Solicitation Response(SR) | Dept: 0705 | ID: ESR05072400000006789 | Ver.: 1 | Function: New | Phase: Final | Modified by batch , 05/07/2024

Header 📎 1

List View

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

Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000045685

Legal Name: Cleo Consulting Inc.

Alias/DBA:

Total Bid: $1.00

Response Date: 05/07/2024

Response Time: 9:55

Responded By User ID: Cleoconsulting

First Name: Vikas

Last Name: Joshi

Email: vj@cleoconsult.com

Phone: 7167757232

SO Doc Code: CRFQ

SO Dept: 0705

SO Doc ID: LOT2400000011

Published Date: 4/29/24

Close Date: 5/7/24

Close Time: 13:30

Status: Closed

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

Total of Header Attachments: 1

Total of All Attachments: 1

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

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR05072400000006789	1

VENDOR
VS0000045685
Cleo Consulting Inc.

Solicitation Number:	CRFQ 0705 LOT2400000011

Total Bid:	1	**Response Date:**	2024-05-07	**Response Time:**	09:55:52

Comments: This option can be discussed during the award. Thank you

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

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

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

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

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments: Thank you for giving us the opportunity to bid for WV Lottery Commission - IT Temp Staffing Services RFP. Incase of any questions please feel free to contact us at 716-775-7232 (Vikas Joshi). Looking forward to working with WV Lottery Commission. Regards Cleo Consulting Inc.

Extended Description:

Temporary IT Staffing Services

CLEO CONSULTING INC.

response to

West Virginia Lottery Commission Information Technology Temporary Staffing Services

RFP#: CRFQ-0705-LOT2400000011

Notice of Confidentiality

RE: WV Lottery Information Technology Temporary Staffing Services RFP

Attn: Toby L Welch
Senior Buyer
West Virginia Purchasing Division
2019 Washington Street East
Capitol Complex Building 15
Charleston, WV 25305
Tel: (304) 558-8802
Email: toby.l.welch@wv.gov

May 7th , 2024

Dear Toby,

Thank you for giving us the opportunity to respond to the **WV Lottery Information Technology Temporary Staffing Services RFP**. On behalf of Cleo Consulting Inc., I am pleased to submit our response to the RFP.

Cleo Consulting understands that WV Lottery is seeking assistance in finding qualified candidates to fill a variety of IT positions. In partnership with your organization, we will strive to meet your strategic hiring goals by providing you with best IT-fit talent from the market.

Our intention is to form a partnership with WV Lottery, to get to know your organization and to become a trusted advisor in the areas surrounding IT talent acquisition, so that we may provide focused service delivery for years to come. We are confident that our proposal will meet and surpass your expectations and we look forward to a strong partnership and inevitable future success.

Should you have any questions regarding this submission, please do not hesitate to contact me at the coordinates below.

Jai Singh

Jai Singh
Vice President
Cleo Consulting Inc.
1879 Whitehaven Road, Suite C,
Grand Island, NY 14072
Phone: 973-789-8386
Email: js@cleoconsult.com

TABEL OF CONTENT

RESPONSE TO SECTION 3: VENDOR QUALIFICATIONS:

SECTION 3: VENDOR QUALIFICATIONS:

1. RESPONSE TO SECTION 3.1 - Company Background:

Cleo Consulting Inc. is a 10+ years-old staffing company based out of Buffalo, NY. Our core specialty is in Information Technology Staffing with heavy focus on infrastructure (cloud, systems, network), security (cyber, data, info) and applications development (.Net, Java) staffing.

Our Mission and Vision:
Be true to ourselves and service our Clients and Candidates with honesty, transparency, and ethical standards.

Cleo Consulting is an equal opportunity employer (Minorities/Women/Veterans/Disabled)

Some of our Prestigious clients:
State of Virginia, State of Utah, State of CT, State of CO, State of TN, State of AR, State of OR, Atlanta Public Schools, Fulton County, City of Atlanta, Ontario Government, Cisco Systems, Citizens Bank, Thomas Jefferson University, National Fuel, Sodexo, American Airlines, Tsys, Cooper University Healthcare, Kaiser Permanente, Fannie Mae, Webster Bank, Corning, MTA, State of NY, etc

Primary career/industry of your company: **Information Technology Manpower Staffing**

Geographical locations: – **Entire US, Canada and India**

Company structure and core capabilities. –

We are a team of 15 diverse employees, with over 150 combined years in IT Recruitment experience.

Our core specialty is in Information Technology Staffing with heavy focus on infrastructure (cloud, systems, network), security (cyber, data, info) and applications development (.Net, Java) staffing.

IT Recruitment Services:
- Temporary Staffing: Providing temporary employees to cover short-term workloads, projects, or employee absences.
- Permanent Staffing: Matching candidates with permanent positions within client companies.
- Contract Staffing: Offering contract or project-based placements for specialized roles.

Information Technologies: Any and all technologies under the sun:
- Cloud Specialist
- Architect

- Business Analyst
- Business Intelligence Specialist
- Business systems analyst
- Data analyst
- Data modeler
- Data warehousing specialist
- Database administrator
- Database developer
- Desktop support
- ERP specialist
- Graphic designer
- Hardware specialist
- IT procurement specialist
- IT Risk & Compliance specialist
- Mobile developer
- Network administrator
- Project coordinator
- Project manager
- Quality assurance specialist/ tester
- Reporting specialist
- SAP consultant
- Security analyst
- Software developer
- Software engineer
- Systems administrator
- Systems analyst/administrator
- Systems support analyst
- Technical writer
- Training specialist
- UI developer
- Web developer

- **Our screening process is designed to ensure that candidates meet the specific requirements to the extent to which each of these screening processes is applied can vary based on the client's requirements, the nature of the position, and any applicable industry regulations. We work closely with our clients to customize the screening process to align with their specific needs and to maintain a high level of quality and compliance. Here's an overview of our screening process:**

  1. Resume and Application Review:
  - All candidates are required to submit their resumes and applications, which are thoroughly reviewed to assess their qualifications, experience, education, and alignment with the job requirements.

  2. Preliminary Interviews:
  - **Phone Interview:** Recruiters assess a candidate's fit for the client's requirements, technical skills, and soft skills.
  - Initial interviews are conducted to evaluate a candidate's communication skills, professionalism, and general fit for the role. Also, to check basic information: LinkedIn Account (Social Media), Legal Status in US, Address Proof etc. These interviews help us determine if the candidate's experience and career goals align with the client's needs.

  3. Video Interview by Manager, Recruitment: Once the candidate fits the initial criteria, they undergo 2nd round of interviews via Video to assess skills, technology proficiencies, working styles, financial expectations, career goals, and soft skills. Open and honest communication is crucial during this phase.

- For technical positions, we verify the authenticity of candidates' technical certifications, licenses, and degrees to ensure they meet the client's specific requirements.
- **Cultural Fit Assessment:** We assess the candidate's cultural fit with the client's organization by evaluating their values, work style, and interpersonal skills to ensure they align with the client's company culture.
- **Verification of Work Authorization:** We verify the work authorization status of candidates to ensure they are legally eligible to work in the country where the job is located.

4. Reference Checks depending on client need (before or after Placement):
- "We contact provided references to validate the candidate's work history, performance, and character. This step helps us verify the accuracy of the information provided and ensures that the candidate's professional background aligns with their application.
- Employment History and References: Candidates provide references, which are checked by Recruiters to verify skills and qualifications. Educational certifications and industry-specific certifications are also validated."

5. Technical Assessments (Pluralsight Assessments depending on client request):
- For technical positions, we administer skill-based assessments and tests to evaluate the candidate's expertise and proficiency in relevant technologies or tools. This may include coding tests, system administration tasks, or other job-specific assessments depending on client process.

6. Background Checks (As per client):
- "We conduct comprehensive background checks, including criminal background checks, as required and in accordance with applicable laws and regulations. These checks help ensure that candidates have a clean legal record.
- We run all our checks via HireRight. All our clients have different needs and we follow their process for background checks, including Criminal Record, Credit, Employment, Education, and other verifications, as required by clients."

7. Drug Screening:
- Depending on the client's policies and industry standards, we may perform drug screening tests for candidates, particularly in safety-sensitive or regulated environments. This is to ensure a drug-free workplace and to meet industry compliance requirements.

2. RESPONSE TO SECTION 11:

11.1 – Dedicated Manager

Name: Vikas Joshi
Title: President
Phone: 716-775-7232
Email: vj@cleoconsult.com

11.2 – Emergency Contact:

Name: Jai Singh
Title: Vice President
Phone: 973-789-8386
Email: js@cleoconsult.com

3. RESPONSE TO SECTION 3.2

Job classifications to apply:
4. **Business Analyst**
5. **Data Analyst**
6. **Database Administrator**
7. **Help Desk Support**
8. **IT Service Continuity Analyst**
9. **Network Engineer**
10. **Project Manager**
11. **Quality Assurance Analyst**
12. **Security Analyst**
13. **Software Developer/Engineer**
14. **Systems Administrator**
15. **Technical Writer**

1. **Business Analyst (3 Profiles):**

PROFILE 1:

SKILL	Business Analyst
Client	**Ministry of Health**
Client Reference	**Name: Rajesh Satija** **Title: Program Manager** **Phone: 416-276-5301** **Email: r.satija@ymail.com**
Scope of Work	**Role: Business Analyst - Senior** **SCOPE OF SERVICES** This resource will provide support to the HSC extended development team (including Microsoft team members) and testing team, working with the two business areas HDB and IFLPPB to offer requirements / implementation clarifications and guidance to the teams. They will also provide support to the data migration team in migrating the data from OZi to the new Ministry solution. They will analyze new requirements (such as the Designation Requirements changes being implemented by the Ministry of Francophone Affairs – MFA in Fall 2021) and other future changes/enhancements to the new Ministry solution. **Job Description:** • Support the CSIM Branch in developing and implementing new solutions such as French Language Health Services Data Collection and other initiatives • Lead and conduct business and system analysis in order to assess client's business problems/opportunities and document the business/system requirements in such a way that I&IT solutions can be designed. • Conduct analysis at varying levels of detail, appropriate to the project and phases of project, aligning with OPS standards • Liaise between Business Areas and the IT Development and Testing teams to clarify business requirements and translate them into system requirements

