast-paced and demanding enterprise IT environment.
- Resolving customer issues in a timely and efficient manner, including A/V systems, court-specific systems, hardware malfunctions, and network infrastructure issues.
- Managing local inventory and device deployments, ensuring that all systems and devices are properly configured and functioning.
- Leveraging tools such as SCCM to remotely assist users and manage end-user devices.
- Proactively working to improve the overall customer experience and satisfaction.

Regions / Ener Bank USA | Salt Lake City, UT

Apr 2022 - Aug 2022

IT Systems Analyst

- Provided technical support and troubleshooting for Microsoft Office Suite, Slack, Genesys and Masergy Communicator
- Resolved problems with VMWare Horizon virtual machines, ensuring stable operation for employees.
- Managed desk setups, including the reimaging of systems for employees
- Responded to requests via email, phone and online submissions, providing efficient solutions to resolve technical issues
- Improved workflow by pushing innovative solutions, resulting in increased productivity and employee satisfaction.

Goldman Sachs, Salt Lake City, UT

Jul 2021 - Feb 2022

IT Client Support Engineer

- Responded to client inquiries via email, phone, and online submissions.

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | Email: rfp@tryfacta.com

- Resolved technical issues with Microsoft Office Suite, Zoom, Skype, and other applications.
- Handled problems with ESXI virtual machines and Citrix remote viewer.
- Provided clear explanations for time-based resolutions and future steps.
- Facilitated installations of packages through package managers.
- Escalated complex issues to higher resolver groups as needed.

SAIC - US Army Contract - Salt Lake City, Utah, Secret Clearance

Sep 2018 - Jun 2021

L1 Support Agent

- Recorded customer interactions, requests and solutions using ticketing systems (Remedy, Edge and ServiceNow).
- Provided support for commonly used tools and resources such as AKO, SharePoint, TMT, and DoD Enterprise Email.
- Responded to support inquiries via email and phone, guiding users through troubleshooting steps and solutions.
- Explained technical information in clear, easy-to-understand terms.
- Assisted with resolving issues and provided necessary reference materials to users.

Clearfield Job Corps, Clearfield, UT

Nov 2017 - Jan 2018

IT Intern

- Configured and installed hardware and software systems for student and employee workstations.
- Conducted hardware and software testing, including motherboards, processors and graphics cards.
- Networked computers and connected peripheral equipment, including printers and scanners.
- Utilized diagnostic tools to identify system failures and replaced non-functional components.
- Deployed and configured computers in various business locations to support operations and reporting.

#2 Candidate Name - Hermes Borja

Summary

Looking for a technical support position with room for advancement and self-improvement. Want to support a large network infrastructure at the user level and above. I would like to be in a position where I am the go-to guy, a person who you can rely on when you have a technical issue and need a quick and permanent solution. I would also like to be exposed to emerging technologies and deal with implementing them.

Education

1994 - 1996 University of Washington Seattle, WA Biochemistry

Skills/Qualifications

Electronics Troubleshooting; LAN Knowledge; Proxy Server Configuration; Port Forwarding, Reverse DNS lookup, Networking Knowledge; Network Hardware Configuration; Network Troubleshooting; Router setup, Presenting Technical Information; People Skills; Problem Solving; Analyzing Information ; Network Protocols; Network Security; Networking Standards, Zendesk Ticketing system, Salesforce, Mimecast.

Professional Experience

Collins Aerospace
Tier II tech support

Jun 2023 - Till date

Nanostring Technologies
Tier II Tech Support

Jul 2019 - Aug 2022

Responsibilities:

- Active Directory User account creation, service account creation, AD group administration, shared file access, SOX compliance review, VPN client / remote access troubleshooting (Fortinet), O365 administration, email account creation, DL administration, email filtering administration (Mimecast).
- Remote/ network access support / mobile network access support.
- Zoom admin.
- Desk Top Central admin.
- OKTA admin.
- MFA admin via Azure portal.
- Windows 7, 10 support.
- 3rd party licenses admin.
- Cell phone administration (provisioning, deployment, troubleshooting)
- Zendesk ticketing experience.
- Supported over 700 user in multiple countries.

Pyramid Consulting/ Kaiser Permanente
Administrate access to AD groups,

Sep 2018 - Jul 2019

- Verify permission via consent of share's Data Custodian,
- manage access to physical resources (a printer that only certain users should use), logical resources (a shared online document folder), or digital resources (a computer program which only certain users should be able to read),
- Enforce policies, processes, and systems for the periodic auditing and proactive monitoring of IAM systems, with the intention of detecting and responding to violations of policies.

Onboard - New Kaiser Permanente Employee
System Access Termination

Sep 2016 - Jul 2018

Responsibilities:

- Physio Control.
- System Support Analyst Wanted
- solve complex software and hardware issues involved with all medical informatics products.
- Work closely with the Professional Services team for any technical issues that arise during the implementation process.
- Work closely with Sales team to answer technical security, architecture, and data flow process questions from

potential customers.

- Escalate complex problems to the development team and follow resolution through back to customers.
- Documentation of common technical problems.

Mindtree**Feb 2016 - Jun 2016****Microsoft Cloud Azure Network support****Responsibilities:**

- Frontline Queue for Broad Commercial Customers (Professional) for Windows Networking on Supported Platforms - Windows, Linux, SQL database query issues, Webapp Api troubleshooting.
- DNS, DHCP, DNS, WINS, TCP/IP, IPX, Network connectivity, VPN Site 2 Site/ point 2 site, Network browsing, Wireless connectivity, IPSEC, RRAS, Windows Firewall, P2P, PPTP, QOS.

Compucom / Starbucks SSC**May 2015 - Jan 2016****Help Desk****Responsibilities:**

Support Starbucks Tier 2 Remedy ticket. Process nonstandard IT requests for IT services, approved requests for IT nonstandard services, educate users on IT services, set up user accounts, removed terminated accounts, assigned IT resources, email services, network access, drive access, server access, new computer hardware and software.

Xerox/Google**Oct 2013 - Apr 2015****Hardware support****Responsibilities:**

Support Google Play Edition Nexus phone and tablets, cellular connectivity, Wi-Fi and Bluetooth connectivity, data recovery, VPN issues, email administration, help desk/call center, Google app support, Chromecast, Chromebook, Google based ticketing system.

Zulily.com**Sep 2012 - Jun 2013****Helpdesk/ Night Administrator****Responsibilities:**

Deployed Windows 7 and Mac OS X and joined to an Active Directory Domain, experienced with Kayako Helpdesk ticket system, administrate google apps adding and removing users, creating mail groups, tracing email, administer Active Directory creating new employee accounts and permissions, and removing separated employees, Support MS office and outlook, support IP telephone system, Monitor the nightly launch of our European website as well as the Morning US edition, troubleshooting PC and Laptop issues, set up VPN for remote network access, Remedy Ticketing system.

VMC**Jun 2010 - Jul 2012****Tech Support Engineer Tier****Responsibilities:**

Provide support for Microsoft Cloud based service office 365 and BPOS via phone and email, Troubleshoot SharePoint access issues assist with office communicator compatibility issues and user interface troubleshoot email issues ex: setting up aliases, troubleshooting latency issues, tracking lost emails, fixing spamming issues, resolving lost attachments, dealing with lotus notes compatibility problems, investigate LDAP problems, Assist customers in administering their cloud based services, granting access to their administrative online portals, confirming account status in the cloud service, Assisting in setting up vanity domains for user in Microsoft's cloud based servers Troubleshoot user active directory issues ex: setting permissions, setting up distro groups, recovering lost data, assisting in legal compliance issues, reset admin level passwords.

Yellow Jacket Interactive**Apr 2009 - Jun 2010****Network Technician****Responsibilities:**

Provided User level desktop support, Administrate POP3/IMAP/SMTP email account, Configure DNS redirect, install/maintain desktop applications, ex: Adobe Master Suite, Windows Office, Thunderbird Email client, MAC mail, etc., setup remote network access/remote workstations, support Windows 7, XP Vista, Server 2003, Mac OS X Leopard, SQL Server, MS exchange Server, Blackberry Enterprise server (BES), MS Office.

WDS Global Kent WA**Sep 2008 - Apr 2009****Customer Support****Representative:**

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | **Email:** rfp@tryfacta.com

Resolved Data connection issues with T-Mobile phone service, troubleshoot TCP/IP connection problems for internet access via mobile phone GPRS service. Provided technical support for non-T-Mobile 3rd party phones, such as iPhone, blackberry, Samsung, etc.

Speakeasy.net Seattle WA**Oct 2006 - Aug 2008****Business Support****Representative:**

Tier 1 technical support for DSL service in a call center environment. Troubleshoot DSL connection and VOIP issues as well as provide customer administrative assistance. Diagnose end user connection issues with proprietary software using COVAD's ATM network. Assist customers in setting up email clients, setting up reverse DNS for network security, configuring wireless LAN.

At&t wireless Bothell WA**Jun 2004 - Sep 2006****Advanced Support Representative****Responsibilities:**

Provided tier 2 support for reps supporting end users over the phone, setting up wireless data connections for their laptop computers over a GPRS network. Setting up email accounts for PDA/ smart phones and getting remote enterprise access via wireless connections to secure intranets.

R2 Design. Seattle WA**Jan 2003 - Jun 2004****Network Technician****Responsibilities:**

Administrate/install LAN/WAN, install/repair wireless networks, troubleshoot user level issues Setting up small business network infrastructure. Installing wireless networks and setting up data storage and email access. implement security SOP educating customer on reliable information security protocols.

INCA Engineers INC. Bellevue, WA**Oct 1999 - Nov 2002****Network****Technician:**

Desktop support, Setup new user accounts, Train new employees on company computer policy, troubleshoot desktop applications, Crystal reports, AutoCAD, Adobe Photoshop, maintained multiple OS (ex: Win 3.1, Win 9x, NT), print server, Novell network, VPN client.

#3 Candidate Name - Nikos Lopez

Summary

- IT System Administrator & Support Specialist with 5+ years of experience in IT Operations and Identity & Access Management.

Education

- Regents College, Albany, NY (2000): Bachelor of Science in Liberal Arts.
- South Seattle College, Seattle, WA (2008-2010): Associate of Applied Science in Network Administration.
- AWS re/Start, Seattle, WA (2022): Boot Camp in Cloud Computing.
- Bellevue College, Bellevue, WA (2001): Certificate in Technical Communications.

Skills

- PC Repair, Installation, and Troubleshooting Skills: Proven ability to repair, install, and troubleshoot PCs.
- Windows Desktop: Experience with Windows desktop operating systems.
- MS Excel, Word, and Access: Proficient in MS Excel, Word, and Access.
- Security Investigations: Proven ability to conduct security investigations using SIEM, Kibana, Splunk, and Active Directory.
- Linux: Experience with Linux systems administration and security.
- SQL Server: Experience writing SQL queries; SQL Server database administration and security.
- Analytical Skills: Strong analytical skills with the ability to identify and troubleshoot security issues.
- Word Processing, Typing, and Writing Skills: Proficient in word processing, typing, and writing.
- AWS, Azure Cloud: Experience with AWS and Azure Cloud computing platforms.
- Cisco Networking: Experience with Cisco networking equipment, including switching, VLANs, and access lists.

Certifications

- CompTIA Security+ (2011): Certified in the fundamentals of security.
- CompTIA Network+ (2010): Certified in the fundamentals of networking.
- CompTIA A+ (2010): Certified in the fundamentals of IT.
- EC-Council Cybersecurity Attack and Defence Fundamentals (2023)
- Splunk Certified Core User (2023)
- Google Cybersecurity Professional Certificate (2023): Courses in Cybersecurity, SQL Server, Python
- CompTIA Project+ (2022): Certified in project management principles and practices.
- AWS Certified Cloud Practitioner (2022): Certified in the fundamentals of cloud computing with AWS.
- Security in Google Cloud Specialization (2022): Certified in the fundamentals of security in Google Cloud.
- Microsoft Certified: Azure Fundamentals (2022): Certified in the fundamentals of cloud computing with Azure.
- Microsoft Certified: Security, Compliance, and Identity Fundamentals (2022)
- ISC(2) SSCP (2020): Systems Security Certified Practitioner.
- CompTIA CySA+ Cybersecurity Analyst (2020): Certified in the fundamentals of cybersecurity analysis.

Professional Experience

Cambia Health Solutions, Seattle, WA

Apr 2020 - Dec 2021; Jan 2023 - Jul 2023

IT System Administrator

- Provisioned privileged access for internal customers via SailPoint Identity IQ.
- Used Remedy and Service Now ticketing systems.
- Set up accounts in SQL Server and Oracle and set up Windows shared folders.
- Created and updated Role Based Access Controls via SailPoint.
- Assigned to special projects for network cleanup and mitigating technical debt.

Expedia Group, Bellevue, WA

May 2018 - Mar 2020

IT System Administrator

- Investigated and mitigated tickets generated by SIEM for security events related to internal employees.
- Conducted investigations using Splunk and other log analysis tools.
- Conducted threat hunting and investigations involving internal employees using SIEM, network logs, and search tools.

- Successfully led training to onboard new employees to the team.

Expedia Group, Bellevue, WA

May 2015 - May 2018

IT Technical Analyst - Account Security, Detection & Recovery

- Mitigated Anomaly Detection Event (ADE) tickets for a wide variety of account and domain hygiene issues.
- Investigated and mitigated issues related to ongoing domain clean-up projects.
- Handled and resolved cases from the Service Now ITSM ticketing tool.

Expedia Group, Bellevue, WA

Nov 2012 - May 2015

IT Operations & Access Management Team

- Created and maintained accounts, and security groups utilizing Active Directory, Microsoft Exchange, IIQ Identity Management, and multiple in-house and proprietary tools and apps for corporate and service centre employees.
- Successfully onboarded new Global Delivery Systems (GDS) tools into our environment.
- Created and maintained knowledge articles related to standard operating procedures (SOPs).
- Provided technical and help desk support to internal employees when needed.

Expedia Group, Bellevue, WA

Aug 2012 - Oct 2012

Deskside Support Technician

- Encrypted computers with MBAM BitLocker and Sophos for a company-wide encryption project.
- Provided support utilizing Active Directory, Log-me-in Rescue, and CrashPlan, among other tools.
- Responsible for imaging desktop and laptop PCs with Windows.

Denali Advanced Integration, Redmond, WA

2011

Desktop Support Technician

- Worked on a special project installing and configuring PCs and computer equipment at a hospital.

Position 5 – IT Service Continuity Analyst

#1 Candidate Name - Joseph R. Maloney

Education

- DRII Certified Business Continuity Professional (CBCP)
- Web Development Technologies, Boston, MA
- Control-M/R Training, Irvine, CA
- HTML, DB2 Application Programming & Design, CICS, COBOL, Boston, MA

Professional Experience

CVS/Aetna. Woonsocket, RI & Hartford, CT

Apr 2020 - Jun 2020

Disaster Recovery Senior Analyst

- Assist in development of deliverables and capabilities for their assigned scope of responsibility.
- Coordinate logistics for all internal and external Disaster Recovery exercises.
- Coordinate with Application Service Provider's and shared IT resources for testing resources.
- Advance testing program over a specified time frame to increase recoverability and testing success.
- Ensure all testing activities do not have the potential to impact production processing.
- Create and maintain master tracking schedule of all testing activities, ensuring all systems/applications are tested annually.
- Track and maintain all test results.
- Have oversight / auditing and tracking responsibility of testing results.
- Assist in communications, education and awareness of the Disaster Recovery Management Program and its associated objectives, drivers, activities, policies, standards, processes, and procedures.

Boston Private Bank & Trust Company. Boston, MA

Jun 2018 - Apr 2020

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | Email: rfp@tryfacta.com

Disaster Recovery Senior Analyst

- Manage DR test events across multiple platforms involving both Cloud and Virtual Server based applications while working the Business and Information Technology along with third-party vendors. Duties include scheduling, execution, monitoring and review of DR tests.
- Coordinate with technical units and application owners dedicated to DR to ensure procedures and configurations are maintained and updated to ensure compliance with relevant regulations and audits.
- Assist Business Continuity with annual Business Impact Analysis (BIA).
- Collaborate closely with Business Continuity Manager to understand and define business critical processes, provide guidance and direction on BCP needs and work through SLAs.
- Responsible for maintaining up to date DR related documentation in a continuously changing environment.
- Serve as lead resource in the development of policies, procedures and guidelines for IT system recovery plans, and crisis management.
- Maintain the organization's Disaster Recovery project plans and failover procedures.
- Conduct annual plan review of all business DR plans, complete rating scorecard and manage plan review/approval process ensuring all planners and managers sign-off.
- Responsible for maintenance of dates, times, locations, RTO/RTA and all other information pertaining to Disaster Recovery testing standards.
- Involved in initial RFP (Request For Proposal) design phase for qualified Vendors that propose a comprehensive, enterprise-wide Disaster Recovery as a Service (DRaaS) solution.

Fidelity Investments, Inc, Boston, MA**1998 - 2017****Disaster Recovery - Principal Technology Risk Analyst**

- Managed all Securities Clearing Disaster Recovery (DR) testing procedures relating to multiple platform applications. Duties include scheduling, execution, monitoring and review of DR tests.
- Coordinate with technical units and application owners dedicated to DR to ensure procedures and configurations are maintained and updated to ensure compliance with relevant regulations and SAS70 audits.
- Served as project manager and first point of contact to ensure Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) are achievable and realized.
- Performed as lead resource in development of policies, procedures and guidelines for IT system recovery plans, and crisis management.
- Maintained the organization's Disaster Recovery project plans and failover procedures.
- Provided first level production support during tests.
- Identified areas where existing DR policies and procedures may require change or where new ones may need to be developed.
- Responsible for Fusion and Archer software maintenance of dates, times, locations, RTO/RTA and all other information pertaining to Disaster Recovery testing standards.
- Responsible for all DR-related Audit action items.
- Migrated Securities Trading, Clearing and Settlement platform recovery to IBM XRC Mirroring product.
- Schedule, support and oversee external client testing on a semi-annual basis.
- Register and oversee yearly SIFMA October testing and any pre-tests that may be available prior to SIFMA testing date.
- Supported all Disaster Recovery brokerage-related processes during 2015 Data Center split/move.
- Supported conversion of Securities Clearing platform Disaster Recovery from Tape to IBM XRC Mirroring product.
- Contributed to RFPs and contracts for potential clearing clients and served as Disaster Recovery point of contact for RIA and Correspondent Clients, internal and external auditors

Programmer Analyst**1996 - 1998**

- Involvement with the design, implementation, and support of new CICS online systems. Responsibilities including writing specifications documentation, investigating testing methods, design and coding of batch and CICS programs, CA7 scheduling needs, backup/recovery requirements. Support Disaster Recovery test for specific online systems.

Operations Specialist**1992 - 1995**

Worked within the Brokerage Batch Support group with responsibilities that included the following.

- Implemented new procedures for vsam and sequential dataset backup and restore jobs, using software tools such as CA7, SAR and SAS, for Disaster Recovery purposes. Responsible for any revisions to the backup/restore process within the division.
- Assisted in the reduction of the overall run-time of the CA7 production batch cycle. Created various COBOL batch reports pertaining to all aspects of batch production workload. Installed and implemented new CA7 scheduled jobs.
- Maintained all system and operational aspects of RSD's WSF2 reporting package.
- Backup support for CA-TOP SECRET additions, deletions, and changes.
- Supported all offsite Disaster Recovery tests for the entire division.

#2 Candidate Name - Patria Davis

Summary

Highly motivated, with a strong background and accomplished experience with Disaster Recovery, Resiliency Planning and testing to effectively develop and deliver client solutions:
Financial, Health Care, Marketing and Manufacturing industries, State and Federal sectors.
Strong knowledge of Technology/Network infrastructures and Databases recovery for Mainframe, Open Systems, Cloud environments.
Strong background for BCDR industry standards and application compliance.
Experienced in managing multiple projects simultaneously and ensuring business demands are met and improvements documented.
Established strong relationships with both internal and external clients.
Proven success as lead for planning and executing disaster recovery exercises meeting required Recovery Time Objective (RTO) and Recovery Point Objective (RPO).
implementing high- profile IT projects.

Excellent Critical and Analytical thinking skills. Ability to work independently, as well as in a team environment. Well-developed leadership skills, communication, conflict management, time management, decision making and relationship building.

Technical Skills

- Proficient with Microsoft Office Applications (Excel, Word, PowerPoint, Project, SharePoint)
- Applications: Tableau, Power BI, Jira, Business Continuity Management (BCM)
- Technology: SQL and Oracle Databases, Configuration Management Database (CMDB), Amazon Web Services (AWS), Azure, Zerto, Site Recovery Manager (SRM), Window/Linux Servers, Network, Mainframe.

Education

Texas Southern University (2 years/Education)
EDS Technical Development Programs

- System Engineer Certification
- Operational Development Certification

Professional Experience

KPMG

Dec 2021 - Apr 2023

Sr. Business Continuity Disaster Recovery Analyst

- Successfully applied best practices for backup and recovery of critical applications in accordance with the Recovery Point Objective and Recovery Time Objective.
- Served as technical expert resource within IT planning, strategizing, and developing backup methodologies for Mainframe and Open Systems.
- Ensured backup tapes stored in offsite facilities.
- Single Point of Contact (SPOC) for internal customers to drive better cross-team functionality Operations, Infrastructure, and Application Teams.
- Reviewed for approval Runbooks and Application Run Guides for proficient step by step recovery procedures for On-Prem and Cloud hosted environments.
- Effectively implemented Disaster Recovery processes, policies, and procedures across a complex set of applications to include portfolio of over 400 applications; achieved 40% audit compliance within 6 months.
- Primary to actively participate in Change Management review meetings representing the Disaster Recovery Team/Accurately reported any changes affecting recoverability
- Engaged in Cyber Security Reviews to ensure adequate backups/recovery procedures/clean room environment/planned and executed Cyber DR Recovery Tests
- Developed Cyber Security awareness workshops/Successful to help employees understand their role in workplace
- 100% successful in planning/implementing Tabletop tests and Operational DR Application and Infrastructure testing. Performed follow up and created Executive DR Exercise documents.

Bank of America (Contractor)

Apr 2021 - Aug 2021

Tryfacta, Inc.

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Disaster Recovery/Business Continuity Senior Advisor

- Successfully reviewed Business Continuity requirements and implemented them in the Disaster Recovery.
- Responsible for providing subject matter expertise to mitigate risks.
- Interacted with Application Owners and System Teams to prepare for Recovery testing.
- Scheduled tests/Performed Walk-thru to review test scripts/Make recommendations to ensure all aspects of IT recovery and application functionality successful.
- Utilized Automated Reporting features to keep track of all tests coming due/past due and reported results to Sr. Management.
- Tracked all outstanding test issues, made recommendations for resolutions to ensure recoverability and compliance.

Perot Systems/Dell/NTT DATA

Dec 2006 - Apr 2021

Disaster Recovery/Business Continuity Senior Consultant

Successfully developed and maintained Crisis Management and Disaster Recovery plans.

Planned and executed annual tests for multiple clients. Collaborated with clients to develop/improve their DR strategies and ensure Corporate Business Continuity solutions surpassed expectations. Worked with multiple team members to compile deliverables and present executive level presentations. Supported external customers to identify IT requirements; provided outstanding service to act as liaison between the customers and IT.

#3 Candidate Name - Russell W. Conley**Summary**

IT professional with a passion for technology resilience, disaster recovery, risk management, and general preparedness. More than eleven years of experience in a range of environments, with over eight years in disaster recovery roles working with a wide array of technology professionals across disciplines. Proven track record of coordinating recovery exercises of various scales and approaches, ranging from small day-long exercises involving three or four teams and half a dozen staff to week-long exercises involving over a dozen teams and more than a hundred personnel.

Education/Certification

- BCP 501 (Coursework Completed June 2023)
 - This course offered by the Disaster Recovery Institute (DRI) is an accelerated refresher of business continuity practices covered by BCLE 2000.
- BCLE 2000 (Coursework Completed July 2019)
 - This course offered by the Disaster Recovery Institute (DRI) reviews the best practices of creating and running a business continuity program and is a requirement for further certification.
- CompTIA Network+ (March 2012, Expired)
- ISTQB/BCS Certified Tester Foundation Level (October 2011, Expired)

Skills

- Proficient with Excel; knowledge of macros.
- Familiar with ticketing systems (Service First, Service Now, and Unicenter) to enter, review, and approve changes.
- Coding background (not currently fluent in a coding language, formerly proficient with C++).

Professional Experience**Glacier Bank via TEK Systems (Contract)
IT Disaster Recovery Specialist****Jul 2022 - Nov 2022 & Apr 2023 - May 2023**

- 2023
 - Coordinated 18 technical staff from multiple teams and 22 business testers across 4 divisions at 5 testing locations to test 19 systems.
 - Validated access to another 26 externally hosted systems to ensure availability during an actual event.
 - Utilized documentation created in 2022 to complete DR testing in a compressed time frame.
 - Collaborated with technology teams to develop recovery plans for 2 previously untested systems.
- 2022
 - Coordinated 23 technical staff from multiple teams and 24 business testers across 6 divisions and at 14 testing locations to test 26 systems in scope.
 - Worked with technology teams to identify all in scope applications and servers.
 - Reviewed and updated the recovery plan from the prior year to incorporate changes.
 - Engaged and coordinated business testers both leading up to the test and on test day to ensure full test coverage.
 - Worked with technology teams to develop a template to standardize recovery run books, resulting in a more streamlined exercise in 2023 when run books were first used for testing.
 - Assisted individual subject matter experts in creating their run books, ensuring they were clear and executable for persons other than the original authors.

**Barclaycard US
IT Disaster Recovery Analyst/Lead****Apr 2012 - Nov 2019**

- Regular Duties
 - Worked with a wide range of technology groups in waterfall and agile methodologies, within and outside of projects, to ensure the continued integrity of the recovery environment.
 - Maintained reporting for recovery capabilities, as well as the inventory of the DR crash box.
 - Reviewed and approved change tickets for recovery requirements.
 - Participated in projects to ensure DR requirements were met, including the ability to recover within RTO, applicable testing performed, and documentation completed.

- Recovery Documentation
 - Created and updated templates for System Recovery Procedures (SRPs).
 - Worked with individual SMEs to create new recovery documents.
 - Ensured existing SRPs were reviewed and updated on an annual basis.
 - Led peer review sessions of SRPs for new applications, or existing applications with major changes, to ensure documents were clear and executable for persons other than the original authors.
- Severe Incident Support (Sev 2, Sev 1, and Crisis)
 - Assisted as needed with severe production incidents.
 - Modified/scoped recovery plans to meet the requirements of the existing situation.
 - Worked with technology teams to create implementation plans.
 - Documented tickets and assisted with receiving expedited or emergency approval as applicable.
 - Coordinated groups for troubleshooting, recovery, or implementation.
- Process Improvements (identification and implementation)
 - Updated recovery procedure review process.
 - Revised tracking of applications and databases and applicable testing and compliance information.
 - Implemented a more transparent DR/BCM ranking process for applications.
 - Collaborated with a technical writer to create standardized templates for reporting, testing, and impact analysis of new applications.
- Regular Testing
 - Worked with various teams including PMs, tech leads, QA, and individual technology teams to plan, execute, and document the annual recovery tests.
 - Supported the test by coordinating the recovery effort, recording RTOs and issues as they arose, engaging resources as needed to recover and troubleshoot, and creating tickets as needed to support the recovery effort.
- Risk Management
 - Acted as a point of contact for technology to raise risks in the recovery environment, ensuring risks were correctly documented and escalated.
 - Assisted with identifying and documenting mitigating actions as well as short and long-term remediation plans.
- Audit Support
 - Participated in outside and internal reviews of the company's resilience and recovery programs by internal audit, regulators, and third parties.
 - Provided an overview of the program, gave additional evidence as requested, and responded to any follow up questions.

Computer Aid, Inc.**Sep 2011 - Mar 2012****Quality Assurance Analyst I**

- Assisted on various software testing and knowledge capture projects.
- Coordinated team of ranging size, from three at its smallest to thirteen at its largest.
- Led the daily scrum and dealt with issues as they arose.
- Participated in team's tasks of proofreading, validating, and revising scripts using Quality Center's test model and test lab.

Unisys Technical Services**Feb 2008 - Sep 2011****Field Technician**

- Replaced failed hardware in laptop and desktop computers at customer locations throughout DE, MD, PA, and NJ. Served as contact point for clients, scheduling calls and adjusting route as required.
- Provided troubleshooting and ordered additional parts when initial parts did not resolve issue.
- Trained new hires.
- Consistently received high customer satisfaction ratings.

AT&T via Verigent**2007****Data Collector**

- Monitored equipment and collected test data to support upgrades and deployment of new technology.
- Provided in field troubleshooting of equipment as problems arose.

Position 6 – Network Engineer

#1 Candidate Name - Mohammed Umair

Summary

Solutions-focused professional with over 10+ years of diverse IT and Network experience. Highly adept at delivering impactful results through effective communication and unwavering commitment to customer excellence. Diligent experience providing technical support for various operating systems, servers, switches, routers, configurations, office budgeting, and on web portals. Balances priorities while quickly solving issues to strengthen business processes and performance. Highly skilled with the ability and interest to learn new technologies.

Education

MS (IT) from Preston University **2013**
Bachelor's in business administration from the National University of Modern Languages **2010**

Certification

CCNA Cisco Certification **2022**

Skills

Troubleshooting	Microsoft Windows	VMware and Hyper-V	Domain Controller / Active Directory	Data Center Migration
Agile Methodology	CCNA	Router 2k, 4k	Switches 2k, 3k, 4k, 9k	Firewalls ASA, Firepower
RIP, EIGRP, BGP, OSPF	DHCP/TCP/IP	CISCO VPN	ACL Deployment	VLANs, STP, RTSP, VTP, Trunking, Ether Channel
VMware Velocloud	Synology NAS Storage	LAN/WAN/SD-WAN	ITIL, ITSM	CISCO Meraki Dashboard
UNIFI Controller	Load Balancer	DWS Components	Airwall Tempered Networks	ZOHO CRM & Exchange

Technical Skills

WordPress Management	Languages; HTML5, CSS3, Bootstrap, PHP, CodeIgniter, JavaScript, jQuery	Worked in a wide variety of domains like Mortgage Servicing, E-commerce, Medical, Cargo & Education Etc.
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Professional Experience

Network Engineer

Jun 2022 - Present

- **VEECO Ultratech, San Jose, CA || On-Site**
Working with management to maintain the company database and keep it accessible to all data center personnel.
- Improved network security by implementing a 3-tier network design.
- Provided technical support for users in relation to the use of ServiceNow including training, problem-solving, and issue resolution.
- Configure Cisco Routers/L3 Switches for EIGRP using route redistribution, filtering, and securing the network routes using encryption and authentication at 4+ corporate offices.
- Experience in working with Cisco 9k series switches for the data center during migration.
- Monitoring of all aspects of IT devices and networks with emphasis on Cisco and Meraki SD-WAN
- Working on a tempered network switch for full encryption, a virtual air-gap network security solution.
- Configuration of VLANs, using Cisco Multilayer switches and supporting STP, RSTP, PVST, and RPVST along with troubleshooting of inter-VLAN routing and VLAN trunking
- Responsible for all components on a basic level of Office 365 including one-drive, Skype for business, and SharePoint.

- Working on current and future technologies including TCP/IP, IPv4, IPsec, EIGRP, OSPF, BGP, Frame Relay, ACL, VPN, Wireless LAN, and configuration of VLANs.
- Responsible for checkpoint and Cisco Firepower firewall administration across global networks
- Creating high-level network design documentation including detailed Visio diagrams.
- Transformed the team's waterfall mindset to Agile by introducing training with hands-on exercises, enabling rapid understanding of Agile delivery.
- Managed wireless connectivity, determining proper channel, SSID, and security of installed devices
- Perform operational tasks associated with data center implementation, migration, and deployments utilizing remote-hands.
- Working experience with Palo Alto firewalls, IPsec/Cisco VPN, Load Balancers.
- Developed disaster recovery plans including restoration planning backup, iDRAC Network Settings, restoration procedures, and data retention.
- Coordinated and delegated work assignments to resolve procedural and critical technical issues
- Provides analysis and technical solutions to a variety of problems that are routinely encountered under normal business activities.

Network Engineer**Jan 2022 - May 2022****Synergy Bioscience Inc., Dallas, TX || On-Site**

- Built and developed the entire IT department, creating and maintaining policies, procedures, and technology best practices for efficient resolution of customer incidents and problems.
- Coordinate with multiple technical parties including application development, database, systems, network, infrastructure, and security administrators.
- Worked on WAN and WAN Optimization products, working with application owners.
- Implement Cisco ASA Firewall features like URL filtering, User-ID, App-ID, and Content-ID on both inbound and outbound traffic
- Upgrade the previous Network with newer Cisco 9300 switches from 3750s
- Recreated and administered an MS Server 2016/2019 Environment using Hyper-V to create a proper DC and File Storage solution
- Creating and performing technical demonstrations of Velocloud SD-WAN
- Scheduled work, optimizing efficient use of personnel and production materials.
- Responsible for vulnerability remediation planning and solution implementation for all the Storage devices, Synology NAS disk stations, and storage management servers in the client location.
- Developed disaster recovery plans including restoration planning backup and restoration procedures and data retention.
- Provides analysis and technical solutions to a variety of problems that are routinely encountered under normal business activities.
- Network support responsibilities include operating system builds, connectivity of networking devices, fault diagnosis, and management of open tickets within the call logging system.

Data Center Lead**Aug 2018 - Dec 2021****Empire Dentistry PLLC, Plano, TX || Off-Shore**

- Provides Tier-2 / Tier-3 incident and problem management.
- Assist in developing long-term strategies and capacity planning for meeting future data center inventory and hardware needs.
- Trained team members as well as the rest of the company staff in employing agile and scrum practices to improve workflow.
- Assisted in LINUX and Windows system administration.
- Ensure timely support for operating systems, Microsoft apps, hardware, software, and network-related issues, responding to and solving 200+ weekly tickets.
- Managed active directory accounts for new and existing end-users, creating group policies to define and maintain organizational security and networking policies at the machine level.
- Responsible for Data Center operations, achieving SLAs, managing Critical incidents, Managing Vendor Support & contract renewals & executing Projects.
- Working experience with Cisco 3750, 3560, 9300 series, and Nexus series devices.
- Document incident and resolution information in the Zendesk tracking system.

- Introduced global standardization of ITIL processes on primary Data Centers yielding a 35% improvement in system uptime performance.
- Deliver just-in-time support both on-site and across clients and respond to departmental technical emergencies to minimize data loss, meet deadlines, and support the needs of users.
- Maintained confidentiality and discretion when working with passworded or sensitive materials.
- Reduced power consumption by implementing energy management software that monitored usage patterns and adjusted accordingly.
- Provided training to other on-shore and off-shore team members.
- Assisted with the installation of new equipment and the decommissioning of old equipment.

IT Network Engineer

May 2017 - Jul 2018

Liimrasoft LLC, Plano, TX || Off-Shore

- Monitored backup and recovery procedures
- Created Cronjobs for the timely running activities.
- Using a Software Development Life Cycle SDLC hierarchy including system requirements collection, architecture, design, coding, development, testing, maintenance, and enhancement in a variety of technological platforms.
- Highly motivated team player with the ability to work independently and adapt quickly to new and emerging technologies like Jira and Agile.
- Provided network analysis through Visual ware test, maintenance of projects, and network documentation.
- Implementation of IP, DNS, DHCP, NAT/PAT, Vlan, ACL, and Policy Maps scripts for LAN infrastructure.
- Generated Certificate and installed it on the server to secure the environment
- Configured and Administered Cisco ASA 5500 firewalls which include setting up the different zones.
- Configuring and implementing remote access solution: any connect VPN, SSL-VPN
- Experience in troubleshooting rules and user-based authentication issues.
- Installed & configured MS Outlook 2007-2019 & office communicator on hand-held devices, providing support & training to ensure end-user device understanding (IOS & Android).
- Responsible for providing the first line of support for hardware such as Laptops, Desktops, Smartphones, and Printers, and providing software support for products such as; Microsoft Windows Operating Systems, Microsoft Office, and other proprietary software.
- Provided technical support for help desk staff and the IT team, which included troubleshooting complex networking issues.
- Tested BGP features such as as-override, Local pre, EBGp, and load balancing.
- Maintained complex LAN/WAN networks with several VLANs and provided support for routing protocols and provided secure sessions over the network using IPSec, SSL encryption.

Jr. Network Engineer

Feb 2010 - Apr 2017

COMSATS

Internet

Services

Provided tier-I / tier-II support and resolved tickets regarding the server, desktop, printer, phone, and office equipment issues for 275+ onsite and remote end users.

- Identify areas for process and efficiency improvement within network operations; recommend solutions and assist in overseeing the implementation.
- Performed optimization tests on the existing network setup.
- Collaborated with the server team to resolve network-related problems.
- Relocated users to new workstations, including moving and connecting assigned equipment.
- Submitted periodic reports to the immediate supervisor regarding the hardware inventory and setup of the company's network.
- Advanced knowledge of Windows XP/7/8.1, Microsoft Office 2007-2013, anti-virus software, and working with printer issues and other network devices.
- Monitored and performed network TCP/IP troubleshooting.
- Ensures new users are equipped with the appropriate technical devices and support.
- Installs, supports and maintains PC applications in a Windows-based Active Directory environment
- Collaborates with staff and IT management to ensure that the current suite of programs is meeting the needs of employees.
- Responsible for monitoring the company network as well as performing all necessary maintenance operations to ensure network availability.

#2 Candidate Name - Maurice Roosevelt Scott

Summary

- IT Engineer with 20+ years of experience.
- Virtualization Engineer with vast experience in VMWare VSphere, VCenter, ESX, VCF, VXRail, on-prem, Open Stack, IaaS, PaaS, Virtual Cloud Hybrid and Hyper-Converged environments.
- Extensive years of experience in Datacenter operations for all server platforms hosted in Data Center i.e., 3000+ servers.
- Very proficient with network protocols: TCP/IP, IPSec, NFS, DHCP, DNS, BIND, CIFS, LDAP
- Technologies: Dell VXRail, Dell PowerEdge, Cisco UCS, VSphere, ESXi, VCloud Director, Skyline, RHEL/Centos, MS Server20XX.

Education

- Independence High School, Diploma 1995

Certifications

- VMware Certified Associate – Cloud,
- VMware Certified Associate - Data Center Virtualization
- VCP (In Progress)

Skills

Personable, initiative-taker, fast learner, Professional attitude & appearance, Team-player, excellent customer service, hardworking, Genuine interest in helping people daily, proactive, excellent interpersonal skills, active listening, critical thinking, analytical skills, patience, and diligence to perform the best services possible.

Technical Skills

- **Operating Systems:** MS Server 20XX, Centos, RHEL, Ubuntu 12, Windows11.
- **Hardware:** Dell VXRail, Cisco UCS, Cisco ASA, Dell PowerEdge, Super Micro Blade Server Products, Cisco Catalyst, FC, FCOE, Sun X Series, Tandberg, Riverbed, IBM Blade Center, F5, IBM DS4700, Kemp, SonicWALL, Sun StorEdge.
- **Software/Applications:** VCenter, vSphere, VXRail Manager, ESX, Vcloud Director, VMWare NSX, VMWare ANS, UCP Director, Exchange, Oracle VM Server, Google Apps (GADS), Cisco Call Manager, Service Now, Kaspersky, Cisco WLC/WCS, LAMP, Trend Anti-Virus, Seagate I365, Mac Afee E Policy, Backup Exec, MS Office 365.

Professional Experience

First Republic Bank, San Francisco, CA

Sep 2021 - May 2023

Infrastructure/ Virtualization Engineer - Contractor

Responsibilities

- Managed and monitored VMWare virtualized infrastructure of over 2,000 VMs using industry best practices.
- Installation, configuration and patching of VSphere 6/7 including performing upgrades
- Performed Change Management as per the FRB CAB process & prepared RCA documentation for Severity 1 & Severity 2 issues
- Responsible for managing and monitoring infrastructure including working on SNOW tickets.
- Coordinated with 3rd party vendors (Dell & Cisco) to process RMAs for hardware repairs for Dell VXRail & Cisco UCS Servers.
- Created Standard Operating Procedure (SOP), Architecture, Audit & Compliance reports / documents in JIRA / Confluence / SharePoint.
- Technologies: VSphere, ESX, VMware Skyline, Dell VXRail, Dell PowerEdge, Cisco UCS.

Calsoft, San Jose, CA

Jun 2020 - Jun 2021

IT Infrastructure Engineer - Contractor

Responsibilities

- Managed Engineering Infrastructure and VMWare Virtualization,
- Performed VMWare VSphere (Vcenter & ESXi) upgrade from 6.5U3 to 6.7
- Collaborated with Offshore Team (Devops, Engineering) for ticket escalations.
- Perform User Access Management, Onboard new users

- Led process improvements, identifying infrastructure hardware solutions replacing HPE with Fabric Interconnect managed Cisco UCS rack mount and blade servers
- Administrator of ESXi Hosts and performed ESXi 6.7 Host builds.
- Supported all Dell hardware including the R series (R740, R640), idrac management,
- Providing best practice guidance on administration of NetApp storage in mission-critical, 7x24 production environments.
- Performed daily system monitoring, verifying high availability of all hardware, server resources, EMC & NetApp storage, compute. Implemented change control process for over 300 nodes.
- Assisted in the development of SOP's and internal standards documentation.

Hitachi Vantara, San Francisco, CA**Jun 2019 - Jun 2020****Sr. VMware/Systems Engineer - Contractor****Responsibilities**

- Supported Hitachi ASE Lab Infrastructure for UCP Director, VMWare Virtualization, Networking, Storage.
- Owned and Managed installation & configuration of VMware infrastructure components and technologies (vCenter 6.0 and 6.5, VCloud Director, ESXi)
- Built UCP Director Appliance/Pod, provisioned, and configured with customer-specific network information in a timely fashion.
- Debugged ASE Lab issues (Performance, Network, Storage)
- Performed daily system monitoring, verifying high availability of all hardware, server resources, compute, storage, TOR switched and key processes for over 200 nodes.
- Served as an escalation point and provided root cause for all ASE Lab Issues.
- Installation and configuration of additional compute & storage resources.
- Created & managed Infrastructure documentation for policies & procedures.

OVH Cloud**May 2017 - May 2019****Cloud VMware vSphere | Private Cloud - OVH (VMware Contractor)****Operations Engineer****Responsibilities**

- Administered customer SDC (Software Defined Data Center) Open Stack, LAN, VLAN's and VPN, Storage, Cisco UCS, DNS, SFTP, DHCP.
- Provided server support for all server platforms hosted in Data Center i.e. 3000+ servers and including Windows Linux Operating Systems.
- Hands on management of network, server, storage and operating systems
- Served as an escalation point and provided root cause
- Planned, owned & engaged with Application, Systems & Network Teams for configuration changes
- Created and maintained knowledge base articles
- Installation and configuration of infrastructure new capacity or resources
- Administrator Customer Backups & Disaster Recovery
- Administrator changes/updates to customer VPCs via VCHS change control process. Allocate storage & compute resourced to dedicated & multitenant VPC.

Technologies: VSphere, ESX, VMware Cloud Director, VShield, VCNS.**VMWare Cloud Air****Sep 2013 - May 2017****Hyper Converged Platform Engineer | Virtual Cloud Hybrid Services Engineer****Responsibilities**

- Perform system implementation and change configuration on internal and external cloud systems.
- Administrator Customer Backups & Disaster Recovery
- Administrate changes/updates to customer VPCs via VCHS change control process. Allocate storage & compute resourced to dedicated & multitenant VPC.
- Document all technical inquiries, develop and review content for knowledge base.
- Managed, researched, and resolved technical issues relating to the vCloud Air platform.
- Performed Datacenter operations responsibilities all Linux & Windows server platforms hosted in Data Center i.e. 3000+ servers.
- Rack, stack and cable as needed for new and existing equipment in the data center.

Technologies: VSphere, ESX, VMware Cloud Director, VShield, NSX

Fujitsu Network Communication

Mar 2013 - Sep 2013

Systems Engineer – Contractor

Responsibilities

- Primary Administrator for VMWare VCenter, Cisco UCS and NetBackup 7.5
- Provided Citrix/VMWare support for Windows, RedHat and CentOS Servers and Desktops
- Created & managed IT Infrastructure documentation for policies & procedures.
- Provided Windows server environment and Windows & Linux desktop support as well as Test Bench requirements
- Managed hardware and software lifecycle Management.
- Linux & SolarisX86/X64 Server builds

Technologies: MS Server2008, Exchange, Vcenter, ESX 5.1, NetBackup, Redhat, Centos, Cisco UCS, LDAP, Nagios, XenServer, VMWare Virtual Center.

Spendgo, San Francisco, CA

Jun 2012 - Mar 2013

Systems Engineer – Contractor

Responsibilities

- Systems Engineer for Corporate HQ & Data Center
- Managed A/D, File and print sharing VPN, MS Exchange, Nagios, DNS, Backups, WSUS, Anti Virus
- Administration and setup Cisco ASA, Core Switches & Wireless Access Points
- Created & managed IT Infrastructure documentation for policies & procedures.
- Identified and improved information security implementations as it relates to the network, systems, devices, and access.
- Managed hardware and software lifecycle Management.
- Linux Server builds & monitoring

Technologies: MS Server2008, Ubuntu, Cisco UCS, McAfee ePolicy Orchestrator, Nagios, MS Exchange, Windows7, ASA, SVN, Samba.

Evotec, South San Francisco, CA

Sep 2011 - May 2012

IT Systems Support Engineer – Contractor

Responsibilities

- Primary IT Support Engineer for Evotec San Francisco office
- Responsible for VMWARE VCenter/VSphere Clustered Infrastructure, SAN configuration and management
- Managed A/D & MS Exchange, Web Marshall Proxy Server, Anti-Virus Nagios, DNS, Backup Exec, SeagateI365.
- Managed and configured Cisco ASA & Core Switches
- Responsible for onsite 70+server farm including network & server monitoring.
- Provided Desktop and helpdesk Support
- Ordered and managed all Voice & Data Services
- Windows & Linux Server builds

Technologies: VCenter, MS Server2008, RHEL, Nagios, MS Exchange, Windows7, Cisco ASA, EMC SAN, ESX Server, Samba, Seagate I365, Trend Anti-Virus, Cisco Call Manager, Mail Marshall.