	• Conduct business modeling; use case modeling; conceptual and logical data modeling; process and data flow modeling; use case surveys; business rules definition and non-functional requirements definitions for assigned projects, including screen specifications, business rules, data migration requirements, etc. • Produce/update documentation which will allow future support of the implemented solutions **Skills: Experience and Skill Set Requirements** **Business Analysis Experience (50%)** • Experience leading and conducting business and system analysis in order to assess client's business problems/opportunities and document the business/system requirements in such a way that I&IT solutions can be designed. • Experience conducting analyses at varying levels of detail, appropriate to the project and phases of project, aligning with OPS standards • Experience conducting business modeling; use case modeling; conceptual and logical data modeling; process and data flow modeling; use case surveys; business rules definition and non-functional requirements definitions for assigned projects, including screen specifications, business rules, data migration requirements, etc. • Some working knowledge/experience with Cloud technology based solutioning would be an asset • Experience with Microsoft PowerApps solutions (Dynamics 365, Power BI etc.) development projects would be an asset **IT/SDLC Experience (30%)** • 10+ years of experience working on projects involving large, complex, mission critical applications • 10+ years of experience in business requirements, business modeling; use case modeling; conceptual and logical data modeling; process and data flow modeling; use case surveys; business rules definition and non-functional requirements definitions for assigned projects • Experience in both agile and waterfall project management methodologies **Consulting skills (15%)** • Experience consulting and coordinating between Business Areas and the IT Development and Testing teams to clarify business requirements and translate them into system requirements • Critical thinking, analytical and problem-solving skills • Excellent verbal and written communication skills • Proven ability to engage with stakeholders and build strong working relationships • Excellent customer service skills, including tact and diplomacy to ensure client needs are managed effectively • A motivated, flexible, creative team player with perseverance, excellent multi-tasking abilities and a proven track record for meeting strict deadlines **Government Experience (5%)** • Familiar with OPS Enterprise Architecture artifacts (or similar) and has ability to produce technical documentation which comply with industry standard practices • Knowledge of Project Management Institute (PMI) and OPS I&IT project management methodologies Experience with OPS Health related projects
Timeline Worked	**Start Date: 2021-11-01** **End Date: 2024-03-31**
Resource Profile	**FERESHTEH HAMIDIAN**

Fereshteh Hamidian, PMP®, CBAP®

OBJECTIVE: **Seeking a Career in Project Leadership/Business Systems Analysis/Business Analysis**

PROFILE:

- A dedicated Business Architecture, Business Analysis, Project Management, and Quality Assurance professional with a background in applications development, network administration, and configuration/release management

- Extensive working experience in operational and strategic business transformation projects deploying new technologies to improve operational models and introduce new metrics to measure organizational performance by re-engineering existing processes or recommending new processes

- Participated in the entire software development life cycle and project management being directly responsible for the project's Scope, Time, Communication, and Quality in both private sector and public sector adhering to Ontario Public Sector (OPS) directive, standards, and Zachman framework

- Experience in eliciting and analysing GIS business requirements according to the City of Toronto and municipal standards and required service levels, investigating ESRI ArcGIS functionality to interface with Enterprise applications and mobile GPS solutions

- Experience in implementing infrastructure projects including SharePoint server farm and desktop infrastructure, implementing grounds up software development and COTS applications, end-to-end Enterprise Architecture initiatives adhering to OPS Enterprise Architecture Principles

- Responsible for the development of major project artefacts including RFPs, RFQs, business cases, project charters, project plans, process models, data models, Use Cases, functional specifications, business requirements, detailed design documents, test strategies, and test plans

- Responsible for coaching and training other BA and QA personnel and coordinating BA/QA activities. Also responsible for development and improvement of training material for the end-users and providing on-site train-the-trainer sessions as required by project

- Extensive working knowledge of software engineering standards published by IEEE Computer Society, and translating the standards into policies, procedures, guidelines, and templates using the IEEE SWEBOK (IEEE Software Engineering Body of Knowledge)

- Over 17 years of IT experience utilizing both plan-driven and change-driven approaches to software development and project management, and using numerous types of development methodologies, models, and processes in the spectrum of Waterfall to Agile with focus on object-oriented analysis and design, as well as structured development methodology

- Excellent communication, leadership and crisis management skills developed by undertaking high profile projects and communicating with management, development teams and client team being on call in fast paced environments and traveling to North American and international cities

- Led User Acceptance Testing (UAT) efforts and managed UAT sessions at an international level, led a team of individuals responsible for the development and maintenance of automated and manual test scripts to test back-end and front-end processes

TECHNOLOGY (HARDWARE & SOFTWARE):

OS: SunOS Unix, HP Unix, AIX, Windows NT, Tandem/Guardian, Windows Server 2003
Databases: Oracle, Sybase, Informix, ObjectStore, Microsoft Access, Microsoft SQL (Enterprise Manager)

Languages:	Perl, PL/SQL, Unix Shell, Java, HTML, XML, Lotus Notes, C, Rexx, C# and VB within Microsoft Visual Studio .NET 2003, UML
Tools:	Microsoft SharePoint, Microsoft Project Portfolio Server 2007, Primavera P6 Professional Project Management, Blueprint, ArisExpress, Enterprise Architect Sparx, Balsamiq Mock-ups, Microsoft Commerce Server, Microsoft Content Management Server, Microsoft Project, Visual Studio in a .NET environment, Exceed, Seagate Crystal Reports, Cognos Reports, Visio, WinRunner, LoadRunner, Quick Test Pro, Test Director, QARun, Test Partner, SQA Manager, SQA Robot, SQA LoadTest, SQL PLUS, PL/SQL, Install Builder, INTERSOLV PVCS Version Manager, Application Centre Test (ACT) as a WAST (Web Application Stress Testing), TOAD, Jira, Confluence, Axure Cloud (UI and UX Design)
Application Servers:	WebLogic, WebSphere, J2EE, Jboss, PowerDesigner

EDUCATION

York University, Toronto
Master of Business Administration (MBA) (partially completed)

University of Guelph, Ryerson University
Bachelor's Degree in Computer Science

WORK HISTORY

Ministry of Health   **November 2021 – Present**
Senior Business Analyst

Responsibilities and Accomplishments
- Leading business analysis efforts for the implementation of French Language Health Services Data Collection (FLHSD) in a Microsoft Power Apps, and Dynamics 365 cloud solution in an agile environment
- Leading business analysis efforts for the implementation of a Cognos Business Intelligence application for The Compliance Assistance and Regulatory Enforcement System (CARES) developed in a Salesforce cloud environment
- Defining requirements for and designing dashboards and reports in PowerBI
- Assessing, clarifying, and documenting new business needs and requirements, as well as required changes to existing functionality and business processes using DevOps
- Liaising and coordinating with business stakeholders, developers, and test team members to ensure correct implementation of requirements and change requests
- Creating business analysis artifacts, and process models using Office products and Visio
- Analyzing raw data (SAS tables) and data models in PowerDesigner to ensure they have the required base data for Cognos packages and Cognos reports
- Defining and documenting business requirements for Cognos BI reporting for Intellihealth portal, creating Cognos data dictionary and modifying database data dictionary in PowerDesigner
- Determining the scope and maintaining project schedule

The Office of Public Guardian and Trustee (OPGT)   **Jan 2020 – Sept 2021**
Senior Business Analyst

Responsibilities and Accomplishments
- Leading analysis of business needs, stakeholder needs, project needs, and vendor communication needs (RFS and Architecture documents using Zackman framework)
- Reviewing GO-ITS 56, GO-ITS 25, Ontario Digital Service Standards and AODA Act as well as AODA compliance checklist to develop a number of enterprise architecture documents to submit to the Ontario Architecture Review Board (ARB)
- Performing in-depth analysis of current state of all OPGT systems, applications, integration points, data warehouses, current pain-points, required strategic and technological changes, reviewing, and editing existing business case and providing advice on resource needs, project/BA methodology and BA tools and techniques

- Administering Jira and Confluence and setting up a structure in Jira to manage business requirements, epics, features, user stories while maintaining business analysis best practices
- Developing business analysis templates and guidelines, and participating in planning, work definitions and work assignments
- Facilitating workshops and working closely with a range of stakeholders to develop current state of services, functions, processes, and developing future state functions, and processes after studying hundreds of documents and analyzing Key Performance Indicators (KPIs)
- Developing visual representations of functional areas containing architectural elements, business events, and external and internal interfaces to address current strategic pain-points
- Creating business analysis documents and artifacts, extensive BPMN process models, requirement definitions (business, stakeholder, functional and non-functional requirements, as well as epics, features, user stories and use case scenarios), data flow diagrams, and business rules using Jira and Confluence
- Developing demo packages and mock-ups using PowerPoint with VB scripting, also using Balsamiq Cloud and Axure Cloud

KPMG   **April 2019 – October 2019**
Senior Business Analyst

Responsibilities and Accomplishments
- Facilitating workshops and focus groups to develop current and future business transformation processes using BPMN and PowerDesigner for deployment of Coupa procurement system, investigating Accounts Payable and Accounts Receivable functionality in SAP financials and develop interface specifications for SAP and Coupa invoicing
- Researching and recommending new information to be captured for KMPG's new clients to manage risks associated with new clients, designing a new business process, new tables for SQL database, and a new form in ServiceNow to capture new information, creating reports and dashboards in ServiceNow for the newly captured information
- Creating business analysis documents and artifact, process models, requirement definitions, data flow diagrams, wireframes (UI), and business rules catalogues for KPMG's Delivery Centres

Environment and Climate Change Canada   **November 2017 – April 2019**
Senior Business Architect

Responsibilities and Accomplishments
- Developing requirements, process maps (BPMN), data models (ERD) and decision trees (DMN) for Microsoft Dynamics 2016 CRM (Customer Relationship and Case Management System) and its integration with a public facing "Contact Us" page using Sparx EA tool, configuring Dynamics reports and dashboards, developing screen mock-up for the "Contact Us" page using PowerPoint and VB scripting, developing ER data model for Microsoft SQL, creating UAT plan and running UAT sessions with stakeholders
- Identifying existing functionality of Dynamics 2016 impacted by migration to Dynamics 365 CRM as part of Office 365 deployment, participating in inventorying existing systems (internal portals, meetings, and messaging systems) as part of initial Office 365 deployment and its integration with Azure AD as SaaS, existing Windows Server AD and Microsoft Intune
- Managing epics, features, user stories and work items in Microsoft Team Foundation Sever (TFS) for Climate Change portal using Adobe AEM as a content management and prototyping platform, documenting business constraints (imposed by federal government) and business/application rules within a rule engine in TFS
- Participating in the creation and verification of Domain Models (UML Classes) in Sparx EA to document and explain key concepts and terminology (traced to statements from documentary sources or meeting minutes).
- Participating in the identification and documentation of Business Objects, climate data and products, and other datasets that are provided by ECCC or other federal partners
- Reviewing source documents, identifying architectural elements, and participating in the creation of business architecture models using ArchiMate and BPMN 2.0 modeling language in Enterprise Architect Sparx
- Creating Use Cases in Sparx along with UI and UX non-functional requirements based on Government of Canada's standard on web usability, developing prototypes for UIs (VB scripting in PowerPoint)

- Developing requirements and high-level process models (using Enterprise Architect Sparx) for both RFI and RFP for Greenhouse Gas Pollution Pricing Act and Regulation. Involved in reviewing and evaluating vendor responses to RFIs.

Metrolinx   **May 2017– November 2017**
Business Analyst

Responsibilities and Accomplishments
- Leading business analysis efforts for the upgrade of fare systems devices at Metrolinx
- Investigating existing fare inspection processes at GO Transit and UP Express with focus on automating manual process and improving existing processes
- Demonstrating design options for the new user interfaces (UI and UX) on devices using interactive PowerPoint prototypes (clickable wireframes), managing options as features in Team Foundation Server (TFS)
- Interacting with various business stakeholders at GO Transit and UP Express building consensus for requirements and prototypes

Environment and Climate Change Canada   **December 2016 – April 2017**
Management Consultant

Responsibilities and Accomplishments
- Investigating the current business analysis practices and assessing the maturity of the business analysis team at enterprise level and provide recommendations to improve the processes and practices.
- Studying the software development methodology of Agile Scrum and Agile Lean, reviewing product catalogue and sprint documentation in Enterprise Architect Sparx to recommend improvements
- Creating presentations, high level business capability model and reporting the findings and recommendations to the executives using PowerPoint and models created in Enterprise Architect Sparx

Metrolinx   **December 2016– January**
Business Analyst   **2017**

Responsibilities and Accomplishments
- Performed documentation analysis for the Enterprise Asset Management (EAM) and Geographic Information Systems (GIS) to develop business a business case.

City of Toronto   **July 2014 – October 2016**
Business Transformation/Architecture Consultant
Responsibilities and Accomplishments
- Eliciting requirements, developing user stories, Use Cases, and business rules for collaboration of project sites, document management system, and workflows to automate document approval process for the upgrade of intranet portals to SharePoint 2013
- Administering team sites and assigning permission levels for all users of the site as well as configuring document libraries, custom lists, discussions, and other collaboration tools in SharePoint 2013
- Eliciting requirements for the enhancements to the existing Work Management System (TMMS), playing the role of a Product Owner within an Agile KanBan framework, modifying existing Web Service APIs to submit data from mobile applications to the existing work management system, verifying with users and user groups in Windows Server Active Directory, modifying Accounts Payable and Accounts Receivables calculations and processes in TMMS
- Reviewing the City of Toronto's 5-year divisional strategy and developing a project charter and a high-level implementation roadmap for the strategic business transformation and deployment of a new Enterprise Work/Asset Management System for four districts within Transportation Services Division of the City of Toronto, developing asset life cycle, asset registry and asset digitization requirements for one of City of Toronto Divisions
- Performing stakeholder analysis, developing Requirements Management Strategy, leading, and mentoring other Business Analysts and providing BPMN 2.0 and Blueprint training, scoping out efforts and providing estimates and work packages for BA work
- Studying existing Road Operations scenarios including road resurfacing, snow ploughing, and many more scenarios to reduce the amount of paperwork and automate workflow among various departments to be deployed within a Work Management System

- Developing and presenting current and future business and service capability models using Zachman framework adhering to Ontario Public Sector directive and standards, eliciting and documenting business requirements, functional, non-functional and transition requirements from various cross-functional stakeholder groups through interviews, focus groups, and workshops (using Blueprint Business Architecture tool)
- Facilitating Joint Application Design (JAD) sessions and working closely with business architect and end-users to develop integration options between work management system and many other City's applications, developing Web Service API specifications for data exchanges between work management system and other applications
- Reviewing municipal standards, By-laws, contracts, and City's internally developed artefacts to ensure alignment with regulations, standards, and frequencies of provided services

Shoppers Drug Mart   **March 2013 – June 2014**
Lead Business Analyst

Responsibilities and Accomplishments
- Leading business analysis efforts for the operational business transformation initiative and managing scope, time, and quality for the infrastructure upgrade of Shoppers Drug Mart Distribution Centres and ensuring the efforts and activities are aligned with program strategy and adhere to tailored Zachman framework and existing business capability model
- Eliciting business requirements from various stakeholder groups through interviews, focus groups, workshops, conference calls, JAD sessions developing Balsamiq mock-ups (for SDM online shopping channel), and reviewing Standard Operating Procedures (SOPs), building codes, electrical codes, and municipal codes
- Reviewing financial data, developing cost benefit, risk, and feasibility analysis for upgrade options, developing charters, risk-based functional and non-functional requirements, and many other project artefacts
- Assisting with the upgrade of intranet portal to SharePoint 2010, building SharePoint applications for internal clients using Agile Lean framework, creating, and configuring project team sites, document libraries and meeting workspaces in SharePoint
- Optimizing business processes and workflows, developing data models for variety of Distribution Centre operations, workflows, and tasks in BPMN notation using ArisExpress and Sparx Enterprise Architect (CASE)
- Involved in translating functional requirements into architectural solutions and designs, designing UI and UX interactive wireframes (clickable prototypes) for an online shopping application using Adobe Experience and Content Management (Adobe AEM)
- Improving test and Quality Assurance related documents and monitoring QA activities (MS Project)

Toronto Hydro   **November 2011 – March 2013**
Lead Business Analyst

Responsibilities and Accomplishments
- Led and managed BA efforts, coached and trained other BAs, co-op students, and QA staff to ensure project milestones and deadlines are met (MS Project) according to business capability model
- Developed Requirements Management Plan, Business Analysis Work Plan, Test Strategy document (administrating and using QA Center/Test Director) and provided estimates for work packages
- Analysed financial data and developed a comprehensive Business Case and Feasibility Analysis Report for the implementation of company wide application and its interface with corporate ERP (MS Project Server, Visio, Sybase, and SQL databases (using TOAD), and variety of other tools)
- Interfaced with a variety of stakeholder groups to develop high level business requirements to be included in the RFP, current and future business processes, Impact and Gap Analysis reports, business workflows, user stories, Use Cases and ER (Entity Relationship) diagrams
- Solved issues arising from differences in processes, templates, and operations by bringing together the divergent stakeholders and the vendor and driving them towards consensus through negotiations.
- Identified and analyzed reporting requirements, participated in data modeling and ETL design sessions, identified appropriate data elements and their sources for COTS applications and also an in-house .NET application
- Led variety of workshops, focus groups, interviews and JAD sessions to elicit and document functional and non-functional business requirements to automate time reporting and reduce paper usage for various union employees, designing GUIs and screen mock-ups for some applications

KPMG   **April 2011 – October 2011**

Lead Business Systems Analyst

Responsibilities and Accomplishments
- Leading business analysis efforts for operational business transformation of 20 KPMG departments for knowledge and information sharing through upgraded portals (from SharePoint 2007 to SharePoint 2010), modelling current and future processes using an Agile Scrum framework with weekly sprints
- Assessing work requests to provide scope and effort estimates for BSA services, developing Work Breakdown Structure and work package plans for BSA deliverables
- Identifying, analyzing and documenting business, functional/non-functional requirements, and use cases using RUP methodology and UML modelling language within Blueprint BA tool, designing GUIs and screen mock-ups for some applications using Java, JSP pages, ASP.NET and other technologies
- Developing configuration scenarios for the upgrade of Exchange Server and deployment of FirePass and Outlook Web Access, managing scenarios and test cases in HP QC
- Assessing sever virtualization capabilities, hardware cost saving, and investigated migration of applications that can run on virtual servers rather than physical environments

Direct Energy   **October 2010 – April 2011**
Senior Business Systems Analyst

Responsibilities and Accomplishments
- Responsible for documentation of current processes in Amdocs Clarify CRM, future processes in Siebel CRM, its integration of accounts payables and receivables with Moneris, and elicit business requirements through running focus groups, workshops, and walkthroughs to document requirements and future CRM processes and workflows using Blueprint, designed SharePoint forms to documented Use Cases
- Responsible for analyzing Direct Energy Call Centre for cost efficiency and proposing CRM solutions aligned with overall strategy and direction of the organization
- Facilitating JAD sessions for requirement, designing GUIs and screen mock-ups for some applications, feasibility, and risk analysis with various stakeholders, including designers, developers, business users, and management to identify critical and high-risk areas of the web and mobile applications
- Responsible to manage process and customer experience improvement projects and identify measurements to evaluate the impact of project implementation on the existing CRM components
- Acting as a liaison between business users and developers to submit requirements and changes, clarify questions and issues, SAP ERP configuration changes
- Manage users, requirements, functional, non-functional, test scenarios and test cases in HP QC

Toronto Transit Commission   **May 2008 – September 2010**
Senior Business Systems Analyst

Responsibilities and Accomplishments
- Involved in enterprise analysis, development of RFP, vendor analysis, and solution analysis to ensure compliance of selected solutions with existing technology and infrastructure at the TTC
- Gathered TTC's internal user's requirements for the upgrade of Exchange Server features and assisted with the development of Exchange Server Upgrade step-by-step deployment guide and checklist
- Developing functional specifications and other system related documentation to implement a SharePoint server farm and SharePoint user environments (SharePoint 2007)
- Working with many different TTC departments and client groups to determine site collections objectives, structure and taxonomy, content management, document management, user groups and access levels, department collaboration needs and overall governance for deployment of SharePoint 2007
- Developed business cases for the upgrade of MS Project Server 2007 and SharePoint 2007 to MS Project Server 2010 and MS SharePoint Server 2010
- Designed Cognos BI reports on TTC usages, transportation, traffic, and revenue management to automate the manual processes of report generation
- Managing client expectations and translating business needs into workable SharePoint solutions and capabilities
- Investigated capabilities of Maximo Asset Management and Work Management System and elicited requirements for the upgrade of Maximo

- Ensuring that project management methodology is followed, and all project related documentation are compliant with the established standards

Toronto Transit Commission   **April 2006 - April 2008**
Business Analysis and Process Improvement Consultant

Responsibilities and Accomplishments
- Reviewing and improving Quality Assurance Policy, Quality Assurance Procedures and Guidelines, QA templates used by all QA members
- Ensuring that quality is built into the deliverables of several different projects in a UNIX, Windows XP, Oracle 9i platform and using SQL Navigator and Compuware test automation tools
- Managing day-to-day quality related activities
- Organizing and running project meetings and attending all user and status meetings
- Coordinating and managing end-to-end testing including migration, functional, user acceptance and performance/stress testing, ensuring compliance of many projects including conversion, GIS technology and others to standards and procedures
- Creating Quality Assurance Plan (QAP), Master Test Plan and numerous other QA related documents
- Participating in the evaluation of products and vendors to ensure conformance to the TTC's standards
- Participating in both writing and reviewing the project plan
- Monitoring QA processes and activities in HP QC to ensure that project plan is correctly carried out
- Coordinating configuration management activities and the software development library