Applied Micro, Sunnyvale, CA

Aug 2010 - Aug 2011

IT Engineer - Tier II/III Support

Responsibilities

- World Wide Tier II/III support for APM employees in a technically diverse Windows and Linux environment.
- Created and deployed VM and Linux server builds for APM Lab.
- Primary owner for Call Manager, Google Apps, Kaspersky Anti-Virus, HD Video Conference.
- Oversaw and trained APM US and India helpdesk teams.
- Desktop Support for APM Management team
- Created & managed IT Infrastructure documentation for policies & procedures.

Technologies: Google Apps, Amazon EC2, Zen works Cisco Call Manager, Windows7, MS Server 200X, RHEL, Kaspersky Anti-Virus.

DPR Construction Redwood City, CA

May 2008 - May 2010

IT Engineer

Responsibilities

- Primary IT Engineer for Corporate Headquarters and BIM (Building Information Management) team. Interacted in-person, via telephone, e-mail, IM, and web interface to assist users local & remote users.
- Configured and maintained A/D, Call Manager, Cisco ASA, Riverbed, Packeteer, SMART Boards, Polycom HDX equipment.
- Job site setup for remote locations. Ensured remote location connectivity to corporate headquarters via Cisco ASA. Setup and configure Smart Boards, ordered voice & data services worked with 3rd party vendors.
- Analyze, prioritize, troubleshoot, and resolve technical issues in a timely fashion in accordance with service level agreements (SLAs) and operational level agreements (OLAs)
- Participated in IT Root Cause Analysis process, on-call rotation for afterhours support and provide relevant input for technical and ITIL process improvements to contribute to the overall effectiveness of the DPR IT Organization.

Technologies: Windows7, CiscoASA, Cisco Call Manager, SonicWALL, Riverbed, Packet Shapers, Polycom HDX8006, Maxtor NAS, Polycom HDX8006, Cisco Maxtor NAS, Backup EXEC 12D, CMIC.Revit AutoCAD and Navis Works.

Google Mountain View, CA

Aug 2007 - May 2008

Tech Stop Administrator – Contractor

Responsibilities

- Provided support to all Google employees in a technically diverse Windows, Mac Linux environment.
- Perform hardware and software configuration and repairs.
- Troubleshoot & resolve Application issues with Firefox, Thunderbird, and Outlook.
- Performed BlackBerry Enterprise Activation & resolved mail delivery issues
- Support channels include walk-in, telephone, instant messaging, and email
- Troubleshoot, diagnose, and solve issues that arise, and escalate issues if necessary
- VLAN changes & corp hosted Linux systems
- Technologies: MS Vista, Ubuntu, Mac OS X, RHEL LDAP, SMS, MS 2003, Active Directory, Cisco, Firefox, Thunderbird, Remote Desktop.

Lucille Packard Children's Hospital Palo Alto, CA

Apr 2007 - Aug 2007

Information Technology Contractor for Cerner LINKS Project – Contractor

Responsibilities

- Configure HP hardware, Windows operating system and 3rd party utility software, and standard system images
- Integration Support for Cerner Applications.
- Asset Management for incoming HP Hardware
- Desktop and application systems to support LPCH business needs.
- Configured network ports Enabled, change VLAN for devices added to LPCH Network.

Technologies: Microsoft 2003 Server, MS 2000, Cisco IOS, Citrix, Cerner Power Chart.

Axiom Digital San Mateo, CA

Sep 2006 - Mar 2007

UNIX System Administrator – Contractor

Responsibilities

- Install and configure UNIX (Sun Solaris) hardware, operating system and utility software, maintaining a set of standard system images.
- Review and install necessary patches as needed to maintain system availability and security.
- Configure storage (file system, local disk, NAS, SAN, backup) in support of UNIX systems.
- Maintain and monitor UNIX backup systems (VERITAS, NetBackup).
- Investigate information security incidents related to systems and submit reports to management and the Information Security Committee for review.
- Implement and maintain UNIX system monitoring to ensure systems meet performance and availability goals.
- Respond to UNIX & Windows system problems and manage problem resolution through internal and external service providers. Following resolution, analyze problem cause(s) and identify opportunities for improvement.
- Develop documentation in support of regular operations (operating procedures) as well as in response to other project or operation's needs.

Technologies: LAMP, Solaris 2.10, Sun X Series, REHL4, Windows 2003, Apache, SiteScope, SUN LOM, Net Backup 5.5, Veritas Volume Manager, ATL 4000.

Natus Medical San Carlos, CA
System Administrator – Contractor
Responsibilities**2006 - Aug 2006**

- Responsible for maintaining IT infrastructure (e.g. Exchange, Active Directory, Group Policies, VPN, Print, WINS, DHCP and DNS services).
- Managed connectivity between remote offices.
- Implemented new backup schema via Backup Exec 10D and DLO.
- Configure rollout all production Win2k3 & Unix Servers.
- Supported voice and data (computer) system users by providing senior level responses to questions, requirements for services and system/ equipment problems.

Technologies: Microsoft 2003 Server, MS Exchange 2003, Solaris 2.8, Backup Exec 10D, Fedora, Citrix, BAAN, Good Link, Black Berry Enterprise, LAMP.**Premier Retail Networks, San Francisco, CA**
IS Support Specialist – Contractor
Responsibilities**Aug 2005 - Nov 2005**

- Created new users accounts, managed mail aliases, file and directory permissions.
- Installation, maintenance, troubleshooting and repair of PC hardware; software installation and configuration; installing and troubleshooting network connections; documenting and inventorying PC assets.
- Phone assistance (both local and remote) to determine issue and resolution. Responded to department user questions regarding use of software and user requests for assistance in resolving PC/Mac problems.
- Setup, configured, and delivered of all new hire computer system orders.
- Provided VPN & remote support for remote users.
- Telecom Admin, created mailboxes, password resets.
- Troubleshoot and installed PC peripheral equipment including CD ROMs, SCSI devices, tape backup systems.
- Deployed and supported Blackberry, phone systems, video conference equipment and various wireless devices. (e.g. MS Mobile 5 Smart phones & PDA)

Technologies: MS 2003 Server, 2003 Exchange, MS Office, Dell Certified, LANDesk, Ghost, Cisco, RSA, NetApp, Veritas, TREO 6XX, Blackberry, MS Mobile 5, Office Mobile, Lucent Definity.**AMCC, Sunnyvale, CA**
System Administrator, Contractor
Responsibilities**Mar 2005 - Aug 2005**

- Created new Novell and LDAP user accounts.
- Installed, configured, tuned, and maintained MS and Novell Servers.
- Troubleshot hardware and software related issues.
- Responded to department user questions regarding use of software and user requests for assistance in resolving PC problems.
- Setup, configured, and delivered of all new hire computer system orders.
- Supported for common protocols (CIFS, TCP/IP), including support for workstation connectivity, network printers, WAN connectivity, and connection to UNIX servers.
- Provided VPN support for remote users.

Technologies: MS 2003 Server, Active Directory, LDAP, NetAPP, Solaris 2.X, Novell, IPRINT, CIFS, TCP/IP, MS Office, RSA, Blackberry.**Savi Technology, Sunnyvale, CA**
Customer Support Engineer
Responsibilities**Nov 2003 - Feb 2005**

- Provided telephone and email support for internal and external customer.
- Logged calls in call tracking system, track, escalate, and close tickets as appropriate.
- Handled customer RMA requests. Log in RMA, route, track, and close.
- Provided weekly reports on RMA, tickets.
- Acted as customer interface with sustaining engineering, account managers, field service engineers (FSE), and consulting services managers.
- Prioritized tasks to meet deadlines.

- Provided 24-hour pager support.
- Participated in product presentations, demonstrations assist in the generation and review of technical notes and knowledge base articles.
- Participated in technical training and testing activities

Technologies: RFID mobile & fixed Readers, Symbol, Savi Smart Chain Application, Oracle 9i, SQL, BEA WebLogic, IIS. Linux.

Genentech, San Francisco, CA
Help Desk Analyst – Contractor

Jul 2003 - Oct 2003

Responsibilities

- Provided 24-hour telephone based support for over 4,000 Genentech employees either field base or campus based.
- Supported Windows 2000/XP, Mac OS X, MS Office XP, Virtual PC, Norton 7.6, Netscape Mail, PDA, Cisco VPN client, and home networking hardware including DSL routers, wireless NIC, switches, reset and re-synced RSA tokens and passwords.
- Resolved issues using LANDesk remote control tool.
- Tracked and routed all incoming issues via Remedy, maintained a 90% closure rate on open tickets.

Technologies: Remedy, LANDesk, DSL routers, wireless NIC, RSA, switches, Windows 2000/XP, Mac OS X, MS Office XP, Virtual PC, Norton 7.6, Netscape Mail, PDA, Cisco VPN

Reality World Team Advantage, San Jose, CA
Systems Administration

Feb 2002 - Jul 2003

Responsibilities

- Duties included support for Windows 2000 and Linux users, new hire setup and training.
- Administered and implemented LAN/WAN, multiple domains, VPN, DSL, ISDN, RAS, POP3 email and 3rd party support tools.
- Provided telephone and email support for remote users and desktops users on Window 2000 & Linux.
- Supported MS Office and Open Office.
- Managed LAN/WAN integration via DSL and ISDN.
- Created and maintained network shares, security for onsite and remote users, HP Jet Direct Print Servers, RAID, backup, and virus protection.

Technologies: HP Jet Direct Print Servers, RAID, Linux, Windows 2000, DSL, ISDN, LAN/WAN, VPN, DSL, ISDN, RAS, POP3 email, MS Office, Open Office

Space Systems Loral, Palo Alto, CA
Systems Administration

May 2001 - Jul 2003

Responsibilities

- Provided onsite and remote support for over 3,000 internal end users on Windows 2000, Linux, and Sun Solaris 2.7.
- Identified, troubleshoot and resolve hardware, software, and network related problems for end users.
- Issues included logging on to the network locally and remotely, LDAP and POP3 mail profiles, home directories, hardware failure, system upgrades, data recovery, network printing, and filing sharing.
- Documented and implemented new hire training.

Technologies: Windows 2000, Linux, Sun Solaris 2.7, LDAP, NS Mail.

Ramp Networks, Santa Clara, CA
Technical Support Supervisor

Jan 2000 - Apr 2001

Responsibilities

- Managed the North America technical support department consisting of 2 leads and 20 TSEs.
- Serviced enterprise partners, channel customers, and end users through a multi-tiered 24-hour support model.
- Managed a \$3,000,000 annual budget.
- Responsible for web presence, knowledge base and technical note entries.
- Managed Latin America sales.
- Established global RMA process for replacements and credits.
- Implemented customer satisfaction surveys using Onyx.
- Created and implemented support policy and procedures for case record process.

- Key member of team that developed service contracts and extended warranties, generating 150k in first year.
- Member of team which created weekly review board with engineering and sales to discuss status and steps to resolve escalated cases, key accounts, and Beta customers.
- Assisted with the creation of training material and provided training throughout the Americas.

Technologies: RMA, Onyx, Web Ramp, CISCO, Lucent, DSL Modems & Routers, LAN/WAN

Quantum Corp., Milpitas, CA

Jun 1998 - Jan 2000

Level 3 Product Specialist/TSE Lead

Responsibilities

- Provided level 3 telephone and email technical support for North America end users.
- Managed day to day call center operations, handled escalations, and 3rd level support for NAS and RAID products.
- Trained all incoming employees.
- Implemented a new hire training course, which focused on technical and customer service skills.
- Monitored ongoing trends and identified training issues.

Technologies: DLT, RAID, NAS, ATA, SCSI, SAN.

Quantum Corp | KELLY SERVICES, Milpitas, CA

Nov 1997 - Jun 1998

Product Support Engineer

Responsibilities

- Provided technical support, pre- and post-sales for Quantum hard drives and DLT tape drives.
- Troubleshoot and issued return authorizations for products deemed defective.
- Tracked all incoming calls through a Clarify and HP Reflections database.
- Provided technical training for new employees.

Technologies: DLT, ATA, SCSI, FC Clarify, HP Reflections

#3 Candidate Name - Manuel Ortiz

Summary

- Network Engineer with experience in telecommunications, network engineering, network administration, network design and network planning.
- Experienced Network Engineer adept at intricate technical responsibilities.
- Currently at Optum Care, leading IP migration for remote sites and a Regional Data Center, involving EIGRP routing protocol adjustments, VLAN creation, and layer 3 SVI configurations.
- Proficient in supporting data center Routing, Switching, LAN/WAN services, and ensuring optimal network health.
- Technical prowess demonstrated at Twitter, Los Angeles USD, Delta Electronics, Spectrum Enterprise, and Time Warner Cable, involving BGP AS peers, JunOS upgrades, and Cisco CRS Back-to-Back deployments.
- Skilled in troubleshooting diverse multi-vendor environments, including Cisco, Arista, and Juniper, with proficiency in TAC case management, JIRA, and Slack for internal communications.
- Knowledgeable in circuit capacity deployment, IXPs, and smart hands tickets.
- Solid background in handling complex networking projects, MPLS, Multicast networks, and detailed Method of Procedure (MOP) execution.

Education

- University of California, Santa Cruz, Santa Cruz, CA
- Bachelor of Arts, Sociology and Mathematics
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP) (renewing)
- Cisco Certified Design Associate (CCDA)

Skills

Connectivity & Hardware

Cisco IOS, IOS-XR, IOS-XE, NX-OS, ASR, NCS 5500, Nexus 9K, ACI, SD-WAN, Juniper JunOS, EX3400, MX480, MX960, PTX10K, Arista EOS, DCS-7500, ALU/Nokia 7750, 1Gb/10Gb/25Gb/40Gb/100Gb Ethernet, CWDM, DWDM, 850nm, 1310nm, 1550nm

Protocols

Point-to-Point, Point-to-Multipoint, TCP/IP, RIP, EIGRP, OSPF, BGP, ARP, PPP, HSRP, MPLS, VLAN, VxLAN, 802.11x, 802.1x, STP, FTP, TFTP, DNS, DHCP, QoS, NAT, IPv4, IPv6, ONIE, BIOS, BMC, CPLD

Professional Experience

Optum Care

Nov 2022 – Present

Network Engineer

Responsibilities:

- Assist with the IP migration of all remote sites and a Regional Data Center (RDC) as part of the Optum Integration Project for CA Market Companies.
- Document all Cisco and HP legacy IP information prior to maintenance windows and update documentation with new Optum Care IP migration plan.
- Make layer 3 configuration changes to EIGRP routing protocol, create layer 2 VLANs and layer 3 SVIs as well as updates to existing trunk ports to allow communication.
- Support data center Routing, Switching, LAN/WAN services and proactively monitor the health of all Network systems located at the data centers and take appropriate action.
- Support current network infrastructure by aiding daily break/fix operations (Cisco TAC, HPE/Aruba).
- Provide support to internal Network Infrastructure teams (Systems, Service Desk, VoIP)
- Perform after-hours systems support, installation, and maintenance.
- Support on-call rotation alongside the Systems, VoIP and Service Desk Teams.

Twitter

Nov 2020 - Nov 2022

Network Operations Engineer

Responsibilities:

- Support routing (label routers, core routers) and switching infrastructure (ToR switches, core switches, fabric switches) at the Data Centers in the US and PoPs in the US and overseas.

- Operational support in a multi-vendor environment including Cisco (IOS and IOS-XR), Arista (EOS) and Juniper (JunOS).
- Troubleshoot multi-vendor issues for Cisco, Arista and Juniper by opening TAC cases when necessary and working with the TAC engineers to resolve issues in a timely manner.
- Assist with the deployment of additional circuit capacity to three US Data Centers and multiple PoP locations throughout the US and overseas.
- Establish and troubleshoot BGP AS peers at Internet Exchange Points (IXP) and reference PeeringDB.
- Work in conjunction with circuit providers (carriers) with troubleshooting the deployment of 100Gb circuits as well as the documentation.
- Open Smart Hands (remote) tickets with PoP providers to assist with troubleshooting cross connections, fiber runs, MMR (Meet Me Room) handoffs.
- Assist with JunOS upgrades of all Backbone routers throughout the US Data Centers and PoP locations in the US and around the globe.
- Assist with break/fix issues as they arise using JIRA as the ticketing system and Slack for internal communications.

Los Angeles Unified School District

May 2020 - Nov 2020

Network Engineer

Responsibilities:

- Assist with deploying the AT&T Switched Ethernet on-Demand (ASEoD) across 900+ sites migrating from 1G circuits to 10G circuits.
- Configure eBGP peers with the ISP at each site on the Cisco 4400 series (ISR) routers as well as iBGP peers with the Cisco Catalyst or HP core switch.
- Work in conjunction with the ISP (AT&T) as well as their third-party vendor (NCR) to minimize the impact caused to the network during the migrations.
- Understand distribution frame layouts and where the demarcation point from the ISP is located at the Main Distribution Frame (MDF) and how that frame connects to the Intermediate Distribution Frame (IDF).
- Document equipment using assets tags and internal tools (BMC Remedy) to track the progress, provide updates and report any issues that arise.
- Assist in strategic planning for short-term and long-term network projects, including hardware and software.

Delta Electronics

Oct 2017 - Jan 2020

Network Support Engineer

Responsibilities:

- Provide post-sales support for white box switches deployed in a software-defined network (SDN).
- Top of Rack (TOR), Leaf & Spine network switches for Datacenter, ISP and Enterprise deployments.
- Open Network Install Environment (ONIE), BIOS and CPLD software upgrade support.
- Maintain latest software revision for all different platforms (10Gb, 25Gb, 40Gb, 100Gb) white box switches.
- Work with RD team for customer support and RMA replacements.
- Work with Open-Source networking OS (NOS) providers to troubleshoot customer issues (Broadcom, IP Infusion, Cumulus, Pica8).
- Work with Pre-Sales team to provide additional support for potential customer sales.
- Create and update Method of Procedure (MOP) for upgrades and troubleshooting for the different hardware platforms.

Spectrum Enterprise

Mar 2015 - Oct 2017

Network Engineer, Planner

Responsibilities:

- Manage and ensure bandwidth for the Cell Tower Backhaul Network (ALU 7750s) and the Commercial Enterprise Network (MX480 & MX960) for the PacWest Market (Greater Los Angeles area, San Diego, Desert Cities and Hawaii).
- Utilize Visio and PowerPoint to provide high level designs when a bandwidth augment is required, or when a Commercial Customer augment is needed.
- Provide costing for all bandwidth augments including but not limited to router line cards and appropriate optics, optical transport hardware, chassis/router upgrades.

- Apply Project Management methodologies across multiple projects for the entire PacWest market by working closely with the Operations and Implementation team to ensure they are completely in a timely manner.
- Develop annual budget proposals and assist in the implementation of approved annual capital projects.
- Monitor and forecast year-over-year bandwidth utilization using SevOne reporting tools.
- Work closely with third-party transport and hardware vendors, peers and upper management in order to determine the scope of projects, develop solutions and ensure all projects are completed within the allotted time and cost constraints.
- Work with Edison Carrier Services when a third-party circuit is required to complete the circuit upgrades.

**Time Warner Cable
Network Engineer, Core**

Aug 2012 - Mar 2015

Responsibilities:

- Manage and ensure stability for the LAN and WAN infrastructure at the core.
- Support the Service Providers MPLS and Multicast networks.
- Prepare, build out and implement configurations for Cisco CRS Back-to-Back and Multi-Chassis deployment/migration.
- Perform moves, adds and changes specifically following change management policies.
- Perform annual IOS/XR code upgrades and quarterly SMU updates using a detailed Method of Procedure (MOP).
- Monitor PacWest network with the assistance of Spectrum Infrastructure Manager as well as MRTG.

**Time Warner Cable
Network Engineer, Edge**

Sep 2010 - Jul 2012

Responsibilities:

- Manage and ensure stability for the LAN and WAN infrastructure at the edge.
- Support the Service Providers MPLS and Multicast networks.
- Prepare and implement configurations for new Cisco 7609 deployment/migration.
- Establish BGP and OSPF peers during the deployment process and troubleshoot BGP and OSPF peers once operational.
- Mentor and train other engineering team personnel in key elements of TWC networking systems and tools.
- Update and track trouble tickets utilizing BMC Remedy Software.

Position 7 – Project Manager

#1 Candidate Name - Allan McCutchen

Professional Summary

HealthCare Application Analyst supporting HMS (Medhost), Epic, Sunquest, Cerner Pathnet, McKesson Lab and Pathology. Prior experience with Project Management and software development of Health IT systems. Experienced with system conversions and implementation for Laboratory Information Systems.

Roles included requirements gathering and Workflow analysis for Clinical Laboratory Information Conversions, Build Test Tables and Charge Master.

- Multiple implementations for Hospital Based Laboratory Information Systems with interfaces to HIS, Billing, Blood Bank, Microbiology. Build and Maintain Charge Master and integrate with operational practices. Familiar with LOINC code mapping, RELMA and HIPAA. Requirements Gathering and Project management for multiple development projects for Software and Database Development. Familiar Microsoft Visual Studio, SQL Server Management Studio VB, C#, Dev/Ops, MVC.
- Experienced in design and development of Clinical Health Information Systems from design, development to Go Live. Managed all aspect of Design, Interoperability and Interface development.
- Extensive experience of Electronic Medical Records EMR and Electronic Health Records EHR.
- Experienced in Requirements analysis, Requirements gathering, Current State/Future State documentation.
- Professional Business Development manager for commercial Clinical Laboratories and healthcare companies. Experienced using sales territory development techniques and Professional Selling Skills.
- Experience with Implementation and Integration of Cerner Pathnet, Copath, Epic and McKesson implementations as well as Sunquest and Meditech Information systems. Experience in use of Cerner DCW development, Bedrock build, UCERN documents and help pages. Build in DCW, Bedrock, Coordinated Training, Integrated Test and Go Live.
- Experienced as HL7 analyst, Corepoint, Mirth. Experienced with communications, instrument and Computer-Computer interface using ASCII, HL7, XML, TCP, XML.
- Experienced with Microsoft SQL Server, Microsoft ASP.NET, ASP.NET C# programming, interface to Intersystem' Cache. Design tools include Visual Studio as well as Excel, Visio, Microsoft Project and MS Office suite.

Education and Certifications

B.Sc. Biology, Minor Chemistry, Florida State University
MT(ASCP) License Number MT- 089642, ID # 01964924

Professional Experience

Connecting-Health Technologies Inc.

Feb 2021 - Current

Business Analyst

This is a company formed development and Sales of Clinical Laboratory Systems. As Founder and Principal business development manager, the company sales grew and continues to current. McCutchen is familiar with Lab operation and interface with most hospital information System.

- McCutchen was responsible for software development and for interface software products for support of Clinical Laboratories and Hospital groups.
- Software in development for interface and data management in Telehealth. Activities for Health Information system implementation in Hospitals, Group Practices and Clinical laboratories are supported.
- This company was formed by McCutchen with responsibility for business development and Sales.

Fla Blue, Blue Cross and Blue Shield of Florida, Jacksonville, FL.

Dec 2019 - Jan 2021

Business Analyst

As an Information Management member, participated in processes and projects within an AGILE framework. We used Microsoft products such as Visual Studio. The company monitors and interacts with multiple vendors and remote resources. Multiple projects are active at any one time and many customers and vendors are interacting constantly.

- Information Systems Analyst. Application support and monitoring while interacting with team members.
- Risk mitigation using company specific methods and industry standard techniques.
- Learn company policies and procedures for support of standard software methods.
- Support IT vendor process implementation.

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | **Email:** rfp@tryfacta.com

- Follow operations process for vendor evaluation and monitoring and contacts.
- Support implementations using PMI established methods.
- Learn and follow processes for Contracts and Methods, monitor and control.
- Follow SDLC and document detail.
- Maintain SCORECARD and populate details as required.
- Learn and follow support as well as document FMEA.
- Attend all meetings and follow company guidelines for security and support of operations.

**Connecting Health Technologies Inc.
Software Development Consultant****Feb 2018 - Dec 2019**

- Connecting Health Technologies Inc. is a small business directed to software development for interoperability, interface and implementation of Best of Health Information Systems. Development of Interfaces and API interoperability.
- Health Information System Software development using Microsoft Visual Studio and MS SQL Server, MCV and WCF. Interface development for RFID connectivity. Interface Experience with Mirth HL7 Interface.
- Analyzed Clinical Quality Measures under the Meaningful Use EHR Incentive Program of the Centers for Medicare and Medicaid Services (CMS).

**Connecting Health Technologies Inc.
Business Implementation Consultant****Mar 2017 - Nov 2017**

- Clinical Software Development and contracting for Health System implementation. ClinLab owns rights to ClinLab Laboratory Information system, which include Laboratory and Pathology Information modules.
- Clinlab software includes Instrument Interfaces written in C++ and Assembly Language. The software was design and developed by ClinLab staff and consultants using Microsoft Visual Studio, MS Office applications. Interfaces developed to Intersystem Cache database using MS Visual Studio C# and MS SQL Server.

**Northwestern - Medical Chicago, IL
McKesson MLAB Business System Analyst****Aug 2016 - Feb 2017**

- Evaluate requirements and provide support for MLAB conversion from Meditech. Perform duties as required for multiple facilities upgrading to McKesson MLAB and Epic in a multifacility environment.
- Location build, HL7 interface testing and validation.
- Review claims information and data matching.
- Gathered requirements and workflows with interaction of Epic team and built tables in McKesson Laboratory System.
- Coordinated implementation of BioRad Quality Information system with BioRad engineers and Hospital and department managers.
- Reported to the Project Manager.
- Participated in conference calls with Epic Staff, Laboratory Management and Vendor Senior Lead.
- Ongoing On-Site Meetings with Clinical Staff in conjunction with Laboratory Director.

**Connecting Health LLC - Pleasant Hill, CA
Software Development Consultant, Senior Manager****Feb 2016 - Aug 2016**

- Software development for a startup LLC in the Bay Area, CA.
- Excel data integration and programming using C#.
- Interface development for SQL Server and Cache' database.
- Contract Health Information System implementation, interfacing using Mirth, Corepoint,
- Clinical Laboratory implementation and support.

**Ivesia Solutions Inc. - Salem, NH
Cerner Pathnet AP Analyst Consultant****Sep 2015 - Feb 2016**

- Supporting Cerner Pathnet AP in a remote role with occasional onsite activities.
- Insurance and billing file review for Pathology ICD9 codes.
- Activities are directed to Pathology Information Systems. Table Build, Implementation activities in multiple markets throughout the US.
- Worked for Cerner and Cerner Personnel to acquire data from Laboratory Sites, primarily for the Pathnet AP module. Travel to Sites to gather data for the Data Collection Workbook (DCW).

- Requirements gathering meeting with Pathologist Leadership to identify and verify Reporting Requirements. Problem Resolving Meetings with Senior Pathologist staff regarding Conflicts between Vendor Specifications and Hospital Pathology Staff.
- Site visits supporting build and requirements gathering.

Contra Costa County Health System, Martinez CA**Jan 2015 - Apr 2015****Business Analyst/LIS Analyst**

- Support clinical and laboratory system interfaces for an integrated health system. Support project activities for EPIC system upgrade. Programmer Analyst for HL7 messaging.
- Verify accuracy of Insurance billing data for interface to Meditech system.
- Support Interface projects, Clinical Laboratory interfaces and Epic Bridges maintenance.
- Design HL7 Interfaces, requirements gathering, pseudocode and review. Develop interface in Test Environment and test. Review and obtain approval and move to live. Manage data files in test and live. Support vendors implementation and testing procedures.
- Implement and Test HL7 interfaces for Corepoint Interface Engine upgrades. System supported include Epic Clinical Information System, Epic Bridges and Meditech Laboratory system.
- Interfacing Epic with Meditech, support testing and development. Epic Bridges, Corepoint Interface Engine.

Dignity Health Corporation, Clinical Informatics., Redwood City, CA.**Jan 2014 - Aug 2014****Business Analyst/LIS Analyst**

- Primary Role was Pathology Requirement Gathering with the Pathologist to verify Reporting Requirements and Cerner Reporting Capabilities. Coordinated with Pathologist to assure she had correct information as to Cerner Specifications and Pathologist Needs.
- Participated in Go Live, interacting with Pathologist regarding Physician Needs. Coordinated with Laboratory Staff to Satisfy Physician Request for Result Reporting.
- Support and project activities for Cerner Pathnet Implementation.
- Evaluate and crossmatch Insurance Codes for Implementation of new system.
- Table build support and analysis of database requirements, billing and CDM analysis
- Support Project team to provide Current State data to satisfy future state build requirements.
- Power path conversion to Cerner AP required extraction of Power path templates and shortcuts, extraction of data and development of project documentation.
- Workflow using Visio documents, system test, analyze requirements.

Community Health Systems (CHS) - Franklin TN**Mar 2013 - Aug 2013****Business Analyst/HL7 Interface Analyst (Multiple projects)**

- Requirements gathering, Gap Analysis, Design, Build, Test and go live.
- Coordinated with Laboratory Staff and Management to fulfill Requirements Documentation Needs, Billing Information, Staff and Physician Information Requests.
- Go Live participation responsible for successful operation. Coordinated Repair of any System that did not perform as per Designed. Requirements Document, Review with Management, Gap Analysis, Resolutions. Go Live support 24/7.
- Implement HL7 interfaces for the Java Based Meaningful Use software upgrade project. Verify messaging and test application for correct functionality. Excel, Visio.
- Analyze and Crossmatch insurance codes for Claims module for new implementation.
- This function requires understanding of the HL7 messaging, hospital HIS and ancillary department applications such as LIS and RIS, workflow, HIM, hospital management and project deliverables. Interface Test, verify mapping and messaging. Support GO-LIVE event.

Palo Alto Medical Foundation, Mountain View**Sep 2012 - Feb 2013****Business Analyst/LIS Application Analyst**

- Manage clinical systems, interfaces and implementations for clinical laboratory. Software systems include Copath, Sunquest LIS and Epic EHR.
- Successful integration of the Mountain View LIS role with three other facilities.
- Managed LIS activities included Epic enhancements, new facility go live, build and test.
- Provided support and table updates for Sunquest, Copath and Epic.

- Monitor Daily Billing Claims File, correcting insurance billing errors. Resolve order and ICD9 entry errors.
- Monitored Epic Interface Error log and corrected interface errors related to Copath and Sunquest Interface Errors. Work with Epic Bridges to monitor messages.
- Table Build, Update, Test and Verify against EPIC, LOINC data standards.

Community Health Systems (CHS)**Oct 2011 - Aug 2012****Business Analyst/LIS Application Analyst**

- Evaluate current state, future state.
- Design and implement conversion of Clinical Laboratory Information Systems. The project involved a conversion for the full McKesson Horizon application from Siemens/Sunquest. Confirm Design acceptance with Laboratory Management, Pathologist and Departmental Leads. Go Live support Hospital for Management.
- Assessment development, Gap analysis and recommend solutions. Identify current state for three hospitals, multiple laboratories with a large outreach laboratory operation.
- Database extraction and normalization. Extract laboratory data tables from Sunquest Laboratory system, organize and normalize to meet corporate standards. Review with customer for acceptance and design for build for the new LIS.
- Verify and normalize laboratory database for accuracy against corporate standards, LOINC and external Reference Lab (QUEST) requirements.
- Utilize Microsoft Project Management, Define Tables from Current Sunquest table structure and provide project deliverables including Workflows and process interactions.
- Define requirements for interfaces for devices and HL7 communications, table build and test.
- Coordinated with technical resources and team resources for integration with hospital system.
- Build tables related to HLAB and coordinate with McKesson build team for system build.
- Analyze and create Assessment, Workflow, Design and project plan.

John Muir Health - Concord, CA**Mar 2010 - Oct 2011****LIS Application Analyst**

- System Support and project implementation for 3 hospital campus in the Concord – Walnut Creek area of Northern California.
- Build, maintain and Test Library and clinical information systems.
- Systems supported include: McKesson Horizon Laboratory, HBOC STAR, Meditech, HBB Blood Bank, Antrim, Powerpath Pathology, HLF, Horizon MD Portal and supporting middleware applications including Data Innovations interface middleware.
- Validate against standards, LOINC and corporate finance systems standards.
- Responsible for table build and maintenance for HLAB, Horizon Lab Financials (HLF), Meditech, PowerPath Pathology and downstream systems.
- Setup and maintain internal and external clients, setup financial tables.

Community Health Systems (CHS)**Dec 2007 - Oct 2009****Clinical Business Analyst**

- Involvement in all aspects of Assessment, Planning, Design and Implementation of a Hospital Integrated Information System with emphasis in Clinical Lab. The position required all aspects of the implementation of the IS in multiple hospitals throughout the US. Components included Wyndgate Blood Bank, Powerpath Pathology, Clinical Laboratory, Transcription and Interfacing (HL7 and Point to Point). Conversions are integrated with a complete HIS and requires coordination with all departments. This effort resulted in successfully completed 6 hospital implementations within the US.
- Microsoft Project, Visio workflows.
- HL7 interfaces, instrument interfaces implement and troubleshoot.
- Charge Master management, Table Build for Lab, Blood Bank, Pathology and Financial tables and crosswalks.
- C level management interaction.

#2 Candidate Name - Bhuvaneshwar H Puttarudraiah

Professional Summary

- PMP Certified Project Manager with 19 years of public and private sector experience as a Project Manager, Business Analyst and Scrum Master.
- Strategic and creative problem solver with demonstrated ability to lead projects/programs thru ideation through execution and operations in both matrix and projectized environments.
- Excellent multitasking leadership skills in driving cross-functional teams deliver outstanding results.
- Insightful professional with notable success in leading yearly planning, analysis, and implementation of solutions in support of business objectives.
- Exceptional understanding of PM processes and in-depth knowledge of preparing and managing project artifacts, including Project Charters, Project Management Plan, Project Schedule, Communication Plan, Risk and Issue Logs, Decision logs, Resource Plans, Project Budgets, and Status Reports with varied level of details.
- Thorough understanding of establishing identifying and establishing KPIs.
- Proven record of managing project financials and resource management. Key strength included Stakeholder Management and Risk Management.
- Expertise in planning and building IT solutions at the enterprise scale involving selection of appropriate technology and products, negotiating with vendors, finalizing Service Level Agreements, and directing the timely completion of projects / programs.
- Extensive Knowledge of Waterfall and Agile methodology and frameworks – Scrum, Kanban and SAFe.
- Extensive Public Sector IT Project Management experience; excellent knowledge of State Government procurement process; instrumental for writing two RFPs.
- Advanced user of Microsoft Project, JIRA, Azure DevOps (ADO) SharePoint and Confluence
- Extensive experience of managing DW and Big Data Projects
- Successfully contributed to multiple programs in State Government Portfolios – System Preservation and 95-Corridor ETL.
- Expertise in performing structured analytical and data analysis, gap analysis, feasibility analysis, risk analysis, change management, impact analysis.
- Excellent experience with creating structural and functional diagrams using Visio based on specifications provided by engineers.
- Proven competencies in Business Process Modelling (BPM), requirements analysis, data analysis, Documentation of Functional Requirements and Cost Benefit Analysis (CBA).
- Excellent working knowledge of Software Testing Life Cycle (STLC); managed multiple testing initiatives.
- Has comprehensive knowledge of PMI project management body of knowledge areas, project life cycle, business processes and enterprise independencies, traditional Software Development Life Cycle (SDLC) methodology variants such as Waterfall and Agile, Rapid Application Development (RAD), prototyping model, spiral model, and the Rational Unified Process (RUP).
- Proficient in interacting with clients (internal/external), gathering and documenting user requirements from the business team members and converting them into technical requirements using documents such as project charters, business requirements documents and feasibility specification documents with standard templates and helped in conflict and change management.

Education

- Master of Engineering, Morgan State University, Baltimore, 2010
- Bachelor of Engineering, University of Mysore, India, 2001

Knowledge Snapshot

Project/Program Management	Budgeting & Planning (CAP/OP)	Data Warehouse
Delivery Management	Change Control Management	Onshore / Offshore Team Management
Account Management	Proposals & Proof of Concept	Purchasing IT
Agile / Scrum Methodology	Annual Operational Planning	Requirement Gathering
Process Analysis & Redesign	Infrastructure Management	IT Enterprise

Portfolio		Data Warehouse
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Tools	
Cloud	AWS (advanced), Microsoft Azure and Google Cloud
Languages	Python, Java, SQL, PL/SQL, XML, HTML
DB	SQL Server, My SQL, Db2, Teradata
Tools	JIRA, Confluence, MS Project, MS SharePoint, MS Office Suite, CA Clarity (Workbench), Google Office Tools, ServiceNow, TOAD, Eclipse, Maven, TestNG, Jenkins, Ansible, Docker, Selenium, QTP, Quality Centre (MQC), LoadRunner, MS Visual Studio, Tableau, Informatica

Technical Skills

- Project and Software Management Lifecycle
- Project Budgeting, Risk, and decision logs
- Understanding of Data Governance in Banking
- Experience using Clarity, Jira, Confluence
- Experience using tools like Service Now
- Experience in MS Project, Build Project Schedules
- Methodologies (Agile, Waterfall, Scrum)
- Change management processes.
- Understanding of ETL System and Visualization
- Understanding of governance reports
- Proficient in MS Office/ Project, 365, & SharePoint

Certifications

- Project Management Professional (PMP), Project Management Institute
- Agile Certified Professional (PMI-ACP), Project Management Institute
- Certified Scrum Master (CSM), Scrum Alliance
- Information Technology Infrastructure Library (ITIL)
- SAFe Agile Certified

Professional Experience

Minnesota IT Services (MNIT), Saint Paul, MN | Remote

Jun 2022 - Current

US Bank's eBill Application Development and Implementation and Migration - Project Manager

- Created a master plan to manage the migration from ePay to the eBill application and new implementations of the eBill application across 108 MN accounts/agencies.
- Interacted with business stakeholders from MN agencies looking for new capabilities of receiving payments (Credit Card, ACH, etc.) online; understood their business needs and process complexities and suggested appropriate implementation design approaches. New agencies include: SHPO, DPO, GCB
- Ensured the development of Hosted Forms and Payment APIs as per scheduled.
- Migrated from ePay to eBill application successfully across multiple MN accounts/agencies, including the Department of Revenue, DLI, COMM, and DLI.
- Collected high-level requirements from agencies like the Secretary of State and put the ePay to eBill migration on hold until required specific capabilities are built into the eBill application.
- Due to the shifting priorities of US Bank after their acquisition of Union Bank, the rollout of the eBill application was put on hold; otherwise, the e-Bill rollout was as per plan.
- PM Artifacts Developed/Managed: Project Charter, Project Schedule, Resource Plan, Budget, Estimates vs. Actuals, Risk and Issue Log, Status Reports, Executive write-ups, Status Presentations.

New York University Medical Centre, New York, NY

Jan 2021 - Jun 2022

Senior Project Manager

- Managed the full lifecycle of multiple IT infrastructure projects, from initiation to closure.
- Managed the technical design and development of full-tunnel VPN; on-boarded test users to Proof-of-Concept and collected feedback.
- migrated users from split-tunnel VPN to full-tunnel VPN in a phased approach.
- Responsible for providing technical assessment of data access solutions (VDI, jump box and CyberArk) and

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | Email: rfp@tryfacta.com

developing CyberArk POC.

- Ensured VPN technologies are implemented in adherence to IT standards and policies.
- Worked with project stakeholders to ensure decisions align with the infrastructure strategies defined by the IT Infrastructure leadership.
- Ensured successful and cooperative completion of tasks and projects and to resolve problems in a timely manner.
- Communicated project and team status to internal and external audiences to keep project team informed.
- PM Artifacts Developed/Managed: Project Charter, Project Schedule, Resource Plan, Budget, Estimates vs. Actuals, Risk and Issue Log, Status Reports, Executive write-ups, Status Presentations

New York City Dept. of Social Services, New York, NY**Dec 2018 - Jan 2021****Project Manager/Scrum Master**

- Worked as Project Manager on Release-1 (first part) of SEAMS Project; Scrum Master on Release-2.
- I was a key contributor of the team that contributed to the change in approach – from waterfall to Agile to hybrid methodologies. Key contributor to documenting requirements as user stories within waterfall framework.
- Conducted Scrum ceremonies including Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective sessions.
- Led the planning and execution of Self-Sufficiency Employment Assessment Management System (SEAMS), a large multi-million dollars complex Case Management System (CMS) project and facilitated the definition of project scope, goals, and deliverables.
- Managed the Software Development Life Cycle (SDLC), which included developing detailed project plans, established milestones, defined the resources required and coordinated all project activities with business owners/stakeholders and technical teams.
- Conducted the scoping sessions with technical teams which included providing technical approaches, tasks, deliverables, work estimate, assumptions, and dependencies.
- Managed the development and review of estimates and estimating assumptions for the projects schedule, which included conducting complex research and analysis to determine the effort it will take to achieve a desired result and the cost to produce it using established estimating models and best practices.
- Developed and monitored schedules to ensure that projects are completed within established deadlines. Tracked and maintained detailed issues list, managed team progress and prepared appropriate status reports, and effectively managed their deadlines and deliverables throughout a project.
- Identified project risks and mitigation strategies and communicated project level risks to team and stakeholders; Interfaced with all levels of business and technical management staff and project teams to facilitate problem resolution and the resolution of competing priorities.
- Managed changes to the project requirements through a formally defined scope change /change request process.
- Performed day-to-day management of the project including requirements gathering and design.
- Managed the integration of project activities and information across project teams and advises, monitored and oversaw system analysis, design, configuration and deployment of solution components /deliverables.
- Worked closely with client to gain an in-depth understanding of business issues; identified, analysed, and translated business needs into functional specifications with coordination from BA team.
- Developed production schedules, best practices and training documentation for end-to-end project management and execution. Effectively managed the project through use of appropriate resources and processes, developed workflow steps, involving creative development, execution and deployment.
- Worked cross-functionally with designers, software development engineers, quality assurance engineers, business analyst and program director, ensuring that all teams understand strategy, deliverables, and project goals.
- PM Artifacts Developed/Managed: Business Case, Charter, Project Schedule, Roadmap, Release Plan, Change Log, Resource Plan, Budget, Estimates vs. Actuals, Risk and Issue Log, Status Reports, Executive write-ups, Status Presentations, Test Plan.

Hewlett Packard Enterprise / DXC Technology, Columbus, OH**Mar 2017 - Dec 2018****PMO Project Manager**

- We were consumers of data from Federal Child Nutrition Program (Child and Adult Care Food Program - CACFP) and sent the programs downstream data.

- Successfully implemented the IT components of the redesigned Behavioural Health program.
- Efficiently managed the creation of Managed Care Encounters dashboards.
- Maintained a direct client relationship with all levels of Ohio Office of Health Preparedness (OHP) leadership to ensure that the tactical business needs of OHP, and the Medicaid enterprise are clearly understood and fully actioned into viable, well thought-out technical solutions within the Medicaid Management Information System (MMIS), known as Ohio Medicaid Information Technology Systems (MITS).
- Looked at strategic initiatives within Health Care to understand impacts to the Ohio Medicaid enterprise and proactively works with the client to identify early approaches to implementation in Ohio.
- Maintained DXC Technology internal responsibility to ensure that all facets of applications development are performed with a continued focus on meeting client commitments and increasing quality delivery, thereby actively promoting increased client trust and satisfaction in DXC Technology delivery capabilities by working collaboratively with the DXC Technology Ohio MITS leadership team and with relevant DXC Technology leadership outside of the account. This is inclusive of all activities relating to Centres for Medicare and Medicaid Services (CMS) certification of MITS, a key activity for both the Ohio Medicaid Program and DXC Technology.
- Managed multiple projects' schedules in Microsoft Project, including Planning and Scheduling, Forecasting, Resource Management, and sharing dashboard using collaboration option.
- Fostered positive client relationships through frequent interaction with all levels of the OHP/OIS organization.
- Served as a primary point of contact for critical business needs requiring attention beyond the normal prioritization process.
- Maintained an understanding of Client business to predict changing needs. Collaboratively worked with business partner to help articulate their business needs.
- PM Artifacts Developed/Managed: WBS, Schedule, Roadmap, Change Log, Budget, Estimates vs. Actuals, Risk and Issue Log, Status Reports, Status Presentations, Release Plan.

State of Wyoming, Cheyenne, WY**Jul 2016 - Jan 2017****DW-BI Project Manager**

- We were consumers of data from Federal Child Nutrition Program (Child and Adult Care Food Program - CACFP) and sent the programs downstream data.
- Drove the strategic vision, architectural design and creation of a centralized data warehouse. Responsible for the scope, plan, budget, staffing requirements, server selection, software selection, database designs, capacity planning and security levels.
- Ensured the compliance with Medicaid Information Technology Architecture (MITA) and other Centres for Medicare & Medicaid Services (CMS) IT guidance.
- Led the development of Request for Proposal (RFP) for replacement of multi-million-dollar legacy MMIS data warehouse. Provided the requirements for state-of-the-art Business Intelligence, Business Analytics and ETL tools.
- Identified the Project Management processes and created a tactical Project Management Plan for the new Data Warehouse, which is part of a larger IT program.
- Managed project Schedule in Microsoft Project.
- Identified the tools essential for MMIS Replacement Program management.
- Developed and presented internal and market information for management strategic planning.
- Served as Technical Advisor on other projects of the legacy MMIS Replacement Program.
- PM Artifacts Developed/Managed: Charter, Project Schedule, Roadmap, Release Plan, Change Log, Resource Plan, Budget, Risk Log, Issue Log, Status Reports, Presentations.