Canadian Tire Corporation   **December 2005 - April 2006**
Business Analyst

- **Responsibilities and Accomplishments**
- Defining and managing BA and QA related activities and milestones using Microsoft Project
- Performing extensive documentation review and analyzing Customs Self Assessment (CSA) requirements to ensure that Canadian Tire Corporation obtains CSA certification from CBSA (Canada Border Services Agency)
- Performing process modelling and data modelling of on-going trade activities
- Leading a team of four QA consultants responsible for preparation of all test related documents for integration and performance testing phases of the CATT (Customs Audit Tracking Tool)
- Developing Test Strategy, reviewing and approving test cases, and assessing the performance of team members

T4G Limited   **August 2004 - November 2005**
Business Analyst/Quality Assurance Manager

Responsibilities and Accomplishments
- Responsible for verification, validation, and editing of Use Case diagrams, ER diagrams, activity diagrams, sequence and state diagrams in an Agile Scrum and Object-Oriented Environment
- Defining and establishing Quality Assurance methodology and presenting QA best practices using a combination of Microsoft Solutions Framework (MSF), Microsoft Content Management Server (CMS), and Rational Unified Process (RUP), Rational Modeller and ArisExpress for process maps and workflows
- Establishing test team objectives, assigning QA tasks, managing project schedules and monitoring team performance
- Issue Management by defining processes for reporting, logging, tracking, and escalating all project related issues on a .NET project for Tourism British Columbia (TBC), and hellobc.com
- Change Management by analyzing Change Requests and their impacts on the original scope, providing time and resource estimates, and communicating them to project team members and stakeholders
- Leading Unit testing (C# in .NET), functional testing, and UAT efforts and managing UAT sessions involving user community
- Leading a team of five QA resources responsible for testing various applications in different project phases

Bell Canada   **May 2004 - July 2004**

Senior Business Analyst

Responsibilities and Accomplishments
- Working with other Business Analysts and end-users to develop new business requirements and test cases for the most recent Change Requests for the NM1 project
- Writing test plans and test strategies and configuring TestDirector (HP QC) to maintain requirements, test cases, test scripts and defects for NM1 project

DWL   **January 2004 - April 2004**
Senior Business Analyst

Responsibilities and Accomplishments
- Leading a team of 2 testers
- Interpreting business rules for the Atlantic Blue Cross group life and health insurance system to ensure readiness for the final User Acceptance Test (UAT) of a multi-tier web-based application in a Sun Solaris, MS Windows and IBM WebSphere environment using Java, HTML, Oracle, and XML technology
- Working with e-Business developers and business specialists to define business requirements, test strategies, requirements coverage and test coverage matrices
- Recording variances using PR-Tracker tool and assist developers in providing proper solutions

Amdocs Canada   **January 2000 - December 2003**
Project Lead/UAT Manager

Responsibilities and Accomplishments
- As the project lead, UAT lead, and primary contact person for the project, established and managed a working relationship with the client to streamline Joint Application Design sessions (JADs), and QA processes
- Managed day-to-day client interaction, and client expectations, project scope, project schedule and project quality on the job site and with client's participation
- Managed regular UAT status meetings providing detailed analysis of the defects and resolution methods on the job site and for international customers in Test Director (HP QC) for several Amdocs modules including CRM, data collection, billing, message processing, financials, and general ledgers, etc.
- Examined Oracle 8i data model from a performance point of view and improved performance by optimizing embedded SQL code and insuring proper index utilization by all SQL queries
- Scheduled and coordinated code drops on client's site, installed, and configured new releases and performed sanity and environment testing on a SunOS, and Windows NT/2000 environments using HTML, Oracle SQL, and Java technologies
- Defined, created, and implemented test strategy and test plan, and conducted end-to-end testing of any type of customization to the IAF (Internet Administration Framework) on a per client basis.
- Developed automated test scripts using LoadRunner 7.02 and Perl 5.6, developed HTML pages and Perl CGI scripts to facilitate customer testing
- Defined defect tracking and reporting processes and participated in a joint defect tracking process using Test Director 7.x and other Web-based defect tracking tools

ISM, IBM Global Services   **May 1999 - January 2000**
Quality Assurance and Release Manager

Responsibilities and Accomplishments
- Managed releases and controlled the quality of the Digital Trading Facility (DTF) within a Tandem, Windows NT 4.0, Windows 95, Informix 7.31, and Gupta 7.50 environment
- Defined and developed test strategy and test plan, conducted functional, system, integration, and Y2K testing on a Tandem computer using Guardian Operating System D45, ViewPoint, Pathway, SQL, and ENFORM
- Created run time reports connecting to Gupta and Informix databases using Seagate Crystal reports and ODBC drivers

Rogers Cantel   **August 1998 - May 1999**
Quality Assurance Team Lead

Responsibilities and Accomplishments

- Led the Quality Assurance team consisting of five Quality Assurance analysts responsible to test the Customer Service Management (CSM) module of the Client/Server billing system Vision21 within a HP UNIX 11.00, Tuxedo, Oracle8, and Windows 95 environment
- Designed test plans and test strategies to test the Customer Service Management (CSM) as the main interactive tool used in maintaining the Customer database in Vision21 billing system
- Created and managed project plans to define the goals, tasks, and schedule for the CSM team using Microsoft Project 98, created, and maintained test scripts using QARUN 4.5
- Tested the real-time interface between the Vision21 and the Address Validation System where the customer data is matched to the Canada Post database via an API call
- Tested the non-real-time interface between the Vision21 and the Computer Telephony Integration System (CTI) using Exceed 6.1, SQL PLUS 8.0, File-Aid/CS 2.0 where the customer data is automatically displayed to sales representatives by the time the call is forwarded to the representatives
- Tested the non-real-time interface between the Vision21 and the Voice Response Unit System (VRU) using Exceed 6.1, SQL PLUS 8.0, File-Aid/CS 2.0 where customer accounts are updated by calling customers
- Tested the real time interface between the Vision21 and the Authentication System using Exceed 6.1, SQL PLUS 8.0, File-Aid/CS 2.0 where the identity of a phone is validated, and the unauthorized use of wireless networks is reduced

The Bank of Nova Scotia   **April 1997 - August 1998**
Systems Integrator

Responsibilities and Accomplishments
- Designed, validated, configured, documented and version controlled the Client/Server financial application CARDS (Credit Authorization Reporting and Documentation System) within a AIX 4.2.1, Sybase 11.0.2, and Windows 95 environment
- Compiled source code, produced executable files, authorized a release, published release highlights, and implemented the release in the production environment using PowerBuilder 5.0.04 and Install Builder 5.0.
- Designed and established source control procedures, configured INTERSOLV PVCS Version Manager 5.3 to maintain archives for the source code
- Designed, developed, and conducted validation and acceptance tests cases using SQA Manager 6.0 and SQA Robot 6.0
- Designed and performed stress and multi-user tests using SQA LoadTest 6.0
- Developed and executed Year 2000 compliance test plan for CARDS

                                                                    June 1993 - April 1997

Bell SYGMA
Developer/Network Administrator/Systems Integrator

Responsibilities and Accomplishments
- As a key member of the Highway 407 Test and Implementation team participated in the design of the product validation test plan and system acceptance test plan for the Highway 407 Revenue Management System (RMS)
- Developed, conducted, and documented manual and automated Validation and Acceptance test cases using UNIX Shell scripts and WinRunner 4.0 scripts within a AIX 4.1, Windows NT 4.0 and Exceed 6.0 environment
- Designed and developed a PC application using Microsoft Access 2.0
- Designed and developed a Lotus Notes 3.5 application, provided support for other Lotus Notes 3.5 applications
- Modified and enhanced existing VM applications using Rexx
- Provided general support for PC and VM applications using InfoList, InfoDBM and Rexx
- Administered OS/2 server and installed and configured numerous OS/2 2.1 workstations

PROFILE 2:

SKILL	Business Analyst
Client	Ministry of Solicitor General
Client Reference	Name: Aditya Mishra
	Title: Solution Architect/Program Manager
	Phone: 647-765-4610

	Email: aditya.mishra@hotmail.ca
Scope of Work	**Role: Business Analyst** **SCOPE OF SERVICES** **Scope:** • Translation of business and functional requirements into system specifications. • Creation of detailed project plan, project governance, and risk mitigation processes. • Creation of project quality assurance process for system implementation. • Work with the project team in completing all relevant and required documentation in alignment with OPS standards. **Deliverables:** • Design, implement and work with the project team in completing all relevant and required documentation in alignment with OPS standards • Develop a project quality assurance assessment framework • Undertake special assignments/sub-projects as assigned • Deploy agile methodology in providing coordination and support • Conduct, assess, evaluate and document stakeholder interests and business needs • Create and validate business scenarios and use cases • Produce visual depiction of use cases and process flows; ensure alignment with the program area and associated business architecture, as well as traceability to solution logical and physical architectures • Evaluate, analyze and assess compatibilities of MS Dynamics solutions and applications to meet business needs • Create system and user interface design and modifications (data & screen) as required • Review all test scenarios to ensure the requirements are met; establish traceability matrix to monitor output • Ensure alignment and adherence to Ministry of Government Services' processes and standards • Support the testing team during system and UAT testing • Participate in Knowledge transfer **Experience and Skill Set Requirements** **Skills and Knowledge:** • Knowledge of Microsoft Dynamics 365 functionalities and capabilities • Knowledge of implementing Microsoft Dynamics 365 F&O - Finance and Operations solution • Knowledge of native capabilities of the system that needs to provide the functionality (e.g., Dynamics 365 or any other system) • Knowledge of available financial and accounting applications commonly used in the market • Knowledge or certification in finance or accounting (e.g., CPA, CFA, CGA, MBA) • End to end including Requirement Gathering, Fit-Gap analysis, Functional mapping and design, Functional testing, UAT and User training. • Creating detailed business analysis documents • Outlining problems, opportunities and solutions for a business • Knowledge of Budgeting and Forecasting
Timeline Worked	**Start Date: 2021-07-26** **End Date: 2022-03-31**
Resource Profile	**Samer Al-Jammal**

Samer Al-Jammal

Profile

IT Business Analyst and ERP Consultant having extensive experience in ERP solutions with excellent business knowledge across different functional areas including Finance, Supply Chain Management, and Human Resources Management, I worked in a variety of different roles in IT Business Solutions including Presales, Applications development, Implementations, and Business Analysis. I have worked with multiple ERP systems including Microsoft Dynamics 365 FO, Baan, and NetSuite.

Skills

- Responsible, focused and highly adaptable professional.
- Skilled in managing multiple tasks in an analytical, organized, and decisive manner.
- A self starter who analyzes problems and develops effective solutions.
- Outstanding interpersonal skills, with ability to interact well with colleagues generating trust and rapport.
- Ability to work with customers to understand and analyze their business applications requirements to prototype and demonstrate technical solutions which address customers' business drivers and needs.