Anthem, Inc., Norfolk, VA**Jul 2015 - Jul 2016****DevOps Project Manager / Agile Coach, AEM Portfolio**

- Defined the continuous deployment strategy for Anthem Inc. – Blue Cross Blue Shield applications, working collaboratively with all participants in software development and deployment lifecycle.
- Led the definition of the continuous delivery architecture & design, ensuring business needs are met and communicating this strategy to leaders.
- Led a team responsible for all aspects of continuous delivery and deployment for products delivering high quality products on-time, on-scope, and on-budget to teams.
- Worked with stakeholders across the company in the planning of new development projects; assisting with the clarification of requirements, development estimation, and other related activities; ensuring requirements

- are actionable by release, software, and QA engineers.
- Led and coordinated the go-live activities essential to the execution of the deployment plans/checklists for hosted applications, coordinating both internally and with customers.
- Responsible for managing multiple projects' schedules and resources in Microsoft Project.
- Communicated infrastructure requirements with Anthem employees, hosting partners, and customers.
- Responsible for hiring, establishing objectives, reviewing, developing, retaining, motivating, disciplining, and when necessary, terminating associates.
- Collaborated, facilitated, led, and provide and coaching to Two (2) Scrum teams which were responsible for developing domino-based software products for multiple lines of business.
- Facilitating scrum ceremonies (grooming, sprint planning, Sprint Review, retrospectives, and daily stand-ups)
- Enacted change and continuous improvement increasing the productivity of Scrum teams and the quality of deliverables
- Empowered teams to self-organize and grow cross-functionality
- Communicated senior management, engineers, product managers and support specialists on product issues
- Coached the team to create clear and concise epics/stories
- Worked with product owners to prioritize product backlog PM Artifacts Developed/Managed: Business Case, Charter, Product Backlog, Project Schedule, Roadmap, Release Plan, Change Log, Resource Plan, Budget,
- Estimates vs. Actuals, Risk and Issue Log, Status Reports, Executive write-ups, Status Presentations, Test Plan, Project Velocity, Agile KPIs

American Express, NY**Jun 2014 - Jun 2015****Agile Project Manager, RIM Portfolio**

- Established overall Program Framework and facilitate project decomposition, multigenerational Program Roadmap, Financial Baseline, and Monitor/Control Plan.
- Created executive level Program Status reports and lead Monthly Review presentations.
- Managed End-to-End projects comprising several responsibilities like business analysis, architectural alignment, design approach and test coordination between different impacted systems.
- Allocated funding with appropriate contingency considering the business needs and assigned appropriate technical recourses to the project.
- Provided accurate Timelines considering the complexities, risk factors and number of impacted systems of the project.
- Forecasted proper project costs for each phase considering the project development and transformation.
- Formulated effective Project Plan and communicated it to both on-shore and off-shore teams in order to set team as well as individual targets.
- Integrated Microsoft Project initially with Rally and then with JIRA; managed Project Schedule in Microsoft Project.
- Implemented SharePoint Services to streamline business processes and eliminate redundancies through Business Process Remodelling.
- Cross Platform integration of various systems into one central platform driven through lean principles.
- Organized the Project Governance Board calls, Project Kick-off Meetings, Project Pre/Post Analyse Sizing meetings, Solution Architecture Review meetings and Offshore/Onshore Project status calls.
- Provided advice in regard to strategic planning for process and performance improvement initiatives.
- Closely monitored the project tasks and make sure activities are completed as per the schedule & plan.
- Assessed vendor contracts and served as the liaison with 3rd party vendors.
- Identified and led Agile program and project process improvement activities.
- Developed and led the Agile Competency Centre
- Formed multiple Agile teams and guided them to embrace Agile mindset.
- Acted as a mentor to Scrum Masters and Product Owners.
- Assessed the Agile Maturity of the teams and coached them to achieve higher levels of maturity at a sustainable pace.
- Coached teams on how to remove complex roadblocks, handling conflict management and developing high performing teams.
- Educated senior-level management on Corporate Agility and Agile mindsets.
- Influenced and coached senior leaders in new ways of working.
- Provided status reports and facilitated inter-program communication to management, steering committees, project boards and other stakeholders.

- Facilitated classroom/workshop training for all levels in the organization on Agile principles, tools and processes.
- Identified and implemented process improvements that mature the Agile practice.
- Assisted in delivery assurance and health checks for Agile strategic and key initiatives by assessing all aspects from project direction and scope through implementation (including business case, requirements, risk, change management and project deliverables).
- PM Artifacts Developed/Managed: Charter, Project Schedule, Release Plan, Change Log, Decision Log, Resource Plan, Budget, Estimates vs. Actuals, Risk and Issue Log, Status Reports, Executive write-ups, Status Presentations.

Maryland Dept. of Transportation (MDOT), Baltimore, MD**Apr 2012 - Jun 2014****Project Manager**

- Responsible for managing high visibility projects with Data Warehouse & Business Intelligence group involving integration of new sources of data into Enterprise Data Warehouse, building dashboards, and publishing reports.
- Managed large diverse delivery teams comprising of project managers, architects, business analysts, programmers, SMEs, infrastructure, requirements management and QA team internally as well as externally with many IT consulting companies. Responsibilities included interacting with Executive Sponsors, providing status to senior leadership, and facilitating discussions within cross-functional teams to plan, identify risks and issues, and conduct root cause analysis.
- Managed multiple project schedules in Microsoft Project, including Planning, Forecasting and Scheduling.
- Development Life Cycle (SDLC) and Project Management.
- Key driver in documenting, publishing, and implementing process flows for all phases of Software Development Life Cycle for Large, Medium, Small and Fast Track projects, standardizing templates for Project Charter, Project Management Plan, RASCI Matrix, Work Breakdown Structure & Schedule, Deliverable Approval Matrix, and Test Strategy.

GE Money, Alpharetta, GA**Dec 2009 - Apr 2011****Business Intelligent Analyst/ Project Manager**

- Participated in the evaluation of several on premise and cloud BI reporting, ETL and Data Warehouse vendors. Created a framework for how to evaluate the software. Worked directly with four vendors on proof-of-concept solution.
- Lead analyst responsible for implementing a cloud-based Business Intelligence reporting platform for finance, sales, and marketing. Role included gathering business requirements, functional design, dashboard/report designer, troubleshooting, testing, and end-user training.
- Lead analyst responsible for the automation of Marketing Operations reports using a cloud-based reporting solution. Data sources include Eloqua and infrastructure.com. Scope of role: Requirements gathering, functional design, system troubleshooting, source to target mapping for ETL, developing & executing testing, report writing, dashboard creation, User Acceptance Testing.
- Designed the Products Purchased system. This included gathering business requirements, writing the functional design (including specifying field/table names within Oracle E-Business Suite), working with the system engineer to ensure system would meet business requirements, creating report mock ups, writing, and executing system test scripts, designing and leading User Acceptance Testing, conducting training, documenting enhancement requests. Project received accolades from business- exceeded expectations with regards to project duration, functionality, and quality.
- Lead analyst responsible for Master Data Management project. Role included writing functional design, writing scripts using Demand Tools, de-duplicating customer data in Salesforce.com.
- Managed the relationship with data vendor Dun & Bradstreet. Responsible for using their product to enhance customer data and loading data into ERP and BI systems.

Citi Bank, Jersey City, NJ**Nov 2006 – Dec 2009****Senior Business Analyst**

- Gathered Business Requirements from the Subject Matter Experts (SMEs) and documented the requirements in the BRD. Utilized data flow diagrams, use case diagrams and process flow diagrams to represent information provided by the Business Owners. Also, worked towards getting sign offs from business.
- Mapped process flows; assess as-is processes through user interviews, data collection and analysis, design

and evaluation of to-be process solutions.

- Reviewed, analysed, and evaluated business systems for end user needs, including documenting requirements and creating process workflows.
- Coordinated with business owners and states departments to determine project requirements.
- Responsible for leading JAD sessions with Subject Matter Expert, stakeholders, project manager, developers, and end-users to identify requirements.
- Identified gaps between features when data was being mapped from old system to new system, analysed issues and provided solutions.
- Wrote and managed all the business and functional requirements of the new applications, as well as the added features for the older application, in Rational Req-Pro.
- Involved in weekly defect review meetings to review the status of defect fixes and upcoming build releases.
- Wrote User Stories to present scenarios to potential vendors to determine their system capabilities.
- Updated and followed up on weekly Task Lists with SMEs
- Used Power Point to create presentations for potential new products to present to upper-level management for their consideration.
- Was responsible for writing meeting notes and distributing them to SMEs and managers.

United Health Care, Philadelphia, PA**Feb 2004 - Sep 2006****Business Analyst**

- Designed and developed the functional analysis and support.
- Involved in requirements gathering sessions to define the functional, business and system requirements.
- Performed regress data analysis and applied data fixes.
- Tracked the volume of defects and resolved them on priority basis.
- Obtained the requirements from business users by using JAD sessions, focus groups and Personal interviews on Agile/ Scrum methodology.
- Extensive brainstorming sessions with various business teams in USA and India.
- Executed pre-written oracle SQL queries against source data and destination data to test data integrity.
- Extensively worked on enhancement of the existing system and automated the process.
- Involved in End of month reporting and generating reports.
- Coordination and management of team.

#3 Candidate Name - Eugen Spivak

Professional Summary

- Eugen is a PMP, CISA, PGMP certified Senior Program Manager/Project Manager with extensive experience working with various government agencies such as Ontario Health, City of Toronto, Ministry of Transportation of Ontario, Elections Ontario, Toronto Transit Commission, Metrolink (Ontario Public Transportation Agency), Cancer Care Ontario, CIBC (Canadian Imperial Bank of Commerce, Royal Bank of Canada, Amdocs etc.).
- Moreover, he manages the Digital Health Information Exchange (DHIEX) statutory program, overseeing the enforcement of PHIPA (Personal Health Information Protection Act) amendment 569/20 within the Ontario health sector.
- He also oversaw the development of policies and procedures aimed at establishing a standardized method for managing controlled vocabularies across the City of Toronto and its associated agencies, including Exhibition Place, TTC, and Toronto Police.
- Furthermore, he led client workshops focused on defining and implementing new policies, procedures, and guidelines for Grant Management reviews.
- Additionally, he is responsible for preparing and reviewing weekly status reports for various programs, collaborating closely with senior IT directors.
- Twenty-four (24) years of program management experience - managed over 103 highly complex business and technology portfolios, programs and projects in 16 industries.
- Seventeen (17) years of business transformation and digital transformation experience.
- Six (6) years of experience with semantic technologies, machine learning, NLP and AI.
- Enabled a metadata governance function, built and executed an AI/ML product roadmap with 120 semantic capabilities aimed to classify around 120 million business records.
- Increased a client's revenue by approximately \$360 million.

Senior Management and Leadership:

- Senior manager – experience managing **19 project directors and managers, and 350 staff**.
- Successfully **recovered 6 stalled multi-million enterprise programs** (Metrolinx, Cancer Care Ontario, MTO, Deloitte, Bell, City of Toronto), including a single **\$68 million** initiative.
- Managed over **25 types of programs and projects** (including business transformation, digital transformation, corporate governance, business process re-engineering, cyber security, regulatory, audit, compliance), and global programs that impacted clients in **35 countries**.

PMO and Portfolio Management:

- Established corporate **EPMO** (TTC) with oversight of a **\$3 billion portfolio** and **3 IT PMOs**.
- Brought to a client net benefit of **\$9 million** due to more mature portfolio management.
- Audited, improved and enhanced enterprise portfolio, program, and project management practices in **5 organizations** (City of Toronto, Deloitte, Cancer Care Ontario, CIBC, TD).
- Won **12 international book awards** for the book "PMO Governance".

Technical Program Management:

- Recovered and refactored a custom-built enterprise CRM application with **4.5 million lines of code** achieving performance of **890,000 transactions per hour**.
- Managed Azure cloud migration of **35 enterprise applications** bringing **\$2 billion** in revenue.
- Managed a highly complex technology program that impacted **27 million** customer identities.

Cybersecurity:

- Introduced Network Access Control solution at **3,000 real estate locations** to secure around **290,000 network endpoints**. Facilitated the remediation of **150 cybersecurity** audit findings.
- Managed a global cybersecurity program that remediated vulnerabilities on **10,000 servers**.

Change Management:

- Managed enterprise change initiatives that impacted **4.5 million customers, 25,000 employees**; leveraged **58 communication vehicles and tools** to communicate changes.
- Managed business process changes in **7 regulatory jurisdictions** and **15 countries**.

Initiative and Clients:	Types	<ul style="list-style-type: none"> Business Transformation: CIBC, Metrolinx Digital Transformation: City of Toronto, MTO Big 4 Consulting: Deloitte Cybersecurity, Audit: TD Bank R&D, Professional Services: Amdocs Regulatory: Ontario Health, CCO, TD Bank 	<ul style="list-style-type: none"> Product Strategy: City of Toronto Business Strategy: Toronto Transit Commission, Metrolinx M&A: Co-operators Insurance Divestiture: Royal Bank of Canada Capital Markets: Scotiabank

Education

- Master of Business Administration (MBA), Finance, Schulich School of Business, York Uni., Toronto **2006**
- Bachelor of Science, Computer Science, York University, Toronto, ON **1999**

Certifications

Fellow of the Association of Management Experts (FAME), Association of Management Experts	2018
Certified Corporate Governance Expert (CCGE), Association of Management Experts	2018
Certified Risk Management Expert (CRME), Association of Management Experts	2018
Certified Project Management Expert (CPME), Association of Management Experts	2017
Certified Change Management Expert (CCME), Association of Management Experts	2017
Program Management Professional (PgMP), Project Management Institute	2016
Certified in Risk and Information Systems Control (CRISC), ISACA	2010
Certified in Governance of Enterprise IT (CGEIT), ISACA	2008
Certified Information Systems Auditor (CISA), ISACA	2008
Advanced Rational Unified Process (RUP) & Use Cases, Sierra Systems	2007
Project Management Professional (PMP), Project Management Institute	2007

Professional Experience

Ontario Health **Sep 2021 - Present**

Senior Program Manager, Digital Health Information Exchange

Managed the Digital Health Information Exchange (DHIEX) statutory program to enforce the PHIPA amendment 569/20 in the Ontario health sector. The program consisted of 12 projects and workstreams, 8 digital health vendors to improve the lifecycle of interoperability standards, vendor certification and compliance of **20,000 Health Information Custodians (HIC)** that use EMR, EHR and HIS systems to contribute health data of **14 million** patients.

- Established program approach, planned and estimated 80 work packages across 12 projects and workstreams within the program.
- Managed impacts of the DHIEX program affecting **355 organizations, 20,000 Health Information Custodians** (hospitals, HIS Collabs, Office Health Teams), and approximately **140 Ontario Health stakeholders**, as well as CHI, OMD, hospitals, associations, clinics, long-term care facilities, community support services, public health units, partners, and office health teams.
- Procured and onboarded 8 digital health vendors for various projects in the program, including Regulation Alignment, Privacy Services, CRM, DHIEX Education, and Standards Management, MI, Setup, MI Terminology, Patient Summary, Reference Data Management (RFI) vendors.
- Implemented the HIC complaint process with the Information and Privacy Commissioner (IPC) of Ontario.
- Managed Reference Data Management project responsible for streamlining current and future states of Reference Data sets and Controlled Vocabularies and their management across Ontario Health.
- Managed Advisory & Governance project responsible for re-aligning OH to better support the DHIEX regulation and standards-based interoperability. Facilitated governance body target state definition, membership composition, Terms of Reference creation, and organizational change management activities to maximize adoption of changes.
- Was responsible for facilitating the design, approval, prototyping and rollout of the Patient Summary standard.
- Managed Regulation Alignment project to align Ontario Health's digital health assets with PHIPA regulation. The project involved reviewing over 60 digital health assets and assessing, remediating, and updating the product roadmap for 7 critical digital health assets (OLIS + eLabs [MORE], PCR, PPR, DI Common Services, CMTA & Consent Override Interface, CHRIS & CHRIS-HPG, Notification Interfaces & HRMx).
- Managed the implementation of the Dynamics 365 CRM platform (including PowerPortal, PowerApps, Azure B2C, ADO/Azure DevOps, Power BI, Dataverse, identity provisioning and other components) to automate certification and compliance services introduced by the DHIEX program.

- Enhanced relationships with product teams, vendors, OH staff, Canada Health Infoway, IPC, EMR and HIS vendors (Epic, Cerner, Meditech, others), stakeholders and partners. Ensured that they are aware of the DHIEX.
- Implemented and rolled out new services for certification, compliance, and complaints. Redesigned business processes and facilitated organizational change management activities.
- Improved and realigned standards development processes and activities to support DHIEX regulation. Managed the portfolio intake process for more than 120 projects involving the Digital Health Standards team.
- Defined OH Information Management framework, IM strategic objectives, policy and standards approach, and established an MDM (Master Data Management) and metadata approach to support enterprise and clinical objectives related to data, master data, metadata, standards, and interoperability, including collaboration, knowledge management, data governance, and records disposition.
- Managed changes to data contribution legal agreements to meet DHIEX expectations.
- Managed the formulation and development of services, including the web-based intake process, triage process, and roles and responsibilities for handling support requests.
- Conducted Organizational Change Management activities, such as communication, training, and organizational awareness. Procured, implemented and rolled out DHIEX Education training modules.
- Oversaw program governance, including 11 steering committees and working groups. Clarified responsibilities of 2 OH committees to approve digital health standards.
- Managed program finances with multiple funders and cost centres. Coordinated financial and major project reporting to Ontario Health, Ministry of Health, and Canada Health Infoway.

City of Toronto**Nov 2017 - Feb 2021, Jun 2021 - Sep 2021****Program Manager / Product Manager**

Responsible for the recovery and management of the stalled Enterprise Classification Program, a core component of the City's digital transformation. The program was tasked to enable metadata governance, and to deliver technology-driven business transformation and data transformation changes in how the City leverages semantic technologies, classifies its business information and enables AI and ML (machine learning) using controlled vocabularies and ontologies to classify and process information automatically.

- Created an enterprise roadmap with over **120 work packages** reflecting the expected evolution in the maturity of controlled vocabulary management capabilities over the next 5 years. The enterprise platform introduced by the program was expected to become the system of record for business terminology used by all **44 divisions** and more than **22,000 City employees**. In addition, the platform enabled the use of centrally defined Controlled Vocabulary business terms to improve business terminology, data quality, improvement to search (by tagging content with CV terms and associated metadata), better correlation among data sets, and many other benefits.
- Created an integrated business and technology classification framework and onboarded strategy that implemented processes for engaging, onboarding, piloting and implementing classification capabilities for divisions and stakeholder groups.
- Aligned and unified business and development through creation of a complete set of project governance, policies, procedures, tools and analytics reporting.
- Performed program replanning and re-aligned executive and stakeholder expectations to solidify acceptance of the new program approach. Re-drafted and facilitated the issue of the RFP that included approximately **260 highly specialized solution requirements** in record time.
- Conducted user research with more than 35 stakeholder groups to better understand user expectations and vendor product constraints to ensure that product and enhancement decisions were evidence-based.
- Managed vendor evaluation, drafted contract and Statement of Work, obtained contract award approval and led negotiations with the vendor on contract and SOW. **Negotiated savings** with the vendor of **\$227,000** compared to the original RFP response price.
- Completed the planning and management of the multi-phased rollout and orchestrated the delivery efforts through internal technology and business team members, the vendor, and stakeholder group representatives with around **130-people team size in total**.
- Used a hybrid methodology (Waterfall, Iterative, Agile Scrum) to orchestrate program delivery.
- Established an integrated support model and defined RACI for operational transition and ongoing operational activities to clarify accountability, responsibility and ownership of more than 70 business activities.
- Managed the integration of the controlled vocabulary management solution (Azure and AWS cloud providers) with foundational City enterprise applications, including Toronto Public Health, 311 Knowledge Base,

OpenText, Maximo Asset Management System, SuccessFactors, Open Data Platform, Toronto Records, Toronto Meeting Management Information System, Toronto.ca WordPress platform, and several others.

- Facilitated the classification and creation of the descriptive metadata for Toronto.ca's web pages and artifacts – totalling approximately 90,000 content elements.
- Managed the definition of policies and procedures to establish and facilitate a standardized approach to managing controlled vocabularies across the City and City agencies (Exhibition Place, TTC, Toronto Police).
- Conducted an assessment of current state processes and pain points. Identified the disciplines of information management and created an information management framework that connects all areas of information management. Facilitated business process re-engineering, business process improvement, and definition of enterprise-wide enablers, including policies, standards, procedures, and guidelines in the areas of information and data management.
- Defined a business transformation approach to modernizing the City's Information Management. Conducted an external analysis (SWOT), defined the program mandate, proposed a program approach, and outlined a high-level roadmap of business capabilities totalling approximately **120 work packages**. Identified additional opportunities to improve collaboration and knowledge management disciplines at the City and created a highly attractive business case for the transformation, with benefits significantly outweighing costs.
- Conducted an audit of the Enterprise Document Management program (T-Recs/OpenText), which is responsible for implementing the platform and migrating more than **100 million physical and digital records**. Identified **16 root causes** focused primarily on business issues and provided recommendations for their resolution.
- Successfully completed **8 Proof of Concepts** to significantly reduce risk and ambiguity and determine the most optimal delivery approach. One of the Proof of Concepts was responsible for the successful implementation of authentication and authorization within Amazon's AWS cloud using the City's Active Directory credentials.
- Created a program and project budget tracking worksheet that was adopted and rolled out by IT PMO for all projects in its \$160 million portfolio.
- Implemented an enterprise service delivery methodology that outlines the lifecycle of business and technology services from their inception and approval through delivery and successful transition to operational sustainment. The methodology has been successfully tested as part of the Enterprise Information Management portfolio.
- Prepared and Reviewed Weekly Status Reports for the PROGRAMs with the Senior IT Directors.
- Conducted an assessment of the enterprise collaboration platform (Confluence). Based on product features and limitations, managed the creation of the prototype site and pilot of the platform. Based on the results, the prototype site template was applied to the new areas at the time of the Confluence rollout.
- Educated, trained, and coached stakeholders from 35 groups on controlled vocabularies and explored opportunities to improve digital transformation at the city.

Ministry of Transportation of Ontario

Mar 2021 - May 2021

Program Manager

Responsible for the recovery, re-planning, and management of the MidTier Refresh program with a mandate to move 35+ business applications to the Azure Cloud. With a cumulative multi-year capital and operating **budget of \$68 million**, the applications included in the program are responsible for approximately **\$2 billion in revenue** annually.

- In the first week, conducted a program audit and identified and documented **70 delivery issues**, with only 4 of 35 applications migrated to the Cloud after 4 years since the program began.
- Performed program recovery and re-planning. Facilitated application-specific migration sessions to capture the current state, identify target state and technologies, and identify and estimate migration activities to support application migrations.
- Lead client workshops to help define and implement new policies, procedures, and guidelines for the Grant Management reviews.
- Leveraged the 6R approach (Refactor, Replatform, Repurchase, Rehost, Retain, Retire) for application migration. Built on the application-specific insights for application-specific migration approach and estimates.
- Aligned the Agile Scrum delivery model with the DABL framework (Discovery, Alpha, Beta, Live) and created iterative and waterfall views of delivery for a better traditional understanding of the initiative.
- Built application migration portfolio and utilized function points and COCOMO II estimation techniques to estimate complexity of changes. Managed remediation of critical vulnerabilities (log4j, beanutils, fileupload, others).

- In the migration portfolio for each of the 35 applications, captured complexity, technology used, LOCs, function points, # of vulnerabilities and criticality, number of models/views/actions within controller, migration estimates in person-days, and specific dependencies on any of the 50+ other applications.
- Oversaw user-centered research and design activities for the applications, including user interviews, usability reviews, card sorting, and UI/UX prototyping with end users to maximize stakeholder satisfaction.
- Facilitated replanning workshops to create bottom-up estimates for migration activities and identified and vetted delivery options to achieve desired outcomes.
- Developed a resolution approach for more than **20 highly critical cybersecurity issues** across the code base of approximately **2.5 million lines of code** in more than 35 applications.
- Contributed to the Major Project Report for the Treasury Board Secretariat submitted for projects over \$20 million in budget.
- In response to the Treasury Board's independent third-party review/audit of the program, identified opportunities to strengthen program governance, agile management, vendor management, quality management, and program risk management, identifying opportunities for remediation, and drafted the audit response.
- Facilitated review of Digital First Standard and team expectations and identified opportunities to incorporate Digital First Standard improvements into program activities.
- Facilitated issue resolution, technical discussions, and tracking of dependencies between applications within the scope and approximately **50 external applications impacted** by the MidTier program.
- Facilitated resolution of complex technical and logistical dependencies among applications, including concurrent development of 3 projects using the same code repository for one of the more critical applications.
- Managed project budgets, conducted estimated vs. actuals, review, vendor invoice management.
- Facilitated daily interaction with approximately **160 stakeholders and team members**.
- Facilitated knowledge transfer of newer cloud management and Java development technologies from the cloud provider to internal teams.

**Elections Ontario
Program Manager****Jan 2017 - Nov 2017**

Managed key corporate initiatives in preparation for Ontario's 2018 general election with approximately 9.2 million expected voters:

Financial Reporting and System Upgrade Program:

- Oversaw the upgrade of the Enterprise Resource Planning (ERP) platform to **MS Dynamics GP 2016 R2**.
- Managed the upgrade of the Corporate Performance Management (CPM) platform to Prophix v12.
- In collaboration with business and technical leaders, conducted an as-is analysis that led to the identification of issues (in both ERP and CPM platforms) related to stability (crashes, timeouts), poor performance, low engagement of non-finance stakeholders due to the high complexity of ad-hoc reporting, insufficient support for concurrent access to project forms, and other areas for improvement.
- Facilitated user-centered design activities with accounting and finance team members to ensure enhancements meet end-user expectations for ease of use, UI, and UX.
- Collaborated with business and technical leaders, external vendors, and partners (BDO, HPE, ITS) to define target state requirements (functional, data migration, reporting, customizations, etc.) and develop a highly efficient, phased delivery approach.
- Led presentations and senior executive project reviews to showcase project, capabilities, successes, lessons learned.
- Reviewed financial procedures and practices and identified the need to implement the Encumbrance module in GP 2016 R2 to streamline the financial management of purchase orders.
- Compiled the overall approach of the program in the Charter and enabled streamlined and effective program decision-making.
- Facilitated assessment of e-Procurement strategy, integration approach, and tools under consideration (Orbidder, Bonfire, Paramount Workspace); reviewed current and target state processes and identified gaps.
- Presented key artifacts for C-level executive decision-making.

Performance Assurance Program:

- Managed a program of **9 workstreams** using the Scrum of Scrums methodology that focused on capacity enhancements, performance testing, remediation of performance issues, and implementing proactive measures to identify and respond to significant load.
- The program was responsible for ensuring that adequate performance of all critical products at Elections Ontario (Operational Data Store, e-Registration, Technology in Polls, Command Center Dashboard, Elections Management System, Elections Ontario website) were ready for the general election - with a potential load of approximately **9.2 million eligible voters**.
- A custom-developed Enterprise Resource Planning (ERP) platform was used to manage the election event (Elections Management System). It supports all aspects of the election cycle and is used to manage the activities of around **85,000 staff** across the province during the election event. EMS contains **5 million lines of code, 1850 database tables**, and 450 gigabytes of data and is supported by **5 vendors** (HPE/DXC, BDO, Rolta, ESRI, ITS).
- The largest expected transaction transactional load was expected at around **870,000 transactions per hour**.
- Reviewed past performance testing results, including 8 performance-related studies conducted at various times by KPMG, CGI, HPE, and others. Evaluated performance-related issues reported via EO, ITS, HPE/DXC, and BDO support tickets. Identified infrastructure and business process bottlenecks. Interviewed stakeholders from various departments about their experience with the EMS platform.
- Engaged stakeholders (business and technical), vendors, and partners; achieved agreement among stakeholders on the overall program approach, priorities, and next steps.
- Defined an integrated enterprise roadmap to identify risks, define a business case for performance testing, execute performance testing and remediate performance issues across 6 products, including Azure cloud-hosted products (Domo, DataFix) and EMS infrastructure that resided in the OPS private cloud.
- Defined a consolidated IT portfolio schedule that aggregated all releases and active change requests (48 in total) to determine the approach to performance testing and the potential schedule for performance testing activities for each of the products. Ensured that key dependent activities, including collateral manufacturing, printing, procurement.
- Summarized key program parameters (scope, approach, activities, phasing, governance, vendor responsibilities, risks, schedule, and cost) in the Charter and facilitated its approval.
- Completed program planning, communicated responsibilities to internal team members, vendors, and partners, and initiated program activities.
- Initiated the evaluation and procurement of the Application Performance Monitoring (APM) product, which measures system load during performance testing and continuously monitors the availability of applications, services, servers, and networks.
- Conducted an AODA assessment of Elections Ontario's corporate website and identified gaps required to reach the AA level of AODA compliance.
- A key program achievement – Elections Ontario had no performance-related issues that impacted the 2018 General Election.

ITDS Portfolio:

- Created the IT portfolio (9 programs and projects, with a total budget of approximately **\$16 million**, including eProcurement, Asset Management, ERP, Corporate Performance Management, election-specific and other initiatives). Consolidated information on initiatives that were defined and planned in silos and worked with program and project managers to standardize milestones for implementation. Created an enterprise-wide delivery roadmap that visualized portfolio delivery milestones.
- Trained the portfolio team in established portfolio management practices.
- Implemented a standardized approach to estimating and tracking program and project finances in accordance with corporate financial standards. Advised and coached initiative and functional managers on capturing and reporting financial data for current and future initiatives.
- Captured summary financial data from initiatives in the ITDS portfolio, that provided a holistic view of actual and expected spend over time. Managed finances at the portfolio level and monitored budget plans and expenses of initiatives.
- Facilitated coordination of portfolio-level dependencies and issues impacting more than one initiative to ensure risks were mitigated.

Scotiabank, Regulatory Initiatives Group
Associate Director / Senior Project Manager / Change Management Advisor

Oct 2016 - Dec 2016

Established a change management discipline for the Capital Markets Business PMO that oversees the implementation of G20 regulatory initiatives, including Volcker, Dodd-Frank, MiFID2, SBSD, and Margin Rules (BCBS IOSCO 261).

- Identified inefficiencies and lack of standardization in defining programs and projects and introduced a standardized planning approach, including program and project charter templates, to summarize key parameters of programs and projects at a global level.
- The defined global change management approach for multiple programs (Margin Rules, SBSD, others). The most complex program contained **9 parallel program streams** and affected most non-centrally cleared derivative products with more than \$2 trillion aggregate exposure. It affected bank's entities, lines of business and stakeholder groups in **7 regulatory jurisdictions and 15+ countries**, including Canada, the United States, Europe, Hong Kong, Singapore, Thailand, Australia, the Bahamas, Belize, Chile, China, Colombia, Mexico, Peru, Turks & Caicos, and Uruguay.
- Created an overview package and led stakeholder training on the changes introduced by the margin rules and the upcoming organizational activities that need to be implemented to comply with the rules.
- Uncovered stakeholder engagement issues that resulted in multiple, sometimes conflicting requirements for the same stakeholder group. Created a stakeholder portfolio and captured named stakeholders impacted by all Capital Markets regulatory initiatives. Developed an approach to identify and track stakeholder engagement required for various programs.
- Identified financial planning and reporting inconsistencies, defined the financial management process, and created a tool to monitor program finances.
- Co-authored the RACI chart and defined accountability for key program and project activities.
- Created the blueprint for mapping end-to-end processes and business process re-engineering. Based on the blueprint, created highly complex Level 1 and Level 2 process maps that summarized the impact of Margin Rules on **12 stakeholder groups** globally, including Front Office, Onboarding, Trading Documentation, Legal, Compliance, Operations/Back Office, Credit Adjudication and others.
- Conducted a detailed impact analysis and captured the specific impacts on stakeholder groups. Based on the findings, identified communication needs and defined the enterprise-wide communication approach to communicate the changes using **16 communication vehicles and tools**.
- Managed the delivery of strategic communications to the Front Office, Legal, Compliance, and other groups.

TD Bank, Cyber Security, and Technology Controls
Senior Project Manager / Program Manager

Oct 2015 - Jul 2016

- Managed the following cybersecurity transformation and stalled program recovery within the Cybersecurity and Technology Controls portfolio with a total budget of over \$20 million:

SHA-2 Digital Certificate Migration Program:

- Managed the replacement of around 9,000 insecure SHA-1 digital certificates with SHA-2 digital certificates. The certificates were deployed in **757 applications** on more than **10,000 servers** (cloud and locally hosted). The program was organized into **12 workstreams** with **8 project managers** leading the LOB-specific efforts.
- Leveraged the Venafi platform to procure approximately 3,000 SHA-1 backup certificates to avoid application outages during the migration.
- Identified and engaged application owners of 757 enterprise and LOB-specific applications across **8 lines of business**. Leveraged advanced Excel (vLookups, Pivot tables) and Tableau to consolidate multiple sets of highly fragmented data about applications and their owners across 8 divisions.
- Coached and trained application owners and operational teams responsible for infrastructure and certificate migration. The training covered all areas of cybersecurity, including PKI, certificate management practices, and platform-specific activities required to upgrade the certificates.
- Developed a comprehensive assessment and migration approach, including remediation and patching of infrastructure, operating systems, digital certificate signers and application upgrades, and consolidated estimates.
- Established governance structure, identified and engaged LOB leads (business, application, and infrastructure) for 8 LOBs, and facilitated LOB-specific discussions to support migration efforts for each LOB.
- Conducted change management activities, including IT-wide communications to executives (CIOs, VPs, AVPs) and impacted stakeholders and information sessions for each line of business. Established a Confluence-based collaboration website, prepared, distributed, and presented certificate migration guidelines to all impacted teams.

- Provided guidance on certificate lifecycle, certificate deployment prerequisites and provisioning, and other aspects of cybersecurity.

Audit and OSFI Acceleration Program:

- The program was tasked to accelerate the resolution of more than **150 audit and OSFI** (financial industry regulator) findings across the IT's infrastructure - in the areas of identity and access management, cybersecurity, technology controls, logging, and monitoring, identity attestation and privileged identity management, PCI DSS, and other areas. Some findings were 6 years overdue. The program has been stalled for several years because it was difficult to define an integrated approach to addressing root causes that would effectively address audit findings.
- Facilitated deep-dive sessions and reviewed findings with various security governance groups, including Security Operations and Control (SOC), Identity and Access Management (IAM), Technology Compliance and Controls (TCC), Infrastructure Risk Management (IRM) and other teams to ensure remediation efforts effectively address root causes identified. Used an agile approach to manage the program.
- Analyzed root causes of each audit finding and grouped them into **6 master root causes**. Evaluated audit findings and grouped requests as change requests for 10 existing strategic initiatives and 6 new initiatives to be initiated.

Unauthorized/Unregistered Software Monitoring Program:

- In response to OSFI's high criticality long overdue cybersecurity findings related to vulnerabilities in detecting unauthorized software across **160,000 identities** and related end-user devices in the Bank, defined the approach, high-level requirements, program roadmap and schedule for the program and facilitated its budget approval.
- Worked closely with Infrastructure Risk Management, Regulatory Affairs, and TRMIS executives to ensure the vulnerability remediation approach addressed security risks identified, was approved internally, and kept the regulator informed.

Wired Port Authentication Program:

- In response to OSFI's high criticality overdue OSFI cybersecurity findings, took over the troubled Wired Port Authentication program. The program's mandate was to provide the Network Access Control (NAC) solution and secure all network access endpoints at TD worldwide. In North America, there were approximately **290,000 network endpoints** at approximately **3,000 real estate locations**.
- Identified and engaged stakeholders, defined the program governance structure and ensured effective decision-making was in place.
- Identified program issues, including scope ambiguities and missing requirement categories (reporting, sizing, break and fix, non-functional requirements, and others) and facilitated the resolution of these issues.
- Facilitated procurement discussions, vendor negotiations, and pre-sales meetings with vendors and reviewed professional services SOW, hardware sizing, and estimates. Through these efforts, the TD team was able to negotiate discounts of approximately 50% off the vendor's original cost estimate.
- Consolidated all vendor estimates and various internal teams and facilitated approval of the program and its business case. Initiated the infrastructure rollout, and software deployment, determined the implementation approach, and began implementation activities.

RBC (Royal Bank of Canada), Caribbean Strategic Initiatives**May 2015 - Sep 2015****Senior Project Manager**

Managed divestiture of RBC's banking operations in Suriname following its sale to Republic Bank Limited in Trinidad.

- Managed more than **70 stakeholders** from Treasury, Legal, Cards, Treasury, Operations, Compliance, Technology, Payments and Trade, and Service Delivery groups, as well as geographically dispersed stakeholders in Canada, Suriname, Trinidad and Tobago, the Netherlands, the UK, and the US.
- Successfully drafted Statements of Work and Transition Services Agreement to define the relationship between the buyer and seller after completing the sale.
- Managed the closing of the SWIFT BIC account, including the creation, review, and approval of the SWIFT broadcast message and notifications to correspondent banks via the SWIFT system and reporting changes.
- Managed the closure of correspondent bank / nostro / GL accounts by Treasury, Capital Markets, and Foreign Operations, Merchant Accounts, including review of outstanding entries, reconciliation, balancing, and account closure/reconciliation.

- Led the creation and implementation of integrated processes, including credit card settlement, reconciliation and credit limit increase; contact center and service request processes, involving over 35 types of requests.
- Managed the removal of Surinamese staff access to RBC systems, including the removal of access to credit card systems (due to licensing restrictions). Facilitated the removal of authorized Surinamese signing authorities from RBC systems.
- Managed the transition of the payment systems to the buyer (RBL Bank Suriname) and facilitated the review and approval by the Qualified Security Assessor – QSA (GM Security Technologies) to achieve Level 3 compliance with PCI DSS.
- Managed change management and communication with all regional stakeholders regarding the divestiture, including RBC stakeholders, local banks and the Central Bank. Coached and trained RBC and Suriname staff on what to expect at the time of divestiture and how operations will proceed after the closing date.
- Ensured that the divestiture's strategic, tactical, process, and operational objectives were met.

CIBC (Canadian Imperial Bank of Commerce), Products and Payments**Aug 2014 - May 2015****Program Manager**

Managed bank-wide fee transformation program tasked with increasing 16 rates and fees across the bank. The program affected 4 lines of business and approximately 4.5 million customers and was expected to generate over \$360 million in additional revenue.

- Identified and engaged **170+ governance stakeholders** (VPs, Directors, Project Managers, Team Leads) from **50+ stakeholder groups**.
- Managed 7 projects under the program and **19 project managers** (9 principal and 10 supporting project managers and directors), and indirectly – about 350 members of project teams. The individual projects introduced business and technology changes in the Insurance (Mortgage Disability, Creditor), Cards, Mortgages & Lending, and Business Banking lines of business.
- The most complex project from an integration perspective (Cards Enhancements) included business and data transformation changes to **16 internal systems**. The most complex project from a testing perspective (Mortgage Disability Insurance) comprised more than **4,000 test cases**.
- Managed customer impact analysis, customer communication impact analysis (based on data in the enterprise data warehouse), and digital strategy to define a consolidated approach to change management.
- Managed preparation of communications materials, review, and approval by Client and Operational Improvement, Corporate Communications, Frontline Effectiveness, Legal and Compliance and other reviewers to ensure messaging was consistent with stakeholder expectations.
- Oversaw communication to more than **4.5 million impacted clients** and all impacted internal stakeholder groups through the use of **58 communication vehicles and tools**, including CIBC.com updates, departmental news messages, internal website updates, product pages, procedures, questions and answers, Job aids, scripts, marketing collateral, client letter inserts, marketing brochures, slip sheets, statement notices, updated training materials, and others.
- Managed education and training activities to ensure all impacted stakeholder groups across 4 lines of business were aware of fee changes and could respond promptly to customer inquiries.
- Managed changes to various internal websites, repositories and systems (PCI-compliant; cards, insurance, payments and others) and CIBC.com to ensure they reflect the new fee structure as of the effective date.
- Facilitated meetings of the Executive Steering Committee, Advisory Group, and other working groups, with most meetings attended by more than 60 staff.
- Conducted an audit of the CIBC-wide Enterprise Delivery Framework (EDF) used to manage business and technology programs and projects at CIBC and identified more than 50 gaps and areas for improvement.
- Managed the Client Facing Letters Program to review and reformulate customer communications across four lines of business (Insurance, Cards, Mortgages and Lending, and Business Banking).
- Managed another NDA program tasked with reviewing all legal documentation for all current and grandfathered CIBC products and services. The program covered all lines of business, including Products and Payments, Insurance, Capital Markets, Wealth Management, Wood Gundy, Business Banking and others.

Toronto Transit Commission, CEO's Office**Mar 2014 - Jul 2014****Program Manager**

The purpose of the Portfolio Governance Program was to create an Enterprise Portfolio Management Office in the Office of the CEO to transform TTC's approach to program and project management by defining enterprise-wide

methodologies, tools and standards for all current and future programs and projects at the TTC. The office is expected to oversee **300 infrastructure projects** with a total budget of more than **\$9 billion** over the next 10 years.

- Defined the key components of the Intake process for the **\$3 billion portfolio**, including the first standardized Business Case template at the TTC, used to approve all enterprise programs and projects.
- Established a project portfolio and defined harmonized portfolio prioritization criteria to evaluate, rank, and approve projects based on enterprise risks and benefits, project delivery risks, benefits realization risks, and achievability.
- Defined the first standardized Project Charter template for all programs and projects at the TTC and promoted its adoption.
- Conducted initial scoping, defined governance structure, established approach, and created initial estimates for Portfolio Governance Program with **12 program streams**.
- The program was to revamp the discipline of portfolio management and other areas that would make portfolio management successful, including Strategy Management, Governance Framework, Risk Management, Portfolio Management, Program Management, Project Management, Benefits Management, Performance Management, Resource Management, Organizational Change Management, Quality Management, Supply Chain, Engineering/Manufacturing, Logistics, IT Systems Enhancements.
- Defined project sponsor and executive sponsor responsibilities for all programs and projects at the TTC.
- Standardized program and project milestones, and based on information on all current programs and projects in Primavera - defined a corporate template for project schedule and procurement milestones (RFI/RFS/RFQ).
- Defined the terms of reference for the Portfolio Management Executive Committee to oversee the Portfolio Governance Program and the Portfolio Management Office at the TTC.
- Facilitated meetings of the Program Advisory Group, which was comprised of the organization's most senior PMO and project managers. Coached and trained its members in strategy, portfolio management, benefits realization, and other areas.

Metrolinx (Ontario Public Transportation Agency), I&IT Governance Transformation **Senior Consultant / Program Manager**

Sep 2012 - Feb 2014

The goal of the I&IT Transformation program at Metrolinx was to re-shape the I&IT organization from a business unit-centric to an enterprise-wide, effective and mature shared services IT organization capable of supporting the priorities of Metrolinx's **\$2.7 billion / 300+** capital infrastructure project portfolio. To enable an IT enterprise function:

- Defined I&IT project portfolio with a total budget of **\$85+ million** by consolidating 108+ loosely tracked current and future projects, operational activities and capital investment buckets. Defined processes for portfolio planning, management and reporting and implemented supporting tools. Maintain a portfolio reporting dashboard for executives.
- Defined I&IT Portfolio and Project Management policy that specified how to evaluate and govern new initiatives to manage existing I&IT projects and provide input to governance processes.
- Directed portfolio operations and brought the discipline of portfolio management to the interim levels of maturity.
- Established I&IT PMO, defining strategy, guiding principles, functions, organizational structure, staffing, and career paths within the PMO.
- Created a capability roadmap for I&IT PMO, defining PMO's interim, mid-term and long-term PMO goals for the next 3 years.
- Defined I&IT Project Management Methodology and project governance, including mandatory checkpoint and gating guidelines for all **30 projects** in the portfolio, based on Agile, Scrum, DSDM and Joint Application Design, Iterative and other methodologies and best practices.
- Defined organizational change management approach to ensure that changes introduced are fully adopted.
- Created a set of all required project management artifacts – **43 in total**, including process maps, document templates, guidelines, and process guides for the Initiation, Planning, Execution and Closeout phases defined in the methodology.
- The artifacts covered Project Management (Project Tailoring Guidelines, Project Charter, Project Schedule, Project WBS, Project Management Plan, Project Estimation Guidelines, standardized rates, and others), Business Analysis, Solution Architecture, Quality Management, and other areas. Established integration of PM processes with procurement processes, including procurement approval, creation of RFI, RFP, RFS, RQQ, creation, and revisions to statements of work, and review of contracts
- Facilitated the implementation of the Portfolio Intake Process to standardize the assessment and ranking of approximately 6 new projects and program requests per month.

- Defined a Resource Management Process that was used to track the availability and manage demand for internal staff and contractors. Developed a Resource Management Tool that at the time contained an up-to-date repository of project assignments of **170 members of staff** and contractors at that time.
- Reviewed the functionality of the legacy version of the Portfolio and Project Management Tool – Clarity, and made recommendations to align the implementation approach with the PMO roadmap.
- Advised, trained, and coached the Leadership Team, PMO and IT staff on IT governance, building more optimal strategy, policies, and standards. Delivered training on new methodologies and practices implemented in the PMO.
- Managed other deliverables of the I&IT Transition Program, including the Program Management Plan, Program Schedule, and Change Management Plan. The I&IT Transition Program consisted of four subprograms: Strategy Transition Program, Governance Transition Program, Operations Transition Program, and PMO Transition Program.
- The Transition Program streamlined several disciplines, including IT governance, IT operations, and IT Cybersecurity, and conducted PCI DSS self-assessment audits to prepare for the PCI DSS certification.

Cancer Care Ontario

Dec 2011 - Aug 2012

Senior Project Manager / Program Manager

Managed a major compliance program at CCO and one of the most visible in the healthcare industry – Secure Messaging. The program addressed the regulatory order of the Information Privacy Commissioner of Ontario (IPC) PHIPA HO-011 and delivered a secure infrastructure, and transformed the way cancer screening reports (SAR) and other highly confidential Electronic Medical Records (EMRs) were published to about 27,000 Ontario physicians, and going forward – to more than 9 million Ontario patients.

- Successfully took over and recovered troubled Secure Messaging Program (unsecured budget, lack of consistent requirements, lack of a robust technical approach, non-existent governance structure, lack of procurement approval, and many other issues) by identifying and engaging stakeholders, building consensus and buy-in among senior leaders, and establishing an effective governance structure that included 6 working groups.
- In record time, secured funding approval for the program, which was the second initiative in CCO's history to be presented to the Board's Gating Committee within the Board of Directors. The program has successfully passed all checkpoints within the project management lifecycle and was approved by the Business Review Committee at eHealth Ontario. Provided executive and board-level reports on program progress.
- Managed **12 program workstreams, 5 project managers**, and highly integrated efforts of more than **110 project resources** and a budget of approximately \$3 million.
- Managed gathering of functional, non-functional, integration, and user experience requirements and formulated and facilitated approval of the solution architecture in less than 1.5 months from the program's start.
- As part of the Program, set expectations and managed all aspects of **the procurement of 8 vendors** (Accenture, Avaleris, Avanade, MicroStrategy, HP, Deloitte, Telax, MD+A). Created vendor ranking criteria, in collaboration with Procurement, prepared and issued RFIs and RFPs. Evaluated vendor responses and selected vendors.
- Defined highly accurate SOWs, resulting in only one minor change request during the program's entire life.
- Ensured that the solution met all security, privacy, and reporting requirements mandated by internal standards, such as PHIPA, FIPPA, CASL, and AODA.
- Managed the formulation of the solution architecture for integration with eHealth Ontario ONE ID (based on Oracle Identity Management Suite) using Microsoft ADFS 2.0 and SPML provisioning adapters. Managed efforts to consolidate 5 Active Directories.
- Managed the implementation of highly secure SharePoint secured on the front end by ONE ID, and integrated on the back end with MicroStrategy BI Platform, Data Mart and Data Warehouse. Orchestrated data transformation changes based on screening information on **9 million patients** in Ontario - by aggregating approximately **275 million records** into Electronic Medical Records (EMRs) of patients.
- Managed the implementation of Forefront Identity Manager, which handled identity resolution, identity synchronization, and integration with several key authentication and authorization repositories at CCO.
- Managed TRA assessment undertaken by Deloitte utilizing the RCMP/CSE Harmonized Threat and Risk Assessment (HTRA) methodology and successfully resolved all critical findings for successful remediation and closure.
- Managed the Privacy Impact Assessment of the new platform by MD+A.

- The program refreshed the CCO security infrastructure and consolidated identity information. In addition, it implemented a centralized platform to provision, manage and synchronize internal identities at Cancer Care and external identities provided by the Oracle-based ONE ID Identity Management platform at eHealth Ontario.
- Utilized a highly agile approach to managing delivery and organizational change management activities with a high degree of involvement of stakeholders from **20 stakeholder groups** (Architecture, Call Centre, Helpdesk, Communications, Development, Security, Informatics, IT Operations, Knowledge Transfer and Education, Legal, PCCIP, Primary Care, Privacy, Procurement, QA, Service Management, Sponsors, PMO and Web Digital Services internally; eHealth Ontario and Information Privacy Commissioner externally).
- Orchestrated functional, non-functional, and user acceptance testing of the platform; identified quality issues and facilitated their resolution.
- Managed the definition and execution of performance test scenarios using TFS.
- Facilitated communication and training activities to support the changes introduced.
- Following the implementation, the Secure Messaging platform became an enterprise platform for all programs at CCO to publish electronic reports containing personal health information for physicians, nurses and patients (in future phases of the program) using the provincial standard for identity assurance (medium assurance).
- The Secure Messaging Program was delivered on time, on budget, and within scope.

**Deloitte, Global Office of Information Management
Program Manager****Oct 2010 - Sep 2011**

Managed programs within the Global Consulting Portfolio (total budget of nearly **\$40 million**) to deliver tools that will transform the delivery of services by consulting professionals to clients in **35 countries globally**.

IndustryPrint5/ARIS Platform:

- Managed the IndustryPrint5/ARIS program with a **team size of approximately 60** and 6 program streams.
- The program implemented enhancements to the best-of-breed BPM tool (ARIS) used by Deloitte professionals globally.
- The program introduced releases of business features and improved the performance of selected issues from more than 120 seconds to less than 8 seconds.
- Built consensus, orchestrated efforts, and trained organizational stakeholder groups that were responsible for the performance improvement efforts.
- The improvements were achieved through complex infrastructure optimizations, database performance tuning, source code reviews and optimizations, vendor redesign of the core product, middleware optimizations, re-write of customizations, and other measures.
- The program was awarded the **"Partner Innovation Award"** by the ARIS platform vendor, Software AG.

ValueTools:

- Managed the ValueTools program with a team size of 50.
- The program delivered a set of tools to help consultants around the world better understand their clients' challenges. Based on the challenges, the platform provided industry-specific improvement opportunities.
- Due to the complexity and scope of the challenges, including a budget, very high visibility and priority, critical timeline, conflicting priorities of key stakeholders, the complexity of organizational change efforts, technical issues and risks, and others, this program was selected as a case study for the Global Program Delivery Conference.
- Identified and engaged stakeholders, defined the program approach, identified suitable vendors, prepared and published an RFI, evaluated responses and selected a suitable vendor. Participated in developing SOW and customizing the contract for a pilot, proof of concept, and enterprise-wide rollout.
- Managed security audit of vendor's code using AppScan and Fortify security testing and monitoring tools and agreements to retain application source code in the event of vendor failure.
- Built consensus among stakeholders that led to the successful acquisition of the selected software and initiation of customization, vendor data migration, and deployment via a virtual/cloud-based infrastructure.
- As a result, the new product was successfully deployed and saved more than \$1 million in annual operating costs.

AsOne:

- Managed the As One program with a 25-person team that provided a suite of diagnostic and reporting tools.

- The tools were used to assess the capabilities of companies and promote collective leadership principles described in an "As One" book co-authored by Deloitte's CEO.
- As One became an important positioning statement for Deloitte around the world.

CIBC (Canadian Imperial Bank of Commerce), Frontline Effectiveness**Jun 2010 - Oct 2010****Program Director / Program Manager**

The mandate of the Business Information Management program was to deliver improvements to business reference information, including products, procedures, disclosures, forms, and other product and service information, and to improve the usability of the platform, which is used daily by about 25,000 employees.

- Managed a Business Information Management program with a budget of around **4.5 million** and multiple project teams with the largest, including **50 professionals**. Individual strategically aligned projects delivered improvements to search, archival, reporting and content quality for various channels and lines of business, including Mutual Funds, Mortgages, Branch, Telephone Banking, Visa, and President's Choice Financial/Amicus.
- Managed Mutual Funds Project, resulting in updates to 100% of procedures (80 existing procedures, 130 new procedures) and updates to more than 40 mutual fund products.
- Established a self-regulating culture of success within the program, clear lines of accountability, and a stable work environment. Provided accurate and timely status reporting to the Steering Committee and delivered communication to impacted stakeholders.
- Facilitated the adoption of the Agile Scrum methodology and acted as an Agile coach within CIBC, sharing expertise with other groups.

CIBC (Canadian Imperial Bank of Commerce), Frontline Effectiveness**May 2009 - May 2010****Senior Project Manager / Program Manager**

Successfully delivered the following projects within the Business Information Management Program:

Business Information Support Tool (BIST):

- The Business Information Support Tool project rationalized 3 legacy enterprise product and procedure reference repositories into a single one - BIST.
- The project successfully delivered more than **1,100 distinct requirements**. **25,000 CIBC employees** use the platform daily as the primary reference repository for all products and services offered by CIBC.
- Managed the data migration and rationalization of about 65,000 content elements into the new web content management platform
- Managed delivery by the core team of **50 resources**, as well as stakeholders from 15 partner groups, including Investment Banking (Imperial Services/Capital Markets), VISA, Telephone Banking, Mortgages, President's Choice Financial(Amicus), Wealth Management, Technology, Frontline Effectiveness, Intranet, Retail Distribution, Retail Lending Operations, Training & Development, eMortgages, Operations, Business Helpdesk (National Support Line), and Forms Management.
- BIST has resulted in an average savings of 1 minute per employee inquiry to find information about one product for each search by an employee and was nominated for the Project of the Quarter award.
- Created a training calendar for management best practices and business frameworks. Initiated training activities on the first few topics and coached the team to continue the momentum.

Enterprise Rate Distribution System (eRDS):

- The project successfully implemented a centralized rate distribution infrastructure to vital internal systems that automatically provisioned rate updates (Foreign Exchange Rates, Mortgages, Mutual Funds, TFSA's, RRSPs, Lines of Credit, and others).
- The eRDS project received the Project of the Quarter award.

Toronto Hydro**May 2008 - Jan 2009****Senior Project Manager / Governance Consultant**

Successfully delivered IT Governance projects and achieved evidence-based Level 3 maturity in IT portfolio and project areas for the **\$36 million portfolio** of **40 IT projects**.

- Managed two business process reengineering projects (Portfolio and Project Management, Management of IT Human Resources) with a mandate to implement the COBIT governance framework.
- Managed change management efforts that directly impacted the entire IT organization. Trained and coached **200 IT stakeholders, 35 leadership stakeholders**, including the CIO, PMO Leader & 12 Project Managers on corporate governance and specific changes introduced as part of the new project management methodology.

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Local Office Address: 110 James St., Hinton, WV 25951**Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588****Phone: 408-893-5500 & 925-640-3641 | Email: rfp@tryfacta.com**

- Established organizational and process controls within the IT&S organization and mapped risks to controls; linked plans to specific, measurable, and realistic metrics and performance indicators used in the executive reporting package.
- Rationalized portfolio and project management framework with improved corporate templates and processes; enhancements introduced appropriate best industry practices (PMBOK, Iterative, Agile, ITIL, RUP, and others). As a result, ambiguity and repetition were reduced, and simplicity and clarity were achieved.
- Optimized the framework and tailored it to manage various types of projects more effectively, differentiating between large, medium, and small infrastructure, software development, and COTS (Commercial-off-the-shelf Software) implementation projects.
- Defined enterprise quality goals, attributes, metrics, and quality assurance & quality control activities required to achieve these goals. Established Quality Management Framework and defined a quality dashboard based on the ISO 9126 standard.
- Participated in the review of RFP responses to select vendors for hardware, software, and staff augmentation. Defined SOWs and contributed to the definition of service agreements and contracts.
- Established and defined a roadmap and methodologies for the corporate centers of excellence for Requirements Gathering, Design and Development, Risk Management, Quality, and COTS Implementation. Defined .NET development & other guidelines.
- Delivered organizational change management (communication and training) for CIO, Management, and IT stakeholders to ensure the adoption and sustainment of changes.

Senior Project Manager**Direct Energy****Oct 2007 - Apr 2008**

Established Corporate Systems PMO and managed several software development and infrastructure projects focusing on SharePoint, InfoPath, .Net, and infrastructure enhancements with the largest budget of around **\$1.5 million**:

- Managed multiple teams with around **35 resources** located in Toronto, Texas, and India.
- Established Corporate Systems PMO and defined enterprise Project Management Methodology and project management artifacts based on PMI, RUP (Rational Unified Process), Agile, Scrum, ITIL, TOGAF, Zachman, and other best practices.
- Defined waterfall and iterative lifecycles within the methodology, program and project controls, artifacts, and artifact samples based on the pilot of the methodology on several projects, including financial management, asset management, and scheduling systems. Aligned project controls with strategic objectives for IT.
- Defined a portfolio dashboard to summarize projects for executives.
- Managed the organizational change management activities required to introduce PMO, train PMs and impacted stakeholders, and gradually adopt project management standards.
- Rationalized business case creation and management lifecycle, created business case samples, and coached stakeholders on cost/benefit and value/risk estimation techniques.
- Delivered communication to affected stakeholders; trained and coached **12 project managers** directly impacted by the changes to ensure full adoption of the methodology over time.
- Managed preparation of RFI and RFP to replace legacy customer self-service applications for scheduling of service calls and dispatch of crews. Summarized expected deliverables in SOW and reviewed contractual documentation.
- Prepared business case, secured project approval, and conducted planning for a major enterprise initiative focused on application and data migration of enterprise legacy web applications to the SharePoint platform. The total budget of the initiative was around **\$2.5 million**.

Management Consultant / Project Leader**Sierra Systems****Jun 2006 - Sep 2007**

Successfully delivered Management Consulting engagements for the following Clients of Sierra Systems:

Co-operators Insurance:

- For the business transformation of two insurance companies due to M&A, analyzed the strategic objectives, operating environment, and technology infrastructure, conducted current state analysis defined target state and identified gaps.
- Gaps impacted all insurance areas, including Customer and Policy, Underwriting, Claims, B2B, B2C, Agency Management, and others.
- Gaps were summarized and elaborated as a portfolio of **18 enterprise projects** with a combined budget of around **\$4.5 million**.

- Sequenced projects based on business constraints, infrastructure, and technology dependencies (.NET, UNIX, SOA, and ESB).
- For each project created a mini-project charter that outlined the high-level scope, requirements, resources, cost, and schedule estimates.
- Provided advisory services and coached VPs, C-Level Executives & CEO on feasible target state technology choices and benefits they would bring to the business.
- Assisted executives in establishing technology and change management strategy; performed a risk assessment and created a risk response plan for the business transformation program.
- Consulted management team on options to resolve operational, human resources, and project delivery issues; leveraged economies of scale and helped create a more streamlined project management framework to deliver projects more efficiently and cheaper.

Royal Bank of Canada:

- Developed RFP to select the vendor for the Property Valuation platform. Evaluated vendor responses and chose the vendor that met important business and technology requirements as per established criteria.
- Managed external vendors in the implementation of the property valuation platform aimed to standardize property valuation, reduce exposure to credit risk, and decrease turnaround time. The platform was launched for over **10,000 RBC** employees.
- Reduced property valuation costs by 25%, enhanced standardization, and eliminated opportunities for conflict of interest.
- Gathered business, technical, security, privacy, and other non-functional requirements; performed a security audit and readiness assessment; ensured that RBC Project Management Framework (PMF) deliverables were met.

Internal Initiative:

- Developed portions of the Enterprise Risk Management consulting product offering based on COSO ERM, SOX, Turnbull, King II, COBIT, CMMI, ISO, and other standards.

TELUS Mobility**Sep 2002 - Dec 2004****Technical Project Manager**

Successfully delivered software development, infrastructure upgrade, and proof of concept projects for Enterprise Infrastructure and Data Services groups:

- Managed 15 infrastructure upgrade, custom development and proof of concept projects based on SUN ONE / Oracle IAM (Identity and Access Management), BPM, Portal, J2EE, Middleware, ESB, SOA, ETL, SAP, UNIX & other leading-edge technologies with the largest budget around **\$2 million**.
- Managed all aspects of vendor relations for **11 vendors**, starting from needs assessment, analysis, requirements gathering, preparation of RFIs/RFPs/RFOs, and proof of concepts, followed by customization, integration, and implementation of products in the production environment.
- Managed expectations of project sponsors and business owners; assigned resources and coached the project team; managed delivery schedules and budget, ensured deliverables were met, and negotiated with managers to resolve conflicts and issues.
- Based on the results of technology assessments, provided recommendations to executives regarding technology strategy.
- Utilized SDLC, Iterative, Agile, Waterfall, ITIL and other best practices while managing enterprise integration activities among enterprise applications, including Customer Care and Billing, Provisioning, Customer Self Service, Rating, Billing, Invoicing, and SAP GL.
- Managed organizational change management activities, including communication and training required to sustain the changes introduced.
- Coached and trained end-users who were impacted by the changes that were introduced.

Amdocs**Nov 2000 - Jul 2002****Technical Team Leader / Project Manager**

Oversaw multimillion-dollar implementation of highly complex telecom rating, billing, and invoicing platforms for various Telcos globally:

- Led multi-platform Customer Care and Billing infrastructure customization, integration, and implementation activities. The largest implementation at Verizon Wireless (total budget of around **\$6 million**) put in place a rating

and billing platform for approximately **27 million customer identities**. Other deployments included Telecom New Zealand, British Telecom, and CenturyTel. Technologies included .NET, J2EE, Java, JSP, C++, ETL, Oracle, integration with GL platforms, and other internal systems. Worked closely with business stakeholder groups of clients, gathered requirements (functional and non-functional), and defined solution architecture.

- Defined organizational change management activities, including communication and training, to successfully transition solutions to clients' operational groups.
- Managed organizational changes that resulted in the transfer of the North American Service Centre from headquarters in Israel to Toronto for the flagship product Enabler. Managed one of the first Enabler Proof of Concept for a global automotive client in collaboration with Accenture.
- Provided advisory services, training, and expert-level knowledge transfer activities to clients related to integration, data migration, and ETL activities, using TOGAF, Zachman & ITIL.

Senior Technical Consultant / Web Program Manager**Bell Canada****Mar 1999 – Nov 2000**

Responsible for the delivery of programs and projects in the Bell.ca environment, including new product launches, marketing campaigns, infrastructure upgrades, sponsorship events, and other initiatives:

- Managed design, delivery, and implementation of 36 business and technology projects (3 to 7 at a time), with the largest internal team of **20 resources** and a budget of around \$3 million.
- Educated business users on technology opportunities and capabilities that are available to meet the business imperatives.
- Ensured high availability and scalability of web infrastructure and mission-critical transaction-based applications receiving around **3 million hits per month**, including ETL and data integration with legacy fulfillment platform.
- Recovered 2 failing programs (Advantage Performance Program – customer loyalty, Permission Marketing – marketing engine) with a total budget of around **\$5 million** by eliminating technology and change management obstacles.
- Managed delivery by multiple vendors, digital agencies, and consulting companies, including CGI, Xpedior, E&Y, Cossette, & others. Ensured that vendor components of projects were delivered on time, on budget, and within scope. Ensured that vendor-developed web applications met security objectives and adhered to authentication and authorization standards that were established within the Web Program.
- Utilized Microsoft Project to manage project plans and other MS applications (Word, Excel, PowerPoint) to capture requirements, track deliverables, and provide reporting for various projects.
- Performed design reviews; guided vendors, peers, and Bell.ca support personnel on security guidelines, integration standards, design architecture, PMLC, SDLC, Agile, TOGAF, Zachman, Bell creative standards, and other methodologies.

PAGE Systems Intl.**Jun 1998 – Feb 1999****Team Leader / Project Leader**

- Managed development and testing activities for yellow and white pages publishing software (16 client applications and 4 server platforms) used by international telecommunication and media clients.

IT Consultant**Various Clients****Dec 1995 – Feb 1998**

- Provided freelance consulting services (technology strategy, custom development, infrastructure, and technology reviews, security audits, and other services) to clients in retail, financial, logistics, supply chain, healthcare, and other industries.

Trial of R vs. SK – Ontario Court of Justice, Honorable Justice Curry**2017****Forensic Expertise**

- Declared an expert in digital forensics, digital evidence collection, and digital evidence analysis. In total, uncovered more than 40 expert-level findings. The report was also presented to Peel Police Services Board.

Position 8 – Quality Assurance Analyst

#1 Candidate Name - Chanakya Reddy Golipally

Professional Summary

- 10+ years of IT experience with expertise in QA and delivering projects successfully in Federal, IT, Travel and e-commerce industry with Automation and Manual software tester for both web & mobile applications
- Prepared Test strategy, Test plan, Test methodology, Test scenarios, Test summary reports, Test cases and Test documents for both automated and manual testing based on User requirements, System requirements and Use case documents.
- Develop all lines of QA documentation including Test Plans, Test Cases, and Traceability Matrices
- Excellent understanding of SDLC & Software Testing Life Cycle (STLC)
- Experienced in performing GUI, Ad-hoc, Functional, Integration, System, Database/Backend, and Regression Testing.
- Tested Applications developed on Salesforce.com platform.
- Involved in Preparation of Test Procedures, Test Scenarios, Test Cases and Test Data to test the company's Salesforce CRM application.
- Used Quality Centre and JIRA to plan tests, manage, test assets, create and run manual and external scripts to check GUI and functional features of the AUT.
- Contributed to the Continuous Integration pipeline running component builds, creating and running Deployment jobs on individual stages on Jenkins, and running automated and manual functional tests.
- Used Jenkins as continuous integration server to run automated test suites and for code deployment.
- Experience in developing automated Regression Testing using Selenium.
- Working experience in Continuous Integration Tool Jenkins.
- Providing required input data to request XML & get the required data from response XML & use the response data from another request XML using SOAPUI.
- Using Selenium Screenshots for bug reporting, analysis and exception debugging.
- Experience in using Selenium Web driver, Eclipse TestNG test frameworks in creating test scripts, test suites and HTML reports.
- Excellent knowledge in writing unique XPath using firebug and fire path to identify web elements.
- Proficient performing different kinds of testing like Smoke, Sanity, Functional, GUI, Backend, Black Box, White Box, Parallel Testing, Integration Testing, Regression Testing & UAT of client/server and web-based applications.
- Experience in Database testing by using Oracle, MS SQL Server, SQL Queries.
- Involved in testing Web services and XML with tool called SOAP UI. Used this tool to locate WSDL file on internet, create Test cases, run them, do load testing, security testing.
- Excellent analytical skills with good communication and self-organizing skills, assertive and a committed team player.

Education

- MS (Computer Science) Fairleigh Dickinson University, Teaneck NJ

Certification

- Certified Salesforce.com Administrator (ADM- 201)

Technical Skills

- **Languages:** SQL, HTML, Cold Fusion, Java 1.8.0.12, Python
- **Databases:** SQL server, Web Logic 12.c application Server, Oracle
- **Operating System:** Google Chrome Browser – V63 & up.
- **Testing Tools:** Selenium Web driver Visual Studio, TestNG, Eclipse, Protractor, HP QC, HP ALM, MTM, NSL Logger, Android Studio, Postman, JSOAPUI.
- **Tools:** Excel, TFS, MS Word, Share Point, Adobe reader, Maven, ANT, Android, iOS, GIT.
- **SalesForce.com:** Triggers, Custom Objects, Data migration, Record Types, Workflows, Email Templates, Visualforce, Apex, Data loader, SOQL, SOSL, Force.com, Desktop Integration, Chatter, CPQ.

Professional Experience**Bankers Healthcare Group****Nov 2020 - Present****QA Automation Engineer - Salesforce**

- Designing and formulation of Test Strategy, Test Plans Performed functional testing to identify various critical points in the application and automating it.
- Enhance the automation framework to support continuous integration and deployment processes.
- Experience working in Salesforce Sales cloud by automating E2E loan application process.
- Experience in automating Salesforce Community cloud customer portal application.
- Contribute to the development of automated test scripts to improve software quality and efficiency.
- Collaborate with software development team to integrate automated tests into the CI/CD pipeline.
- Conduct code reviews to ensure adherence to coding standards and best practices.
- Converted automation scripts to new framework using Selenium web driver, Java, TestNG.
- Designed and implemented a robust Selenium based test automation framework using Java and the Page Object Model (POM) using TestNG for efficient and maintainable UI testing.
- Automated end to end test scenarios for the salesforce application, resulting in a 50% reduction in testing time and increased release frequency.
- Performed validation, and transformations on the Input data (Text files, XML files) before loading to target database.
- Performed data driven testing using multiple test data input with Selenium webdriver and MS-Excel.
- Identified and implemented innovative testing solutions to improve overall software testing efficiency and effectiveness.
- Created manual Test Cases in HP ALM for various User Stories based on Release and Sprint Plan
- Defects are raised in HP ALM for logging, tracking and reporting bugs in the application
- Conduct regular meetings with stakeholders to gather feedback and requirements for test automation and provide updates on testing progress and results.
- Used X-path and POM to work with dynamic and static objects in Selenium.
- Developed BDD test by writing Gherkin language using cucumber tool, developed scenarios, scenario outlines, features, step definitions and generating cucumber reports and developed required selenium support code in JAVA for cucumber.
- Connected to database to Query the database using SQL for data verification and validation.
- Analyzed the Business Requirement Document (BRD) and Functional Specification documents (FSD) to prepare Test Cases based on the Test Plan and Use Cases and attended Review's meetings to better understand the applications.
- Configured Jenkins for continuous integration, automating builds, and test executions for every code commit.
- Performed Data driven, Apache POI, POM testing using Selenium Web Driver, and JDBC Connections, which reads data from scripts using property and XML files.
- Worked on creating Cucumber BDD (behaviour-driven development) framework and automating BDD scenarios in Eclipse using Java script.
- Tested Salesforce custom objects, custom fields, page layouts, custom Tabs, Reports and various other components as per application requirements.
- Tested Salesforce.com setup, Configuration, customization.
- Performed Smoke, Functionality, Integration, System, Regression tests based on Analysis, and understanding of the requirements, non-functional specifications, and end-user needs.
- Configure the JIRA workflow for the project for improvement processes for screens, workflow procedures and reports of applications as per business requirement.
- Worked on the Parametrization using TestNG Parameters and created .xml files to run our regression and smoke suites.
- Used Splunk for analysing production metrics.
- Validating Web service modules using Soap UI tool (Preparing web service request and added authentication information in Soap Header) Possess understanding of WSDL, schema, XML documents for Web Service Testing.
- Developed ACCELQ automation framework from scratch to test E2E functionality of salesforce application.
- Implemented integration of Gmail with salesforce application to upload ID verification documents and sign contracts using DocuSign as part of E2E process using automation with ACCELQ.
- Participated in walkthroughs with Team lead, System Analyst, Project Coordinator, and the Development team to discuss the outstanding defects and scope change requests.

- Attended triage meetings to understand and consider the scope changes for the release during the test execution phase.
- Execution of test suites and HTML report generation using TestNG.
- Executed parallel testing using TestNG.
- Followed Agile testing methodology, participated in daily Scrum meetings and tested each Sprint deliverables.
- Uploaded and executed the Functional Test cases into JIRA.
- Suggested/Created application scope changes in this release.
- Collaborate with cross-functional teams to identify and troubleshoot software defects.
- Collaborated with stakeholders to define and implement innovative testing approaches that address specific business needs and challenges.

Environment: Salesforce, JIRA, Selenium WebDriver, Maven, Cucumber, HP ALM, Java, SQL, JENKINS, TestNG/Junit, ACCELQ, Share point, Bitbucket.

Blackbaud

Nov 2019 - Oct 2020

SDET/Salesforce

- Designing and formulation of Test Strategy, Test Plans Performed functional testing to identify various critical points in the application and automating it.
- Worked on testing the iOS mobile applications with the integration of APPIUM on both virtual and real devices.
- Developed automation scripts for Mobile Native applications on iOS and Android platforms using Appium and Java.
- Integrated Appium with Sauce Labs for distributing tests on the cloud.
- Implemented real device mobile app testing using Test Object on the cloud.
- Performed tests on emulators and simulators over Charles Proxy.
- Experience in setting up test environment for automated script execution using Java, Appium and TestNG.
- Performed concurrent executions on emulators and simulators over Sauce Labs and using real devices over Test Object.
- Executing the test plans on web and mobile (Apple & Android) as per requirements
- Worked on creation of automation framework in Selenium/Appium, XCode and Android Studio using Java, Kotlin, Swift
- Integrated Appium with Sauce labs for distributing tests on the cloud and integrated Appium with continuous integration tool Jenkins.
- Implemented simulator for Mobile App Testing on Android Platform using Appium.
- Used Page Object Model (POM) and created object repository in POM using Page Factory and Maven build, a build automation tool and automated scripts for back-end testing using Selenium with Java.
- Collected crash logs for the app crashes using Appium desktop and coordinated with developers for the crash fixes.
- Configured Automation framework in cloud platform to run our automated tests in multiple iOS devices. and various platforms.
- Worked on testing the iOS mobile applications using XCode and swift on both virtual and real devices.
- Performed regression, functionality, system, front-end, end to end, integrated, negative and positive tests.
- Handled various scenarios like Static and Dynamic Dropdowns, Filters, Picker wheel, scroll functionalities and web-views using Actions/Page Object framework on native iOS app.
- Worked on the Parametrization using TestNG Parameters and created .xml files to run our regression and smoke suites.
- Used Splunk for analyzing production metrics.
- Used Postman for testing APIs, by sending requests to the web server and validating XML and JSON responses.
- Worked with development team, to understand the customizable features that are being built into Salesforce.
- Maintained and gave permissions to communication templates based on Profiles.
- Validated the product configurations, price rules and quotes (Renewal quotes, Amended quotes)
- Validated the pricing for different products in the quotes for Salesforce CPQ.
- Validated Salesforce CPQ preprogrammed set of rules, to Validate ensuring error-free pricing that takes into account quantities, discounts, customizations, optional features of products, multiple revenue types, and incompatibilities.
- Validated the Salesforce workflows, validation rules and approvals based on quotes.
- Implemented Automated execution of tests (nightly and need based) using Jenkins.
- Performed Accessibility testing across multiple devices.

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- Performed testing on Tagging Analytics for the required modules of the application using Charles proxy, Android Studio and NSLogger.
- Performed Conducting API calls through Charles proxy and Post man and editing the response keeping
- Used Logcat to collect the crash logs of the app.
- Participated in User Acceptance Test (UAT), documented procedures and guiding the users in verifying various transactions on the system.
- Maintained Metrics and participated in the Weekly Status Updates showing the progress of the testing effort and open issues to be resolved.

Environment: Salesforce CPQ, JIRA, MS Word, MS Excel, Selenium WebDriver, Jenkins, Maven, TestNG, Firebug, Eclipse, XPATH, Java, HTML, SQL, Share point, GIT.

US Air Force (Federal)
SDET

Dec 2018 - Oct 2019

- Analyzed Business Requirements Documents to get better understanding of the system both on technical and business perspectives
- Wrote acceptance test for BDD using Cucumber with runner test classes and feature files written in Gherkins for automation testing.
- Prepared Test Plans, Test Scripts and Test Cases based on functional specifications and user requirements
- Integrated with Continuous Integration tools Jenkins for running test on nightly basis automatically
- Performed Smoke, Functionality, Integration, System, Regression tests based on Analysis, and understanding of the requirements, non-functional specifications, and end-user needs
- As part of compatibility testing, executed the workflow manager web application related test cases on different browsers different Operating Systems
- Performed Back-End Testing, database table manipulations of relational database systems by writing complex SQL queries manually.
- Perform manual testing in GUI based environment using HP ALM
- Analyzed test data and Conducted Database or Data driven testing under certain business rules for data population in DB.
- Involved in defining test automation strategy and test scenarios, created automated test cases, test plans, and executed tests using Selenium WebDriver and JAVA.
- Migrated scripts from Selenium IDE to Selenium WebDriver and created framework scripts from scratch.
- Worked with Mobile Applications (IOS, Android) and automated the applications using APPIUM
- /Selenium Web driver, Simulators.
- Experience in mobile testing using Appium in both IOS and Android applications using simulator
- and emulator.
- Worked in Agile software development environment to develop regression test suite and automate it using selenium web driver.
- Actively participated on Scrum to discuss about the issues facing and get the inputs from Business team to resolve which enhance the product quality.
- Involved in implementation of Test Automation Framework build using Protractor to handle TestNG and Maven technologies under Java platform utilizing industry leading design patterns and approaches.
- Defect Tracking and Reporting logged defects using JIRA tool and reported it to the developer.
- Used BDD framework with Cucumber in writing the automated test scripts.
- Actively involved in Team meetings, scrum, release planning meetings and group discussions for project progress and project related issues using GITHUB.
- Created Xpath and XQuery languages and used them in various assertions in SoapUI for API testing.
- Experience in testing Web Services using SoapUI tool, validating WSDL, request and response xml.
- Experience in RESTFULL web service Testing using Rest Assured framework java. Validated JSON formatted data, different http status code like 200, 201, 400, 415, 500etc.
- Created automated script for REST-API testing using Rest Assured framework.
- Created, administered & maintained SQL Server Databases to Production, Development, Test and Staging Environment for various groups such as Developer, QA, BA, and User.
- Configured Maven tool and created selenium automation scripts in java using TestNG, Jenkins prior to agile release.

Environment: Selenium WebDriver, Jenkins, Cucumber, Python, HP ALM SOAP UI, JMeter, Ant, Junit, Quality Centre, Eclipse, XPATH, Java, HTML, CSS, agile, GIT, SQL, Android, Oracle and Windows.

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**Greyhound Lines, Inc
SDET/ Salesforce QA****Feb 2015 - Nov 2018**

- Analysis of Business and Requirement Specifications. Designing Test Lab and formulation of Test Strategy, Test Plans Performed functional testing to identify various critical points in the application.
- Organized the test cases in the Test Rail for Manual Test execution also generated reports and graph type documents for results.
- Reviewed functional specification documents, design documents, requirements traceability matrix and involved in developing test plan document.
- Performed Smoke, Functionality, Integration, System, Regression tests based on Analysis, and understanding of the requirements, non-functional specifications, and end-user needs.
- Synthesized User Interface and Business Process Requirements and translated it into the Business Requirement Document BRD, to be used as input to the functional design specifications.
- Performed System testing and User Acceptance testing (UAT) in the final phase of software development process to check the functionality of the software.
- Involved in identifying test data feed for the automation script.
- Configured Selenium WebDriver, TestNG, Maven tool and created selenium automation scripts in java using TestNG prior to agile release.
- Performed functional testing to identify various critical points in the application and automated it by using Selenium Web- Driver with TestNG and Page Object Model.
- Created and enhanced numerous test scripts to handle changes in the objects, in the tested application's GUI and in the testing, environment using Selenium WebDriver.
- Assisted business users for core UAT regression testing with the help of DATA Validation.
- Drive the QA testing and defect review status on a regular basis.
- Used Postman for testing RESTful API to check if it returns value based on input condition.
- Performed RESTful API tests to check XML/JSON request and response using POSTMAN.
- Performed data accuracy, data validation and data integrity testing by querying the database using SQL queries to check the data table on server.
- Performed back-end testing on Oracle and SQL Server databases by writing SQL queries to make sure the contents displayed on the UI correct as per requirements specifications.
- Worked on NSL Logger and Android studio to analyze, to see the response of the logs.
- Build up SQL queries to get data from both source and destination and to compare them in the test bed
- Environment: SQL, Test Rail, Selenium WebDriver, Cucumber, Jenkins, Maven, TestNG, Firebug, Eclipse, Java, HTML, SQL, Oracle, DB Visualizer, Eclipse, Postman, JAWS, NVDA, SOAPUI, Salesforce.

**B2B Software
Software Engineer****May 2013 - Jul 2014**

- Analysis of Business and Requirement Specifications. Designing Test Lab and formulation of Test Strategy, Test Plans Performed functional testing to identify various critical points in the application.
- Analyzed the user requirements by interacting with system architect, developers and business users
- Suggested improvements in test process by gathering and analysing data
- Reviewed and analysed Detail Designed Specification and Technical Specification documents
- Analyzed the SRS (System Requirement Specifications) and developed Test Suites to cover the overall quality assurance testing
- Implemented Selenium Grid to run Regression Tests on multiple platforms and browsers in parallel
- Used Selenium IDE for testing various web applications
- Involved in complete QA Life Cycles
- Prepared Test Cases with the complete description of requirements, uploaded test cases and report results into Quality Center. Experienced in performance testing using load runner
- During testing life cycle, performed different types of testing like System Testing, Integration Testing and Regression Testing. Performed Defect tracking in Quality Centre
- Defects were linked via traceability to specific test case
- Participated in QA Team meetings and weekly QA testing reviews

Environment: Selenium RC/IDE/Grid, Quality Centre, Java, HTML, Java Script, Oracle, VSS, Windows, Team Foundation Server, Load Runner.

#2 Candidate Name - Veneeswari Shanmugavel

Professional Summary

Over 7+ years of experience in Information Technology, with specializing in reviewing business requirement, develop test strategy, documenting test cases/test plans in Manual and Automation test suite with Selenium Web Driver, Java, TestNG, JIRA, SoapUI, Postman, Rest Assured Framework, TestRail, Oracle 10g, and ALM to support quality deliverables in the domains of Department of Protective and Regulatory Services, Life Science, Banking and Finance.

- Strong experience in Test planning, Test execution, Defect Reporting, Sanity, Functional, Regression, Integration, Adhoc and UAT testing
- Experience in creating **Test Plans** and **Test Cases**, **Test Estimation**, **Requirement Traceability Matrix**.
- Experience in applying **Testing Methodologies**, creating **Test Plans**, Executing Test Scripts, **Automation of Test Cases**, **Defect Tracking** and **Report Generation**.
- Experience using **TestNG Data Driven framework**, **Cucumber Framework (BDD)** and **POM** (Page Object Model)
- Experience in Database testing with Oracle and SQL
- Experience working with HP Quality Center (ALM), JIRA and writing **Selenium WebDriver** automation scripts with **Java**.
- Experience in Selenium synchronizations with conditional (Implicit, Explicit) unconditional wait statements
- Expertise in creating test frameworks using **Selenium WebDriver**, **TestNG**, including hands on experience in SQL and in X-Path
- Skilled in designing, developing, enhancing automated test scripts for Selenium using Java Script
- Experience using **Maven and Jenkins** for integration and continuous Test Execution
- Experience in webservices API Automation Testing with **SoapUI**, **Postman** and **RestAssured** Framework
- Experience in both **Waterfall (Software Development Life Cycle -SDLC)** and **Agile Project Environment**.
- Very good team player in working with others on time critical assignments. Excellent written and verbal communication skills.

Education

- **Master of Business Administration - IT** from Avinashilingam Deemed University
- **Bachelor of Engineering in Computer Science** from Sona College of Technology

Technical Skills

Methodologies	Agile, Waterfall, SDLC, STLC
Testing tools	Selenium WebDriver, SoapUI, Postman and TestNG
Frameworks	TestNG, Data driven, Cucumber (BDD), Page Object Model, Hybrid
Build Tools	Maven, GitHub, Jenkins
Programming Languages:	Java, MS.NET, JavaScript
Markup Languages	HTML and XML
Databases	Oracle 10g and SQL
Other tools	JIRA, TestRail, Eclipse IDE, HP ALM

Professional Experience

Charles Schwab, Austin, TX

Apr 2021 - Jun 2021

Project: CARMA (Consent Artifact Repository, Management and Archival)

Role: SDET

Responsibilities:

- Web Service testing (**RESTful API**) using **JSON**, **XML** payloads.
- Created API test cases/suites using JSON in **Automation framework(RestAssured)** or Postman/Confluence
- Performed Web Service Testing using JSON, RESTful API automation with **GET/POST/PUT/DELETE**
- Involved in backend testing for the front end of the application using **Oracle/SQL** Queries
- Prepared user documentation with screenshots for **UAT (User Acceptance testing)**
- Assisted the team members with requirement clarification and technical issues.

Department of Family and Protective Services (DFPS), Austin, TX

May 2020 - Dec 2021

Project: PACES and IMPACT -Financial Modernization

Role - IRM Functional Sys Analyst III

Responsibilities:

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- Responsible for building test cases, test scripts, create, document, and execute test scenarios
- Attended Scope / Product Review Meeting and gave my necessary updates.
- Compared the results and records between the Legacy IMPACT and IMPACT2.0.
- Used **HP ALM** to store all Testing result and for defect Tracking and Reporting.
- Developed and maintained automated test scripts for Regression testing using POM framework with **Java**, **Selenium WebDriver** and **TestNG**.
- Developed **Cucumber BDD** framework for User Acceptance Testing.
- Involved in API Testing to test the web services using **Postman**.
- Created pom.xml in **MAVEN** and run the builds using CI/CD Continuous Integration tool **GitHub** and **Jenkins**.
- Expert in creating, maintaining, and executing automated test scripts using **Selenium IDE**, Web driver and **Selenium** on cross browsers.

Environment: Selenium WebDriver, Java, TestNG, Eclipse IDE, Jira, Postman, SoapUI, XML, GitHub, Jenkins, Oracle 10g, SQL developer, Java, and HP ALM

NEOGOV, Texas

Feb 2020 - May 2020

Project: INSIGHT

Role – QE Automation Tester

Responsibilities:

- Conduct website reviews, analysis, remediation, and functional testing. Assess and optimize website designs through review and analysis of user needs to meet the website accessibility needs. Provide technical assistance and remediation guidance to designers, developers, and QA.
- Configured **Selenium WebDriver**, **TestNG**, **Maven** build tool and created selenium automation scripts in java using TestNG prior to agile release.
- Automation Regression Test Report - daily reporting
- Capturing Test results in **TestRail**
- Reporting Defects and Logging Defects using **JIRA**

Environment: Oracle 10g, SQL developer, TestRail, JIRA, and Compliance with WCAG 2.1, ADA, and Section 508

Katomaran Technology and Business Solutions, Coimbatore, India

May 2019 - Aug 2019

Client: eduawake.com, Bengaluru

Role: QA Automation Tester

Project: eduawake.com web Automation:

Automate test cases, then execute them to ensure a consistent user experience and still deliver fast feedback for browse by category and will bring educational purchases under one umbrella while connecting schools, parents, subject-matter experts, and vendors.

Responsibilities:

- Analyze and verify best automated and manual test approaches and execute UI functional, acceptance, integration, and system testing
- Involved in Application Design Document and Interface documents to develop test cases and test scenarios
- Extensively used **Selenium Web driver API (org.openqa.selenium.*)**, and **TestNG API (org.testng.*, org.testng.annotations.*)** to write test cases and automate all test cases
- Apply, design, and develop automated testing strategies and build automated testing frameworks using different automation tools Selenium
- Responsible for implementation of **Hybrid Test Automation Framework, Page Object Model using Selenium WebDriver, TestNG and Java**
- Have automated the web application using Java and **TestNG in Selenium WebDriver**
- Involved in performing Functional testing, Regression testing, System testing, Integration testing, Security testing, Configuration testing, GUI testing and User Acceptance testing
- Mapped the test scripts to the functional requirements in JIRA
- Used TestNG framework to run unit test and Maven to build the Project

Environment: Selenium WebDriver, Java, TestNG, Eclipse IDE, Jira, SoapUI, Agile Methodology, MS Excel, SQL, and Windows

Apex Systems – Minnesota

Sep 2013 - Aug 2014

Client: Wells Fargo, Minneapolis

Role: QA Analyst - Manual & Automation

Project: McDonalds Policy Management System:

The purpose of the project is to develop McDonalds Policy Management System for McDonalds Franchise Insurance Program (MCD FIP). This application will be used by Wells Fargo Specialty Risk-Britt/Paulk (BPI) to issue policies underwritten on behalf of Aspen Reinsurance Group. MCD FIP involves a Commercial Package which is broken into Section I-Property, Section II – Liability. The Property will include the perils of Flood and Earthquake. The Liability will be rated for Premises/Operations and Products/Completed Operations.

Responsibilities:

- Played the vital role in McDonalds Policy Management system as Automation tester in the group of 5 Team members in the project.
- Analyzed the Business requirements and come up with high level test scenarios for requirements.
- Have written required Test Cases in Quality Center for business requirements
- Performed **Automation and Manual testing** to execute the regression tests
- Executed Scripts in Different Environments such as Staging, Development and Production
- Used Agile Methodology with TestRail and JIRA Tool in the project for developing and testing
- Executed **Selenium automation scripts** on cross browsers and performed compatibility testing
- Performed Manual testing by Writing test cases, Regression Testing and Integration Testing in each sprint and helped and participated in UAT whenever required
- Ensure the regression test suite is maintained and updated after each sprint cycle.
- Work closely with the scrum team during the user story and test case acceptance.
- Have tested below main functionalities of the McDonalds Policy Management system:
 - User can issue the Quote by entering mandatory fields of the client details as needed
 - While issuing the quote, Rating should be calculated as per complex rating formulae.
 - Premium calculation is divided as Property Premium and liability premium for restaurants and Office/warehouse location.
 - Property Premium should be calculated by adding Building premium, BPP Premium, Earthquake premium, Flood Premium and Wind Premium.
 - Liability Premium should be calculated by adding Liability location premium, Hired/non-owned premium, Playground premium
 - User can view worksheet to know detail premium calculation
 - After issuing the quote, User should be able to issue the Policy to give the insurance coverage for Restaurants or Office/Warehouse for annual term.
 - In Policy Pdf, corresponding location statewide forms, Country wide forms need to be attached.
 - After issuing the Policy, that policy can be endorsed for different reasons.
 - Endorsement types like Change Endorsement, Cancel Endorsement and Reinstatement Endorsement
 - Renewal of the policy

Environment: McDonalds Web epic application, Selenium, TestNG, Java, JIRA, TestRail, Sql and Agile methodology

IBM - Infinite Computer Solutions – Minnesota**Jul 2012 - Aug 2013****Client:** Medtronic, Mounds View**Role:** GCH Conversion Tester**Project: GCH R-4 Conversion (Global Compliant Handling):**

Medtronic has complaint handling applications specific to a business unit and/or geography. The Global Complaint handling application is a global implementation that will consolidate legacy complaint data from various Business Units and Geographies and provide a single point of entry for all product performance related complaints.

Responsibilities:

- Analyzed functional requirements and confirmed the same with business analyst.
- Attended Client Review Meeting and gave my necessary updates.
- Working as a Conversion Tester by writing SQL scripts against Function Specification (Business Rules)
- Assisted the team members with requirement clarification and technical issues.
- Compared the results and records between the source and Target system.
- Used HP ALM to store all Testing result and for defect Tracking and Reporting

Environment: Oracle 10g, Toad 9.7, UNIX, and HP ALM Quality Center 9.0, Minitab 16

Avon Global Solutions Private Limited, Chennai, India**Dec 2011 - May 2012****Client:** TaurusQuest Services Private Limited**Role:** Jr. Software Engineer

Project: Conversion of Financial Statement into XBRL (Rainbow):

Converting all the financial information into XBRL format (eXtensible Business Reporting Language) using Oracle 9i, and XBRL is a standards-based way to communicate and exchange business information between business systems. These communications are defined by metadata set out in XBRL taxonomies, which capture the definition of individual reporting concepts as well as the relationships between concepts and tags.