ERP Competencies and Professional Certificates

- Microsoft Dynamics AX2009, AX 2012, D365 FO Finance Certified
- Microsoft Dynamics AX2009, AX 2012, D365 FO Trade and Logistics Certified

Work Experience

Quisitive
March 2022 – Date
Sr. Business Anayslt/Functional Finance Consultant   **Remote**

- Performing all D365 FO Finance consultations including gathering requirements workshops, fit gap analysis, writing functional design documents and testing scripts, modules setups and configurations, conducting business process workshops and end users training sessions.

Office of the Public Guardian and Trustee (OPGT)
Ministry of the Attorney General – Ontario
Sr. Business Analyst – Contract   **August 2021 – March 2022**

- Supporting the project team engaged in the modernization and transformation initiative aimed to replace the ERP legacy system with Microsoft Dynamics 365 FO and CRM
- Gathering business requirements for D365 FO Implementation, helping in configuration and setup of D365 FO, doing Fit-Gap analysis, and mapping the business requirements with D365 FO standard Finance functionalities including GL, AP, AR, Cash and Bank management…etc.
- Providing full range of business analysis initiatives aimed to document the current state and future state for Corporate Finance and Trust accounting
- Developing business analysis artefacts, such as user stories, business requirements, use cases, process maps, and data flow diagrams.

Brookfield   **November 2019 – July 2021**
Sr. Business Analyst   **Toronto, Canada**

- Ensuring quality and timely delivery of support to end users
- Participating in all phases of the Solution Delivery Life Cycle including planning, requirements definition, solution design, test execution, and implementation of business applications.
- Validating the business needs and requirements
- Complete applicable project-related documentation, including design specifications, application test plans, test cases and scripts, as well as end-user and system admin guides.
- Managing small to medium-sized solutions, such as minor enhancements, reports development, and application of hot fixes for MS Dynamics 365 FO.

Alithya (Edgewater – Fullscope)   **October 2016 – October 2019**
Sr. Consultant   **Toronto, Canada**

- D365FO Functional consultations, including gathering requirements and gaps analysis, conducting business process workshops and end users training, modules setups and configurations, writing functional design documents and testing scripts.

NetSuite   **September 2014 – Oct 2016**
Consultant   **Toronto, Canada**

- Implemented and Supported NetSuite Cloud Based ERP for clients in different business sectors.
- Performed business requirements gathering, and created required project documents (BRD, DRD, etc.)
- Performed all modules configurations, functional Consultations, data migration, and preparing for trainings and UAT.

Hitachi Solutions – Canada   **July 2011- August 2014**
Consultant   **Toronto, Canada**

- Worked on one of the largest Dynamics AX Projects (Suncor Retail Back Office (prism) - 650 companies). The scope of the project was to implement MS Dynamics AX for Petro-Canada's Retail business.
- Performed Business Analysis, Business Requirements Gathering, Ax Customizations and Functional Consultations, Configuration and setup of the application, Fit-Gap analysis, design and testing
- Generated Development Requirement Documents (DRDs) for many customizations functions and building new AX Modules like the Vendor Rebate Module and Product Change Request management
- Tested the new development and Bugs fixes and implemented the newly developed modules and customizations.
- Worked on building new modules to handle interfaces to other legacy Systems

Education

PSUT (Princess Sumayya University for Technology)   **1992-1996**
B. Sc Degree in Computer Science   **Amman, Jordan**

The Arab College (Intermediate Community College)   **1989-1991**
Diploma in Accounting   **Amman, Jordan**

PROFILE 3:

SKILL	Business Analyst
Client	**Ministry of Solicitor General**
Client Reference	**Name: Aditya Mishra** **Title: Solution Architect/Program Manager** **Phone: 647-765-4610** **Email: aditya.mishra@hotmail.ca**
Scope of Work	**SCOPE OF SERVICES** **Scope:** • The Justice Technology Services - MAG requires an intermediate Business Architect to create architecture artifacts and develop architectural checkpoint deliverables for the Tribunals Ontario Modernization stream of work. Business Architect will be responsible for the following activities: • Create architecture documents such as data models for the TO Modernization project, a SaaS implementation, including integration of applications and information as required. • Identify business processes that cross solutions and ensure integration points are identified and included in the design/architecture artifacts.

	• Work with the project team (internal & vendor) in completing all relevant and required documentation in alignment with OPS standards. **Deliverables:** • Develop/review business architecture artifacts as part of the Enterprise Information Architecture Federated Framework and ensures that these are integrated. • Create, review, provide input and support of Enterprise Architecture artifacts for all corporate checkpoints as required • Create architecture documents such as data models (Conceptual/Logical/Physical) including integration of applications and information as required. • Models business at enterprise and/or core business levels - Design capability models and related architectural solutions of business tasks, mapping capability functionality to the internal and external resources • Develop and maintain architectural controls that are in alignment and adherence to Ministry of Government Services' processes and standards • Review standards and document the business process flows, business logic, code dependencies, etc • Perform required analysis - business requirements, prepare functional/non-functional specifications & detail designs • Create use cases and process flows; ensure alignment with the program area and associated business architecture, as well as traceability to solution logical and physical architectures. • Consults with appropriate teams on specific business architecture elements and conducts focused group meetings to meet the deliverables. • Participate in Knowledge transfer
Timeline Worked	**Start Date: 2021-05-15** **End Date: 2024-01-22**
Resource Profile	**Rishi Dave**

RISHI DAVE, MBA
SENIOR BUSINESS ANALYST/ARCHITECT

✧ Accomplished, multilingual **Senior Business Analyst/Architect** respected for 13+ years of providing key analytic insights, including achievements with an F100 company (USAA).
✧ A seasoned architect who excels in gathering requirements, developing business architecture, performing testing, facilitating product development, and implementing projects from start to finish.
✧ Forges and maintains lasting relationships, driving stakeholder engagement and project collaboration under heavy workload.
✧ Exemplary educational qualifications include an MBA from the Hult International Business School, combined with industry-leading training.
✧ Out-of-the-box thinker committed to building and improving processes, ensuring excellent business results.

SKILLS & EXPERTISE

Business Architecture
Solution Architecture
Project Management
Product Management
Requirements Gathering
Database Analysis
Process Engineering
Stakeholder engagement
Agile & Waterfall
Spring Planning
Integration Architecture
Workshops & JAD sessions

PROFESSIONAL SUMMARY

✧ Extensive experience working as a Sr. Business Architect, design business architecture and delivering architectural artifacts for all checkpoints of the project
✧ Worked for more than 9 years in agile projects as a Product Owner and Business Architect.
✧ Extensive experience in Salesforce implementation projects
✧ Extensive experience in facilitating and conducting Joint Requirement Planning (JRP) sessions and Joint Application Development (JAD) sessions with business groups, senior management, and IT groups.

- Demonstrated expertise in creating architecture artifacts like Business Requirements Document, Functional Requirement Documents, Business Architecture Design, System Design Document and Product Strategy documents
- Experienced in creating conceptual, logical, and physical data model design
- Experienced in created business process maps for as-is and to-be processes
- Technical skills include working with SSIS, SSRS report, Tableau, Power BI reports.
- Created and maintained Use Case diagrams, Test case diagrams, Activity diagrams, Sequence diagrams, workflow diagrams, state chart diagrams and data process flows using UML Tools like MS Visio and Rational Rose.
- Experience with clients from USA, UK, Singapore, Hong Kong, India across Retail, Emerging Corporate, Trade Finance & Verticals.
- Designed, Implemented TC Microservices using JAX-RS API REST web services and spring boot.
- Responsible for building re-usable generic CI/CD pipelines for Microservices using spring Boot & Spring Cloud.
- Expertise in UML (Use case Diagrams, User Stories, Sequence diagrams and Activity Diagram) as a business analysis methodology to define the business model using Rational Rose and MS Visio.
- Treasury Responsible for providing mitigation to maintain integrity and consistency of financial data across various components in the platform.
- Skilled in domestic and international payments like SWIFT, ACH, Fedwire, Domestic clearing, ISO 20022
- Developed Data Mapping (Tibco Source-to-Target Mapping) and gained knowledge of Data Warehouse.
- Wrote simple SQL Queries to produce data streams to support ETL processes.
- Excellent verbal/written communication skills.
- Effectively works in a cross-cultural environment in diverse teams. Performs well in pressure-environments & either independently or as a team player.

CAREER HIGHLIGHTS

- Achieved 70% client service improvement after leading end-to-end implementation transaction dispute functionality in mobile application with USAA, using approaches that are now gold standard.
- Headed time-sensitive automation of Reconciliation report, increasing resource productivity without compromising overall goals.
- Attained record $3.75M profit at Columbia Petro after creating and optimizing a one-of-a-kind hedging process. Earned promotion to Senior Manager.
- Cut interest cost via a structured short-term borrowing process.
- Reduced processing time 50% and increased client satisfaction to 97% at IndusInd Bank, collaborating with the Trade Finance Operations team and streamlining all aspects of the LC Processing process to improve accountability.

CERTIFICATIONS

Scrum.Org – Professional Scrum Product Owner (PSPO)
Centennial College – Project Management Graduate Certificate Program
IIBA – Certified Business Analysis Professional (CBAP)
PMI – Project Procurement Management, Project Stakeholder Management, Agile in Program Management Office, Project Management Beginners
The London Institute of Banking & Finance – Certified Documentary Credit Specialist (CDCS)
NIIT – Advance Trade Finance & Foreign Exchange Certified

PROFESSIONAL EXPERIENCE

Ministry of Solicitor General (Justice Technology Services)   **May'21–Jan'24**

 Sr. Business Analyst/Architect

- The Tribunal Ontario is consolidating the Environment Tribunal (ELTO), Social Justice Tribunal (SJTO) and Standards Tribunal (SLASTO) in a single organization called Tribunals Ontario. To modernize the operations, Ministry selected SaaS - Salesforce as the CRM solution and implemented the solutions through PricewaterHouseCoopers (PwC). The platform supports all the solution exploring options and Dispute resolution options for the public.
- As a Business Architect, I am involved in stakeholder discussions, created the roadmap, landscape and technology framework, creating the Business Architecture Document, Information Architecture Document, Solution Architecture Document, and Solution Requirement Document and creating other architecture artifacts following required by the OPS checkpoints and gating process.