Responsibilities:

- Responsible for conversion testing.
- Involved in writing **Queries, Store Procedures/Functions, Views, Triggers, and Joins** to test the Business Rules.
- Extensively used **SQL queries** for DDL and DML operations.
- Verified existing functional requirements with users and gathered missing requirements from users.
- Prepared Test Plan, test Cases, Test scripts and Test Metrics for the application as well as for the database verification based on the functional requirements and test specs.
- After testing test cases, logged defects in Quality Center 9.0

Environment: Windows XP Professional, Oracle 9i, Toad 9.7, and HP ALM Quality Center 9.0

Infoland Technologies Pvt Ltd, Bangalore, India

Jun 2006 - May 2008

Client: KSRTC Employees Co-Op Bank, Bangalore, India

Role: Software Tester

Project: Loan Workflow Automation:

The Loan Workflow Automation system can be used not only to automate the workflow involved in loan sanctions, but also can be used for day-to-day operations needed for Loans. The software can be used for retail loans as well as personal loans. The system comprises of the following modules Access Control Module, Application Processing Module, Loan Sanctioning Module, Loan Security (Documents) Module, Loan Operations Module, Asset Classification Module and Legal Module.

Responsibilities:

- Analyze the Business Requirements, Functional Specification Documents to prepare Test Cases based on Test Plans.
- Day to Day planning of tests for offshore delivery teams and ensuring on time delivery as per plans for all phases of projects. Resourcing Estimates
- Responsibilities include designing & Review of test cases.
- Maintain the Tractability matrix for the Change Orders.
- Responsible for creating User Acceptance Test cases and Participation in UAT.
- List the Business requirements from Business Rules.

Environment: ASP.Net, Oracle 9i and HP ALM Quality Center 9.0.

#3 Candidate Name - Nitin Ladse

Professional Summary

- Software QA professional with 17+ years of experience in Education, Automotive, Healthcare, Banking and Oil and Gas domains.
- 10+ years of experience in automation tools such as selenium, Webdriverio, Rest Assure, ALM, Jira, Xray etc.
- Experienced in sales force, mainframe, client-Server, web-Services, web and mobile applications
- Experienced in testing the projects in Waterfall, Agile, and SCRUM Methodologies
- Experienced in manual testing and automated testing tools such as selenium web-driver using java, Microsoft test manager, Jira.
- Proficient in developing Test Plans, Test Strategy, Test Cases and Traceability matrix/coverage matrix and setting up automated test framework using selenium web-driver
- Experienced in creating Technical Project Plans, Resource Allocation, Dependency and Performance Matrix.
- Experienced with Dataware house testing, ETL testing, database testing.
- Proficient in testing methods like System Acceptance Testing and User Acceptance Testing (UAT). Experienced in converting manual test cases into automated script using Selenium Web-driver.
- Experienced in development and execution of test cases for Functional and Non Functional testing
- Experienced in testing web services Restful API using Postman and SOAPUI tool.
- Experienced in automating the Restful web services using cucumber, Java, Rest Assured.
- Experienced testing in different environments includes Java, XML, web services, .NET, ASP.NET, C#, IBM Mainframe, DB2, VB Script, JavaScript, SQL and Data warehouse.
- Experienced in working and leading onsite, offshore, remote testing teams.

Education

- Bachelor in Computer Technology in 2002.

Technical Skills

Operating Systems	Windows 7/Vista/XP/2000/NT/98, Mac OS and UNIX
Languages	Java, .net, PHP, XML, HTML, VB.net, ASP.net, C#, JCL, HTML, XML, Bash, Xpath, CSS, JavaScript, HTML5
Databases	Oracle10g, DB2, MySQL and MS SQL Server 2000, 2005, 2008.
CRM and ETL Tools	Sales Force, Data Stage 7.5.2, And Informatica
Database Modeling tool	TOAD, SQL Server
Defect Tracking Tools	Mercury / HP Quality Center 8.2, 9.2 and 10.0, Mantis
ERP/ Mainframe/Cloud	SAP, Oracle, PeopleSoft, J2EE and .NET, Share Point, COBOL CICS,JCL, distributed applications, Amazon Web Services, TSO, ISPF, SPUFI
General Tools	Visio2003, SQL enterprise manager, Query analyzer, MS Project, MS Share Point, Citrix
Web services/SOA/Mobile	SOAP UI 4.0, WSDL, SOA, REST, Json.
Software Applications/Standards	Meditech, McKesson, Siemens, EVeirfy, HL7, EDI.

Professional Experience

Client: HHSC

Oct 2021 - Current

Role: QA Automation Lead

Project: - Pharmacy Inventory Management System (PIMS)

Texas Health and Human Services Committee is developing a new PIMS system to manage its pharmacy inventory. PIMS is also integrated with Vaccine Allocation and Ordering system (VAOS – a Salesforce based application) through REST APIs. PIMS contains various modules such as Inventory Receiving (PO Entry and PO status), Master Setup (vendor, warehouse, pack, location and program), Inventory Management and Order Management.

Responsibilities:

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- Understand user stories, participate in backlog meetings and help in reprioritizing the testing activities.
- Design test cases in JIRA, perform functional testing and convert them to automation test scripts.
- Build the automation framework using Selenium WebDriver, Test NG, Cucumber (BDD) and Maven integration from scratch.
- Develop, review and maintain automation test scripts.
- Design and develop API automation test scripts (GET, POST, PUT and DELETE calls) using REST Assured.
- Perform proper data parameterization and data validations required as part of testing.
- Responsible for migrating the automated scripting using Jenkins and Git hub and make sure the code is running in CICD (continuous integrations environment).
- Identify critical bugs, perform root cause analysis and track it till closure.
- Coordinate with offshore team members and help them to resolve the coding related issues.
- Create the weekly status report for various stakeholders.

Environment: WebDriver, Rest Assured, Java, Github, Jira, Jenkins - CICD pipeline.

Client: Key Bank

Jun 2019 - Sept 2021

Role: QA Automation Lead **Project:** - Key bank Sales Force

Key Bank is currently in process of upgrading their existing Sales Force Classic application to Lightning for different modules like, CCRM, ECCP, TRO and KEF etc.

Responsibilities:

- Build the automation framework in Webdriverlo from scratch
- Writing the automation steps and step definition using Gherkin and Java Script
- Responsible for migrating the automated scripting to Git hub (Bitbucket) and make sure the code is running in CICD (continuous integrations environment)
- Created automation framework and the coding standards document from scratch
- Helping offshore team member to solve the coding related issues
- Creating the weekly report and represent to the higher management.

Environment: Webdriverlo, Java Script, Github, Bitbucket, Jira, CICD pipeline

Client: Texas Department of Transportation

Jun 2018 - May 2019

Role: QA Automation Lead

Project: - TxDotConnect

TxDOTCONNECT is a technology solution designed to standardize and enhance agency-wide Engineering Operations core systems supporting vital processes and functions to deliver the agency's transportation programs. This functionality includes project management, portfolio management, asset management, contract management, including letting. Additionally, the solution will replace up to 40 legacy systems, which will reduce the number of systems, manual processes, and system maintenance costs. Standardized business processes will be implemented to achieve the enterprise-wide solution.

Responsibilities:

- Created automation framework using protractor with Jasmine and the coding standards document from scratch
- Verifying the automated test cases writing by the team members
- Writing the test scenarios and writing the automation steps and step definition using Protractor Jasmine and Java Script
- Responsible for migrating the automated scripting to Git hub and make sure the code is running in CICD (continuous integrations environment)
- Writing the SQL queries and integrating in the automation script.
- Helping team member to solve the coding related issues.
- Environment: Protractor, Jasmine, Java Script, VSTS, oracle, SQL.

Client: Comcast, West Chester, PA.

Jan 2018 - Jun 2018

Role: QA Automation Lead **Project:** - Inventory Service

Comcast Inventory service manages the inventory of physical (such as device/customer-premises equipment) and non-physical (such as telephone number) items. The resources may be available for use or already being used etc. and this service maintains the current status of the items which may differ to each type of item. This service also provides the functionality to manage the inventory, in terms of adding, modifying, removing, transferring, etc. items.

Responsibilities:

- Testing the Restful web services manually and then automating all those scenarios using the cucumber and rest assured.
- Writing all the test scenarios and writing all the automation steps and step definition using cucumber and rest assured.
- Responsible for migrating the automated scripting to Git hub and make sure the code is running in GOCD (continuous integrations environment).

Environment: Could Foundry – Pivotal, Kibana, Git Hub, Cucumber, Rest Assured, Java, postman, and SoupUI 5.4.0

Client: NOV, Houston, TX.

Jan 2017 - Nov 2017

Role: DW QA Lead

Project: - Spotlight Data Warehouse

Spotlight the brand-new initiative to build the data warehouse from the ground, which will give capability to serve the right data to right users across the business.

Responsibilities:

- Implementing the Quality assurance standard and QA process best practices for IT team.
- Writing master test plan and implement test strategy for different type of testing for different stages of the project.
- Writing the test cases based on the business logic for source to stage and from stage to Target.

Environment: Informatica, Oracle, SQL server, TFS (Test Manager), Agile Methodology.

Client: Houston Independent School District, Houston, TX.

Aug 2012 - Dec 2016

Role: QA Lead

Project: - TadsSp - Teacher Appraisal and Development System - Student Performance

TADS-SP is a dynamic, user-friendly web portal designed to support the student performance component of HISD's teacher appraisal and development system. By drawing information from a number of different data systems, TADS-SP provides teachers and appraisers with a comprehensive summary of exactly how students are responding to instruction at any given moment. Teachers and appraisers can also use the automated system to assign measures of student learning and track student progress. With the help of TADS-SP, teachers and appraisers can access student performance data more quickly and easily than ever.

Responsibilities:

- Actual coding to automation of TADS application using Selenium web driver in Java.
- Used agile, scrum methodology for QA.
- Involved in gathering requirements by attending meetings with business users for this web portal, where each user can have access to more than one application called TADS-SP and TADS-FD
- Involved in the build, deployment and release of this web portal.
- This web portal also involves financial reports on a monthly basis.
- Actively participated in walk-through, inspections, reviews and user group meetings for quality assurance.
- Worked closely with business users, system analysts, designers and programmers to create and analyze various required project documents.
- Assisted business users in defining UAT test cases and plans; Established and maintained test cases and test data.
- Managed test cases using Microsoft Test Manager on a daily basis and created weekly reports for project manager.
- Involved in ETL testing for the data coming from Peoplesoft and chancery to TADS application database.
- Tested the Restful web services (API) for TADS portal.

Environment: ASP.NET, C#, Microsoft SQL Server 2012, Peoplesoft, Test Manager, Web services, Java, Selenium, Web driver, Jason, SoupUI, Agile methodology.

Client: Friedkin Services Group IT (Gulf State TOYOTA)

Dec 2011 - Jul 2012

Role: Senior QA Engineer

Projects: Dealer Locator, Bill of lading, Gulf States Financial Services, Security Admin

Responsibilities:

- Analyzed and dissected system requirements and technical specifications to coordinate and create test cases
- Assisted business users in defining UAT test plan, test data and execution of test cases

- Actively participated in walk-through, inspections, reviews and user group meetings for quality assurance
- Worked with business users, system analysts, designers and programmers to create and analyze various required project documents
- Involved in testing of web Services (Rest API) using SOAP UI 4.0 tool
- Testing Restful web services.
- Worked simultaneously on multiple projects in different technologies using agile methodology.
- Used Microsoft test manager tool to maintain test cases and bugs.
- Wrote automated test scripts for internal portal in Selenium 2.15 using Web driver, TestNG and Java.
- Data warehousing, Databases, Interfaces and ETL Testing.

Environment: ASP.NET, SQL Server 2008, Oracle, XML, JSON, SoupUI, Rest API, Java, Java Script, mainframe, COBOL, DB2, CICS. Agile and scrum Methodology

Client: The Methodist Hospital, Houston, TX.

Jun 2011- Nov 2011

Employer – PAG INC & Priserve Consulting INC

Role: Sr. QA Analyst

Project: SWITCH (San Jacinto Methodist's Wonderful Information Technology; Conversion in the Hospital)

Responsibilities:

- Responsible for data mining and identifying the potential merges in the existing database.
- Worked on MYSQL database with UNIX operating system. Wrote the queries to get the proper data for integration and migration.
- Wrote test matrix and test cases for CPOE system (Computerized Physician Order Entry). Also tested the integrated system HIS, HPF, RIS/IC, cloverleaf, Pyxis, SSI ClickOn Everify.
- Tested the integration of HIS with Pyxis medication administration process.
- Performed the necessary testing of upgraded system at the Pyxis cabinet level.
- Wrote test cases for existing integration system and verified the A04 sent across (HL7 interface i.e. ADT) including ICD-10 impact/remediation.
- Wrote test cases for Full Revenue Cycle Management (Medical Coding, Charge Capture, AR Management). Used EDI to send and receive Financial Transactions.
- Responsible for writing test coverage matrix on day and life of patient in the hospital.
- Responsible for preparing test cases, test scripts and test data for UAT (User Acceptance testing) using Quality center 10.0.
- Experienced in Payment processing (Recondo) and claims processing testing
- Performed end-to-end testing on claims process.
- Managed test cases using Quality Center on a daily basis and created weekly reports for project manager.

Environment: SQL Server 2008 R2, MYSQL, UNIX/Linux, mainframe, COBOL, DB2, MS Access, HL7 viewer, HL7 Sender, EDI, SSI Applications.

Client: Friedkin Services Group IT, Houston, TX.

Jun 2010 - May 2011

Role: Sr. QA Engineer

Projects: Vehicle Field Size Expansion, RoboFTP, Build Your Toyota.

Responsibilities:

- Involved in writing a Test Plan and maintaining requirements. Utilized a traceability matrix between the requirements and Test cases.
- Performed various testing types such as Functional Testing, Integration Testing and System Testing; Smoke testing and Regression Testing.
- ETL testing, Database testing.
- Involved in UAT testing with users and worked closely with the business wrote Automation test script using selenium for a web based application.
- Experienced in Rational tools (testing and defect management): Rational Clear Quest, Rational Clear Case.

Environment: ASP.NET, SQL Server, Toad, Oracle, XML, UML, Web services, HP Quality Center10.0, mainframe, COBOL, DB2, CICS, MS Access, ETL tool Data stage 7.5.2, Agile methodology.

Espire Info Labs

Jan 2009 - Apr 2010

Role: Senior Test Analyst

Project: Composer (Wealth Management System)

Responsibilities

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | **Email:** rfp@tryfacta.com

- Performed various testing methods like Functional Testing, Integration Testing, System Testing, End to End Testing and Regression Testing on Mainframe Environment
- Manual Tests were planned and managed using Quality Center
- Actively participated in Test Plan preparation
- Involved in Test Cases Review for multiple MCR's (Maintenance Change Request)
- Involved in User Acceptance Testing
- Involved in testing common master data as per business need
- Involved in testing the integrated system, HIS, HPF, MethOD, Clinical System
- Prepared task schedules, testing estimations and resource allocation for Integration and Regression Testing.

Technology: COBOL, DB2, CICS, Spufi, C#, IIS, SQL, Crystal Reports, Remedy, HP/ Mercury Quality Center 9.2.

HSBC Software Development

Oct 2004 - Dec 2008

Role: Software Engineer

Project: US and Canada Cheque Issue.

Responsibilities

- Involved in the writing, modifying, execution and validation of all test scripts, which were mentioned in the Test Plan.
- Analyzed Functional Requirement and Business Requirement Documents to get a better understanding of the system on both functional and business perspectives.
- Design, Initial summary, test script preparation and testing for both Manual & Automated in both Web and Mainframe Environments.
- Executed test cases in Test Lab Manager of HP Quality Center.
- Validated the data on Mainframes and worked with JCL.
- Enhanced the Quick Test VB Scripts using parameterization, checkpoints and regular expressions
- Wrote and ran test scripts for each release using QTP.

Technology: JDK, JavaScript, JCL, COBOL, DB2, CICS, Quick Test Professional 8.2, HP/Mercury Quality Center 8.2, Toad.

Position 9 - Security Analyst

#1 Candidate Name - Dozie Egbuna

Professional Summary

Skilled IT Security Specialist with over 9 years' experience in risk management framework, security control assessment, vulnerabilities, threats management and mitigation. Adept and proficient in Security assessment and Authorization, Security Assessment Reports creation and reviews, PO&AMs, Security Policies, Procedures and Guidelines creation utilizing NIST publications, SANS Framework, DoD & DHS IT system Audits and compliance procedure, PCI DSS, HIPAA, MARS-E and FISMA. CIS Benchmark and Cloud Security best practices compliance assessment.

A quick learner, analytical and detail oriented with ability to communicate up, down and across all levels of the organization.

Education

- MS Cyber and Information Security 4.0 CGPA (2021)
- **Capitol Technology University, MD**
- **Bachelor of Science, (Hons)**
- Nnamdi Azikiwe University, Nigeria.

Certification

- Associate of (ISC2)2
- Associate Member ISACA
- (ISC)2 CGRC
- ISACA CRISC
- (ISC)2 CISSP – In progress
- ITIL V4

Technical Skill

Systems: Windows 7/8/10, Kali Linux, Windows 2008/2012, MAC

Databases: Oracle, ADB2, Microsoft SQL Server 2012

Tools: RSA Archer, Tenable Nessus, Carbon Black, Aqua, Black Duck, SonarQube, eMASS, CSAM, RiskVision, Remedy, SharePoint, Fortify, ServiceNow, RSAM, JIRA, GitHub.

Software: MS Office suites, MS Project, ERP and EAM,

Professional Experience

Snr. Information System Security Advisor

May 2018 - Present

Veterans Affairs (VA) (General Dynamics IT)

- Create, compile, and maintain security authorization packages and documentation as required by Federal security authorization guidelines described in NIST and OMB requirement documents as applicable to DoD and DHS.
- Effectively manage organization and program GRC across different platforms and systems.
- Enforce policies and guidelines as outlined within NIST SP 800-53, NIST SP 800 and 500 series specifications.
- Provide leadership in the implementation of system specific features and security controls to ensure effective compliance with federal requirements as well promoting a strong security posture for implementation and O&M teams and key stakeholders.
- Led the implementation and integration of Data lake infrastructure for data repository from multiple applications and data sources.
- Provide leadership and support to system owners and other team members in the generation of security documents, including security incident reports, equipment/software inventories, technical vulnerability reports, and contingency plans.
- Perform necessary review, analysis, and reporting of key system attributes, weaknesses, and changes to the Information Systems Security Manager, System Owner to support Continuous Monitoring of supported systems.

- Coordinate DevSecOps efforts as part of SDLC for applications development, run static and dynamic code scans prior to production using Fortify and SonarQube.
- Implements a comprehensive security testing using Aqua to ensure secure development and deployment of cloud based applications as part of DevSecOps process.
- Initiate, track, and manage the creation, opening, and closure of weaknesses via Department of Commerce Prescribed Plan of Action & Milestone (POAM) processes and procedures.
- Support and pilot activities and processes for gathering requirements and obtaining ATO for assigned systems as the System Steward.
- Manage authorization process and activities for SaaS tool hosted on AWS GovCloud.
- Effectively communicate system risk and security posture to stakeholders.
- Provide security input to programmatic planning - budget/schedule, risks and opportunities. Coordinate technical and process document reviews.
- Sync with development team and system administrators to design systems architecture that incorporates security requirements and features from initiation.
- Perform security scans and review of open source applications using Black Duck prior to deployment, ensuring any identified weaknesses are addressed.
- Perform threat modelling, Static and Dynamic code analysis as part of system development process.
- Conduct due diligence reviews on 3rd party and vendor systems prior to onboarding.
- Perform penetration testing, vulnerability scans as well as Web Application scans as part of vendor system risk and security assessment prior to onboarding for AWS cloud and Azure cloud hosted applications..
- Oversee subcontractors' system security compliance and continuous monitoring activities.
- Plan and coordinate vulnerability scans, respond to potential vulnerabilities.
- Coordinate MARS-E compliance audits with 3rd party assessment organizations.

Snr. IT System Security Analyst
Federal Reserve Bank, San Francisco CA.

Jun 2017- Apr 2018

- Provide Information Security Program and Risk Management support by helping to define key risk indicators, capture metrics, and analyze the effectiveness of District and System information security programs and policies.
- Assist with crafting or adjusting ongoing programs and policies as warranted based on ongoing analysis of effectiveness and internal and external cyber threat landscape and risk posture.
- Evaluate the effectiveness of awareness and training programs and makes recommendations for improvement.
- Analyze information security control metrics to demonstrate effectiveness or need for control improvement.
- Develop regular security briefings and other collateral that communicates cybersecurity and organizational risk to various partners based on analytical viewpoints derived from multiple sources of internal and external security data points.
- Create, distribute, and update reports on information security service performance to management and information security governance forums.
- Work with staff from various groups communicating security issues and responding to requests for assistance and information.
- Support kick of static code analysis as well as dynamic (SAST and DAST) code analysis using Fortify, APPCheck and SonarQube.
- Track and manage identification of open source security vulnerabilities with Black Duck.
- Completed detailed security assessment for Azure cloud and AWS SaaS tools and managed remediation of identified vulnerabilities.
- Promote the maturation of Insider Risk Program including developing and deploying training and awareness campaigns, creating and tracking new metrics and reporting, and completing program administration requirements.
- Conduct security risk evaluation prior to installation or roll out of new applications and/or systems.
- Reviewed and created technical analytical security report of 3rd party applications and vendors as well as

systems.

- Support continuous monitoring of implemented security controls by conducting security controls assessments for systems from various internal business lines/units.
- Respond to request tickets for security risk evaluation from users and groups from different districts within set SLA defined timeframe.
- Coordinate Governance, Risk and Compliance (GRC) efforts and audits for different business units and systems.
- Plan, coordinate and complete System Security Plans (SSP) creation and update for different systems business units and systems.

**Information System Security Officer
US Census Bureau HQ (Contractor)**

May 2016 - May 2017

- Create, update and manage SSPs for assigned information systems.
- Design security policies, coordinate implementation meetings, track, manage and remediate POA&Ms
- Conduct FISMA-based audit reviews with a view to ensuring strict security compliance.
- Document and review System Security Plan (SSP), Security Assessment Report (SAR), Plan of Action and Miles tones (POA&M), Authorization letter/memorandum (ATO).
- Create and efficiently manage milestones for POA&M remediation efforts.
- Design, implement and manage an efficient risk management framework and policies.
- Facilitate awareness and training programs for systems and applications users on information security and control programs.
- Perform risk assessment and assisted in performing internal audits of IT infrastructures, MS Azure cloud hosted applications and COTS tools.
- Actively assists and worked with developers, testers and SME throughout SDLC process to ensure incorporation of security assessment in the SDLC process.
- Reports and keeps a track of security incidences to AO and system owners.
- Liaise with third party vendors for software and application patches upgrade testing and timelines.
- Effectively manage and antivirus and malware applications to ensure they are up to date and function as required.
- Design and efficiently manage the implementation of compensating controls to achieve compliance and adequate protection of IT systems
- Conduct detailed, compliant risk assessment of third party applications and systems prior to interconnectivity.
- Perform Vulnerability scans using various tools including Nessus from Tenable and HP WebInspect.
- Work with end users, system owners, assessors and other stakeholders to ensure identified vulnerabilities are properly and timely remediated
- Efficiently provide top level technical solutions to IT security needs that aligns with NIST framework and guidelines.
- Supports enterprise implementation of multi-factor access management.
- Ensure implemented controls are in strict compliance with relevant laws and guidelines.
- Oversees continuous monitoring programs and keeps abreast of security events and dynamics.

**Information and System Security Specialist
Security and Exchange Commission DC (Contractor)**

Sep 2015 - May 2016

- Conduct network vulnerability assessments using scan tools (Nessus) to identify system vulnerabilities and develop remediation plans.
- Review security impact analysis and provide approval for system change requests within a change control board (CCB) environment.
- Act as primary security liaison between the infrastructures and IS security offices as well as other divisions and external agencies.
- Perform authorizations to operate (ATO), risk assessments, internal and external data calls/audits, and provide technical expertise for design/implementation of security policies and procedures.

- Work with the Program areas to Review IT System architecture to identify potential weaknesses and provide any strategies and methodologies to re mediate weaknesses identified during IT System architecture reviews.
- Create contingency plan and document System Security Plans (SSP), generate projected risk reports, and brief the appropriate stakeholders and upper management about the potential risk areas for the business unit.
- Develop NIST-compliant vulnerability assessments, technical documentation, and Plans of Action and Milestone (POA&M), and address system weaknesses.
- Determine security controls effectiveness (i.e., controls implemented correctly, operating as intended, and meeting security requirements).

Aenet Solutions, Houston TX

May 2011 - Aug 2015

IT Security Analyst

- Performed security categorization, using FIPS 199, and review Privacy Threshold Analysis (PTA), and E-Authentication with business owners and selected stakeholders.
- Developed and conduct ST&E (Security Test and Evaluation).
- Apply recent technologies and Information Assurance (IA) requirements to the analysis, design, development, evaluation, and integration of computer/communication systems and networks to maintain an acceptable system security posture throughout the lifecycle of multiple national level mission system.
- Work with various controls guidelines such as NIST, FISMA, and SSAE16.
- Managed and coordinate a team of information security professionals to conduct Security Authorization packages based on NIST standards for general support systems and major applications.
- Worked with business process owners to ensure timely identification and remediation of jointly owned risk related issues and action plans responsible for security management plan, vulnerability matrices, remediation plans using Nessus for vulnerability scans.
- Communicate status regularly to management using PowerPoint for presentations, develop security and system architecture diagrams with VISIO, MS Word, Excel and Access for spreadsheet analysis.
- Oversee the preparation of a Comprehensive and Executive Certification & Accreditation (C&A) packages for approval of an Authorization to Operate (ATO).
- Provided input to management on appropriate FIPS 199 impact level designations and identify appropriate
- Security controls based on characterization of the general support system or major applications.
- Conducted risk assessments regularly; ensured measures raised in assessments were implemented in accordance with risk profile, and root-causes of risks were fully addressed.

#2 Candidate Name: Mustafa Mahmood**Professional Summary**

- 9+ years overall experience with Windows Systems and implementation of Virtualization in mission critical IT systems.
- Expert level knowledge with critical IT infrastructure technologies including VMWare/Citrix Virtualization, Active Directory, and Cisco networks.
- Extensive experience with Windows Server versions 2008/2012/2016/2019, troubleshooting, installation, and maintenance.
- Expertise in installation, and configuration servers on HP/Compaq, Dell Power Edge, IBM xSeries hardware platforms.
- Expert in Virtualization with VMware ESXi servers, Virtual Center server, vCenter Operations manager VCOPS, VDI, ThinApp, VMWare Orchestra and SAN/NAS technologies.
- Installing, Configuring, Managing and Troubleshooting, vCenter 5.5, 6.0, 6.5 Servers and ESXi 5.0/5.5/6.0/6.5 Servers.
- Experience with VMWARE ESX (6.7, 6.5, 6.0 5.x, 4.x), vRealize Automation, vRealize Orchestrator, Ansible, vROPS, Horizon View, Automation (VRA), vRealize Orchestrator (vRO), vRealize Log Insight, SDDC Manager, vRealize Life Cycle Manager (vLCM), VMware Cloud Foundation (VCF), Hyper - V
- Worked extensively on VMs, Snapshots, clones and Templates in Content libraries.
- Created and executed powerful PowerShell scripts to automate server builds for both physical and in VMware ESX.
- Software Define Network (SDN): VMware NSX versions 6.2 / 6.3 / 6.4; NSX-T v 2.5.
- Working knowledge of NSX-T Datacenter Logical switching, tunneling, MAC, ARP, TEP tables and packet capture.
- Experience in installing, upgrading, and troubleshooting, maintaining Citrix Desktop and XenApp Server environments, including NetScaler.
- Citrix XenDesktop/VMware Horizon/Microsoft Remote Desktop VDI experience.
- Sound knowledge of Citrix Netscaler Access Gateway.
- Extensively worked on organizational setup, site creation and maintenance, workflows, data management, user management, migration and integrating existing systems successfully into the Office 365 environment with design requirements.
- Advanced knowledge of Routing, Switching, Firewall management, VPN management, LAN/WAN.
- Datacenter asset migration apps, network, vms, to cloud and converged infrastructure.
- Strong experience with the implementation of Active Directory DC design, Schema, OU design, AD replication topology, and DC backup/restoration procedures.
- Identity and access management/provisioning via Active Directory and Quest Active Roles, Migrated users via Quest Migration manager.
- Experience in designing, implementing, and managing multiple Active Directory Forests and Domains for a large, geographically dispersed enterprise.
- Expertise in Migration Using Quest Migration Manager Tool for Active Directory
- Experience in updating Active Directory Sites and Services.
- Sound knowledge of Active Directory Replication Process.
- Experience in implementing, administering, supporting ADFS, DNS, DHCP, WSUS, NFS, ADAM and LDAP configurations.
- Experience in providing day to day support for Active Directory, Messaging, and collaboration services.
- Experience in analyzing and designing strategies for Active directory groups cleanup.
- Experience with configuring Group Policy Objects to secure a Windows infrastructure. Experience with GPO, creating and testing policies with GPO.
- Developed organizational units in Active Directory (AD) and managed user security with group policies.
- Experience in deploying and managing Active Directory Federation Services (ADFS).
- IIS and Windows administration for a worldwide financial company with 1000+ nodes. Installation and configuration on RHEL 5/7/8. Linux OS experience.
- Advanced level knowledge and experience designing and delivering automated Infrastructure as a Service (IaaS).

- Hands-on experience working in a Windows-based server environment with Active Directory, GPOs, DNS, Replication DHCP, File & Print Server, IIS, FTP, Terminal Server, NAT, Microsoft Clustering, and Exchange Mail Server.
- Microsoft SQL Server management expertise and knowledge of database architecture and clustering. Ability to execute SQL queries.
- Excellent skills in server patching and hardening using Windows Update and by using the staged patches.
- Provided 24/7 On Call production support onsite and remotely on rotation basis.

Technical Skills	
Operating Systems	Windows Server 2012/2016/2019, VMWare ESXi server, Linux, Windows 10/11/8.1/7, IBM AS400.
Virtualization	VMware vSphere 4.0/5.0/5.5, vCenter Server 4.0/5.0/5.5, ESXi 4.0/5.0/5.5/6, VMware Update Manager, HA, DRS, FT, vMotion, Storage vMotion, VMware Capacity Planner, VMware Workstation, Horizon View & NSX. VMWARE ESX (6.7, 6.5, 6.0 5.x), vRealize Automation, vRealize Orchestrator, Ansible, vROPS, Horizon View, VCF, Citrix XenDesktop 5.6, XenServer 6.X, XenAPP/Provisioning Services, Netscaler, Lync.
Networking	IPv4 and IPv6 addressing and subnetting, Ethernet LAN/WAN, TCP/IP, OSI Reference Model, DHCP, DNS, UDP, SSH, SCP, NFS, F5 load balancers, Firewalls, switches, routing concepts, virtual network concepts including vSwitches, VLANs, dvSwitch, TCP/IP stack for virtualization.
Hardware	HP ProLiant DL380, BL460c and BL465c blade servers, C7000 and C3000 HP Chassis, Cisco UCS B460 and B260, EMC VMX, VNX and ISLON.
Deployment/Automation/Monitoring Tools	SCCM (Patching and Deployment), Powershell (Automation), Bash scripting, Python, Visual Studio 2019, VMware PowerCLI, Ansible, SQL.

Education	
Bachelors of Science in Computer Science from Florida Atlantic University - Boca Raton, FL	2012

Professional Experience	
Systems Admin- Cloud VMWare	Sep 2020 - Apr 2023

Credit Suisse, NY

Responsibilities:

- Experience in Working closely with customers, project managers and other engineers to develop customized, managed infrastructure.
- Project lead/implementer for installing vCenter server and upgrading ESXi hosts from 5.1 to 6.0. Created step by step documentation for team members.
- Worked on actively monitored and responded to activity impacting various enterprise endpoints facilitating network communication and data handling McAfee End Point Security, DLP, Splunk.
- Experienced on identified and removed security policies those are no longer needed to reduce Checkpoint firewall policy lookup.
- Upgraded existing VMware vSphere 5.5 to vSphere 6.0 including vCenter Server, ESXi host, VMs Hardware, VMs Tools version.
- Design, develop, and implement MDM profiles and policies to meet the organization's security and compliance requirements.
- Enabled the Microsoft Defender ATP service by explaining how to deploy an ATP agent profile using an onboard endpoint.
- Managing VMware vSphere, which is underlying Hypervisor layer for vCD & NSX.
- Supported customers on various implementation of Windows Azure AD, MS office 365, Azure Single Sign On, and On-premises, Single Sign On, Windows Azure SaaS, IaaS, and PaaS.
- Enabled Microsoft Defender on subscriptions to safeguard our Azure and hybrid resources and secure management ports of VMs using just-in-time and adaptive application controls.
- Active Directory Specialist within in-depth knowledge of Active Directory design including domain design and architecture, GPO design and OU design.
- Responsible for configuring virtual machines, storage accounts, and Azure resource groups, as well as managing Azure AD Connect.

- Responsible for the planning, implementation, managing and operating the world-wide Active Directory and IT infrastructure implementations.
- Tested the integration of Service Now with VROPS as well as vRealize Automation using ITSM Plugin and vRO Endpoints.
- Managed domain controller security - AD, Group Policy, DNS, DHCP in Windows Server Environment
- Implemented NSX-T in and migrating workloads.
- Supported VMware, specifically ESX vSphere 4 to monitor cluster performance, optimize the server environment, and diagnose and resolve production issues amongst 3 Data Centers and over 1800 servers.
- Worked on Vxrail and VCF upgrades from 4.7.211 to 4.7.41 and 3.8.1 to 3.9.1. Performed ESX Hosts and Virtual Machine migrations between Development, Integration, and Production environments and across Datacenters.
- Expertise in installation, configuration, and administration of Windows 2003/2008/2008 R2/2012/2012R2/2016 & 2019 servers on HP/Compaq, Dell Power Edge, IBM xSeries hardware platforms.
- Installed and Configured VMware vSphere products such as VCF (vCloud Foundation) VRA (vRealize Automation), vRO (vRealize Orchestrator), vROPs (Operations Manager), ESXi, VMware vCenter on Cisco UCS servers.
- Implemented and Tested desktop virtualization and introduced VMware View to the client.
- Installed, Configured, and managed vSphere 6.0 in prod environment and verified the features and tested the vSphere 5.5 RC in test environment.
- Open ticket with VMware vendor and Troubleshoot issues coming in horizon VDI desktops.
- Windows Automation using Windows Scripting Host and VBScript.
- Good understanding about AD replication and how to troubleshoot replication problems.
- Implemented vMotion and Storage vMotion for VM's as per the requirement.
- Converted the physical machines to Virtual machines by using vCenter converter P2V and V2V which involved in Data Center Migration.
- Utilized Powershell and VI toolkit from VMware to monitor and administrate VM running on the VMware Infrastructure platform.
- Automated load balancing techniques using PowerShell to reduce the workload of the DC which had PDCE FSMO role.
- Performed exhaustive audit of the AD infrastructure, discovering DC and service connection objects no longer in existence.
- Developed scripts with Powershell to automatically configure network settings and vmkernels for ESXi servers including multipathing policy, storage LUNs and MTU size for both the vswitch and vmkernel port allowing the attachment of server profiles for non-clustered VMhosts.
- Oversee the management and maintenance of a diverse server infrastructure consisting of 1200+ Linux servers, ensuring optimal performance and availability.
- Lead the implementation and configuration of Red Hat IDM for centralized identity and access management, streamlining user authentication and authorization processes.
- Windows server 2012R2/2016/2019 administration physical and virtual. Microsoft Azure systems administration and configuration to support organizational D.R. and other projects as needed. DHCP administration and scope configuration for college systems and wireless. Supported an organization with over 4000 users spread among various locations. Manage windows internal DNS records for various applications and name resolution of client systems. Hyper-V and VMWare virtual server configuration and administration. Management of 2016, and 2019 Windows Hyper-V environment for DMZ servers.
- Implemented Network and Storage Configuration with VLANs and VSANS using UCS manager Vblock.
- Implemented and designed cloud solution based on VMware VCloud Director for users.
- Monitoring and performance tuning for both AD and Windows operating systems including connectivity, synchronization, replication, net logon, time services, FSMO roles, schema, NTDS database partitions, AD Backup and Recovery, ADFS, certificate authorities and trust relationships
- Successfully planned and executed the migration of numerous systems from Red Hat version 7 to version 8 or 9, ensuring minimal disruption and seamless transition.
- Collaborate with cross-functional teams to manage user groups, access control, and user provisioning, enhancing security and maintaining compliance with organizational policies.
- Utilize Red Hat Satellite to manage software updates, security patches, and system configurations across the server environment, mitigating potential vulnerabilities and ensuring compliance with industry standards.

- Administration of production servers, network infrastructure that includes Windows administration of Domain controllers, Migration activities, IIS web servers, File and print servers and terminal servers.
- Created automated Powershell script to manage the backup of primary fileshare server.
- Experience in Active directory, GPOs DNS, DHCP, File & Print Server, IIS (Web Server), IIS FTP, Terminal Server, WSUS, Microsoft Clustering and Exchange Mail Server.
- Assisted and provided guidance in application integration into Directory service including LDAP(S), and service account management.
- VMware SRM testing on NAS storage with storage replication.
- Worked with the migration team for migrating Exchange users to Office 365.
- Responsible for administering and supporting applications in Citrix server environments on Windows Server 2012 R2 and 2016.
- Experience supporting and administering Citrix Xenapp 6.5 environment.
- Experience with Windows 2008, 2012, VMWare, Active Directory, Exchange, Lync and Citrix
- Define and compile the methods of procedures and documentation to support in the maintenance and day-to-day operation of the Wintel systems.
- Manage customer escalation supporting change being executed by GSO BAC Change Wintel team.
- Citrix XenDesktop 5.6 supports/troubleshooting /administration and implementations for enterprise environments that may include complex printing and application access scenarios. Working with persistent /no persistent images.
- Citrix Provisioning Services 6 support/troubleshooting /administration and implementations for enterprise environments that may include provisioning desktops and servers, configuring Active Directory-based central stores, working with vDisks and configuring target devices.
- Citrix XenServer 6.X support/troubleshooting /administration in relationship to be able support VM-s be it XenApp and/or XenDesktop ones. Cooperate with Platform team to address HW / FW issues.
- Integrated Citrix virtualization solution technologies together while ensuring that applications or content published on XenApp or XenDesktop are enabled for use in accordance with an environment's security policies and are accessible through a few access scenarios, including multiple Web Interface sites and Access Gateway/NetScaler (including external ones, owned by customer).
- Assisted development teams taking advantage of Active Directory for Create, Manage, modify, troubleshoot GPO's using GPO Admin for updating, and managing changes to Bit locker.
- Employ various performance tuning techniques to optimize server performance, leading to improved response times and resource utilization.
- Proactively troubleshoot and resolve complex server issues to minimize downtime and maintain the stability of critical applications and services.
- Respond promptly to server outages or emergencies, working diligently to restore services and prevent further disruptions, even during occasional 24x7 on-call rotations.
- Monitoring, troubleshooting and problem resolution of IP Services - DNS, DHCP, and WINS, using Tivoli.
- Developed custom Identity Management component to synchronize Active Directory, LDAP, and legacy systems.
- Authentication and sometimes authorization, with Active Directory related issues.
- Installing, Configuring Active Directory Domain services for windows and created, managed, and monitored a variety of users, groups, and GPOs in Active Directory services and group policies.
- Participated in the engineering, planning, coordination, and installation of new or modified Windows2012R2/2016 Servers including and SAN storage.
- Delivered Infrastructure as a Service (IaaS) for various products, like Linux, Windows, SQL, Oracle.
- Responsible for driving and delivering strategic planning, design, and support of global virtual infrastructure, data center and cloud solutions.
- Utilized my expert-level knowledge of virtualization and Cloud Computing technologies and worked effectively for the organization.
- Assist Cloud Computing Architects, with preparing the existing on-premises vSphere environment for integration into a Hybrid Cloud Solution.
- Managing System Services, Users and Groups, GPOs and Firewall.
- On daily basis update inventory report (include with Laptops, Desktop, Mouse, keyboard etc.).
- Reported to the Department Manager for daily resolved and unresolved issues.
- Maintained excellent communication skills with team members and assisted individuals that needed help with tasks assigned to them.

- Ensured proper documentation and reporting of all tasks and changes to systems that were performed.
- Environment: vCloud, vsphere/vCenter, ESXi, Citrix XenDesktop/XenServer6.X, Active Directory, Windows Server 2012/2016, NSX-T

Endpoint Engineer-AD/Azure**Mar 2017 - Aug 2020****Deloitte Inc. NYC, NY****Responsibilities:**

- Supported several teams of App Devs. Provided strong trouble shooting within windows and patching/deployments.
- Managed the overall administration of Windows System applications.
- Configured Windows Server 2012.
- Provide day to day support for Active Directory infrastructures.
- Troubleshooting AD related issues (DNS, Replication, server and User related issues).
- Troubleshooting AD user account lockout issues also Troubleshooting on AD trust related issues.
- Troubleshooting Active directory permissions. And Creating group policy objects as per security requirements.
- Configured Group Policy Objects to secure a Windows infrastructure.
- Experience with GPO, creating and testing policies with GPO.
- Identifying and cleaning stale records in AD environment.
- Identifying uncertain AD groups and cleaning up accordingly.
- Administer the working of Microsoft Exchange and provide support for any server related issue.
- Performed daily system monitoring, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Part of team managing IAM through Active Directory and Sail point with Radius server.
- Migrated Exchange 2013 & 2016 to Office 365 and implemented Lync 2013/Skype-for-Business and decommissioned the on-premises forest and decommissioned several landline branches.
- Responsible for applying security updates and patches on servers.
- Managed Group Policy Objects (GPOs) throughout the Active Directory (AD) enterprise.
- Active Directory Services, Active Directory Group Policy Objects (GPO), Group Policy Management Console (GPMC), DHCP and DNS.
- Take backup of group policies from production ADDS servers and configure the same in Test environment using power shell scripts.
- Vulnerability management and mitigation by applying required patches using SCCM 2012. Manual configuration changes for Vulnerability Mitigation.
- MDM operations (registration, wipe, retirement, label assignment), internal apps installations, testing of new versions of mobile device operation systems.
- Experienced with all types of Deployment Tools including SCCM 2012 R2, Soft Grid and Altiris.
- Configure Endpoint Policies on Symantec Endpoint Protection Manager V14.2.
- Responsible for configuring and maintaining domain backup solutions using Symantec NetBackup.
- Performed daily backup operations, ensuring all required file systems and system data are successfully backed up to appropriate media, media is recycled and sent off site as necessary.
- Maintained Active Directory computers & user accounts.
- Regulated troubleshooting for the two tiers support of the system.
- Coordinated with the external agencies to resolve any up-gradation issues of the system.
- Served as first level for client interface by providing solutions.
- Created migration plan to assist technical staff in performing mailbox moves.
- Troubleshooting Mail flow Issues. Troubleshooting performance issues. Troubleshooting Outlook issues.
- Developed, automated and implemented operations, best practices using PowerShell.
- Coordinated with engineering and development teams in implementing and executing the future design of messaging environment as a part of technology convergence initiative.
- Communicated to end-users, management, and any call/problem tracking system regarding status of reported problems/projects.
- Implemented large-scale Active Directory/Exchange 2007/2010, Lync 2010 configuration, migration.
- Worked on OS upgrades in Windows Server 2008 environment to Windows Server 2012
- Provided Active Directory Management and Support at Enterprise level.

- Provided support and administration of the Active Directory (AD) in a Windows 2008/2012 Server distributed environment.
- Configured, optimized, fine-tuned, and monitored servers and clients to ensure optimization.
- Monitored MECM behavior, analyze, initiated responses, and report on cybersecurity events.
- Provided tier 3 technical support, troubleshooting, analysis, and research into complex problems and processes as they relate to the MECM solution.
- Configured and troubleshot mobile device management features, including device enrolment, app deployment, and policy enforcement.
- Collaborated with cross-functional teams to understand business requirements and translate them into effective MDM profiles.
- Conducted regular audits and assessments of MDM profiles to ensure compliance with security policies and best practices.
- Provided Level 3 support for MDM-related issues, including device configuration, application management, and policy enforcement.
- Configuration of Credential Guard and Device Guard.
- Managing System Center Endpoint protection (Windows Defender).
- Provided deployment guidance, configuration assistance, and education on threat and vulnerability management, attack surface reduction, next-generation protection, endpoint detection and response, automated investigation and remediation and secure score.
- Reviewed simulations and tutorials (such as practice scenarios, fake malware, and automated investigations).
- Monitored MDM systems, diagnose and resolve system issues, and perform root cause analysis for recurring problems.
- Stayed updated with the latest trends and advancements in MDM technologies and provide recommendations for improvements and optimizations.
- Documented MDM processes, procedures, and troubleshooting guides for internal knowledge base and user reference.
- Troubleshooting Intune L3 issues, providing Root Cause Analysis for Intune incidents, writing Standard Operational Documentation.
- Configuration of SSL Certificates.
- Involved with planning, designing, and transforming environments from on-premises to cloud-based.
- Worked on Microsoft Azure Administrator configuring availability sets, virtual machine scale set (VMSS) with load balancers, network security group (NSG), Virtual networks, Docker, and Kubernetes.
- Skillfully worked with Microsoft 365 and office 365, including Teams, SharePoint Online, Onive, and Exchange Online.
- Developed a monitoring system that monitored the health of 32 Azure resources, which reduced a 30% decrease in downtime.
- Worked as a Cloud administrator on Microsoft Azure environments, which included Azure AD Connect configuring virtual machines, storage accounts, and Azure resource group.
- Formed a secure and well-managed enterprise environment in Azure. Saved RW \$100K in less than 30 days.
- Administered 5 Virtual Networks in Azure, and ensured Azure served in the MLP's network.
- Designed, planned, and migrated deployments of customer on-premises data centers/applications to Microsoft Azure.
- Configured and deployed Microsoft System Center into the environment.
- 24x7 on-call rotation for support of production systems and trips for trouble shooting.
- Security incidents/escalation, review of security logs, scan security alerts, and follow-ups
- Creating, updating and managing project documentation.

**System Admin
United Health Group****Aug 2015 - Feb 2016****Responsibilities:**

- Managing and troubleshooting of VMware ESXi, Windows Server 2012, Windows Custer, DNS, ILO, and HPSA.
- Windows Support on Terminal Services, V-disks Configuration, and Hardware Troubleshooting.
- Analyzes, logs, tracks, and resolves software/hardware matters of significance pertaining to servers, and applications to meet business needs.
- Upgrades system software and hardware components as required to meet business needs, coordinates backups. Ensures upgrades are occurring in accordance with established parameters.

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- Design, Implementation and Troubleshooting of VMware ESX 5.5/5.0/4.1 Hosts, VMware vSphere virtual center. P2V and V2V conversions by using VMware Converter.
- Implemented Windows PowerShell scripts to monitor event logs of critical windows servers in real-time and filter for specific errors.
- Developed and maintained fully automated account de-provisioning solution using Windows Powershell, effectively simplifying the employee off-boarding process.
- Installed and configure Linux systems red hat/CentosOS linux in virtual environment. Compressed files using tools like tar, gzip.
- Performed filesystem management; slicing and mounting disk on RHEL and centos Servers.
- Successfully planned and executed the migration of numerous systems from Red Hat version 7 to version 8 or 9, ensuring minimal disruption and seamless transition.
- Installed and upgraded software packages using YUM and RPM and creating YUM repositories files for offline servers.
- Volume management LVM with the use of RAID1/5.
- Installation, configuration, and support for Windows 2012/2012R2 and 2016 servers.
- Responsible for administering and supporting Citrix server environment on Windows servers 2012.
- Administration of VMware ESX and ESXi Servers on HP Chassis 7000, DL380P GN8.
- Physical Servers to Virtual Server and Virtual to virtual - using VMware Converter.
- Wrote PowerShell scripts and used them to manage VMware environment.
- Implemented patch management with the use of WSUS with PowerShell and batch patch automation tools.
- Cisco Unified Computing Systems implementation and configuration specific to vSphere, for compute platform high availability, redundancy, and elasticity.
- Technical Lead for numerous successful data center consolidation and migration efforts, involved in designing, planning, testing, managing, and executing using various technologies including LAN/wan replication, physical to virtual (P2V), server rebuilding, and lift and shift.
- P2V and V2V conversions by using VMware Converter.
- Installed and configured IIS 5.0/6.0/7.0 Web services and Cluster services.
- Web Server Administration -IIS. Managing IIS 7.0/IIS 8.0/10.0 Web servers and hosted web sites.
- Experience with working on several computing platforms like Cisco UCS and HP, Dell Blades.
- Data Center implementation as per the design plan using Cisco UCS Virtualization environment (UCS 5108).
- Created WWPN, MAC, UUID pools in the UCS Manager as required.
- Experience in creating new VLANs and Routing on Cisco and Nexus data center devices.
- Troubleshooting of complex LAN/WAN infrastructure that include routing protocols EIGRP, OSPF & BGP, MPLS.
- Also used PowerShell scripts to automated server builds for both physical and in VMware ESX 5.5 environments.
- Upgraded ESXi servers, Nexus devices and Cisco UCS as part of RCM upgrades.
- Performing initial Cisco UCS cluster setup and provide management IP addresses for blade servers.
- VM template, Mgmt, DSR, HA. Use converter to P2V, V2V, etc.
- Cleaning up space in directories whenever the disk space exceeded to threshold in open systems.
- Strong knowledge of P2V and V2V conversions by using VMware Converter and Xen Converter.
- Using the Active Directory to maintain the GPOs for both users and workstations.
- Using the Power CLI commands to restart, shutdown, power off, reset the VMs.
- Enabled system logging and networking logging of servers for maintenance.
- Routinely used remote access tools (e.g., VNC, Terminal Server, Putty).

IT SPECIALIST (SYSADMIN/NETWORK)**Jun 2014 - Jul 2015****IPhone - Miami, FL****Responsibilities:**

- Responsible for network maintenance of hardware/software and troubleshooting/support.
- Performed installation, maintenance, and repair of Wide Area and Local Area Network equipment Cisco routers, switches, and firewalls.
- Troubleshoot and diagnose check Point and Cisco ASA Firewall policies.
- Independently perform installation of network switches routers. Apply changes and configurations to pre-installed devices as per network team and company requirement.

- Created backups of critical company data and restored it when issues with machines came up.
- Maintained daily performance for computers, VM servers, and network systems.
- Supported troubleshoot and maintained network devices like but not limited to network printers, wireless network devices, routers, restored network connectivity for e-mail, file servers, desktop workstations and laptops.
- Installed, configured, and managed servers, workstations, LAN equipment, Microsoft Windows Server 2008-2012 R2, Active Directory, Microsoft Exchange 2010, Microsoft TMG 2010, corporate antivirus software, Microsoft Windows 7.
- Local and remote administering of servers and networks using Telnet and SSH keygen tools for password-less setup.
- Assisted in domain migration and transferred data from 200+ PCs, laptops, phone systems, and peripherals in support of 150 users.
- Updated all user desktop, laptop, and network servers with Active Directory Group Policies, Windows Server Update Services, and McAfee Antivirus.
- Managed operations and configuration of network infrastructure, including routers, switches, and WAP.
- Performed basic network administration of company network. Provided excellent troubleshooting of network issues by isolating and diagnosing common network problems.
- Assisted in building a Windows 7 enterprise image for cooperative deployment.
- Provided active directory/exchange maintenance/support.
- Installed new OS and re-imaged PCs using USB/network for new employees.
- Assisted users with Reset for computers with corrupt OS.
- Configuration of DHCP and DNS, installation, and configuration of VPN client.
- Periodically assisted with support of IT needs ranging from setting up user's profile recovering PC's that failed and managing in house server. Work with the regional manager in collating reports associated with enhancing infrastructure management efficiency. Assist the regional manager in partaking in infrastructure projects i.e data center moves, offshoring applications.
- Responsible for creating and maintaining documentation for services deployed and managed by the team.
- Remotely assisted users through RDP for issues related to PC and windows applications ex. Adobe, Microsoft, email. Assisted users with printer issues like configuration.
- Supported customers with basic technical support for current and past software releases.
- Assisted clients with general support for hardware, peripherals, network connections, and external software.
- Correlated events and incidents for management of Information Technology Services.
- Met the needs for internal production servers as well as technical engineers testing environment.

#3 Candidate Name: Pranshu Raghav**Professional Summary**

- 10 years of focused experience in application, product, and network security.
- Expertise in manual and automated penetration testing of Web, mobile and thick client applications using tools like Burp Suite, HCL App Scan.
- Expertise in performing secure code review for different technologies like Java.
- Specialist in executing network and product vulnerability assessments using tools like Nessus, Nmap, Metasploit.
- Experience in performing threat modeling for Web and mobile applications.
- Highly proficient in performing Fuzz testing using Defenses.
- Expert knowledge of using Fortify suite of products and Check Marx.
- Exposure to open-source security tools for vulnerability assessment of both applications and networks namely Kali Linux, Wireshark, ZAP proxy, NIKTO, DIRB, SSL Labs.
- Good understanding on OWASP and security standards like NIST, PCI-DSS, HIPAA.

Education and Training

- University of Maryland Baltimore County - Maryland | Master of Science Cybersecurity, 08/2019.
- Center of Development and Advanced Computing - PG Diploma in IT Infrastructure, Systems and Security.

Certifications

- ITIL v3
- Certified Ethical Hacker CEH (██████████) AZ-900 Microsoft Azure Fundamentals.
- Red Team Ops (Zero Point Security Certified)
- CCSP (Certified Cloud Security Professional) (Ongoing) OSCP Off

Technical Skills

- Penetration Testing, Secure Code Review, Threat Modeling, Vulnerability Assessment.
- DAST: Burp Suite, Zap Scan.
- SAST: Fortify, Check Marx, Black duck.
- Vulnerability Assessment – Nessus, Nmap, Metasploit Technologies – Python, Java.
- Splunk Kubernetes Terraform.
- CI/CD - Jenkins, Tekton AWS Cloud, Threat modeler

Professional Experience**Security Consultant****May 2022 - Present****Verizon - Plano, TX**

- Help App developers for secure coding practices using Fortify, Checkmark (Static Assessment Security Testing), help them in mitigating vulnerabilities to produce secure code.
- Use OWASP ZAP (Dynamic Assessment Security Testing), HP Web Inspect (DAST) and Burp Suite for Pen testing web application identifying vulnerabilities, exploiting them.
- Perform vulnerability assessment on the organization's network, servers using Tenable Nessus to identify and mitigate IP issues by applying patches.
- Analyze apps based on Security Best Practices and work with the testing team to create security testing test cases.
- Onboard Privy and Application Logs to Splunk for logging and monitoring purposes. Provide security testing sign-off before deploying into Production, and create dashboards, alert setup for suspicious activity.
- Performed penetration testing on Verizon Security's infrastructure and vulnerability assessment of database servers. Provide latest patches and confirming all OS and 3rd party apps are patched on time. Work with application and Infrastructure team to make sure patches are tested and applied in Production environment.
- Use UML, Use Cases, Sequence Diagrams for Object Oriented Design and Graphic UI Design of Business Modules. Detect, Analyze and Remediate security incidents as a weekly report to the CIO.

Advisory Consultant**Jun 2021 - Dec 2022****Deloitte - Atlanta, GA**

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- Worked on deploying Prisma Access on Prisma Cloud.
- Install Defenders, onboarded, deployed, and administered all aspects of Prisma Cloud.
- Performed manual penetration testing on the client's site and identified various log4j vulnerabilities.
- Worked with Jenkins under CI/CD pipeline providing continuous improvement to agile software development teams. Creation of User, Groups & Policy using IAM.
- On-boarding new users with MFA and using IAM. Enforcing key rotation policy.
- Worked on ADFS integration with AWS IAM for SSO capability Creating complex policy for granular access.
- Experienced in Infrastructure as a Code and using most of the AWS services like EC2, S3, IAM, VPC etc. Implemented multiple Tekton Pipelines in Kubernetes cluster and deployed for various applications.
- Support CASB system-based process (including scenario design, flow mapping). Define and implement CASB support procedures.
- Contribute to new CASB business and proposal development.
- Configured AWS with terraform to interact with resources supported by Kubernetes to create several services such as ingress rules, secrets etc.
- Secured Data is stored in MySQL. Vault (by Hashi Corp) secures, stores, and tightly controls access tokens and passwords used by the overall platform, started in the AWS cloud, and currently integrates with several services like: AWS IAM, Amazon.
- DynamoDB, Amazon SNS, Amazon RDS.

Security Engineer**May 2020 - Jun 2021****T-Mobile - Overland Park, KS**

- Performed manual security testing (Penetration Testing) on critical client applications.
- Work across multiple Security Epics such as IAM, Logging and Monitoring, Infrastructure Security, Data Protection, and Incident Response.
- Conducted Dynamic and Static Application Security Testing (SAST & DAST).
- Performed manual penetration testing on T-Mobile website and identified a lot of OWASP top 10 vulnerabilities. Network scanning using tools like NMAP and Nessus and Wireshark.
- Training the development team on vulnerabilities, review issues, ease of exploitation, impact, security requirements and remedies for individual issues.
- Communicating and coordinating day-to-day project activities within the create Vulnerability Assessment report detailing exposures that were project team and assure that priorities are developed and known.
- Identified, rate the severity of the system, and suggestions to mitigate any exposures and testing known vulnerabilities.

Application Security**Mar 2020 - May 2020****Etsy - Newark, NY**

- Working on various GitHub repositories as a project to identify and remove "secrets" from the three major repos. Threat model web applications and work with development team throughout the agile SDLC.
- Work across multiple Security Epics such as IAM, Logging and Monitoring, Infrastructure Security, Data Protection, and Incident Response.
- Develop various tools to prevent security vulnerabilities and assist in addressing existing security problems in various git repositories. (Etsy web, terraform, and Chef).
- Lead the IAM activities by managing daily tasks, driving various changes, and managing various stakeholders. Evaluate application security tools for internal consumption.
- Develop new automation and tooling to improve the detection and prevention capabilities.
- Identifying secrets in the remaining repos, identifying secrets that are still in use and can't be removed and managing the data and the progression of the process by using various open-source tools such as Truffle hog and Git rob.
- Managed local deployments in Kubernetes, creating local cluster and deploying application containers.

Information Security Analyst**Dec 2017 - Aug 2019****Spark soft Corporation - MD, MD**

- Installs, tests and configures new computers, software and peripheral equipment.
- Contributed to a method with Hashi Corp packer to test new AWS AMI's before promoting it into production. Provide extensive technical support to other Technical Services departments and user organization on IAM Provisioning and De-Provisioning related technical issues.

- Work with Change Management functional groups to follow processes and effectively communicate to end users on usage of IAM integrations, automation and user interface through Job Aids and other complementing methods. Daily tasks include responsibility for logging, tracking and resolving IT related issues reported by users.
- Experience with Windows 7/8.1, MS Office 2013/Office 365. Troubleshoots software issues, malware, root cause analysis. Work on multiple projects concurrently and efficiently.
- Codes, tests, and debugs application programs to create new business applications and interfaces. Maintains/modifies existing business applications according to written functional specifications.
- Codes, tests, and debugs browser-based programs to create and maintain business applications. Codes, tests, and debugs programs and scripts to create and maintain applications' interfaces with law enforcement and administrative support databases.

Security Software Developer**Mar 2014 - Jul 2017****All State Insurance**

- Awarded Standing Innovation for identifying the bash script vulnerability CVE 2014-6271 in the Linux environment. Using Selenium, built out a unit testing infrastructure for a client web application that reduced the number of bugs reported by the client by 11% month over month.
- Diagnosed issues causing slow speeds in applications and documented the process to making the database query system more robust.
- Incident response liaison between different teams and demonstrated serious leadership skills while acting as pivot in multiple tasks to complete project.
- Participated in writing scalable code with a team of 4 interns and 1 developer for applications for a math course.

Software Developer**May 2012 - Dec 2014****Host cob Solutions Private Limited**

- Delivered code to meet functional or technical specifications.
- Designed front-end and back-end solutions for test-driven development.
- Participated in code review meetings, providing input on bugs, inefficiencies, and potential solutions to emergent issues.
- Designed user-friendly software interfaces to simplify overall management. Liaised with QA testers to perform testing meeting various parameters.
- Created technical workflows in wiki to support education and training of newly hired employees. Identified and communicated potential risks and roadblocks to properly execute projects.

Position 10 - Software Developer/Engineer

#1 Candidate Name - Harikrishna Adiboina

Professional Summary

Accomplished Technical Lead/Manager with 16+ years of experience in designing, developing, and implementing N Tier based web and legacy applications with thriving focus on achieving organizational needs, implementing standards and process automation. Exceptional expertise in a broad range of technologies, methodologies with focus on building and mentoring teams. Expert in optimizing solutions, development of custom frameworks, innovative solutions visioning the current and future needs of the application with tenacious problem-solving capabilities.

- Extensive exposure to all phases of SDLC across methodologies like Waterfall, Agile, TDD (Test Driven Development)
- Good at grasping business functionality and communicating with business users to quickly translate business requirements into technical requirements.
- Expertise in designing, developing, and implementing Micro Services, Web, Portal (Liferay Portal) and Legacy based applications.
- Well versed with implementation knowledge of standard frame works like STRUTS, SPRING, Hibernate, J2EE, Spring MVC, EJB, XML/XSL based solutions.
- Designed and implemented Design Patterns like Singleton, MVC Pattern, DAO/DTO
- Expertise in developing reusable components, libraries, processes that can be leveraged across the organizational needs and platform independent consumption.
- Highly skilled in Server-side programming like JAX-WS, JMS, JAX-RPC, EJB, LISP, MF Script, PHP, SOAP Based, and Rest API based web services.
- Expert in designing and developing automated solutions with workflows, re-engineering processes, optimizing solutions and performance optimizations of the applications.
- Hands on experience in handling Change Management activities, team management, team communications
- Good at UI implementation technologies like HTML 5, CSS 3, jQuery, Node JS.
- Experienced in usage of Jenkins and GIT for application servers.
- Designing and implementation of continuous integration, continuous delivery, continuous deployment through Gitlab and Jenkins pipelines.
- Strong in implementing ETL Applications using DTS/SSIS integrated with Flat Files, Excel, Oracle, and TSQL
- Skilled in DB activities like Stored procedures, triggers, views along with data modelling
- Well versed and good implementation knowledge of reporting tools like Crystal Reports.
- Involved in writing and executing multiple unit test cases using different plugins like Junit and Mockito.

Education

B.Tech. in Electronics and Communication Engineering, Nagarjuna university 1999

Technical Skills

Languages:	JAVA, Drools, Selenium, Lisp
Architecture:	Monolithic, SOA, Microservices
Front End Technologies:	HTML, JavaScript, JSP, DHTML, React, AngularJS, Angular 8.
Portal Framework (Liferay), MVC, STRUTS, Spring, Spring MVC, Spring Boot, JEE, Hibernate, Junit, Mockito	
JEE:	JSP, Servlets, JMX 1.1, Web Services, SOA, JPA, XML, XSD.
Application Serve:	JBOSS EAP, Tomcat, WebSphere
Databases:	SQL SERVER 2012/2008 R2/2005/2000, Oracle 11g/10g, MySQL, PostgreSQL
IDEs:	Eclipse, STS, and Jboss, Visual Studio.
Configuration Management:	CVS, VSS, SVN, TFS, Source Gear, PVCS, Source Gear Vault, Clear Case,
Tools:	TOAD, JMX, Drools, JBPM, Jboss JMS
Build Tools/Technologies:	ANT, Maven, Gradle, TFS, Jenkins, GIT

Professional Summary

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Noridian Mutual Insurance (Full Time)
S2Tech (Contract)**Jun 2013 - Present**
Sep 2010 - Jun 2013**Client: Noridian Mutual Insurance Technical Lead & Senior Software Developer**
Projects: Noridian Medicare Portal (NMP)

Noridian Medicare Portal serves Federal sponsored Medicare/Medicaid program national providers for Beneficiary Eligibility, Claims submissions and adjudications, Appeals submission, and processing along with many other capabilities with role-based framework supporting day-to-day activities and administration capabilities for the Provider community.

Responsibilities:

- Designed and delivered several Micro services for Noridian Medicare Portal application that connects to multiple Enterprise resource systems in the backend to pull real time data for Portal end users.
- Successfully led Micro services team and encouraged "Evolve towards Microservices" culture at Noridian.
- Designed, developed, and implemented Micro services applications using Spring boot technology and Shared-database-per-service pattern.
- Designed & developed role-based functionality in Noridian Medicare Portal application.
- Designed & developed a prototype of REST API endpoint in CLOUD using AWS Lambda Functions as part of the company's ongoing efforts to migrate to CLOUD.
- Good experience in writing and executing test cases using Unit Testing frameworks like Junit, Mockito.
- Developed unit test cases and suits on Junit framework for unit testing, writing Junit tests cases for every java class
- Developed SQL Queries to fetch complex data from different tables in remote databases using joins and database links.
- Experience developing applications using MVC and MVVM client-side JavaScript frameworks such as Angular 8.0, AngularJS
- Responsible for upgrading Java applications to the latest JRE's and latest RedHat JBOSSEAP servers.
- Successfully Migrated several enterprise class applications from WebSphere to RedHat JBOSS EAP servers to cutdown licensing costs for the company
- Resolved a handful number of critical production issues that are caused due to performance related issues and network related issues.
- Responsible for the overall layout design and prototype using React JS with Redux library, jQuery UI, and CSS/Less and HTML5
- Successfully led & delivered several Enterprise class java applications with critical project timelines.
- Responsible for requirements analysis and converting them into technical requirements
- Involved in designing, developing, and implementing Portal integrated with multiple CMS Backend systems
- Involved in design of the N Tier system implementation
- Provide the overall vision, direction, and coordination of a high-volume system to meet business and technical objectives.
- Responsible for role-based functionality implementation on Portal and on the back-end services
- Designed and implemented Online Claims Correction processes end to end
- Design and development of: EJB-based Web Services for WebSphere AS, Web Services components and Camel routes (used Spring DSL) for Fuse ESB.
- Responsible for implementation and tuning of Hibernate for enhanced application performance
- Designed and developed back-end modules to interact with back-end mainframes including Screen Scraping, Persistence implementation in Hibernate
- Played active role in troubleshooting and incident resolution post Go Live for better user satisfaction and adaptation of the portal in the Provider community
- Designed and implemented key components of the Web scraping system based on asynchronous fault-tolerant model.
- Developed mainframe scripting in LISP language to read and update the Mainframe system.
- Responsible for automating Build and Deploy processes
- Update current Server/software platform to latest versions and recommend to use of new features and

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components.

- Involved in data modeling & business requirement process.

Environment: JEE, JAX-WS, EJB 3, Spring, Spring Boot, Drools Guvnor 5.0, Web Sphere, JBOSS EAP, AWS, Oracle, Micro Services, PL/SQL Server, Selenium, Fuse ESB, Lisp, MF scripting, React, AngularJS, Angular 8, React, Java- WEB scrapping, Eclipse, Junit, Mockito, Putty, Ant, Maven, Jenkins, GIT, WS_FTP Pro, WinSCP and Business Objects.

S2Tech

Novedea Systems Inc.

Apr 2009 - Sep 2010

Mar 2008 - Apr 2009

Client: Noridian Mutual Insurance Software Developer

Projects: (Noridian) OnBase Workload Inventory Reporting Services-Credit Balance-Balance Reports-PE StatusTool-DME Fee schedule.

The OnBase Workload Inventory Reporting Services Project has been initiated to provide a standard for teams within Noridian Administrative Services (NAS) for inventory reports, User and Status Reports for all Jurisdictions Part A & B. The Imaging Systems and Support (ISS) team will provide standard reports to all NAS teams in three main phases along with a project timeline to reflect the progress of reporting changes.

Responsibilities:

- Developed SQL Queries to fetch complex data from different tables in remote databases using joins, database links and kept logs.
- Involved in the analysis, data modeling, database tuning, detailed system design, physical design, development, and technical documentation.
- Created tables, views, and SQL queries for new enhancement in the application using TOAD.
- Extensively worked with database objects including tables, stored procedures, and functions.
- Written SSIS packages/DTS Packages to import data from mainframe to SQL server 2005/SQL Server 2000.
- Changing stored procedures according to the user requirements.
- Retrieving all the data as required to front end using ASP.Net and ADO.Net.
- Coordinated between management, users, and technical teams for Requirement Gathering.
- Designing & Developing Inventory Reports for all Jurisdictions Part A & B
- Configuring the OnBase & Updates according to Team Requests
- Developed tag-based SQL script generation application in C# for preparing and configuring database scripts for distributed SQL servers for quick installation on varied deployment configurations.
- Developed Java Scripts, DHTML and XML for interactive UI Screens.
- Developed Fee Schedule tools for Part-A, Part-B and DME.
- Developed and maintained Credit balance Application for Provider Audit team.
- Worked on enhancements for EDI-website for EDI team.

Environment: Java, EJB, SQL Server 2000/2005, DTS, PostgreSQL Server, C#, JSP, PHP OnBase Report Services, WebSphere AppServer/Portal Server, Tomcat, Apache, and Hyland Software.

Novedea Systems Inc.

Jul 2007 - Mar 2008

Client: Noridian Mutual Insurance Computer Programmer

Projects: (Noridian) NDDoH Parser/EEOB-BCBSND

The North Dakota Department of Health (NDDoH) has requested for a Meaningful Use (MU) web application site to allow providers to submit and attest HL7 messages from their EHR's.

Responsibilities:

- Responsible for overall design, implementation, and deployment of java web application
- Planning, Envisioning, Designing, Stabilizing and Deployment of application.
- Responsible for creating Threat models for application security.
- Worked individually in creating, normalizing, rationalizing data in SQL from scratch.
- Responsible for overall design and implementation.
- Developed A modified version of the NDIIS HL7 Engine parser and validation systems.

Environment: Java, JSP, Tomcat, SQL Server 2005/2008 R2, SSIS, SSRS, and Eclipse IDE.

Novedea Systems Inc.

Oct 2006 - Jun 2007

Client: Texas Higher Education Coordination Board (THECB) Computer Programmer

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Project: Be-On-Time

The Texas B-On-Time loan program was authorized by the Legislature to provide eligible Texas student's no-interest loans to attend colleges and universities in Texas. As an incentive for students to maintain high academic standards and complete their degree program within the recommended time period, the loan will be forgiven if student meet the necessary requirements.

Responsibilities:

- Converted Mainframe applications to Java applications.
- Used Java Swing API to build desktop applications that fetch data from a data source.
- Database design, development and maintenance and prepared Test plans.
- Created tables, indexes, Stored Procedures, Complex Queries, Triggers and DTS Packages in Microsoft SQL server 2000/2005.
- Written SSIS packages to import data from mainframe to SQL server 2005.

Environment: Java, Java Swing, SQL Server 2005, DTS, Eclipse IDE

#2 Candidate Name - Tushar Pandit

Professional Summary

- **15 years** of overall experience in the Information Technology Industry.
- **14 years** of experience in working with data warehouses and using **Informatica PowerCenter 10.4/10.1/9.6/9.1/8.1/7.1** (Designer, Repository Manager, Workflow Manager and Workflow Monitor).
- **12 years** of extensive experience with databases (MS SQL Server 2000/2005/2008, Oracle 8i/9i/10/11g, Teradata, Netezza, DB2, Redshift, Teradata, Snowflake Cloud Datawarehouse).
- **7 years** of **UNIX shell scripting**.
- Experience in using third party scheduling tools like **Control-M, UC4, AutoSys**.
- **3+ years** of experience working with **IICS** (Informatica intelligent cloud services)
- **1 year** of experience in **Informatica Data Quality** to provides clean, high-quality data despite size, data format, platform, or technology.
- Extensive knowledge with dimensional data modeling, **star schema/snowflakes schema**, fact and dimension tables and Experience in Data Migration.
- Experience in using JIRA to document epics, user's stories, risks, issues, defects
- Work with Product Management/Product owners to develop & continuously refine the Master Story List/Product backlog (incl. prioritization & elaboration of Epics/Themes & specification of Acceptance criteria)
- Expertise in configuration, performance tuning and installation of Informatica and in integration of various data sources and targets like Oracle, Teradata, MS SQL Server, and Flat files.
- Extensive work with **PL/SQL**, performance tuning of Oracle using **SQL plan, SQL hints, Oracle partitioning, various indexes and join types**.
- Perform technical design reviews and code reviews.
- Deep knowledge in the **AWS** components & APIs.
- Collected, analyzed, and organized insurance and financial data for several local businesses
- Research claims data, performs analysis and makes recommendations on go-forward actions to management
- Strong skills in data analysis, data requirement analysis and data mapping for ETL processes.
- Ability to prioritize and execute tasks in a high-pressure environment. Reliable, proactive, responsible, hardworking, and good team player.
- Experience in mentoring and providing knowledge transfer to team members, support teams and customers.

Education

- **Masters of Business Administration** in Operations from Assam Down Town University (2015).
- **Bachelor of Science in Mathematics** from Pune University (2004).

Certification

- **Oracle PL/SQL Developer Certified** Associate issued in May 2016 · No Expiration Date.
- **SnowPro Core Certification** issued on November 19, 2021 with Expires on November 19, 2023.

Skills And Interests

ETL Tools: Informatica Power Center 10.x/9.x/8.x/7.x), IICS Data integration APP and API integration, Informatica Data Quality (IDQ)

BI Tools: Business Objects, Tableau, OBIEE

Cloud: AWS VPC, EC2, S3, Redshift, Snowflake Cloud Datawarehouse, Cloud watch, CodeCommit

Databases: MS SQL Server 2005/2008, Oracle 8i/9i/10g/12c/18c, Teradata, DB2, Netezza,

Programming Language: C-Programming, Shell Script, SQL, PL/SQL, Python

Operating System: Windows 2000/2003/XP/Vista/Windows 7, UNIX, Red Hat Linux

Version control: GIT, Stash, Perforce, WinCVS, Microsoft visual studio, Peregrine, Tortoise SVN

Other Tools: MS Office, MS Visio, TOAD, SQL Developer, IDQ, Rapid SQL, Jira,

HP Quality Centre, Visual Studio TFS (Team Foundation Server), Jenkins

Data Modeling: ERWIN

Project Life Cycle: Agile, Waterfall

Professional Experience

Informatica ETL Lead, Compunnel Software Group, Inc., Plainsboro, NJ Nov 2022 - Till Date

- Worked with an agile team to deliver and evolve the data platform services.

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | **Email:** rfp@tryfacta.com

- Data Modelling for Employee and payroll data.
- Loading data from various sources like SQL Server, Oracle and Flat Files into Snowflake Cloud Datawarehouse and using AWS as cloud service.
- Created/Enhanced ETL jobs as needed to load external feeds into warehouse tables/data mart tables.
- Implemented CDC using Informatica Power Center and IICS as ETL tool.
- Developed Unix script for Inbound and outbound file handling
- Provided technical support to User Acceptance and Integration testing environments by researching suspected anomalies and periodically refreshing the environments.
- Performance tuning of ETL process and user queries.
- Fixed QA defect, UAT defect and Production issue.

Informatica ETL Lead, Charles Schwab, Westlake, TX

Sep 2021 - Oct 2022

- Working as Lead for the projects, involving in all the phases of SDLC.
- Working with Data Architect in designing the data mart, defining, designing, and building FACTS and DIMENSIONS
- Responsible for documenting all EPICS and user stories for the project
- Handled Cloud data integration (CDI) and (Application Integration) API integrations with IICS.
- Developed Informatica Power Center Mapping, Maplet, Worklet and Workflow.
- IICS mapping, data synchronization tasks and data replication tasks on IICS
- Own the change request process and may coordinate with other teams as necessary.
- Develop and define application scope and objectives and prepares technical and/or functional specifications from which programs will be written.
- Worked with standard Salesforce objects like Accounts, Contacts, Leads, Cases and Opportunities.
- Perform data migration from on premises environments into AWS
- Led the implementation of new tools and technologies including Jira, Confluence, SharePoint, Slack, etc., increasing collaboration between departments and improving transparency
- Worked with PM team to bulk import external sources to JIRA. Linking task to EPIC and creating task and subtasks.
- Lead and assist in coaching, managing Campaign Managers and Campaign Specialists, helping to support campaigns
- Experience in campaign configuration and recipient schema
- Work to develop customer communications plans, including targeting, messaging, channels, and frequency
- Develop, test and support ETL processes necessary to load and validate the data warehouse.
- Ensure unit test is completed and meets the test plan requirements, system testing is completed, and system is implemented according to plan.
- Coordinate on-call support and ensures effective monitoring of system.

Informatica Analyst, American Century Services, LLC, Kansas, KS

Dec 2019 - Jul 2021

- Developed and maintained ETL mappings using Informatica Designer 10.4 to extract the data from multiple source systems that comprise databases like Oracle 12c, SQL Server, DB2, Netezza, flat files salesforces to the Staging area, EDW and then to the Data Marts and Salesforce.
- Created mappings using different lookups like connected, unconnected and dynamic look-up with different cache.
- Developed complex Mappings using Informatica Power Center Designer.
- Developed reusable transformations, Worklets, Maplets and Mappings and Workflows.
- Developed IICS mapping, data synchronization tasks and data replication tasks.
- Developed IICS mapping to move files to AWS S3 and from S3 to Snowflake Cloud Datawarehouse.
- Extensively worked with transformations **Lookup, Update Strategy, Expression, Filter, Stored Procedures, Router**, and others.
- Performed Impact Analysis of the changes done to the existing mappings and provided feedback,
- Participated in providing the project estimates for development team efforts for the offshore as well as on-site.
- Knowledge of working on FTP/SFTP files to the downstream system
- Interacted with various upstream and downstream customers in interfacing various systems for data extractions, ETL, Analytics and Reporting needs.

- Coordinated and monitored the project progress to ensure the timely flow and complete delivery of the project.
- Informatica uplift i.e. Migration of code from Informatica power center 9.5 to 10.4.

ETL Consultant, Advantasure Inc., Glen Allen, VA**May 2017 - Dec 2019**

- Worked as ETL Technical lead using Informatica as ETL tool and handle team of five developers.
- Collaborated with Business Users for requirements gathering, business analysis, functional and technical design.
- Conducted meeting with offshore team to provide technical and functional direction to ensure quality deliverables.
- Developed Informatica Power Center mappings and PL/SQL packages and stored procedures to process high volume of data and build a data warehouse from various sources like Oracle, SQL server, flat files, and XML files.
- To assist Client in providing support function for incident management and problem resolution to their existing clients in the current platform.
- Maintaining ETL support in defect management system for existing, new defects and SRs.
- Coordinate call with customer and their vendors for data loads SQL Server, Oracle database and File Systems through ETL process.
- Provide ETL L1 Support and L2 Support within SLA.
- Involved in Production Deployment and in Code Merge.
- Performance tuning of ETL code. Performance Testing for SR/Defect related work.
- Helping end user in UAT for defect fix and SRs.
- Analysis of the problem statement and suggest solutions. Provide ETL Architectural solution for repeated defects.
- Communicate with all stakeholders on problem statement, possible solutions, intermediate issues, and overall status of work assigned.
- Use JIRA as defect management/ issue tracking tools.
- Send Weekly, Monthly, Quarterly reports on ETL defects and SRs.
- Resolve defect related to Tableau reports.
- Ensure unit test is completed and meets the test plan requirements, system testing is completed, and system is implemented according to plan.
- Coordinate on-call support and ensures effective monitoring of system.

Informatica Developer, Blue Shield of California, San Francisco, CA**Jun 2016 - May 2017**

- Data analysis for the complete project life cycle and development.
- Interacted with product owners & DBA teams to design the project for ETL process.
- Responsible for developing, support and maintenance for the ETL (Extract, Transform and Load) processes using Informatica Power Center
- Experience in integration of heterogeneous data sources like Oracle, FACETS and Flat Files (Fixed & delimited) into Staging Area.
- Drafted a document of requirement analysis.
- Participated as Scrum member during SCRUM calls while following Agile Methodologies, to ensure that product and releases are delivered on time.
- Wrote SQL-Overrides and used filter conditions in source qualifier thereby improving the performance of the mapping.
- Designed and developed mappings using Source Qualifier, Expression, Lookup, Router, Aggregator, Filter, Sequence Generator, Stored Procedure, Update Strategy, joiner and Rank transformations.
- Managed the Metadata associated with the ETL processes used to populate the Data Warehouse.
- Used debugger to validate the mappings and gain troubleshooting information about data and error conditions.
- Extensively used UNIX Scripting, Scheduled PMCMD and PMREP to interact with Informatica Server from command mode.
- Implemented performance tuning techniques by identifying and resolving the bottlenecks in source, target, transformations, mappings and sessions to improve performance.
- Troubles shoot the Productions failure and provide root cause analysis. Worked on emergency code fixes to Production.

Informatica Developer, IHA EDW Production Support, Pune, MH India Sep 2015 - Jun 2016

- Working as ETL Lead. Leading the team of 4 resources for maintenance and support work.
- Responsible for monitoring and ensuring successful completion of Tidal jobs.
- Provided solution to customer within the SLA according to the severity.
- Investigate and Provide Root cause analysis of Informatica Power Center, SQL, PLSQL and Unix Shell Script Issue issues and other issues.
- Worked on Performance improvement.
- Fixed the issues after replicating into test environment.
- Prepared weekly, Monthly reports for production issues.
- Worked on Creating change management request to deploy new or changed code in production and QA environments.
- Provide Monthly/Weekly status reports to client.
- Developed PLSQL scripts to fix production data.
- Developed UNIX shell script as per requirement.
- Assigning Task to team members.
- Handled Daily, Weekly, Monthly status calls.

Informatica Developer, Humana Health Insurance, Louisville, KY Aug 2014 - Sep 2015

- Analyzed the systems, met with end users and business units to define the requirements.
- Prepared the Mapping Specification documents like Entity Level Mapping, Attribute Level Mapping.
- Assisted with establishing and administering the Informatica and UNIX environment.
- Used Informatica Power Center 9.5 to extract, transform and load data from multiple input sources like Oracle, flat files to target Oracle database.
- Migrated data to **Salesforce.com via Informatica Intelligent Cloud Services (IICS)**.
- Designed and documented all the ETL Plans.
- Involved in Data Analysis, Data Validation and Data Cleansing.
- Created reusable transformations and maplets to use them in different mappings.
- Created Sessions, reusable worklets and workflows in Workflow Manager.
- Created sessions and batches and scheduled them on Success tasks like Email to the ETL team and Business Analysts.
- Extensively used **PL/SQL** programming in backend and front-end functions, procedures, packages to implement business rules, security efficiently and test cases.
- Implemented Type1 and Type2 methodologies in ODS tables loading, to keep historical data in data warehouse.
- **Developed Shell scripts** to setup runtime environment, and to run stored procedures, packages to populate the data in staging tables.
- Documented the purpose of mapping to facilitate the personnel to understand the process and incorporate the changes as and when necessary and Developed **Unit test cases** for the jobs.
- Implemented efficient and effective performance tuning procedures.
- Worked extensively on SQL, PL/SQL and UNIX shell scripting.
- Involved in Code migration to different Repositories (Test /Prod).
- Interacted with DBA's, Informatica Admin team to resolve the issues.
- Extensively used Informatica Debugger to analyze / resolve the data issues.
- Production Support & Maintenance.
- **Involved in Version control** of the jobs to keep track of the changes in the Development.

Informatica Developer, Allstate Insurance, Pune, MH, India Jan 2014 - Aug 2014

- Responsible for designing and preparing LLDs and Technical Design Documents for client, offshore team which includes all transformation level detail.
- Developing the mappings, sessions and workflows with by considering all dependencies and maintaining all project standard.
- Performed Data Profiling, Data Quality and Used Erwin for data modeling.
- Extensively involved in Data Extraction, Transformation and Loading (ETL process) from Source to target systems using Informatica Power Center

- Owned the assigned reports, worked on them and updated the Report Development Scheduler for status on each report.
- Responsible for determining the bottlenecks and fixing the bottlenecks with performance tuning.
- Analyzed business process workflows and developed ETL procedures to move data from various source systems to target systems
- Worked extensively on SQL, PL/SQL and UNIX shell scripting.

Informatica Developer, American Express, Pune, MH, India**Apr 2011 - Dec 2013**

- Documents all technical and system specifications documents for all ETL processes and perform unit tests on all processes and prepare required programs and scripts.
- Provide technical knowledge of Extract/Transform/Load (ETL) solutions for Business Intelligence projects
- Work closely with project Business Analyst, Data Modeler and BI Lead to ensure that the end-to-end designs meet the business and data requirements
- Ensure the ETL code delivered is running, conforms to specifications and design guidelines.
- Proficient with a database SQL language for user defined database extract or update statements. SQL and database skills are the two great building blocks for ETL work
- Understands the range of options and best practices for common ETL design
- Techniques such as change data capture, key generation and optimization, developing the mappings, sessions and workflows with by considering all dependencies and maintaining all project standard.
- Performed Data Profiling, Data Quality and Used Erwin for data modeling.
- Extensively involved in Data Extraction, Transformation and Loading (ETL process) from Source to target systems using Informatica Power Center
- Owned the assigned reports, worked on them and updated the Report Development Scheduler for status on each report.
- Responsible for determining the bottlenecks and fixing the bottlenecks with performance tuning.
- Analyzed business process workflows and developed ETL procedures to move data from various source systems to target systems
- Worked extensively on SQL, PL/SQL and UNIX shell scripting.

Informatica Developer, American Express, Hyderabad, TL, India**Jun 2009 - Apr 2011**

- Worked as ETL Consultant.
- Was Responsible for monitoring and ensuring successful completion of Informatica related jobs.
- Provided solution to customer within the SLA according to the severity.
- Investigate and Provide Root cause analysis of Informatica Power Center, SQL, PLSQL and Unix Shell Script Issue issues and other issues.
- Performed Performance Testing on request.
- Fixed the issues after replicating into test environment.
- Performed testing in test environment for new mapping according to UTC plan.
- Worked on Creating change management request to deploy new or changed code in production and QA environments.
- Raised SR with Informatica product support for production issues.
- Coordinated for non Informatica issue.

Informatica Developer, Credit Suisse, Pune, MH, India**Apr 2008 - Jun 2009**

- Extensively involved in requirements gathering, writing ETL Specs and preparing design documents.
- Designed and developed Informatica mappings, **sessions and workflows** for data sharing between interfaces utilizing SCD type 2 and CDC methodologies.
- Fixed various performance bottle-necks involving huge data sets by utilizing Informatica's partitioning, pushdown optimizations and SQL overrides.
- **Performed Data Profiling, Data Quality and Used Erwin** for data modeling.
- Extensively involved in **Data Extraction, Transformation and Loading (ETL process)** from Source to target systems using **Informatica Power Center**.
- Worked on parameters, variables, procedures, scheduling and pre/post session shell scripts.
- Worked extensively on SQL, PL/SQL and UNIX shell scripting.
- Performed testing in test environment for new mapping according to UTC plan.

#3 Candidate Name - Rajamani Ramasubbu**Professional Summary**

- Having 10+ Years of experience in the software development in developing enterprise applications.
- Experience in developing applications using Java 6,7, 8, J2EE, Spring MVC, Spring Security, Spring Rest, Spring Boot, MicroServiceStructs1.2, Hibernate, Web Service Soap and Rest, Servlets, JSP, JDBC, JavaScript, HTML, CSS, Tomcat6/7, WebSphere 7.0, Jboss7 Oracle, MySQL, DB2, SQL2005, DB2, Batch Job, Front End Design Patterns (UI).
- Experience in Object-Oriented Analysis & Design, Development/programming for web-based Client/Server applications in JAVA/J2EE Platform.
- Hands on experience in TIBCO EBX (Data Models, Data sets, Data Spaces, Workflow Models, Permissions), Core Java, J2EE Applications development.
- Experience in Frontend technologies like, Angular MVC, UI frameworks such as Front-End Design Patterns.
- Hands-on experience in designing, developing, and deploying integration solutions using TIBCO Business Works.
- Experience in Bigger Project like Buyer and Supplier Transaction Internationals (Banking Domain).
- Ability to develop and maintain deep understanding of technologies used, both conceptually as well as in the implementation details.
- Hands on experience in Tibco EBX Java.
- Acquaintance with SDLC concepts and Agile Methodology.
- Experience with using Apache Tomcat server.
- Strong Debugging and Troubleshooting skills
- Familiar in deploying application through in CI/CD
- Used Maven scripts for building and deploying the application in web/App servers
- Experience in implementing SOA (Service Oriented Architecture) using Web Services (SOAP, WSDL, Restful, and JAX-WS) and REST Services.
- Used TIBCO Administrator to manage TIBCO Components, to monitor and manage the deployments
- Experience with the ORM tool Hibernate involving Connection pooling, Mappings, Transaction Management, HQL (Hibernate Query Language).

Education

- Bachelor of Engineering in ECE (C, C++, VLSI, Embedded systems, Data Structure and Object-Oriented Design), Anna University, Chennai, India (70/100)- July 2005 -May 2009

Technical Skills

- Languages- Java, J2EE, AngularJS, PHP, SQL, PL/SQL
- Operating Systems- Windows, Linux, Unix, OS X
- Web Technologies- CSS3, HTML, JavaScript, JDBC, JSON, Angular MVC, Node.js
- Design Pattern- Singleton, Prototype, Factory Pattern, Abstract Factory, MVC
- Frameworks- Spring MVC, Spring JPA REST, Spring Boot, TestNG, JPA, JUnit, Hibernate, Mockito, Log4j,
- Web services- RESTful Webservices, SOAP(JAX-WS)
- Tools/Servers- Eclipse, NetBeans, SVN, Git, CFS, STS, SQL Developer, SQL Server Management Studio, Ant, Maven, Rally, Jira, Jenkins, Jasper, Tomcat
- Security- Check Marx Tools, Fortify Scan, SonarQube, Veracode, Checkmark
- Automation tool Cucumber, selenium, TestNG
- Cloud- Aws Cloud EC2, S3 Bucket
- Databases- Oracle, SQL, MySQL, Azure DB, DB2
- Deployment- DevOps CI/CD Jenkins, Power BI
- Methodologies- Agile, Scrum.

Professional Experience

Senior Java developer- Austin TX
Texas Health and Human Services (HHSC)
Responsibilities

Mar 2022 - Dec 2023

- Implemented application-level persistence using hibernate and spring with RESTful web services using Jersey for JAX-RS implementation.
- Managed and configured AWS cloud service like Elastic search.
- Implemented Kafka producer and consumer application on Kafka cluster with help of Zookeeper.
- Experience is using build and deploy tools such as Jenkin, Docker for CI/CD and Deployments for Microservice.
- Experience using Docker for containerizing the application and deploying the docker images in AWS.
- Monitored and troubleshooted application performance using AWS services such as CloudWatch and X-Ray.
- Migrated Tibco soap service to java Rest Service.
- Worked On implementing CRUD Operations using NOSQL Rest API Service.
- Collaborated with developers to implement solutions, resolve problems and perform code reviews
- Followed the development best practices such as version control, unit testing, continuous integration, performance and security testing, and appropriate documentation.
- Ensured quality and maintained the performance of deployed solutions.
- worked with TIBCO's cloud integration offerings, highlight your ability to connect cloud and on-premises applications.
- Used Agile Development methodology of software development.
- Done code review and configuration build management for the application using Maven.
- Designed and developed API with all the CRUD capabilities using SOAP.
- Designed and developed a cloud-native application using AWS services such as ECS
- Developed and maintained automated deployment pipelines using AWS.
- Implemented validation framework for creation of validation.xml and used validation-rules.xml.
- Utilized Agile Methodology/Scrum (SDLC) to managed projects and team.
- Wrote and implemented SQL stored procedures, functions, views and SQL queries for data input to the Crystal Reports.
- Migrated Soap service to Rest web service in Cloud server.