- ✧ Created the Architecture solutions from end to end, given solutions to sink the Siemio Public secure SSO solution, Azure AD authentication process, solution considerations, environment considerations, solution dependencies, information privacy and security constraints, creating architectures on application, Data, Technology and Security, all the component models, integrations, interfaces, audit and logging, session management, solution performance measurement, disaster management and recovery, data privacy and controls, accessibility options and cybersecurity assessment.
- ✧ Created the Business case and class models for the Tribunal Ontario Modernization project successfully
- ✧ Created the Business Architecture Document (BAD) and analyzed all the Business goals, Objectives, Business functions, Business services
- ✧ Created all the Business processes including measures and deliverables including business roles.
- ✧ Created architecture artifacts following OPS architecture checkpoints and gating process
- ✧ Successfully created Business data models, Business functional models, Business process models and Business Network models.
- ✧ Successfully created the Business roadmap, technology roadmap and data strategy for the new application.
- ✧ All Service Integration and Accountability models created identifying the program profile, service profile and enterprise context models.
- ✧ All the CDM and LDM mapping models are created for all the Tribunals integrating all the tribunal requirements with customized entities.
- ✧ All the data exchanges are identified within salesforce cloud and other cloud-based utilities with on-prim packages and solutions. The Web services, Soap services, REST API services are properly defined with different data formats (JSON,XML etc.)
- ✧ Solution requirements are documented for all the functional and non-functional requirements and defined the infrastructure and deployment, data requirements, security, privacy, accessibility details.
- ✧ All the scalability, interoperability, availability, recoverability, reusability, and supportability options are identified and defined in the solution requirements
- ✧ All the interfaces, reusable components, development methodology and application design are added properly in the solutions requirements
- ✧ All the reporting requirements, Licensing and copy rights are discussed with the vendors and documented successfully.
- ✧ All the Business Intelligence and reporting requirements are clearly defined for the solution implementation.
- ✧ The application design, data view, technology design and security design is implemented for the application successfully.
- ✧ The application specifications, Integrations, traceability metrics, all the interfaces, components are analysed and implemented properly in salesforce cloud.
- ✧ All the security features with SSO authentication, Audit and logging, Encryption, decryptions, on-transit and at rest security features are added.
- ✧ The business recovery and disaster recovery options are added using SaaS - Salesforce cloud and AWS cloud features.

United Services Automobile Association (USAA)   **2019 – Oct 2022**
Senior Business Analyst/Architect

Use best practices to distill requirements, assess feasibility, and provide superior solutions across all stages of the project lifecycle. Create business architecture, logical and physical data-models, context model, service models, business process diagrams, and wireframes for UI design. Leverage in-depth understanding of digital banking.

- ✧ Lead the Enterprise Architect team in developing the application architecture artifacts, design architecture framework standards and best practices for enterprise solution.
- ✧ Responsible for the overall architecture that constitutes the Architectural framework and guide the development and implementation of application, infrastructure and design of solutions which are innovative, cost effective and high quality and ensure timely delivery services.
- ✧ Align IT solution with business, with reference to Future state architecture document and Enterprise Information.
- ✧ Responsible for the analysis, design and documentation of end-to-end architecture solution, ensuring stated requirements are met and scope in controlled.
- ✧ Create all architectural artifacts for business and solution architecture
- ✧ Work with project management office for review and approval of project architecture through various project checkpoints

- In Mobile banking (Digital Transformation) Ph1 & Ph2 application project worked as Senior Business Architect on major features like virtual card, card activation, transaction dispute, Report lost /stolen.
- Experience with Cloud Technologies such as AWS (EC2, S3, VPC, RDS. Redshift, Data Pipeline, cloud formation etc.)
- Engage with teams and colleagues on an ongoing basis to ensure business continuity as a part of knowledge transfer.
- Worked closely with Six-Sigma expert, to detail the business process, organizational role, data models and key performance indicators KPI / measures based on SIX SIGMA DMAIC methodology to identify minimize errors / defects and SOA best practices for service optimization. , accuracy and efficiency.
- Experience with SaaS Application (Salesforce)
- Noted for essential contributions to a major core transformation project from Fiserv to FIS
- Extensively designed SWAGGER documentation for Microservices using Ignite tool.
- While working on Core transformation project, I have prepared and presented functional documents (FRD) and system requirement specification (SRS) to Management and stake holders.
- Conducted feasibility studies and performed impact analysis for proposed enhancements by understanding the AS-IS system and the TO-BE- system requirements from SME's using JAD session as a requirement elicitation tool.
- Support Apigee proxies implemented for all Microservices.
- Used Postman for examining and validating the external APIs USED in the project.
- Worked on re-designing and changing page layout and configuration for Call Center transaction Dispute page.
- Built out unique features on mobile banking surrounding claims as a subject matter expert.
- Established well-received dashboards using tools like advance excel using pivot, macros, and lookups (V, H & X), SSIS, Power BI & Tableau for KPI tracking and analysis to support key strategy development.
- Reduced schedule variance through Agile/SCRUM and PMI methodologies.
- Attended as well as conduct all four scrum ceremonies (Sprint planning, Daily hurdle, sprint review and sprint retrospective).
- Designed web-based system EAI architecture for a real time system to create and update Commercial loan transactions, interact with the USAA loan accounting system ACBS on AS/ 400 system and other legacy mainframe applications with USAA
- Analyzed ATM debit card processes and other requirements to ensure quality outcomes.
- Instituted SQL queries for testing and report/data validation that are now used as the baseline for all future development. Improved methods to track and address UAT issues/bugs.
- Received commendations for input and oversight surrounding end-to-end customer and technical design, offering deliverables that became templates for other analytic efforts.
- Worked with QA members to create Acceptance Testing Driven Development (ATDDs) for testing APIs and functionalities and assisted team members in resolving their issues and concerns.
- Performed the AS-IS and TO-BE analysis of the applications which need to be re-written and documented with all the changes.
- Actively worked and documented in Data Mapping for various Schemas like star Schema and snowflake Schema and data migration from OLTP to OLAP database.
- Conducted meetings with Business stakeholders, development team and technical team to gather, verify and validate the requirements.

Columbia Petro Chem Pvt. Ltd   2012 – 2017
Senior Business Architect

Owned team's key operating procedures, credit exposure to FI clients, and KYC surrounding Trade Finance including Swift. Established a wide array of business forecasts providing positive impacts to millions in new revenue.

- Worked as a Sr. Business Architect on various features including Enhancing Cash Workflows, Swift message routing, Dashboards.
- Monitored MHS Software and IT development centers and facilitated Knowledge transfer of SOA Policies, Procedures, Techniques and selection of software tools and hardware.
- Responsible for conducting JAD sessions with business stakeholders to gather requirements
- Responsible for developing and maintaining architecture artifacts
- Worked on Swift application to release MT messages including series 100, 200, 700 & 900 and also on ISO 20022 MX messages.
- Responsible for overall FX product portfolios including Spot, OTC, Forwards, Swap, NDF, Options, Cash Management, Nostro reconciliation, PL, Accounting. and, for middle and back office.

- ✧ Engage Business and clients via prototype demos to ensure team is building right product and is aligned with overall all platform strategy.
- ✧ Detailed the business process, organizational roles, entity data architecture models based project scope, Business Model System.
- ✧ Spearheaded turnaround of Treasury Dept. from loss of $800K to profit of $3.75M YOY. Selected to support steering committees with overall development vision and structuring.
- ✧ Reduced TAT and discrepancies on Letter of credit issuance, boosting profitability despite significant operational challenges. Ranked amongst the top of all managers companywide.
- ✧ Evaluate AS-IS Business rules and define TO-BE to guide system logic.
- ✧ Provided Wireframes/ Mockups/ Prototype for specific requirements using MS Visio, Power Designer, Balsamiq & Figma.
- ✧ Engaged clients and achieved $8.5M in additional revenue.
- ✧ Sound understanding of existing SOAP and REST webservices, REST APIs and request and response methods, client -side Validation, Server -Side Validation and Database Validation for various functionalities of the system.
- ✧ Set out the budgeting plan and based on the estimates present weekly updates to sponsors of the project.
- ✧ Instituted cash flow projection mechanism that reduced annual interest cost $400K. Provided internal consulting to other managers on building out similar mechanisms.
- ✧ Implemented order to cash life cycle (OTC) for order management process, scheduling process, Pricing process, logistics process, receivable process, and cash management process.

IndusInd Bank	2011 – 2012

Deputy Manager (SME) – Trade Finance Specialist

Offered valuable insights to confidential/sanctions for review of escalated cases and adverse media cases. Trained and mentored incoming hires on trade finance and various banking standards. Acted as the primary knowledge point for trade finance products (inward/outward remittance, L/C, LCBG, etc.).

- ✧ Revamped multiple procedures, including testing, to improve workflow.
- ✧ Contributed to/launched Foreign Currency rate booking platform for bank external clients ahead of schedule. Performed review to inform future process improvement.
- ✧ Streamlined internal forms to boost productivity, efficiency, and quality across all metrics. Increased knowledge surrounding related technologies and processes.
- ✧ Ensure compliance with all relevant Internal and external regulatory requirements , including the management of operational risk and adherence to enterprise standard of ethical behavior.

Icici Bank Ltd	2008 – 2011

SME – Trade Finance Officer

Designated as the main liaison with customers, stakeholders, and other teams to provide best-in-class service and solutions surrounding onboarding, transaction structuring, and execution.

- ✧ Interacted with users for verifying requirements, managing change control process, and updating existing documentation.
- ✧ Updated tag 53B (Account number only) on MT202 and tag 53A (Account numbers / Swift codes) on MT 300/200
- ✧ Implemented Swift MT2XX for interbank settlement and MT3XX for interbank confirmations.
- ✧ Supported audits, reviewed reports, and collaborated with address time-sensitive risks.
- ✧ Provided relevant test scenarios for the testing team and ensured testing results corresponded to the business expectation.

EDUCATION & CERTIFICATIONS

Hult International Business School	Master of Business Administration (MBA)
Institution of Finance Banking and Insurance	Post-Graduation Diploma in Banking Operations
University of Mumbai	Bachelor of Commerce

TECHNOLOGY & TOOLS

Programming Languages	*SQL, Python*
Operating System	*Windows, Mac OS & Linux*
Development Methodologies	*RUP, AGILE, Waterfall*
Databases	*MS-Access, MSSQL, Snowflakes*

Utility Tools	*MS Office Suite, MS Project, SSIS ,MS Visio Balsamiq, Jira & Confluence*
Reporting Tools	*SQL Server Reports (SSRS), Advance Excel, Power BI and Tableau*
Industry Exposure	*Financial Services, Trade Finance, Cards and Payments*

2. Data Analyst (3 Profiles):

<mark>PROFILE 1:</mark>

SKILL	Data Analyst
Client	**Ministry of Solicitor General**
Client Reference	**Name: Aditya Mishra** **Title: Solution Architect/Program Manager** **Phone: 647-765-4610** **Email: aditya.mishra@hotmail.ca**
Scope of Work	**Role: Data Analyst- Senior** **SCOPE OF SERVICES:** The Office of the Public Guardian and Trustee (OPGT) requires a Senior Software Developer – ETL to perform data migration activities from the existing OPGT legacy applications to the new Dynamics 365 OPGT solution and data warehouse/lakehouse. **DELIVERABLES:** As a member of the data migration team, you will be responsible to migrate the data from the existing OPGT legacy applications to the new Dynamics 365 OPGT solution and the new data warehouse/lakehouse. A high-level list of deliverables for the data migration team follows: • **Data Analysis:** analyze the existing data in the legacy applications, understand its structure, quality, and relationships and help in designing an appropriate migration strategy; • **Data Mapping and Transformation:** map the data elements from the legacy application to the corresponding entities and fields in Dynamics 365 CE, F&O and Data Lakehouse. Handle necessary data transformations, ensuring compatibility and consistency between the legacy data and the target system; • **Data Extraction:** help extract the required data from the legacy application, develop and implement extraction processes to retrieve data from various sources, such as databases, files, APIs, or other relevant legacy systems; • **Data Cleansing and Validation:** cleanse and validate the extracted data to ensure its accuracy, completeness, and consistency. Help with identifying and resolving data quality issues, performing deduplication, and applying business rules to ensure the integrity of the migrated data; • **Data Migration Strategy and Execution:** review the present migration strategy that outlines the overall approach, sequence, and timeline for migrating the data from the legacy application to Dynamics 365 using a delta-load approach; execute the migration plan efficiently, managing data transfers and ensuring minimal disruption to ongoing operations; • **Data Testing and Quality Assurance:** conduct thorough testing to verify the accuracy and integrity of the migrated data; define test cases, perform data reconciliation, and address any issues or discrepancies that arise during the testing phase; develop KPIs to

report on the progress, completeness and quality of the data migration effort;

- **Documentation:** document the entire data migration process, including data mapping rules, transformation logic, migration scripts, and any specific configurations;
- **Ongoing Support:** provide post-migration support, analyze and address data-related issues or questions; help optimize data management processes in the new environment;
- **Data Lakehouse:** help expand the current data lakehouse implementation and help build a gold layer for reporting; conduct data analysis and profiling; develop data transformation and cleansing pipelines; implement data integration and harmonization;
- Other duties as assigned;

Experience and Skill Set Requirements
MANDATORY REQUIREMENTS:

- 5+ years of proven working experience in an ETL role; strong understanding of ETL principles, including data extraction, transformation, and loading processes; knowledge of common ETL design patterns. Understanding of data pipeline architectures, Azure workflow orchestration tools, and concepts related to data ingestion, transformation, and movement.
- Proficiency in Azure Data Factory, Azure Synapse workspaces, PolyBase, including knowledge of pipeline creation, data flows, integration runtimes, triggers, and monitoring.
- Strong SQL skills and experience working with Azure SQL Databases and Dataverse; good understanding of Azure storage concepts and technologies.
- Proficiency in scripting languages like Python, experience with Azure-specific scripting using PowerShell or Azure CLI.
- Expert proficiency with data manipulation languages (T-SQL, PL/SQL), data definition languages, physical database design, data modeling, query performance analysis & tuning
- Knowledge of integration technologies commonly used with Dynamics, such as DataVerse / Common Data Service (CDS), Data Entities, and APIs.
- Experience with continuous integration/continuous deployment (CI/CD) processes around DevOps, data workflows, Synapse workspaces.
- Familiarity with data warehousing concepts and experience working with Azure Synapse Analytics or similar platforms for building and managing large-scale data warehousing/lakehouse solutions.
- Experience with SSIS, SSRS, PowerBI

Nice to have

- Azure cloud certifications (e.g. Azure fundamentals, Azure Data Engineer associate, Azure Database Administrator associate)
- Experience with PowerApps platform, Power Automate, Dynamics CE and F&O

CRITERIA:
Criteria 1 - Data migration, ETL (40 Points)

- Demonstrated experience with ETL development, data pipelines, workflow orchestration and data ingestion, transformation, and movement

	- Demonstrated experience in integrating various data sources and systems, both on-premises and in the cloud, using Azure ETL services or other ETL tools - Demonstrated experience working with Azure Data Factory, Azure Synapse workspaces, PolyBase, including knowledge of pipeline creation, data flows, integration runtimes, triggers, and monitoring. - Demonstrated experience with data manipulation languages (T-SQL, PL/SQL), data definition languages, query performance analysis & tuning - Demonstrated experience with SQL Server, Oracle, Azure SQL Databases - Demonstrated experience with data modeling tools (preferably, ERWIN) - Demonstrated experience in scripting languages like Python and with Azure-specific scripting using PowerShell or Azure CLI. - Experience with software development lifecycle - Experience with data modeling, physical database design, data flow diagrams **Criteria 2 - Data Warehouse and Reporting (20 Points)** - Demonstrated experience working with Azure Synapse Analytics or similar platforms for building and managing large-scale data warehousing/lakehouse solutions - Experience with data warehousing modelling concepts such as star and snowflake schemas - Experience with SSIS, SSRS, PowerBI - Experience with supporting a data warehouse in a production environment **Criteria 3 - Azure Platform (20 Points)** - Experience with Azure Data Factory (ADF) and Synapse Workspaces - Demonstrated experience Azure data management tools, DevOps, Synapse Studio - Experience in Azure resource configuration and administration such as Azure Data Lake, Blob storage, Key Vault, Application Insight resources, resource groups and subscriptions. - Familiar with Azure cloud platform - Azure cloud certifications **Criteria 4 - Dynamics 365 (10 Points)** - Demonstrated experience working with integration technologies commonly used with Dynamics, such as DataVerse / Common Data Service (CDS), Data Entities, and APIs. - Demonstrated experience with PowerApps platform, Power Automate, Dynamics CE &F&O **Criteria 5 - DevOps and CI/CD (10 Points)** - Demonstrated experience with continuous integration/continuous deployment (CI/CD) tools and processes around DevOps, data workflows, Synapse workspaces.
Timeline Worked	**Start Date: 2024-01-30** **End Date: 2024-12-31**
Resource Profile	**Allan David Fox**

ALLAN DAVID FOX

PROFESSIONAL SUMMARY

Allan Fox is a skilled and dedicated SQL Server Consultant and Developer with many years of experience in designing and developing database solutions in the Financial Services, Insurance, Health Care and Industrial sectors. He has hands on experience designing, administering and supporting large MS SQL Server databases and related data warehouses and has developed and tuned ETL processes created to load data into them using SSIS. Allan is also proficient at building and maintaining reporting databases and systems using SSAS and SSRS, and creating reports using T-SQL, SSRS, or Power BI. In addition to his SQL Server skills, he has recent experience on the MS Azure and Amazon AWS cloud platforms and Postgres and Mysql databases. He is a detail-oriented individual with solid problem solving, communication, and time management skills. He takes pride in creating accurate, robust, and durable computer systems.

SKILLS

- MS SQL Server 2008-2019
- Oracle
- T-SQL, PL/SQL
- SSAS
- ADF
- Powershell
- TFS, GIT

- MySql
- Database Design
- SSIS, Talend
- Data Warehouse
- AWS
- Unix (C, Korn) Shell
- WinForms

- Postgres
- ETL
- SSRS
- Azure
- C#, VB.Net
- ERWin, Visio
- ASP / HTML

EXPERIENCE

Data Analyst
Ministry of Solicitor General
11/12/2023 – Till Date

- Demonstrated experience with ETL development, data pipelines, workflow orchestration and data ingestion, transformation, and movement
- Demonstrated experience in integrating various data sources and systems, both on-premises and in the cloud, using Azure ETL services or other ETL tools
- Demonstrated experience working with Azure Data Factory, Azure Synapse workspaces, PolyBase, including knowledge of pipeline creation, data flows, integration runtimes, triggers, and monitoring.
- Demonstrated experience with data manipulation languages (T-SQL, PL/SQL), data definition languages, query performance analysis & tuning
- Demonstrated experience with SQL Server, Oracle, Azure SQL Databases
- Demonstrated experience with data modeling tools (preferably, ERWIN)
- Demonstrated experience in scripting languages like Python and with Azure-specific scripting using PowerShell or Azure CLI.
- Experience with software development lifecycle

- Experience with data modeling, physical database design, data flow diagrams
- Demonstrated experience working with Azure Synapse Analytics or similar platforms for building and managing large-scale data warehousing/lakehouse solutions
- Experience with data warehousing modelling concepts such as star and snowflake schemas
- Experience with SSIS, SSRS, PowerBI
- Experience with supporting a data warehouse in a production environment
- Experience with Azure Data Factory (ADF) and Synapse Workspaces
- Demonstrated experience Azure data management tools, DevOps, Synapse Studio
- Experience in Azure resource configuration and administration such as Azure Data Lake, Blob storage, Key Vault, Application Insight resources, resource groups and subscriptions.
- Familiar with Azure cloud platform
- Azure cloud certifications

Migration Specialist / Sr. SQL Developer
Datavail | Toronto, Ontario
March 2023 – Current

Project: CritiCall
- Translated ~200 legacy SQL Server stored procedures to AWS Mysql / Aurora
- Designed and implemented a message-queue based auditing / logging system in AWS (SQS and Lambda functions)
- Developed DMS tasks for migrating 4 SQL Server databases to Mysql in the AWS cloud
- Performed table and field-level data mapping from legacy databases into the new data models.
- Developed runbooks and processes for migrating the application databases from SQL Server to Mysql AWS
- Implemented data masking, decryption, and encryption during migrations
- Performed mock migrations and actual Go-Live / Database conversion.
- Monitor 4 production Mysql databases to identify and tune slow-running queries.
- Managed code Git repositories via Azure DevOps.

Senior Data Engineer
Munich Reinsurance | Toronto, Ontario
Aug 2019 – Sept 2022

Project: IFRS17 DWH (Development Lead)
- Designed and implemented a general-purpose data-driven framework for executing sets of ETL processes, including Job logging, Restart logic, and Email notifications. Use of the common framework improved development times on follow-on projects by 30%.
- Developed and deployed a data warehouse system for IFRS17 financial reporting. The system ingested approximately 120 tables from 8 source systems. The processing and reporting functions provided by the system are a critical component of the IFRS17 standard reporting required by international insurance regulations.
- Created ETL processes to ingest data from Oracle, SQL Server, and flat file sources, using SSIS, C#, and Powershell.
- Managed the Go-Live production deployment and parallel processing quarterly data export feeds
- Managed a team of 3-5 developers and testers use Agile development practices (scrums, sprints, demos).
- Designed Azure DevOps CI/CD pipeline for deployments to QA, UAT, and Production environments
- Used ServiceNow Change Request process to manage Production and non-Production code deployments.

Project: Group Health Financial Reporting (Development Lead)

- Implemented a database system to import Premium, Claims, and Commission data from multiple sources, using SQL Server, SSIS, and Powershell
- Developed processes to standardize and cleanse Claim, Premium, and Commission data from Excel files
- Created a monthly summary and export feed for transmission to the Canadian accounting system.
- Managed a team of 3 developers and testers using Waterfall project management.
- The automation provided by the system saves 3 weeks of manual processing time on a quarterly basis.
- Used ServiceNow Change Request process to manage Production and non-Production code deployments.