Software Tools: Java, Spring, Spring Boot, db2, Hibernate, Soap, Rest, IBM IID, RAD, Maven, Docker, NoSQL, Git, Kafka, Kubernetes, Microservices

Mphasis Limited, Offshore USA-IND**Mar 2019 – Feb 2022****Module Lead, HP****Responsibilities**

- Developed java/j2ee server-side services using Java 8, spring MVC, Web Services (SOAP, Restful, WSDL).
- Developed Application in Single Page using JavaScript frameworks such as Angular JS 7
- RESTful web services using Jersey for JAX-RS implementation.
- Build and manage development and testing environments, assisting developers in debugging application issues using tools, participate in the building of tools and processes to support the System
- Used spring config server for centralized configuration. Used Jenkins for Microservices deployment
- Used Maven as the build tool and to add dependencies, plug-ins.
- Used GIT for source control and developed a logging component using Log4J to log messages and errors.
- Implemented Restful web services using JAX-RS annotations, Jersey as provider and implemented security using OAUTH 2.1.
- Developed and maintained automated CI/CD Pipelines for code deployment and Using Agile methodology to develop and deliver project
- Prepared unit test cases using JUnit and Mockito frameworks.
- Involved in writing shell scripts to automate the daily tasks that export/import database backups from lambda, EC2 and keep the same in AmazonS3 AWS
- Experience with Kafka Connect and Streams, with ability to know how to use effectively for different use cases
- Developing Web applications using HTML, CSS3

Software Tools: Java, Spring, Spring Boot, AWS, Hibernate, Maven, Git, CI/CD Jenkin, Splunk, Amazon s3, Lambda, EC2, Microservices, HTML, CSS.

Mphasis Corporation, Delaware, Newark**Apr 2018 - Feb 2019****Role: Module Lead****Client: JPMorgan, Delaware, Newark USA****Responsibilities**

- Maintain and bug fixing the login portal using framework Angular 1.2 along HTML, CSS.

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- Implemented Spring and Hibernate frameworks along with Restful Webservices in developing the application.
- Developed java/j2ee services custom directives, Factories and Services in RestAPI and implemented code as per the coding standards
- Established Database Connectivity using JDBC for Oracle.
- Developed java/j2ee server-side services using Web Services like SOAP & REST webservices.
- Involved in developing test plans and test Cases using Selenium automation test tool (TDD and BDD)
- Extensively employed object-oriented analysis and design methods with designing and developing applications Performed defect tracking and Management in JIRA, generated automated reports using JIRA API
- Used Spring Core, MVC, AOP, Boot and Security Spring modules for application development.
- Providing support for System Integration Testing & User Acceptance Testing.
- Involved in Requirement Analysis, Design, Development and Testing of the risk workflow system.
- Responsible for designing, coding and developed the application in J2EE using Struts MVC.
- Consumed Web Services to interact with other external interfaces in order to exchange the data in different forms by using Restful service
- Design and Implement reporting solutions using Reporting Services, Power BI

Software Tools: Java, J2ee, Maven, Git, Spring, AOP, MVC, Security, Unit test, Jira, TDD, BDD, Selenium, Cucumber framework, Soap and Restful webservice, Jenkins.

Infosys Limited, Austin, Texas, USA

Apr 2016 - Apr 2018

Role: Technology Analyst

Client: Visa Inc, Austin, Texas, USA

Responsibilities

- Involved in analysis, design, coding, testing and deployment phases for J2EE based web applications.
- Designed and Developed Spring MVC based application for carriers.
- Setup project for continuous integration in Jenkins.
- Involved in design and architecture level decision.
- Developed java/j2ee Struts Action Forms, Action classes and performed action mapping using Struts.
- Involved in developing Web Services to send XML request and reading the response SOAP UI from Java platform.
- Tested and modified existing Crystal reports.
- Used Log4J for application logging and notification tracing mechanisms.
- Established Database Connectivity using JDBC for Oracle.
- Consumed Web Services to interact with other external interfaces in order to exchange the data in different forms by using Restful service.
- Used JIRA for tracking the Project Stories and bug fixing.
- Used GIT to check-in and check-out and co-ordinate among team members for Version Controlling.
- Developed custom directives, Factories and Services in SpringBoot and implemented code as per coding standards.

Software Tools: Java, J2ee, Struts, IBM IID, Webserver, Tomcat, SpringBoot, Microservice, Angular, WCAG, CheckMark, SonarQube, Log4J, Jira, Soap and Rest web services.

Infosys Limited, Bangalore, India

Dec 2014 - Apr 2016

Role: Technology Analyst

Client: Visa Inc, Austin, Texas, USA

Responsibilities

- Developed java/j2ee RESTful API's, which takes in an HTTP request and produces the HTTP response in JSON format using Microservices.
- Developed java/j2ee service JUnit4 test cases for unit and integration testing, Selenium Automation testing
- Unit testing of the developed/modified application program using different test scenarios and test cases using JUnit and Mockito.
- Responsible for designing, coding and developed the application in J2EE using Struts MVC.
- Implemented Struts framework (Action & Controller classes) for dispatching request to appropriate classes.
- Developed java/j2ee process to calculate and distribute brokerage for transactions
- Developed Spring based services which listen to Spring Integration HTTP Endpoint for events and Implemented WCAG

- Implementing a Restful Web Services to exchange the data
- Deployed java/j2ee service and tested the application with Application server WebSphere
- Worked on Opensource Software such as Web Servers like Apache Tomcat, LOG4J for logging information and exceptions, Eclipse, Net Beans IDE.
- Providing support for System Integration Testing & User Acceptance Testing.

Software Tools: Java, J2ee, Struts, IBM IID, Webserver, Tomcat, SpringBoot, Microservice, Angular, WCAG, CheckMark, SonarQube, Log4J, Jira, Soap and Rest web services.

Chimera Technology Pvt Limited, Bangalore, India

Mar 2014 - Dec 2014

Role: Software Engineer

Client: Goldman Sachs, USA

Responsibilities

- Extensively involved in coding with Core Java concepts like Collections, Exception Handling and Java I/O to implement some business logic.
- Implemented Service Oriented Architecture using JMS for sending and receiving messages while creating web services.
- Focused on Test Driven Development; thereby creating detailed JUnit tests for every single piece of functionality before writing the functionality.
- Developed java/j2ee service JUnit test cases for elements, web beans, handlers and view helper classes.
- Coordinating the testing activities in the project, Analysis the functionality, operational, technical issues and scope of work.
- Developed Spring based services which listen to Spring Integration HTTP Endpoint for events, Scalable UI changes for all UI modules were also incorporated.
- Coding and individual technical development task.
- Design and develop BI reporting data module for Marketing Analysis.
- Worked as frontend developer "Monitoring Customer and Supplier Status".
- Used GIT for version control tool and Spring Tool Suite (STS) for IDE.
- Used Maven as build automation tool for deploying the project on WebSphere Application Server and used Jenkins to perform continuous Integration.
- Used Tortoise SVN to maintain the version of files and took the responsibility to do the code merges from branch to trunk and creating new branch when new feature implementation starts.

Software Tools: Java, J2ee, Struts, Tomcat, Spring Boot, Microservice, JSP, Servlet, Maven, Git, Log4J, Jira, Soap and Rest web services.

Daemon software Pvt Limited, Bangalore India

Sep 2013 - Jan 2014

Role: Software Engineer

Client: Colt, Bangalore, India

Responsibilities

- Exposes a REST API which is used by dashboard service to display statistics data
- Developed Test Engine, Information stored MySQL/Oracle data stores and performs on the fly aggregation over queues for dashboard queries
- Developed java/j2ee process to calculate and distribute brokerage for transactions
- Written Complex Queries for SQL server for manipulating the data in database.
- Performed defect tracking and Management in JIRA, generated automated reports using JIRA API.
- Used Maven as the build tool and to add dependencies, plug-ins.
- Developed java/j2ee server-side services using spring MVC, Web Services (SOAP, Restful, WSDL, JAXB).
- Built screens with Spring MVC, JSPs, CSS, and custom JavaScript.
- Worked on Open-Source Software such as Web Servers like Apache Tomcat and Apache Struts, LOG4J for logging information and exceptions, Eclipse, Net Beans IDE.
- Used Spring MVC framework to enable the interactions between JSP/View layers and implemented different DPs.

Software Tools: Java, J2ee, Struts, Tomcat, SpringBoot, Microservice, JSP, Servlet, Maven, Git, Log4J, Jira, Soap and Rest web services.

Gameet Technology Pvt Limited, Bangalore, India

Jan 2011 - Jan 2012

Role: Software Engineer

Responsibilities

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- Involved in debugging and providing technical support to the team
- Implemented the front end using JSP, for dynamic web content
- Build and Deployment of Maven script
- Used Log4J for application logging and notification tracing mechanisms.
- Established Database Connectivity using JDBC for Oracle.
- Used frameworks for generating animations in the user interface.
- Used Core, MVC, AOP, Boot and Security Spring modules for application development.
- Worked on Spring Core modules like IOC and dependency injection.
- Implemented java/j2ee RESTful Webservices by using JAX-RS and Jackson implementations to retrieve data from client side.
- Implemented Spring and Hibernate frameworks along with Restful Webservices in developing the application.

Software Tools: Java, J2ee, Maven, Git, Log4j, Web logic, J boss, SQL server, Oracle, JSP, Servlets, Unit testing, Restful web service, Spring security.

APR Technology Pvt Limited, Coimbatore, India

Mar 2010 - Nov 2010

Role: Technology Trainee

Responsibilities

- Implementing server business logic using java/j2ee and Design patterns and Developing user interfaces using JSP, HTML and CSS
- Worked as a java/j2ee Developer and involved in analysis of requirements, the design, development, integration, deployment and testing
- Used JIRA for issues and project tracking and documentation
- Worked in TDD and version management tools GitHub, SVN.
- Having hands on experience in deploying web and J2EE enterprise applications on WebLogic, WebSphere, Tomcat and JBOSS Server.
- Responsible for designing, coding and developed the application in J2EE using Struts MVC.
- Used simple Struts Validation for validation of user input as per the business logic and initial data loading.
- Implemented Struts framework (Action & Controller classes) for dispatching request to appropriate classes.
- Developed the ANT scripts for preparing WAR files used to deploy J2EE components.
- Analysis and Bug fixing of the production problems and defects along with enhancements.
- Involved in Requirement Analysis, Design, Development and Testing of the risk workflow system.

Software Tools: Java, J2ee, ANT Scripts, SVN, WebLogic, Jboss, SQL server, Oracle, JSP, Servlet, Unit testing, TDD, Struts MVC.

Position 11 - Systems Administrator

#1 Candidate Name - Kishan Rao Appiseti

Professional Summary

- 11+ years of extensive hands-on experience with architecture, design, development, and deployment of enterprise systems.
- Involved in strategic planning, delivery ownership, people management and technology leadership.
- Experience organizing and leading cross-functional technical projects (clarifying requirements, end to end, design, resolving conflicts, defining roadmap, driving progress).
- Hands-on experience on both backend work as well as front end (UI/UX) – Full Stack Development Experience.
- 9 plus years of extensive hands-on experience in Installation & Administration, Design and Development of Enterprise Content and Records management applications using IBM FileNet P8, Content Navigator, IBM Enterprise Records, and IBM Datacap product suites.
- Experience in developing REST API using Spring Boot, Spring Reactive (Functional Programming) and secure using OAuth2.
- Implemented Single Sign on using SAML.
- Experience migrating the on-premises FileNet and custom applications to AWS Cloud
- Architecture and Design enterprise taxonomies and implementation of standardized governance models focusing on IBM, FileNet, and industry best business practices.
- Successful track record in re-engineering, upgrading, and building complex Datacap solutions.
- Solid experience with implementing retention policy with IBM Records Manager.
- Strong expertise in IBM WebSphere Application server V8, V9 and application deployment procedure's ability to analyse root cause analysis for a specific technical issue and document the business scenario and provide fix in the future maintenance releases.
- Extensive working knowledge in managing web-based systems using IBM FileNet P8 suite, ICN, Process Engine, Content Engine, Object Stores, search engines, Workplace XT, BPF, Case Manager of enterprise ECM systems.
- Fully versed with demonstrated success in deploying Cloud Pak for Automation technologies in both hybrid and cloud models.
- Extensive issue resolution resulting in expedient system restoration and operational stability.
- Worked extensively in setting up configurations to recognize data out of documents for normal and specialty forms, Insurance, Deal document & Titles forms using Fingerprint and OCR/ICR/OMR engines using Document imaging technology and content management tools. Have also worked on document conversion from tiff to pdf and vice versa to upload to content repository.
- Experience in working in providing solutions by choosing the product, which suits the customer requirement, preparation of estimations etc.
- Solid understanding and experience on Object Oriented Programming, Java, JSP, Servlets, Struts, JDBC, JNDI, Web Logic 8.x, Web Sphere, JMS, XML, Oracle 9x/10x, JavaScript.
- Experience in using FileNet P8 API Content Engine, Process Analyzer, Business process Manager, BPF, Component Integrator, Case Manager, Content Navigator etc.
- Have solid experience in using FileNet Enterprise Manager (FEM), Workflows (both design, administration, templates), Workplace customization etc.
- Great troubleshooting skills and problem solver.
- Sound knowledge of Object-Oriented design, MVC Architecture, Struts Framework, Java Design Patterns and successful implementation of the same.
- Take responsibility for system security performance monitoring analysis and tuning, rebuild the indexes on Object store Database.
- Hands on experience with system monitoring tools Nagios, Dynatrace, Splunk etc.
- Troubleshoot and resolve production issues as they arise (On call duties for production support) 24*7 on call support, Request & Coordinate with PMR interactions for IBM in case of issues.
- Flourish in both independent and collaborative work environments with quick learning abilities and excellent communication skills, presentation skills.
- Experience with Python, PowerShell, ansible scripting.

Education

- Bachelor of Technology in Computer Science, JNTU University (2012)

Technical Skills

- **ECM:** P8 Architecture (5.2/5.5), Datacap (8.x/9.x) Content Engine (CE), Application engine (AE), Process Engine (PE), ICC, Records Manager, CM8, BAW, CMOD.
- Application Servers: Web sphere 7/8.0/8.5/9.x, Web logic 8, JBoss
- Languages: Java, J2EE, C#, .Net, SQL, HTML
- Database & Tool: Oracle 11g/12c/19c, DB2, SQL Server 2016/2019, Informatica.

Professional Experience

Wiley, Hoboken, NJ

Sep 2019 - Nov 2023

ECM Datacap SME

Responsibilities:

- Administration & Development of Datacap environments.
- Install and configure Datacap, ICN, WebSphere on HA and Non -HA
- Deploy custom API's.
- Scripts for stop, start services.
- Configuring log rotation to avoid disk usage.
- Configure auto alert notifications for Datacap services.
- Environments upgrade for the product versions and application migration.
- Hands on experience with Windows and Linux systems.
- I worked extensively with paper documents, data lifting with for fax, and with incoming documents with email connector.
- Environments upgrade for the product versions and application migration.
- Worked on Datacap migration along with custom libraries from 9.1.3 to 9.1.6 and then 9.1.8.
- Involved in custom action development activity to perform lookup by making web service call, setting batch status.
- Integrating Datacap with IBM content repository FileNet P8, Content Manager.
- Experienced with Datacap Insight Edition.
- Classification of documents using different techniques.
- Fingerprint creation for various prescription forms to recognize data by creating zones, applied locate functions for the forms, which are unstructured.
- Worked on customization and configuration of Datacap applications.
- Co-ordinated with offshore team and other remote resources for successful completion of project.
- Datacap DB migration from access to DB2 and environment to other with Datacap copy tool.
- Create and install SSL certs for Datacap Services.
- Expertise in application configuring SSO/SAML for different customers.
- Setup and implement DR Environments.
- Hands on experience with power shell, ansible scripts.
- ECM Daily support tasks.
- Application Access Management.
- Tracing and Log Collection.
- Coordinate with other support teams (L2&L3) other IT teams (Infrastructure Team, Security, Change Management Teams, Networking Team, Database Team, Operations Service Centres) to ensure resolves the issue.
- Identify system, data, and process dependencies for upstream and downstream application data flow.
- Take ownership of system issues and lead to resolution.
- Schedule maintenance windows upon approval from CAB deploying solutions into customer environments.
- Worked on Adobe forms customer needs.
- Worked on Agile methodology.
- Take ownership of system issues and lead to resolution.

Environment: IBM FileNet, Datacap, AE, PE, BPM, Case Manager, Java, xml, xslt, Web Sphere 9.x, Workflows (both design, administration, templates), Workplace customization, Web sphere application server, Windows, Oracle, RightFax, SQL server, IBM Cloud Pak. MS Visio, .Net framework 4.x, MS Visual studio 2019, MS- SQL server 2019/2022, IBM RAD, Git, Agile methodology, Jenkins.

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | **Email:** rfp@tryfacta.com

**PVH, New York
IBM ECM FileNet Developer****Jun 2016 - Aug 2019****Responsibilities:**

- Created Technical and functional specification documents for various applications.
- Responsible for providing image solution for documents using IBM Datacap 9.1.3.
- Worked on Migration from FileNet Capture to Datacap.
- Analyse business requirements of customer's project.
- Solid experience with Datacap components, configuration, workflows, jobs, task profiles and rule sets.
- Create application structure according to document structure and input/output documents.
- Configured Taskmaster web even worked on customizing Datacap Taskmaster Web Client for enabling a configurable web interface for high-volume indexing of documents.
- Identify weak areas by using different types of testing.
- Installing and configuring Datacap navigator used as web client.
- Involved in custom action development activity to perform DB lookup by making web service call, setting batch status.
- Classification of documents using barcode, Fingerprint creation for various prescription forms to recognize data by creating zones, applied locate functions for the forms, which are unstructured.
- Developed e-Forms solutions utilizing FileNet workflows and supporting them in production systems.
- Customizing ICN Desktop, worked on developing custom solutions for Datacap Web Client.
- Datacap Servers, Rule runner Servers and Web Instances in Load balancing and clustering farm environment.
- Worked on custom FileNet Api for .net projects.
- Physical Scanner setup and configuration.
- worked on automation of frequently occurred FileNet issues.
- Ensure application meets Service Level Agreement (SLA) metrics.
- Works with the Development and Quality Assurance organizations when application enhancements are required, or bugs are found.
- Communicates technical issues to Product Managers and Project Managers.
- Deployment of Applications from DEV, QA, UAT, PRD.
- Documentations –Deployment Document, rollout plans, DB Scripts.
- VW tool support on Process Engine related issues.
- e-Forms System Configuration, monitoring, and management.
- Monitoring of Log Files.
- FileNet Log Files and IBM ECM Logs of Application Engine, Content Engine and Image Viewer
- FSM Logfiles and command line.
- Log files of 3rd Party applications or custom Log files.
- Proactive Monitoring.
- Monitoring ECM Applications using Listener APIs.
- Monitoring ECM Applications using Message Driven Beans and home-grown tools.
- Monitoring Databases, IBM WAS Application Servers and Application server cluster Profiles.
- Tasks of System Admin.
- Statistical analysis for performance and capacity monitoring.
- Starting and stopping of System Components.
- Reporting on availability on bi- weekly basis.

Environment: IBM FileNet 5.2.1(AE, CE, PE), Datacap (9.1.3) Image Services, ICC, FileNet Enterprise Manager (FEM), Workflows (both design, templates), Workplace customization, IBM Business process Framework, IBM Record Manager, Java 1.6, xml, xslt, Web sphere application server 8.X, Oracle 11g, Windows 2012 R2.

**UHG, Minnetonka, Minnesota
ECM Consultant****Jan 2016 - May 2016****Responsibilities:**

- Design and develop data migration solution involving extracting structured and unstructured data from flat files.
- Responsible for infrastructure maintenance, user administration, periodic patching and ongoing deployments of the case manager solutions and assets including plug-ins, widgets and J2EE applications in a Three Zone architecture with a combination of Linux on system Z and Linux on X/86 hardware platform.

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Local Office Address: 110 James St., Hinton, WV 25951**Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588****Phone: 408-893-5500 & 925-640-3641 | Email: rfp@tryfacta.com**

- IBM WebSphere application server network deployment administration.
- FileNet installation, configuration, and administration.
- IBM Content Navigator installation, configuration, and administration.
- Develop custom widgets using JavaScript and integrate them with IBM Case Manager.
- Design and develop solutions using IBM Case Manager, JavaScript, and Dojo.
- Integrate FileNet functionality using FileNet APIs.
- Leverage use of IBM Content Navigator to develop solutions.
- Document solutions in accordance with change management processes.
- Responsible for installation and administration of the IBM Case Manager platform.

Environment: FileNet 5.1 (AE, CE, PE), BPM, FileNet Enterprise Manager (FEM), Workflows (both design, templates), Workplace customization, Eclipse, Java 1.6, JSP, Log4J, Case Manager 5.1.1, Web sphere application server 8.0, Linux.

Sysco Food Corporation

May 2014 - Dec 2015

IBM ECM Consultant

Responsibilities:

- Design and develop data migration solution involving extracting structured and unstructured data from flat files.
- Responsible for infrastructure maintenance, user administration, periodic patching and ongoing deployments of the case manager solutions and assets including plug-ins, widgets and J2EE applications in a Three Zone architecture with a combination of Linux on system Z and Linux on X/86 hardware platform.
- IBM WebSphere application server network deployment administration.
- FileNet installation, configuration, and administration.
- Experience with support and maintain FileNet Image Services 4.2.
- IBM Content Navigator installation, configuration and administration.
- Develop custom widgets using JavaScript and integrate them with IBM Case Manager.
- Integrate FileNet functionality using FileNet APIs.
- Leverage use of IBM Content Navigator to develop solutions.
- Document solutions in accordance with change management processes.

Environment: IBM FileNet IS 4.2, IBM Content Engine 5.0, Case manager, IBM Content Navigator Desktop, CMOD, CM8, Admin, Java, J2EE, IBM FileNet P8, IBM Data Cap taskmaster, IBM e-Forms, IBM Records Manager, WAS 8.5, WSAD editor, Oracle 11g and other FileNet tools like ACCE, FEM, Dep Manager, Unix, java/j2ee, SQL, RDBMS, VW Tool, PC, PPM, PD, Unix OS etc.

Verizon

Jun 2012 - Apr 2014

Application Develop

Responsibilities:

- Developed Hand-held computing device (.net compact framework) for convenience and easy operations of our clients using C#. Net for the pages and SQL as backend.
- Developed web-based tracking and maintenance tools using technologies like C#, HTML, CSS, ASP.NET, Visual Studio 2008/2010, which help customers for checking the order status and others.
- Involved in replacing legacy systems with single page WPF web applications (SPAs) and relational databases using latest WPF services, Entity Framework, and Web API server-side technologies, and AngularJS and AJAX client-side technologies. Client-Side validation using JavaScript and HTML
- Master Page Design and layout design in admin and user modules in ASP.NET, HTML, and CSS.
- Developed applications using C# which generates daily reports and analyses production for our clients.
- Developed Dashboard Tools using C#, which keeps track of normal operations of applications and notifies the clients using SQL Email if in case of any interruption.
- Developed applications for printing the required customer documents and label files at the respective stations using C#, Html tables, CSS, VC++. Identifying the need for, and ability to develop test programs for module testing of critical code segments using C# and VC++. Implemented Optimized Stored Procedures, Database Triggers, and Indexes with SQL programming. Involved in creating views using SQL programming to enhance security of database tables. Developed web services for order reception using SOAP and XML.
- Solved customer crisis code-red issues.
- Actively participated in all phases of software development life cycle.

Technologies – ASP.NET 4.x, Visual Studio 2010, C#.NET, ADO.NET, WCF, HTML, LINQ, CSS, Java Script, SQL Server 2012, IIS, Win 2012.

#2 Candidate Name - Marco Antonio Medina Rodriguez

Professional Summary

- 17+ years' experience combined IT/ Systems Analysis, Exchange, Office 365, Unified Messaging, Windows Server, collaborating with Network solution and designs.
- Last 9+ years dedicated to Exchange, EXO, Azure AD, Office 365, Teams, SharePoint, and OneDrive, Active Directory, Licensing Office 365.
- PowerShell scripting experience, using different modules such as MS Online, Azure Ad, MS Teams, PnP, SharePoint, Exchange, Graph.
- Automate monitor and report using automatized tasks.
- SolarWinds for alert configuration and triggered events.
- Troubleshooting experience using event viewer and log monitoring tools.
- Experience with Microsoft Exchange technologies such as Exchange on-prem 2007, 2010, 2013, 2016, 2019, EXO, Teams, SPO, One Drive, PowerShell.
- Deploy, configure, and manage AD Forest.
- Deploy, configure, and manage AD Domain.
- Configured trust relationship within forests (ADFS, domain and trust).
- Lead and coordinate migrations from On-prem to Cloud such as Exchange to EXO, Skype for Business to Teams, SharePoint to SPO, using third-party migration products (CodeTwo) as well as MS Native tools.
- Design, configure, implement, and maintain enterprise messaging environments, centralized and non-centralized mail flows.
- Migration from Exchange 2013 to Exchange 2016, and Exchange 2016 to Exchange 2019.
- Monitor Microsoft Exchange events in SCOM and SolarWinds.
- Microsoft products expertise, including AD, Windows Server 2003-2022, Azure, Multi- factor Authentication.
- Experience planning and deploying Group Policies (GPOs) in Active Directory.
- Responsible for all components of Office 365 including Teams, One Drive for Business, Skype-for-Business, Exchange Online, Azure AD.
- Expertise in Active Directory design and support (GPO, AD Schema, OUs, LDAP, Sites, Replication, Trust relationships, FSMO roles, recovering data).
- Build strong customer/client relationships.
- Manage VMware environment with V-center to makes v-Motion tasks with different clusters and sites.
- Experience working with Hypervisors such as, Hyper-V, VMware, and VirtualBox, iSCSI disks targeting, virtual SAN, virtual networks, and clustering.
- Develop and implemented SAN Back-Up Request process using VEEAM Back-Up.
- Backup Management, patch management, VMware management (hosted Exchange 2016–2019)
- Experience troubleshooting and recovering Exchange Server when tried a hot recovering using VEEAM Back-Up and replication delivering high level documentation using ITIL Methodology.
- Repaired failures between the centralized backup system and the client servers.
- Administered data backups and ensured data recoverability.
- Detect security issues, create customer tickets, and manage problems until closure.
- Perform PS Script to automate daily tasks such as, new user accounts, licensing, assign policies and health of different Microsoft Services.

Education

- | | |
|--------------------------------------------------------------------------------------------------------------------|-------------|
| • Masters in Information Technology Security.
CDMX-Mexico
Technological University of Mexico, Marine Campus. | 2020 |
| • Postgraduate in Computer Networks.
CDMX-Mexico
Technological University of Mexico, Marine Campus. | 2006 |
| • Computer Systems Engineer.
CDMX-Mexico
Technological University of Mexico, South Campus. | 2005 |

Certifications

- AZ-900 Microsoft Certified: Azure Fundamentals
- DP-900 Microsoft Certified: Azure Data Fundamentals
- AI-900 Microsoft Certified: Azure AI Fundamentals
- SC-900 Microsoft Certified: Security, Compliance, and Identity Fundamentals
- Microsoft Certified: SQL Server 2008
- Certi prof: Lifelong Learning
- Agile Adoption Report: Survey Contributor of The Agile Adoption Report 2022

Technical Skills

- **Microsoft Exchange:** Exchange 2019, 2016, 2013, 2010, Exchange Online, Outlook Client, Active Sync devices OWA.
- **Microsoft Windows Server:** Windows Server 2003, 2008, 2008 R2, 2012, 2012 R2, 2016, 2019, 2022.
- **Microsoft Windows OS:** Windows XP, 7, 8, 10, 11.
- **Microsoft Utilities:** PowerShell, Exchange Admin Console, Active Directory, Active Directory Federation Services (ADFS), Hybrid Configuration Wizard, Exchange Calculator, Best Practice Analyzer.
- **Data Lost Prevention:** VEEAM Backup, DRP, ERP.
- **Directory Services:** Active Directory 2003/2008/2012/2019/2022 Administration, Group Policies, Active Directory Migration Tool (ADMT), Azure AD, AD Connect, Domain and Trust, Site topology, LDAP, configuration, claims
- **Unified Messaging:** Teams/Skype for Business.
- **Virtualization:** VMware Horizon, VMware vSphere, Microsoft Hyper-V, Virtual Box.
- **Networking:** Traces, DHCP, DNS, Cisco Switches, Firewall.
- **Databases:** SQL Server.
- **Software:** Microsoft Office Suite 2019, 2016, 2013, 2010-

Other Technologies / Protocols: LAN, WAN, TCP/IP, DNS, DHCP, GPO, WSUS.

Software Used

SQL Server, Cisco Network Devices, Exchange Server, Office 365, VMware vSphere, VMware Horizon, Windows Server, PowerShell, Azure AD, Azure, Power BI, SharePoint, Graph API, Microsoft Office Suite, MS Teams, Skype for Business, Cisco Unified, Exchange, Yammer, Exchange Online, Security and Compliance Center, Active Directory design and support (GPO, AD Schema, OUs, LDAP, Sites, Replication, Trust Relationships, FSMO roles, recovering data), Exchange Online, VEEAM Backup Recovery.

Professional Summary

D4C Dental Brands

Sep 2022 - Present

Sr. Systems Administrator, Atlanta Georgia, USA

Collaborating with System Engineers Tasks, Configuring Exchange 2016, Multiple Technical Support, Manage PS scripts to migrate user mailboxes, Manage DAG's, Configuring Virtual Machines in VMware. Managing and deploy O365 environments and Exchange Online.

Enhance IT

Jan 2022 - Jul 2022

O365 Consultant, Atlanta Georgia, USA

O365 Training and Azure Training, Collaborating with Sysadmin's Tasks, Configuring Hyper-V VM Machines for new batches Training groups, setup Consultant Machines, Multiple Technical Support, migrating multiple tenants to tenant and Exchange on-prem to EXO using native tools such as HCW, managing licenses and perform daily tasks. I manage PS batches to migrate users' mailboxes, enable DLP policies, designing topology and Federation with Teams, I manage DAG's with different forests.

ARJ Control Laboratory. Pharmaceutical Area

May 2007 - Sep 2021

Lead Infrastructure, Windows System Administrator, Exchange Administrator, CDMX, Mexico

Administration and Maintenance of Windows Servers, Management of VMware Center 6.5, Management of VMware Horizon 7.0, Infrastructure Manager, DRP System and ERP System, NAS, and SAN Administration System, Manage Exchange Server 2016, 2019, EXO, Teams, PowerShell, Azure, Azure AD, Skype for Business, Yammer, Active Directory, OneDrive, Veeam Backup Recovery, Troubleshooting, GPO, SolarWinds, Training to new employees to adopt new technologies, Technical Support to clients and employees. Cloning VMs based on V-motion technology, upgrades and

allocation resources, Windows server upgrades maintenance and patching. Collaborate with NOC and SOC teams by implementing network and security improvements, Deployed GPOs for server and end device hardening, Experience managing and troubleshooting DAGs, Planned, and implemented skype for business to Teams. migration working with coexistence modes and deploy for the new policies and delivered technical and non-technical documentation for end users/engineers.

Centro Computational RUDEZ, S. A. de C. V. Monitoring Systems for TV Azteca Area

Engineer Monitoring.

Jul 2006 - April 2007

Functions of monitoring computer systems for TV Azteca, and Proyecto 40 (Channel 40) servers. Monitoring links of band from Tv Azteca in Mexico. Monitoring of electronic portals and e-mails of (TV Azteca, and channel 40). Monitoring of Video on Demand channel 40.

Planned network assessments and collaborating on network designs (bandwidth, firewall rules, switching and routing). Incident management through Remedy ticketing tool, track SLAs and workflow for change orders.

SINOT, S. C.

Jun 2006 - Jul 2006

Streaming Video on Demand. Channel 40. (Project 40)

Engineer.

Edit functions of Video on Demand of chapters of channel 40, which have been projected on TV.

#3 Candidate Name - Mamadou Barry

Summary

- Highly skilled System Engineer and System Administrator and technical support, specializing in optimizing server and storage environments for peak performance and security.
- Demonstrating exceptional proficiency with VMware vSphere, optimizes infrastructure for maximum efficiency through server consolidation and resource optimization.
- Experience in implementing security best practices ensures data integrity and confidentiality, instilling trust in system reliability among stakeholders
- Manages system administration tasks on RHEL and Windows Servers, including data backups, scheduled jobs, and system reliability, ensuring data availability.
- Experience, Active Directory management is seamless. Tasks such as adding/removing users to groups and creating group policies are handled efficiently.

Education

- B.S. Computer Science & Systems, 2018 University of Washington - Tacoma, WA

Certification

- CompTIA Security+ Candidate ID: [REDACTED]
- Microsoft Azure Fundamentals Certification Number: [REDACTED]
- Microsoft Azure Developer Associate Certification Number: [REDACTED]
- AWS Developer Associate Validation Number: [REDACTED]

Skills

- Storage Environment: TrueNAS, LVM, MySQL, LAMP
- Server Management: DNS, DHCP, NFS, Apache Web Server, SAMBA, FTP
- Windows Server 2012
- Jenkins, Docker, Terraform, Git
- Scripting: Bash, Python
- Deep understanding of networking: Iptables, FirewallD
- Virtualization systems: VMware ESXi, vSphere Client
- User administration: LDAP, Kerberos
- System and Vulnerabilities monitoring: Nessus, ACAS, SCAP, STIG
- Test planning and Documentation
- Application testing
- Technical Analysis
- Ansible

Professional Experience

U.S. Navy (Rite Solutions Inc) Keyport, WA

Mar 2022 - Present

System Engineer

Responsibilities:

- Analyzed, reviewed, and documented current system functionality for enhancement, ensuring efficient operations and improved performance.
- Demonstrated exceptional Proficiency with VMware vSphere, a key tool for server consolidation and resource optimization, thereby optimizing infrastructure for maximum efficiency.
- Implemented security best practices for server and storage environments, including access controls, encryption, and vulnerability management, ensuring data integrity and confidentiality.
- Managed system administration tasks on RHEL and Windows Servers, including data backups and scheduled jobs, ensuring system reliability and data availability.
- Showcased my adeptness in providing technical support for Atlassian tools, diagnosing and effectively troubleshooting issues, while simultaneously enhancing server security for Jira, Confluence, Bitbucket, and Bamboo, and setting access permissions for projects and spaces.
- Provided technical support for Atlassian tools, diagnosing and troubleshooting issues, while enhancing server security for Jira, Confluence, Bitbucket, and Bamboo, and setting access permissions for projects and spaces.

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Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | Email: rfp@tryfacta.com

- Experience managing Active Directory, including adding/removing users to groups and creating group policies.

Microsoft (Infosys) Bellevue, WA
Linux System Administrator

Jan 2021 - Mar 2022

Responsibilities:

- Proficient in installing, configuring, updating, and patching servers on both RHEL (6, 7, 8) and Windows Server platforms.
- Experienced in building and maintaining servers.
- Skilled in scripting with Bash shell and Python for automation and task simplification on servers.
- Proficient in installing and configuring essential web server components like Apache, Nginx, MySQL, PHP, and WordPress on Linux platforms.
- Competent in configuring users/groups, managing files/directories, and implementing security measures, including SSH and Firewalls for access control and authentication.
- Proficient in managing containers using Podman on RedHat 8, ensuring efficient deployment and resource management.
- Experienced in setting up, configuring, and troubleshooting essential network services such as DNS, NFS, LDAP, and Samba servers in multi-platform LAN environments.
- Familiarity with virtualization technologies, including VMware and Oracle VirtualBox, and employing configuration management tools such as Ansible for efficient system management.

United States Army Reserve – Fort Lewis, WA
System Administrator

Aug 2016 - Jan 2021

Responsibilities:

- Build and maintain servers on RHEL 6,7 and Windows Servers.
- Manage network, firewall, and routing configuration on RHEL7 hosts.
- Create group policies and manage users in Active Directory
- Manage/maintain Linux-based and Windows physical/virtual servers using VMware vSphere Client.
- Install the software and systems patches, and have working knowledge of the yum repository concept in RHEL7.
- Work with the application support team and project managers to help them identify OS-level requirements.
- Perform OS-level user management, file permission/ownership changes, and sudo configuration.

Terra Staffing – Seattle, WA

Dec 2015 - Aug 2016

Linux System Administrator Responsibilities

- Develop and maintain installation, configuration, and security procedures.
- Apply OS/application patches and upgrades regularly and upgrade administrative tools and utilities.
- Perform ongoing performance, system, and application tuning, hardware upgrades, and resource optimization as required.
- Monitor virtual computing environments, servers, machines, data stores, and networks.
- Configured NFS, NTP, SAMBA, and HTTPD servers.

Position 12 - Technical Writer

#1 Candidate Name - Stephen Sanders

Education

Associate's Degree Computer Networking

Aug 2009 - Jul 2011

- ITT Technical Institute, Albany, New York

Professional Experience

Albany Medical Center, Albany, New York

Jun 2016 - Present

Help Desk Support Specialist

- Provide users with technical assistance with various programs and computer issues.
- Assist users with password resets.
- Input tickets for various technical issues using ServiceNow.
- Inform users of updates and ticket status changes.
- Remote install various programs as needed.
- Conduct remote troubleshooting assistance using Remote Desktop Assistance.

New York State Department of Health, Albany, New York

Aug 2015 - Jun 2016

Commerce Account Management Unit

- Transfer of calls to the proper program areas for facilities and specific programs in the Health Commerce System.
- Process forms necessary for regular users and medical professionals to register for an account.
- Assist users in various fashions as concerned with the Health Commerce System.
- Provide users with documentation to sign up for the Health Commerce System.
- Direct users on usage of the Health Commerce System.

Whole Foods Market, Albany, New York

Jun 2014 - Jul 2016

Customer Service

- Responsible for the stocking of registers and peripherals.
- Cover different positions in the Customer Service Department as needed.
- Provide repair and upkeep of equipment within the store.
- Provide any assistance to customers as is requested.

Sears, Albany New York

Nov 2012 - Oct 2014

Hardline MCA

- Provide upkeep of Hardware/Sporting Goods/Lawn and Garden Departments.
- Catalog and provide organization for the backstock of product.
- Responsible for the construction of display fixtures, and display products.
- Provide record for product that was out of stock to be reordered as necessary.

Time Warner Cable, Albany, New York

Jun 2012 - Sep 2012

Inbound Sales Representative/Help Desk

- Handled service/billing requests for new and existing customers
- Educated customers on new and upcoming promotions and services
- Assist customers who are having technical difficulties with equipment including cable boxes, and internet/phone modems.
- Instruct customers on how to connect and set up equipment such as internet/cable modems, routers, and cable boxes
- Assist customers having connection difficulties with their modems and routers.

Autotask, East Greenbush, New York

Jul 2011 - Dec 2011

Software Quality Assurance

- Write and maintain test plans as assigned; participate in test plan reviews.
- Investigate, log, track, and retest incidents.

- Follow policies and procedures; complete administrative tasks correctly and on time.
- Review and provide feedback on feature specifications as assigned.

Best Buy, Albany, New York

Mar 2010 - Jul 2011

Computer Sales Associate/Help Desk

- Identify and troubleshoot technical difficulties.
- Assist in the selection of various components, desktops and laptops.
- Assist other employees/departments as assigned.
- Offered help desk solutions to various problems.

St. John's University, Staten Island, NY

Aug 2006 - Jan 2008

Help Desk

- Worked in the IT Department on Help Desk for work study.
- Provide technical assistance to staff, faculty, and students.
- Assist students logging into their school accounts.
- Guide students and teachers in the use of classroom equipment such as projectors, computers and printers.
- Assist student's faculty and staff in connecting to school network.

#2 Candidate Name - Elizabeth Ellis Kingswood

Education

- **PhDc, Mythology with an Emphasis in Depth Psychology**, Pacifica Graduate Institute, Carpinteria, CA
Dissertation Title: "Re-Visioning Effective Female Authority: Re-Mythologizing the Fierce Divine Feminine for a Modern World." Committee: Maureen Murdock, Jacqueline Feather, Virginia Apperson
- **MA, Mythology with an Emphasis in Depth Psychology**, Pacifica Graduate Institute, Carpinteria, CA
- **BA, Humanities/English**, California State University, Sacramento, CA
- **Advanced Commercial Fiction Certificate**, University of Washington, Seattle, WA

Professional Experience

Loose Leaf Women Tea Company and Whimsy Tea and Gifts

2018 - Present

Owner

- Run two start-up businesses—a loose leaf tea company and a brick-and-mortar retail shop in Old Town Albuquerque.

Bellevue College

2013 - 2018

Instructor, Marketing and Technical Communication

- Teach a variety of courses including the Technical Writing Inclusive, Marketing Communication, Introduction to Blogging, Creating Style Guides, and Writing White Papers.

Simulab

2014 -2016

Head of Marketing

- Managed all aspects of corporate marketing including marketing campaigns, trade shows, PR, social media, branding strategy and messaging.
- Created all marketing collateral, technical documentation, and the corporate web site.

Consultant, Marketing, Design and Technical Communication

2009 - 2014

- Wrote technical documentation, white papers, catalogs, web sites, and training material.
- Designed web site architecture, shot product photography, and wrote marketing copy.

Vice President of Marketing, Prepared Response

2006 - 2009

- Managed all marketing campaigns as well as trade shows and channel partners.
- Created all marketing collateral, technical documentation, and the corporate web site.

Marketing Director, Greywether, Inc.

2002 - 2006

- Managed the creative and marketing for a start-up specializing in complex web development.
- Created all marketing collateral as well as web site design, and user interface development.
- Wrote all user guides and online help.

Avocent Corporation

1999 - 2002

Senior Technical Writer / Marketing

- Designed, wrote, and illustrated over 30 user guides and quick start guides.
- Completed the rebranding of two merged companies—Apex and Cybex—into Avocent.

University of Washington

1999 - 2006

Instructor, Print Graphics and Multimedia

- Lead instructor for UW Extension computer graphics and multimedia programs.
- Taught a wide variety of courses including Adobe InDesign, Adobe Illustrator, Adobe Photoshop, Adobe Dreamweaver, HTML, Cascading Style Sheets, and others.

Ivey Seright, International

1997 - 1999

Director of Training

- Developed and taught a wide variety of professional-level computer graphics courses including Adobe InDesign, Adobe Illustrator, Adobe Photoshop, Adobe Dreamweaver, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, HTML, CSS, and others. Hired and trained instructors. Managed all marketing activities and budgets.

#3 Candidate Name - Jon M. Fisher

Summary

- Jon is a highly qualified technical writer with extensive experience working in **Transit/metropolitan** environment including: **Sound transit, B&C Transit, Bay Area Rapid Transit, Miami Dade Transit, Sacramento Regional Transit District, CMAT-TX.**
- He is expert in technical writing and editorial experience, specializing in the development of SOPs, SOW, guidelines, work instructions, policies, technical manuals, proposals, specifications, contracts, change orders, and other types of technical and non-technical documentation.
- He worked extensively in **Teams** and **Bluebeam** environment to track revisions and maintain document history.
- He has strong working knowledge of **CSI standards, guidelines and CDT Certification.**
- He Thoroughly understands the current edition of The **Chicago Manual of Style**, including its principles, rules, and guidelines.
- In-Addition he has 5+ years of experience working on **SharePoint** to manage documentation.
- His emphasis has been on evolving highly technical subject matter into simplified documents that effectively communicate the procedures that produce the desired results to a variety of technical and non-technical audiences.
- He used his exceptional verbal, written, and communications skills to write and edit highly technical documentation for a widerange of internal audiences and external customers from start to finish:
- Advocated for standardized documentation practices and met project milestones and deadlines.
- Included ADI document structuring, front-end and back-end, planning, and delivery.
- Maintained and organized content structure housing documents and knowledge-based articles.
- Provided periodic ad-hoc status updates to upper management and recommended streamline processes.
- Comfortable taking a lead approach or working in a team environment while taking ownership of work.
- Achieved difficult deadlines while meeting tight budgets and other constraints.

Education

<ul style="list-style-type: none"> Associate in General Studies <ul style="list-style-type: none"> Merritt College - Oakland, CA September 1989 to June 1992 	<ul style="list-style-type: none"> Continuing Education – Technical English <ul style="list-style-type: none"> Foothill College – Los Altos, CA September 2002 to June 2003
<ul style="list-style-type: none"> Construction Specifications Institute (CSI) <ul style="list-style-type: none"> Alexandria, VA CDT Certification - [REDACTED] 	<ul style="list-style-type: none"> State of Texas – Notary Certification <ul style="list-style-type: none"> Austin, TX Certified Signing Agent and Public Notary – Certification Notary ID# [REDACTED]

Writing/Graphic Skills

<ul style="list-style-type: none"> Adobe Acrobat Pro/RoboHelp 	<ul style="list-style-type: none"> Microsoft Office – SharePoint 	<ul style="list-style-type: none"> CAPPS Acnt'g & Payroll
<ul style="list-style-type: none"> Confluence 	<ul style="list-style-type: none"> Visio / Snagit 	<ul style="list-style-type: none"> AutoCAD
<ul style="list-style-type: none"> JIRA Agile Environments ServiceNow 	<ul style="list-style-type: none"> Illustrator Slack CSI Bluebeam 	<ul style="list-style-type: none"> Proofreading ZScaler Chicago Manual of Style AP Stylebook

Project Management Skills

<ul style="list-style-type: none"> Facilitating meetings and organizing next steps 	<ul style="list-style-type: none"> Document standardization and control
<ul style="list-style-type: none"> 508 Compliance experience 	<ul style="list-style-type: none"> Written communication expertise

Professional Experience

State of Texas Department of Information Resources (DIR)

300 W. 15th Street Ste 1300 Austin, TX 78701

Feb 2023 - Present

- Composed Standard Operating Procedures (SOPs) and for State of Texas Program Operations Department utilizing DocumentGuidelines for comm. and network systems through Capital Complex.

Tryfacta, Inc.

Certified DBE, MBE, WBE, & SBE Organization.

Local Office Address: 110 James St., Hinton, WV 25951

Head Office Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

Phone: 408-893-5500 & 925-640-3641 | Email: rfp@tryfacta.com

- Composed Policy and Procedures for Cybersecurity utilizing NIST standards.
- Use Bluebeam's markup and annotation tools to provide feedback and corrections on engineering drawings, schematics, and other technical documents.
- Review and edit documents for accuracy, consistency, and adherence to CSI standards and guidelines.
- Write, edit, and format documents for SharePoint, ensuring clarity, consistency, and adherence to established style and branding guidelines.

Aerospace Corporation

8270 Greensboro Drive Suite 1000 McLean, VA 22102

Apr 2022 - Jan 2023

- Composed content for Knowledge Based Articles, SERP's, training materials and IT documentation for business procurement as well as cybersecurity (NIST) and procurement procedures Aerospace Corp.
- Provided document control utilizing best practices with SharePoint and Confluence programs.
- Collaborated with SMEs to develop clear directions / instructions for help desk access and dashboard utilization.

Manage document version control within the Bluebeam environment to track revisions and maintain document history.

Benefits Recovery Group (BRG); Memphis, TN

22 N. Front Street, Suite 1000, Memphis, TN, 38103

Jul 2021 - Feb 2022

- Provided documentation standards; stylistic/formatting, document automation, and content quality for proprietary program across API and SDK reference documentation that manages insurance subrogation and business cases (SCOUT).
- Created User Manual and Back-end User Manual. Provided cybersecurity and IT input utilizing best practices and cybersecurity training.
- **Ensure that all written materials maintain consistency in style, formatting, and usage throughout the document with Chicago manual of style.**
- **Plan and execute the migration of existing documentation into SharePoint while maintaining data integrity and organization.**
- Produced IT models that improved sustainability and developed bridges for better help desk access.

General Dynamics Information Tech (GDIT): Centers for Medicare & Medicaid Services (CMS); Baltimore, MD

3150 Fairview Park Drive, Falls Church, VA 22042

Oct 2020 - Jun 2021

- Established training and documentation standards and improved content quality for deployment of Internet Quality Improvement Evaluation System (iQIES) - Surveys and Certifications Manuals.
- Prepared documents and Training Manuals for iQIES Patient Assessments and Reports, as well as for Help Desk access and implementation. Ensured documents meet Section 508 accessibility and HIPAA compliance.
- Utilized 2-step cybersecurity access using ZScaler. Documented the API modular programming methods, allowing users to use the interface independently after the deployment of the new software.

Capital Metropolitan Transportation Authority (CMTA); Austin, TX

8870 Business Park Drive, Suite 200, Austin, TX 78759

May 2019 - May 2020

- Established documentation standards including stylistic and formatting practices, document automation, and content quality for Standard Operating Procedures, and developed Risk Management Assessment Requirements for the Operations & Control Center. Created procurement documents for new hardware and software.
- Oversee the publication of CSI documents, both in print and digital formats, and manage distribution to relevant stakeholders.
- Completed Risk Assessment documentation for both rail and bus operations. Prepared SEO for new Enterprise Resource Planning (ERP) accounting software and business plan scope of work for CFO.
- Established Scope of Work (SOW) for contract to help select a consultant to perform feasibility study of existing maintenance contracts analysis.

Kapsch Traffic.com

7701 Metropolis Dr, Building 14, Suite 100, Austin, TX 78744

Jan 2019 - Apr 2019

- Golden Gate Bridge District - San Francisco, CA; Created manuals across API and SDK reference docs for

operations, testing and training procedures, and SME content for tolling system for GG Bridge Toll Plaza.

- CTRMA (Central Texas Regional Mobility Authority) – SH45SW and SH183 South, Central Texas; Reorganized technical manuals and testing and training procedures, updated cybersecurity software for tolling systems.

Topflight Specs, Inc.,**49 Geary Street, San Francisco, CA 94108****Jun 2016 - Jul 2018**

- UCSF Adult and Teen Psychiatric Facility – San Francisco, CA; completed technical specifications for LEED, Sustainability, and Commissioning of EM equipment for new Family Psychiatric Facility for UCSF.
- Pacific Gas & Electric Company – Auburn Maintenance Facility, Auburn, CA; wrote proposal and contract for award of technical specifications manuals for new electrical transmissions facility in Northern Calif.

B&C Transit, Inc.**1924 Franklin St, Oakland, CA 94612 -****Apr 2011 - Jan 2016**

- SFMTA – Central Subway Project, San Francisco, CA; composed time-sensitive training manuals and visuals for SCADA, CCTV, Safety, Security Access Control, PA, VMS, and mechanical systems.
- Seattle Sound Transit University Link Light Rail - U830 Extension Project – Seattle, WA; composed O&M Manuals forextension of light rail and bus system project. Completed training manuals for all AE systems.
- **Los Angeles County Metropolitan Transportation Authority**
- Gold Line (L Line) Extension – O & M Manuals, Testing Procedures.
- Red Line (B Line) – O & M Manuals, Testing Procedures.
- **Seattle Sound Transit – University Link Light Rail Project –**
- & M Manuals for Signal and Communications Systems.
- **Sacramento Regional Transit District - South Sacramento Corridor Phase 2 –**
- Training Manuals, O & M Manuals, Training Presentation materials.
- **San Francisco Municipal Transportation Agency (SFMTA).**
- Central Subway Project – Signal and Communications Systems Specifications.
- Integrated Systems Replacement (ISR) Project - Signal and Communications Systems Specifications.
- Blue Light Emergency Telephone Replacement Project - Signal and Communications Systems Specifications.
- Transportation Management Center (TMC) - Signal and Communications Systems Specifications
- **Phoenix – Valley Metro – South Central Extension.**
- O & M Manuals.
- **Bay Area Rapid Transit (BART) – Berryessa Extension.**
- Signal and Communications Systems Specifications.
- **Miami-Dade Transit.**
- Operations and Control Center User Manuals.



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			Version
Date Issued	Solicitation Closes	Solicitation No	
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:
Vendor Name : Tryfacta, Inc.
Address : 100 James St.,
Street :
City : Hinton
State : West Virginia
Country : USA
Zip : 25951
Principal Contact : Arman Dhar, Account Manager (VP of Operations)
Vendor Contact Phone: 925-640-3641
Extension:

FOR INFORMATION CONTACT THE BUYER

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

Vendor
Signature X

FEIN# 611732454

DATE 04/22/2024

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:
Business Analyst

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 3
LOT2400000011	Draft	Prequalification Agreements IT Temp Staffing	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

☒ A pre-bid meeting will not be held prior to bid opening

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted emails should have the solicitation number in the subject line.

Question Submission Deadline: Thursday April 18, 2024 @ 3:00 p.m.

Submit Questions to: Toby L Welch
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-3970
Email: Toby.L.Welch@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via email. Bids submitted in paper or facsimile form must contain a signature. Bids submitted in wvOASIS are deemed to be electronically signed.

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in wvOASIS. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus N/A convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

Bid Delivery Address and Fax Number:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:

BUYER: Toby L Welch

SOLICITATION NO.: CRFQ LOT2400000011

BID OPENING DATE: Thursday April 25, 2024

BID OPENING TIME: 1:30 p.m.

FAX NUMBER: 304-558-3970

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: 04/25/2024 @ 1:30 p.m.

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, 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.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

☐ This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women- owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance.”

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

23. EMAIL NOTIFICATION OF AWARD: The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor *wvOASIS* or the Purchasing Division's website to determine when a contract has been awarded.

24. ISRAEL BOYCOTT CERTIFICATION: Vendor's act of submitting a bid in response to this solicitation shall be deemed a certification from bidder to the State that bidder is not currently engaged in, and will not for the duration of the contract, engage in a boycott of Israel. This certification is required by W. Va. Code § 5A-3-63.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☒ **Term Contract**

Initial Contract Term: The Initial Contract Term will be for a period of One (1) Year. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

☐ the contract will continue for _____ years;

☐ the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

☐ **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

☐ **Other:** Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☒ **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

☐ **Construction:** This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

☐☐☐☐

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancellation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☐ **Automobile Liability Insurance** in at least an amount of: _____ per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: _____ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: _____ per occurrence.

☐ **Aircraft Liability** in an amount of: _____ per occurrence.

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9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ _____ for _____.

☐ Liquidated Damages Contained in the Specifications.

☒ Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☒ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
 1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
 2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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) Arman Dhar, Account Manager (VP of Operations)

(Address) 110 James St., Hinton, WV 25951

(Phone Number) / (Fax Number) 925-640-3641 / 408-503-0934

(email address) rfp@tryfacta.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.

Tryfacta, Inc.

(Company)

(Signature of Authorized Representative)

Arman Dhar, Account Manager (VP of Operations)

(Printed Name and Title of Authorized Representative) (Date)

Phone: 925-640-3641 Fax: 408-503-0934

(Phone Number) (Fax Number)

rfp@tryfacta.com

(Email Address)

REQUEST FOR QUOTATION
West Virginia Lottery
Information Technology Temporary Staffing Services

PREQUALIFICATION AGREEMENT SPECIFICATIONS

- 1. PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of the Agency, West Virginia Lottery Commission (Lottery), located at 900 Pennsylvania Avenue, Charleston, WV 25302, to establish a list of prequalified vendors from which the Agency may subsequently obtain bids through a delegated process for Information Technology (IT) Staff as covered by the prequalification agreement. The Prequalification Agreement aims to establish vendors from which the Lottery may request bids for Information Technology (IT) Staff as defined herein.

BACKGROUND & CURRENT OPERATING ENVIRONMENT: The Lottery manages many systems designed explicitly for the Lottery that support various applications for the State of West Virginia. These systems are primarily on the Microsoft (MS) Structured Query Language (SQL) database server platform. Applications are split between Windows services and database applications. Windows services are coded using C# and Visual Studio 2017. End-user applications are coded in Visual Basic for Applications (VBA) in MS Access 2016. The Lottery sometimes requires additional technical expertise and support to accomplish specific project goals for these systems. The data centers have been recently upgraded to Hyper-Converged Infrastructure (HCL) and Next Generation Firewalls (NGFW). The Lottery plans to migrate specific applications from MS Access to C# applications that read and write directly to the MS SQL server using stored procedures, views, and triggers. Other existing MS Access VBA applications will continue to need support and maintenance. In addition, the Lottery plans to expand and further develop its internal cyber security and business continuity capabilities.

- 2. DEFINITIONS:** The terms listed below shall have the meanings assigned below. Additional definitions can be found in section 2 of the General Terms and Conditions.
 - 2.1 “.NET”** means Microsoft’s .NET or .NET Framework software.
 - 2.2 “Holidays”** means days designated by WV State Code CSR 2-2-1 as legal holidays.
 - 2.3 “Contract Item”** means the items identified in Section 4 below.
 - 2.4 “Contract Services”** means providing temporary staffing services for the list of classifications identified in Section 1 (above) or Section 4.1 (below) as more fully described in these specifications.

REQUEST FOR QUOTATION
West Virginia Lottery
Information Technology Temporary Staffing Services

- 2.5 “Delegated Prequalification Bidding”** means the Agency will obtain bids from the Prequalified Vendor as needed.
- 2.6 “Facility or Agency”** means the WV Lottery Headquarters located at 900 Pennsylvania Ave, Charleston, WV 25302.
- 2.7 “Prequalified Vendors”** means vendors meeting all Vendor Qualifications and being awarded a Prequalified Vendor Agreement.
- 2.8 “PRN”** means an acronym of the Latin term “pro re nata.” The word itself can be translated to mean “when necessary” or “as needed.” A PRN resource is willing to work on an as-needed basis, i.e., on-demand.
- 2.9 “Microsoft SQL Server”** means a relational database developed by Microsoft.
- 2.10 “Requests for Bids”** means the solicitation from the Agency identifying the nursing staff needed and requesting pricing from the Prequalified Vendors before or at such time of need.
- 2.11 “SDLC”** means Software or Systems Development Life Cycle, a standard term describing the planning process for, creating, testing, and deploying software or systems applications.
- 2.12 “Solicitation”** means the official notice of an opportunity to supply the State with goods or services published by the Purchasing Division.
- 2.13 “Staffing Agency or Vendor”** means the prospective Vendor. Contracts may only be awarded to Prequalified Vendors after the delegated bidding process.
- 2.14 “Visual Studio”** means a source code editor that runs on the Windows operating system for personal computers.
- 2.15 “NDA”** means Non – Disclosure Agreement, also known as a confidentiality agreement, agrees not to share this information with anyone else for a specified period of time.
- 3. VENDOR QUALIFICATIONS:** Vendor(s) shall have the following minimum qualifications:

REQUEST FOR QUOTATION
West Virginia Lottery
Information Technology Temporary Staffing Services

- 3.1** Vendor shall be in business for at least five (5) years, providing similar IT staffing services. Vendors must provide documentation to indicate that their company meets this requirement prior to award.
- 3.1.1** Vendor should provide with their bid, a general company overview that must include information regarding the number of years of qualification, experience, training, and relevant professional education for each individual classification.
- 3.2** Vendor shall provide these services for each classification for bid by providing documentation to indicate they have provided staffing of at least three (3) individuals within the past five (5) years for any classification listed in section 4.2 below.
- 3.2.1** Documentation should include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4.
- 3.2.2** Vendors must provide documentation to indicate that their company meets this requirement prior to award.
- 3.2.3** The documentation should detail the entity, company or business to whom the individual was supplied and provide contact information for that entity.
- 3.3** Vendor must possess all licenses, permits, and certifications required to perform this contract before the start date of service.
- 3.4** Lottery shall require resources to hold current certification for target technologies, the certifications would include but not limited to cybersecurity or vendor-specific certifications as Cisco and Microsoft.
- 4 MANDATORY CONTRACT ITEMS AND DELIVERABLES:** Vendor(s) shall provide the Agency with the Contract Items listed below on an open-ended and continuing basis. Contract items must meet or exceed the following mandatory requirements:
- 4.1 Multiple-Award Contract:** Contracts will be awarded only to prequalified vendors. The Agency will request quotes from each prequalified vendor as needed. The Agency shall then award the contract/purchase order to the lowest responsive bidder. The Agency shall reject any bid that fails to comply with the requirements contained in the prequalification agreement and request for bids.
- 4.2 Classifications:** Prequalified vendors may bid on one (1) or all classifications, including:

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- 4.2.1 Business Analyst** – Analyzes and documents business requirements and processes. Assists in designing IT solutions to meet needs. Facilitates process modifications and improvements.
- 4.2.2 Data Analyst** – Is responsible for data analysis, modeling, database management, security, and quality assurance.
- 4.2.3 Database Administrator** – Is responsible for designing, implementing, and maintaining databases.
- 4.2.4 Help Desk Support** – Is responsible for technical support to end-users, troubleshooting technical issues, and resolving problems.
- 4.2.5 IT Service Continuity Analyst** – Documents, analyzes, implements, and manages disaster recovery and business continuity plans.
- 4.2.6 Network Engineer** – Is responsible for designing, implementing, and maintaining computer networks.
- 4.2.7 Project Manager** – Manages IT projects, coordinates resources, and meets project deadlines.
- 4.2.8 Quality Assurance Analyst** – Tests software applications to meet quality standards and requirements.
- 4.2.9 Security Analyst** – Documents, analyzes, implements, and maintains security measures to protect IT systems and data.
- 4.2.10 Software Developer/Engineer** – Is responsible for designing, coding, testing, and maintaining software applications.
- 4.2.11 Systems Administrator** – Is responsible for installing, configuring, and maintaining computer systems, networks, and servers.
- 4.2.12 Technical Writer** – Is responsible for creating technical documentation, including but not limited to user manuals, help files, and online documentation.

4.3 Professional Compatibility and Compliance: Prequalified vendors shall provide IT professionals as requested by the Lottery to be compatible with the needs of the Lottery.

- 4.3.1** These needs may be hourly, daily, weekly, monthly, or annual, including weekends and holidays.

- 4.3.1.1** There will be no overtime pay associated with these assignments and may also be for specified periods as agreed upon in writing by the Agency and the vendor. For example, *a 13-week contract*

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(*“term”*). The requests for bids are further described in Section 5 below.

- 4.3.2 Prequalified vendors must provide qualified IT professionals to accommodate the Lottery needs and comply with all Lottery policies and procedures, Federal and State statutory and regulatory requirements, and standards for applicable accreditation and licensure bodies.
- 4.3.3 The position or classifications above will provide technical expertise to meet the contracted staffing needs for the Lottery to support the division’s IT efforts.
 - 4.3.3.1 These services shall be used to develop new computer systems, modifications, and enhancements to existing computer systems for the Agency, as well as mentor, provide technical training and support, and provide “shadowing” opportunities for State employees, among other tasks as defined by the Lottery in its Delivery Order for the services.

- 4.4 **Background Checks:** Prior to award all prequalified vendors must provide and have a completed background check performed by Vendor at Vendor’s sole cost for each candidate proposed for any classification. These items will include, but are not limited to:
 - 4.4.1 Background check through Vendor
 - 4.4.2 Resume of proposed candidate as proof of experience, with references
 - 4.4.3 Other documents, as requested
 - 4.4.4 The Lottery will also run a separate mandatory background check of vendor staff for each proposed classification before any work can begin.
 - 4.4.4.1 The vendor must provide Lottery with the names and fingerprint information for background check on each vendor staff proposed for placement within 48 hours of scheduled shift.
 - 4.4.4.2 The Vendor and the Lottery must agree to any deviation from this requirement in writing.

- 4.5 **Minimum Experience Requirements:** Vendor’s staff must meet or exceed minimum experience requirements for the associated classification and target technology. E.g., Software Developer/Engineer with five (5) or more years of

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experience with MS Visual Basic for Applications (VBA) and one (1) or more years of experience with MS Transact SQL (TSQL).

4.6 Candidate Performance: The Vendor's proposed candidate must consistently perform the contracted duties as outlined in these specifications or as described in the project-specific scope included within the Delivery Order.

4.6.1 The Agency will notify the awarded vendor if a Vendor's employee fails to consistently perform the contracted duties.

4.6.2 The Agency may, as part of this solicitation, request the Vendor replace the candidate; if so, and the Vendor will have 2 weeks (10 business days) to provide another proposed candidate with the qualifications for a replacement.

4.6.3 The Lottery reserves the right, and at its sole discretion, with no appeal or protest to remove any proposed candidate from the vendor's candidate pool.

4.6.4 If a vendor provides a candidate under false documentation that will give Lottery grounds for cancellation of the Delivery Order and the vendor shall be removed from the prequalified vendor pool.

4.7 Work Location and Work Hours:

4.7.1 Work will be onsite, remote or hybrid, onsite location will be at Lottery headquarters located at 900 Pennsylvania Ave, Charleston, WV. Any and all travel, per diem, parking, and/or living expenses shall be at the Worker's and/or Vendor's expense.

4.7.2 Work hours will be Monday through Friday from 8am - 5pm EDT, excluding State and Federal holidays when the Agency is closed unless approved by the Agency designated manager.

4.7.3 Work outside normal business hours may be required on weekends, evenings, and holidays.

4.7.4 Work over 40 hours will be at the hourly rate quoted on the pricing page for the classification, and must be coordinated and pre-approved by the Agency designated manager. The Agency will not pay vendor overtime rates.

4.8 Non-Disclosure Agreement (NDA) or Confidentiality Agreement: Prior to award all parties, the Vendor, Lottery and vendors proposed candidate must sign a

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mutual Non-Disclosure Agreement (NDA) to ensure the confidentiality of the information exposed. (see attached Lottery NDA as Exhibit – B)

- 4.9 Previous Employees:** The Lottery will not allow any previous employee dismissed by any state agency for disciplinary or performance reasons to return and work through any Staffing Agency.

5 PREQUALIFICATION AWARD AND REQUESTS FOR BIDS:

5.1 Vendor Prequalification: This agreement establishes a pool of prequalified vendors to provide the services listed in Section 4, “Mandatory Contract Items and Deliverables.”

5.1.1 The vendors responding to this RFQ for “Prequalification of Vendors” solicitation and meeting the qualifications in Section 3, “Vendor Qualifications,” will be awarded a Vendor Prequalification Agreement.

5.1.2 The Vendor Prequalification Agreement will enable those vendors to submit bids upon request. Prequalification Agreements are limited to up to three (3) years.

5.2 Requests for Bids: All prequalified vendors will be sent requests for bids when services are needed. The request for bids will contain the following: (see attached Lottery Staff Request Form as Exhibit – C)

5.2.1 Whether PRN or Term contract

5.2.2 Professional Classification from section 4.2

5.2.3 Technology area(s)

5.2.4 Number of years of experience required in each technology area identified

5.2.5 Quantity of services to include the estimated number of hours for a specific date range. E.g., 2080 hours over one year

5.2.6 Pricing Page to be completed by the vendor

5.2.7 The deadline (opening date and time) by which the vendors must submit bids

5.2.8 The location to which bids must be submitted

5.2.9 Examples of work

5.3 Evaluation of Bids: The Lottery shall evaluate the bids received from the prequalified vendors to ensure they comply with the requirements of the prequalification agreement and the requests for bids.

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- 5.4 Award of Bids:** The Lottery shall award the contract to the responsive bidders with the lowest total cost.
- 5.4.1** This will be a progressive award contract with all prequalified vendors that respond to the bid request.
- 5.4.2** The lowest overall total cost will prioritize awards. For example, if Vendor A (lowest bid) cannot meet the needs, the agency shall move to the next lowest bid (Vendor B), and so on.
- 6 PERFORMANCE:** Vendor and Agency shall agree upon a schedule for performance in writing as outlined in the Request for Bid. The Vendor shall perform by the Vendor Prequalification Agreement, Request for Bid, General Terms & Conditions, and any contracts or purchase orders the Lottery may issue.
- 7 PAYMENT:** The vendor shall submit monthly invoices in arrears to the Accounting Office at the West Virginia Lottery for all services provided. The Vendor shall submit one monthly invoice for all provided staff, along with a copy of each Vendor staff member's signed timesheet as backup documentation. All timesheets must be signed and approved by Facility's designee before invoicing.
- 8 TRAVEL:** Vendor must be responsible for all mileage and travel costs, including travel time, associated with the performance of this contract. Any anticipated mileage or travel costs must be included in the Vendor's bid response, the agency will not pay such costs separately.
- 9 FACILITIES ACCESS:** Performance of Contract Services may require access cards and keys to access Agency's facilities. If access cards and keys are needed:
- 9.1** Vendor must identify principal service personnel who will be issued access cards and keys to perform service.
- 9.2** The Vendor will be responsible for controlling cards and keys and will pay a replacement fee of \$25 for each access card or key lost, stolen, or not returned to the Lottery.
- 9.3** The Vendor shall notify the Agency immediately of any lost, stolen, or missing card or key.

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9.4 Anyone performing under this Contract will be subject to the Agency's security protocol and procedures.

9.5 Vendor shall inform all staff of the Agency's security protocol and procedures.

10 VENDOR DEFAULT:

10.1 The following shall be considered a vendor default under this Contract.

10.1.1 Failure to perform Contract Services in accordance with the requirements contained herein.

10.1.2 Failure to comply with other specifications and requirements contained herein.

10.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

10.1.4 Failure to remedy deficient performance upon request.

10.2 The following remedies shall be available to Agency upon default.

10.2.1 Immediate cancellation of the Contract.

10.2.2 Immediate cancellation of one or more release orders issued under this Contract.

10.2.3 Any other remedies available in law or equity.

11 MISCELLANEOUS:

11.1 Manager: Prequalified vendors must designate and maintain a primary manager responsible for overseeing Vendor's responsibilities under the Prequalification Agreement. The manager must be available during regular business hours to address any customer service or other issues related to the agreement. The Vendor shall supply contact information for the designated Manager upon request.

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11.2 Emergency Contact: Prequalified vendors must designate and maintain an emergency contact responsible for any staffing issues that may arise outside of regular business hours. The emergency contact number must be answered or responded to within two (2) hours on any given day or time, including weekends and holidays. In addition, Prequalified Vendors shall supply contact information for the emergency contact upon request.

Contract Manager: Arman Dhar, Account Manager (VP of Operations)
Telephone Number: 925-640-3641
Fax Number: 408-503-0934
Email Address: rfp@tryfacta.com

EXHIBIT – A

**WEST VIRGINIA LOTTERY
TEMPORARY IT STAFFING SERVICES**

MUTUAL NON-DISCLOSURE AGREEMENT

MUTUAL NON-DISCLOSURE AGREEMENT

This Mutual Non-Disclosure Agreement ("Agreement") is entered into by and between the West Virginia Lottery, with its principal offices located at 900 Pennsylvania Avenue Charleston, WV 25302 ("Lottery"), and Tryfacta, Inc., with its principal offices located at 4637 Chabot Dr, Suite 100 Pleasanton, CA 94588 ("Party of the second part"), with an Effective Date of 04/22/2024. Lottery and Party of the second party also are referred to herein individually as a "party", or collectively as the "parties".

WHEREAS, the parties to this Agreement may wish to exchange certain information related to the provision of certain information or communication technology services by one party of interest to the other party; and

WHEREAS, the parties agree that improper disclosure of either party's Confidential Information, as defined below, by the other party could cause material harm to the party whose Confidential Information was improperly disclosed;

NOW THEREFORE, in order to protect certain Confidential Information that may be disclosed between the parties, Lottery and Alpha agree to maintain the confidentiality of the Confidential Information as follows:

I. Definition of Confidential Information. The "Confidential Information" disclosed under this Agreement is defined as follows:

Any data or information that is proprietary to the disclosing party and not generally known to the public, whether in tangible or intangible form, whenever and however disclosed, including, but not limited to: (i) any marketing strategies, plans, financial information, or projections, operations, sales estimates, business plans and performance results relating to the past, present or future business activities of such party, its affiliates, subsidiaries and affiliated companies; (ii) plans for products or services, and customer or supplier lists; (iii) any scientific or technical information, invention, design, process, procedure, formula, improvement, technology or method; (iv) any concepts, reports, data, know-how, works-in-progress, designs, development tools, specifications, computer software, source code, object code, flow charts, databases, inventions, intellectual property, and trade secrets; (v) solicitation for proposals, responses to proposals, bids, or information disclosed in connection with such solicitation, response, or bid; (vi) any other information that should reasonably be recognized as confidential information of the disclosing party.

II. Disclosure Period and Term. This Agreement protects against the disclosure of Confidential Information which is disclosed between the parties during each party's performance of its obligations associated with that certain CRFQ Agreement executed between the parties on _____ (the "Effective Date") and 3 year(s) after the termination of such Agreement ("Disclosure Period"). Therefore, the duty of a recipient of Confidential Information to protect such Confidential Information disclosed under this Agreement begins on the Effective Date and expires 3 year(s) after the end of Disclosure

Period. Upon termination of this Agreement or upon the disclosing party's request, the recipient shall cease use of Confidential Information and return or destroy it.

- III. Use of Confidential Information.** A party hereunder receiving Confidential Information shall use such Confidential Information solely for the purposes of, as applicable to the recipient, understanding current business activities of a party, soliciting a proposal for certain information technology services, responding to such proposal solicitation, reviewing solicitation responses, tendering a bid, or discussions or negotiations related to such solicitation, proposal, or bid.
- IV. Protection of Confidential Information.** Each party shall not disclose the Confidential Information of the other party to any third party. The recipient shall protect the Confidential Information by using the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the Confidential Information as the recipient uses to protect its own confidential information of a like nature. A recipient shall restrict disclosure of Confidential Information to its employees, provided that such employees (i) have a need to know, and (ii) are bound by obligations of confidentiality equally as restrictive as the terms of this Agreement.
- V. Exclusions.** This Agreement imposes no obligation upon the recipient with respect to Confidential Information which: (a) was in the recipient's possession before receipt from the disclosing party; (b) is or becomes a matter of public knowledge through no fault of the recipient; (c) is rightfully received by the recipient from a third party without a duty of confidentiality; (d) is disclosed by the disclosing party to a third party without a duty of confidentiality on the third party; (e) is independently developed by the recipient; (f) is disclosed under operation of law; or (g) is disclosed by the recipient with the disclosing party's prior written approval.
- VI. Miscellaneous.** Neither party to this Agreement shall acquire any intellectual property rights nor any other rights under this Agreement except the limited right to use as set forth in this Agreement. This Agreement does not prevent either Party from competing with one another for work or clients unless the parties specifically agree otherwise, in writing, as to a specific client. Each disclosing party warrants and represents that the Confidential Information and other information provided which is necessary to the purposes described hereunder, are true and correct to the best of the disclosing party's knowledge and belief. Nothing in this Agreement shall be construed to preclude either party from developing, using, marketing, licensing, and/or selling any software or other material that is developed without reference to the Confidential Information.
- VII. Export Administration.** Each party to this Agreement agrees to comply fully with all relevant export laws and regulations of the United States and other countries to assure that no Confidential Information or any portion thereof is exported, directly or indirectly, in violation of such laws.
- VIII. No Obligation to Purchase or Offer Products or Services.** Neither party has an obligation under this Agreement to purchase or otherwise acquire any service or item

from the other party. Neither party has an obligation under this Agreement to commercially offer any products using or incorporating the Confidential Information. The disclosing party may, at its sole discretion, offer such products commercially and may modify them or discontinue such offerings at any time.

- IX. General.** The parties do not intend that any agency or partnership relationship be created between them by this Agreement. This Agreement sets forth the entire agreement with respect to the Confidential Information disclosed herein and supersedes all prior or contemporaneous agreements concerning such Confidential Information, whether written or oral. All additions or modifications to this Agreement must be made in writing and must be signed by both parties. This Agreement and all matters arising out of or relating to this Agreement shall be governed by the laws of the State of West Virginia. The parties agree that the information provided as allowed by this Agreement will not contain any proprietary technical or confidential contractual information, or any financial information related to the relationship between Alpha and its partners. As a result, damages will not be included as a remedy.

The undersigned authorized representatives of each party have agreed to be legally bound by the terms of this Agreement as of the Effective Date shown above.

WEST VIRGINIA LOTTERY

By: _____

Name: _____

Title: _____

Tryfacta, Inc. (VENDOR)

By:  _____

Name: Arman Dhar

Title: Account Manager (VP of Operations)

ATTACHMENT – 1

**WEST VIRGINIA LOTTERY
TEMPORARY IT STAFFING SERVICES**

**JOB CLASSIFICATIONS
AND
REQUIREMENTS**

Business Analyst

Nature of Work:

Under general supervision, analyzes and documents business requirements and processes and assists in designing IT solutions to meet needs. Facilitates process modifications and improvements. Performs related work as required.

Examples of Work:

- Analyzing and improving business processes to enhance efficiency, productivity, and quality.
- Documenting current processes, identifying areas for improvement, and designing optimized workflows
- Eliciting, analyzing, and documenting IT project and initiative business requirements.
- Conduct stakeholder interviews, document user stories, and manage requirements throughout the project lifecycle.
- Analyzing market trends, customer feedback, and product performance data to inform product development and strategy.

Data Analyst

Nature of Work:

Under general supervision, is responsible for data analysis, modeling, database management, security, and quality assurance. Performs related work as required.

Examples of Work:

- Gathering, analyzing, and interpreting business data to provide strategic insights and inform decision-making
- Designing and maintaining data warehouses, creating reports and dashboards, and identifying trends and patterns
- Analyzing and interpreting data to derive actionable insights and support decision-making
- Collecting and analyzing data, creating visualizations, and communicating findings to stakeholders
- Develop and execute test plans and test cases to validate data accuracy, completeness, and consistency
- Conduct data quality assessments to identify and resolve anomalies, errors, and discrepancies

Database Administrator

Nature of Work:

Under general supervision, is responsible for designing, implementing, and maintaining databases. Performs related work as required.

Examples of Work:

- Design logical and physical database structures based on business requirements and industry best practices
- Define data models, schemas, tables, indexes, and relationships to ensure efficient data storage and retrieval
- Install, configure, and deploy SQL Server database management systems (DBMS)
- Create and configure database instances, ensuring optimal performance, scalability, and availability
- Import, export, and migrate data between different database environments while ensuring data integrity and consistency
- Monitor database performance, health, and security to identify and address potential issues proactively

Help Desk Support

Nature of Work:

Under general supervision, is responsible for technical support to end-users, troubleshooting technical issues, and resolving problems. Performs related work as required.

Examples of Work:

- Resolve technical problems related to desktops, laptops, printers, mobile devices, and other peripherals
- Guide users through troubleshooting steps and perform remote diagnostics to identify and resolve technical issues
- Maintain a knowledge base of common technical issues and their resolutions for reference by end-users and support staff
- Conduct training sessions and workshops for end-users to promote self-service troubleshooting and enhance technical skills
- Assist with user account creation, modification, and termination processes, ensuring compliance with regulatory requirements
- Install software updates, patches, and security fixes to address vulnerabilities and enhance system stability

IT Service Continuity Analyst

Nature of Work:

Under general supervision, documents, analyzes, implements, and manages disaster recovery and business continuity plans. Performs related work as required.

Examples of Work:

- Develop and maintain comprehensive disaster recovery (DR) and business continuity (BC) plans, including procedures, policies, and guidelines
- Document recovery objectives, critical processes, dependencies, and resource requirements to ensure readiness for potential disasters
- Analyze existing DR and BC capabilities, processes, and infrastructure to identify gaps and opportunities for improvement
- Conduct regular testing and validation exercises of DR and BC plans to verify effectiveness, identify weaknesses, and refine procedures
- Conduct tabletop exercises, simulations, and drills to prepare personnel for emergency scenarios and enhance response capabilities

Network Engineer

Nature of Work:

Under general supervision, is responsible for designing, implementing, and maintaining computer networks. Performs related work as required.

Examples of Work:

- Design and architect computer networks, including LANs, WANs, and wireless networks, based on organizational requirements and best practices
- Develop network topology diagrams, IP addressing schemes, and routing protocols to ensure efficient data transmission and connectivity
- Deploy and configure network devices such as routers, switches, firewalls, and access points to establish connectivity and secure network infrastructure
- Conduct network audits, performance assessments, and capacity planning to identify potential issues and scalability requirements
- Implement and enforce network security measures, including firewalls, intrusion detection/prevention systems (IDS/IPS), VPNs, and access controls
- Identify root causes of network issues and implement corrective actions to restore service and minimize downtime
- Implement configuration management processes to track changes, updates, and revisions to network devices and configurations

Project Manager

Nature of Work:

Under general supervision, manages IT projects, coordinates resources, and meets project deadlines. Performs related work as required.

Examples of Work:

- Develop project plans, schedules, and budgets and track progress against key milestones and deliverables
- Identify project resource requirements and allocate resources effectively to meet project needs and timelines
- Provide regular project status updates, reports, and presentations to stakeholders to keep them informed of project progress and risks
- Develop risk management plans, contingency strategies, and mitigation measures to minimize project disruptions and ensure successful outcomes
- Implement quality assurance activities, such as reviews, inspections, and testing, to validate project deliverables and ensure compliance with quality standards
- Implement change control procedures to document, evaluate, and approve changes in a systematic and transparent manner
- Maintain accurate and up-to-date project documentation, including project plans, schedules, status reports, and meeting minutes

Quality Assurance Analyst

Nature of Work:

Under general supervision, tests software applications to meet quality standards and requirements. Performs related work as required.

Examples of Work:

- Develop test plans, test cases, and test scripts based on software requirements and design specifications
- Define test objectives, acceptance criteria, and testing strategies to ensure comprehensive test coverage
- Conduct functional testing, regression testing, integration testing, and performance testing to identify defects and ensure software quality
- Identify, classify, prioritize, and report software defects and issues found during testing
- Develop and maintain automated test scripts and test frameworks
- Generate test summary reports, defect trend analysis reports, and test coverage reports for project stakeholders
- Identify potential risks and their impacts on software quality, reliability, and usability and adjust testing strategies accordingly

Security Analyst

Nature of Work:

Under general supervision, documents, analyzes, implements, and maintains security measures to protect IT systems and data. Performs related work as required.

Examples of Work:

- Develop and maintain comprehensive documentation of security policies, procedures, standards, and guidelines
- Document security controls, configurations, and baselines for IT systems and infrastructure
- Analyze security threats, vulnerabilities, and risks to IT systems and data through risk assessments and security audits
- Evaluate security controls and mechanisms to identify gaps, weaknesses, and areas for improvement
- Perform regular security assessments, vulnerability scans, and penetration tests to identify and address security vulnerabilities proactively
- Respond to security incidents, breaches, and anomalies by investigating root causes, containing threats, and mitigating impacts
- Conduct security audits and assessments to verify compliance with security controls, policies, and procedures
- Develop risk mitigation strategies, controls, and action plans to address identified security risks and vulnerabilities

Software Developer/Engineer

Nature of Work:

Under general supervision, is responsible for designing, coding, testing, and maintaining software applications. Performs related work as required.

Examples of Work:

- Create system architecture, design diagrams, and technical specifications to guide the development process
- Implement software features, modules, and components according to design specifications and coding standards
- Debug, troubleshoot, and resolve software defects and issues reported by users or identified during testing
- Implement software updates, patches, and enhancements to address changing requirements and improve system performance
- Document software changes, release notes, and technical documentation to facilitate knowledge transfer and future maintenance
- Deploy software releases to production environments in a controlled and efficient manner, minimizing downtime and disruption

Systems Administrator

Nature of Work:

Under general supervision, is responsible for installing, configuring, and maintaining computer systems, networks, and servers. Performs related work as required.

Examples of Work:

- Install and configure operating systems, software applications, and hardware components on computer systems and servers.
- Set up and deploy network infrastructure devices such as routers, switches, firewalls, and wireless access points.
- Install and configure server hardware, including rack-mount servers, blade servers, and virtualization hosts.
- Perform routine maintenance tasks such as software updates, patches, and security fixes to ensure system stability and security
- Identify root causes of system failures, performance degradation, and network outages and implement corrective actions.
- Implement and enforce security policies, access controls, and encryption mechanisms to protect computer systems, networks, and servers.
- Maintain accurate and up-to-date documentation of system configurations, network diagrams, and technical procedures.

Technical Writer

Nature of Work:

Under general supervision, is responsible for creating technical documentation, including but not limited to user manuals, help files, and online documentation. Performs related work as required.

Examples of Work:

- Develop user manuals and guides for software applications, hardware devices, and technical systems to assist end-users in understanding product features and functionalities.
- Collaborate with subject matter experts (SMEs) and product managers to gather information and ensure the accuracy and completeness of user documentation.
- Write concise and informative help content covering everyday tasks, functions, and features tailored to target users' needs and skill levels.
- Design and develop online documentation portals, knowledge bases, and FAQs to serve as centralized technical information and resources repositories.
- Review and edit technical documentation for clarity, coherence, accuracy, and adherence to style and formatting guidelines.
- Maintain document repositories, libraries, and archives to store, organize, and track revisions and updates to technical documentation.

ATTACHMENT – 2

WEST VIRGINIA LOTTERY TEMPORARY IT STAFFING SERVICES

SAMPLE OF REQUEST FOR PRICING

Example Information Technology Staff Augmentation Request

Work Location: 1900 Pennsylvania Ave, Charleston WV, 25302

Position Number: 2024000142

WV Lottery Contact Information

Contact Name	Phone Number	Email
Jonathan O'Quinn	304-558-0500 x1935	joquinn@wvlottery.com

Position Request Information

Category	Type	Period	Total Contract Hours
Network Engineer	Term average 4/weekly	52 weeks	300

Onsite/Remote/Hybrid	Target Start Date		Hourly Rate
Onsite	6/1/2024		\$

Worker Minimum Qualifications

Years	Technology and Experience
5	Install, configuring, and maintaining Cisco routers and switches
	Valid CCNA, CCNP, or CCIE certification in Routing and Switching is required
	On-call, four (4) hour onsite response time is required.
	Travel to up to eight (8) total sites may be required. Additional response time hours are documented below.

Examples of Work

Maintain network documentation, including network diagrams, addressing schemes, and server, router, switch, and security configurations.
Must be able to install, configure, and maintain Cisco equipment, including various routers and switches.
Identify root causes of network issues and implement corrective actions to restore service and minimize downtime
Implement configuration management processes to track changes, updates, and revisions to network devices and configurations
Conduct network audits, performance assessments, and capacity planning to identify potential issues and scalability requirements

Additional Travel Hours Allotted for Response Time:

West Virginia Lottery Headquarters 900 Pennsylvania Avenue Charleston, WV 25302	0
West Virginia Lottery Backup Data Center (Hot Site) 64 Sterling Drive Bridgeport, WV 26330	2

Example Information Technology Staff Augmentation Request

West Virginia Lottery 100 Municipal Plaza Suite 100 Weirton, WV 26062	4
The Greenbrier 300 W Main Street White Sulphur Springs, WV 24986	2
Mardi Gras Casino & Resort 1 Greyhound Drive Cross Lanes, WV 25313	0
Wheeling Island Hotel-Casino-Racetrack 1 South Stone Street Wheeling, WV 26003	4
Mountaineer Racetrack, Casino & Resort Rt 2 Chester, WV 26034	4
Hollywood Casino at Charles Town Races Flowing Springs Road Rt 340 Charles Town, WV 25414	6

Example Information Technology Staff Augmentation Request

Work Location: 1900 Pennsylvania Ave, Charleston WV, 25302

Position Number: 2024000142

WV Lottery Contact Information

Contact Name	Phone Number	Email
Jonathan OQuinn	304-558-0500 x1935	joquinn@wvlottery.com

Position Request Information

Category	Type	Period	Total Contract Hours
Software Developer/Engineer	Term: Average 40/weekly	52 weeks	2200

Onsite/Remote/Hybrid	Target Start Date		Hourly Rate
Hybrid 10% onsite/90% remote	7/1/2024		\$

Worker Minimum Qualifications

Years	Technology and Experience
5	Coding applications in Microsoft Visual Basic for Applications (VBA) in MS Access
2	Writing Microsoft Structured Query Language (SQL) queries for MS SQL server
	After hours, weekends and holiday work may be required as needed

Examples of Work

Implement software features, modules, and components according to design specifications and coding standards

Debug, troubleshoot, and resolve software defects and issues reported by users or identified during testing

Implement software updates, patches, and enhancements to address changing requirements and improve system performance

Document software changes, release notes, and technical documentation to facilitate knowledge transfer and future maintenance

Deploy software releases to production environments in a controlled and efficient manner, minimizing downtime and disruption

Example Information Technology Staff Augmentation Request

Work Location: 1900 Pennsylvania Ave, Charleston, WV, 25302

Position Number: 2024000103

WV Lottery Contact Information

Contact Name	Phone Number	Email
Jonathan O'Quinn	304-558-0500 x1935	joquinn@wvlottery.com

Position Request Information

Category	Type	Period	Total Contract Hours
Network Engineer	PRN	52 weeks	400

Onsite/Remote/Hybrid	Target Start Date		Hourly Rate
Hybrid 50% onsite/50% remote	7/1/2024		\$

Worker Minimum Qualifications

Years	Technology and Experience
7	Designing and implementing complex local, wide area, and wireless networks, VPN, and firewalls.
	A valid CCIE certification is required

Examples of Work

Network Design: Develop comprehensive network architecture plans to meet the organization's current and future needs. This involves designing network layouts, recommending appropriate hardware and software components, and ensuring scalability and reliability for LAN, WAN, and Wireless networks.

Network Security: Develop and assist with implementing security measures to protect the network infrastructure from cyber threats such as malware, hacking attempts, and data breaches. This may involve firewalls, intrusion detection systems, VPNs, and other security protocols.

Network Optimization: Optimize network performance by identifying and resolving bottlenecks, latency issues, and other performance constraints. This could involve analyzing network traffic patterns, upgrading hardware, or implementing Quality of Service (QoS) policies.

Disaster Recovery Planning: Develop disaster recovery and business continuity plans to ensure network availability during natural disasters, hardware failures, or other disruptions. This could involve setting up redundant network paths, failover mechanisms, and backup systems.



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

Doc Description: Addendum No 1 - Prequalification Agreements IT Temp Staffing

Reason for Modification:
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:

Vendor Name : Tryfacta, Inc.

Address : 100 James St.

Street :

City : Hinton

State : West Virginia

Country : USA

Zip : 25951

Principal Contact : Arman Dhar, Account Manager (VP of Operations)

Vendor Contact Phone: 925-640-3641

Extension:

FOR INFORMATION CONTACT THE BUYER

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

Vendor
Signature X

FEIN# 611732454

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.

Tryfacta, Inc.

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



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

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

Reason for Modification:

Addendum No 2 is issued to
publish questions and answers.

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-29	2024-05-07 13:30	CRFQ 0705 LOT2400000011	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name :Tryfacta, Inc.

Address : 100 James St.

Street :

City :Hinton

State : West Virginia

Country : USA

Zip : 25951

Principal Contact : Arman Dhar, Account Manager (VP of Operations)

Vendor Contact Phone: 925-640-3641

Extension:

FOR INFORMATION CONTACT THE BUYER

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

Vendor
Signature X

FEIN# 611732454

DATE 05/06/2024

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

ADDITIONAL INFORMATION

Addendum No 2 is issued for the following reasons:

1) To publish a copy of all vendor questions and their responses.

--no other changes--

INVOICE TO**SHIP TO**

LOTTERY
PO BOX 2067

LOTTERY
900 PENNSYLVANIA AVE

CHARLESTON WV
US

CHARLESTON WV
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: 2

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 2 is issued for the following reasons:

- 1) To attach the vendors questions and Agency responses.

--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.: LOT2400000011

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.

Tryfacta, Inc.

Company



Authorized Signature

05/06/2024

Date