Project: FWA (Fraud, Waste, and Abuse detection) (DBA/SQL Developer)
- Migrated data from SQL Server to Postgres AWS database.
- Developed views and permission structures to restrict access to sensitive (PII and PHI) information.

Project: FinRe (Architect / Development Lead)
- Designed ER Model and Database objects
- Held Joint Design Sessions and contributed to the development of design documents (BRD and SRS)
- Developed ETL processes for ingesting complex multi-tab Excel workbooks into SQL Server Azure system

Project: Lightning
- Implemented 'intelligent queueing' to evaluate and prioritize Underwriting cases, using ADF and SQL Azure

Project: AllFinanz
- Implemented ADF data pipeline to parse and delivery client and vendor files (XML and unstructured text) to the AI business unit
- Processing was initially developed in SQL and then converted to Databricks PySpark

Environment: SQL Server Azure, SSIS, Powershell, Visual Studio, TFS, ADF-Azure, Databricks

Sr. Database developer   Mar 2019 - Aug 2019
Bank of Montreal | Toronto, Ontario
- Supported and maintained an existing data warehouse implemented on IBM Netezza appliances
- Developed tables and loading procedures to support new dimension and facts according to client specifications
- Prepared run books for weekly and monthly code deployments and performed non-production code deployments
- Performed peer reviews on other team members' code
- Migrated Netezza code to Pivotal's Greenplum database (a Postgres implementation)
- Maintained source code repositories in Git and BitBucket.

Environment: Netezza, Greenplum (Pivotal)

ETL Technical Lead   Oct. 2015 – Jan
Capital Markets Inc, CAPCO | Toronto, Ontario   2019
Project: BMO / Harris Bank Migration

- Led a team of two developers in migrating the customer information of BMO / Harris Bank on-line (mobile / web) banking to a newly developed platform
- Architected data migration from legacy system into multiple (7) existing and new bank systems
- Developed and implemented procedures to transfer 860,000 customers from the old on-line system to the new platform

- Administered the development database server
- Prepared deployment scripts and run books for Production deployments
- Created processes to load CSV files into a SQL Server database, then validate, cleanse, and transform the data into a set of outputs to be consumed and verified by the target systems
- Dealt with multiple file formats and data encoding (ASCII, Unicode, UTF8) in the source data
- In some cases, direct access to target databases was granted, allowing direct data transfers to the target system in SSIS
- Maintained code repository in TFS.

Environment: SQL Server 2016 Enterprise, SSIS, C#, Oracle, Active Directory

Project: Sainsbury Bank
- Led a team of three developers in creating ETL processes for loading daily data feeds into ODS database of CAPCO client Sainsbury Bank
- Architected process control and daily load routines for multiple (9) source systems containing a total of
- Authored Code Generator tool in C# to generate SSIS packages from table metadata
- Data was parsed from a set of flat files delivered to the ODS environment on a daily basis
- The ETL process converted the data from ASCII and UTF8 format to Unicode, then merged the data into both an ODS and historical database
- Maintained code repository in TFS.

Environment: SQL Server 2012 Enterprise, SSIS, C#, (SQL Server and System-level)

ETL Specialist   Multiple projects
Prophix Inc | Toronto, Ontario   2016 - 2019
Project: ALKU / Bullhorn (February 2019)
- Developed ETL processes and staging database to extract data from Bullhorn's web-based CRM using Bullhorn's REST API library.
- Created a normalized SQL Server database into which the data would be staged.
- Developed .Net (C#) OAuth login routines to access the Bullhorn website and extract the required entities from the BullHorn cloud database into JSON files.
- Implemented data-driven 'full' and 'incremental' ETL procedures to populate and synchronize the staging database with the cloud (Cloud-to-local extract).

Project: Iovate (August-September 2018)
- Developed an integrated Excel / SQL Server project estimation utility
- Developed Excel VBA and SQL code to perform data entry and validation in Excel, and to upload transactions back to the central repository upon return to the office

Environment: Excel, Excel VBA, COM, SQL Server, T-SQL

Project: CBRE (October 2016 – September 2016)
- Designed and implemented ETL process for extracting financial and budgeting data from Prophix system deployed by client, CBRE
- ERP Budget and Actual data were summarized on an hourly basis and exported to a set of files representing fact and dimension entities
- The export files were encrypted using a custom software module supplied by Microsoft, and transmitted to the Microsoft data warehouse landing zone (Microsoft Corp was consuming the output from the CBRE system)
- Implemented ETL process to consume Master Data files exported by Microsoft and load them into CBRE's Prophix financial data warehouse
- Debugged and improved existing CDC solution deployed in client's database
- Developed multiple data loading ETL packages for Prophix clients
- Financial transaction data was transformed and summarized by month and budget for input into the Prophix ERP system

- Implemented data refresh a loading system from Sage50 accounting to Prophix using Excel and Powershell
- Implemented Excel front-end / SQL Server back-end Sales estimation tools with integration to Prophix ERP

Environment: SQL Server 2012 Enterprise, SSIS, C#, Powershell, Excel

SQL Server Consultant / ETL, BI Reporting   May 2013 - Oct 2015
Adastra Corporation | Markham, Ontario

Project: Rogers Communications Inc – ETL Developer
- Developed ETL packages in SSIS for multiple client applications
- Implemented control systems for daily data import and export, using SSIS and C#

Environment: MS SQL Server, Oracle, Teradata, SSIS, C#

Project: BMO / Bank of Montreal, ERPM IT Strategy - Credit Risk Reporting – Sr. BI SQL Reporting Specialist
- Analyzed and investigated data sources for data quality and completeness
- Developed and optimized T-SQL solutions (tables, views, indexes, queries, functions) needed to produce the reports specified in the system requirements documents (SQL Server development)
- Developed Tabular Data Model reporting database for use by the Corporate Risk Reporting team.
- Developed SSRS reports as to system specifications in DAX and T-SQL
- Doumented defects in Confluence and initiated code deployments using the JIRA ticketing system.

Environment: SSRS, DAX, TDM, SQL Server, Visual Studio 2006, Composite v6.4, Excel

SQL Specialist   Apr 2013 - May
Novo Nordisk Inc | Toronto, Ontario   2013
- Developed and maintained SSIS packages to load data from Excel spreadsheets into the corporate data warehouse
- Extended existing cubes in the warehouse and developed an automated system for comparing and verifying data warehouse cubes in the Development and Production environments

SQL Server BI Developer   Nov. 2011 – Apr
Navantis Inc | Toronto, Ontario   2013

Project CritiCall:
- Created an enterprise data warehouse using SSAS to monitor province-wide bed and resource utilization
- Coded ETL in SSIS to load the data warehouse
- Developed MDX and T-SQL queries for reports and authored reports using SSRS for use within the website
- Developed auditing sub-system for the CritiCall Ontario Provincial Hospital Resource website using SQL Server 2012 CDC features, triggers, and Service Broker

Project: Hospital for Sick Children
- Worked on multiple BI and Reporting projects for Navantis customers (Hospital for Sick Children, LV Lomas Inc.)
- Tuned and re-factored queries to improve performance and eliminate deadlocks

Environment: SSIS, SSAS, SSRS, T-SQL, SQL Server 2012

Production DBA   Jan 2011 - Oct 2011
Royal Bank of Canada | Toronto, Ontario
- Provided DBA services for 20 application groups within the bank and its associated companies
- Maintained MS SQL Server 2000, 2005, and 2008 database instances
- Performed T-SQL code and index tuning, often improving I/O performance by 50-90%
- Maintained SQL logins and user accounts, deployed databases and maintenance (SQLAgent) jobs to development, QA, and Production environments

- Consulted with application groups to improve stored procedure and SSIS package performance
- Instituted source code management practices for database schema changes for all mid-range database technologies in the bank's SCON environment
- Maintained source code repository in TFS

Environment: SSIS, T-SQL, MS SQL Server 2008/2005/2000, SQL

Operational DBA   April 2010 - Dec 2010

Davis + Henderson | Toronto, Ontario

- Analyzed and tuned loan payment database system and instituted index and maintenance changes that reduced batch execution times from eight hours to four and a half hours
- Diagnosed SQL connectivity issues to stabilize a multi-server environment
- Provided scheduled and on-call DBA support for Production and UAT systems
- Performed code and schema deployments to Production and UAT systems

Environment: SQL Server 2008 Enterprise

Data Warehouse designer / BI Developer   Jan 2010 - Mar 2010

Hyundai Canada | Toronto, Ontario

- Re-built the SQL Server-based national data warehouse, with emphasis on improving data quality and accuracy of national sales and leasing data
- Introduced proper data cleansing and de-duplication procedures written in T-SQL and used to improve data quality of feeds from AS400 systems
- Created interfaces with Oracle-based Siebel CRM system and maintained existing internal reports developed using Crystal Reports
- Created SSIS system and stored procedures for processing data captured daily at all 2010 Auto Shows and reconciled it with sales data from the data warehouse

Environment: SSIS, SQL Server 2005, T-SQL, SSRS, Crystal Reports

SQL Developer   Oct 2009 - Apr 2010

Ontario Medical Association | Toronto, Ontario

- Implemented a payment-processing module using MS SQL Server 2005 to be integrated with MS Dynamics 4.0 to extract data, perform payment processing, and then updated the CRM database
- Developed SOAP routines in C# to interface with MS Dynamics via web service calls
- Developed reports with SSRS and integrated them with the CRM application
- Designed the database and server maintenance regimen

Environment: MS SQL Server 2005, T-SQL, SSRS, C#, MS Dynamics

DBA/Developer   Sept. 2005- Sept 2009

Accenture Canada, Cancer Care Ontario | Toronto, Ontario

Project: Ontario Wait Times Information System

- Performed database and server tuning using Microsoft tools (Perfmon, Profiler)
- Identified and optimized poorly-performing T-SQL queries
- Maintained Production ERD model and performed code and schema deployments
- Prepared and tested 'build-books' and documentation for deployments performed by client
- Maintained Development, Testing, and Pre-Production (SIT and UAT) databases for the team of approximately 10 Developers
- Ensured that all referential integrity rules were in place and that all company naming standards were being followed
- Maintained the database models using ERWin AllFusion
- Automated the build process using utilities developed in C# and VBScript
- Maintained schedule of automated and manual database and server backups
- Developed stored procedures and participated in peer T-SQL code reviews throughout the development cycle
- Responsible for optimizing all stored procedures and underlying databases
- Developed DTS packages for data loading and migration
- Produced deployment scripts and documentation for the client
- Performed database schema and code promotions

- Developed and deployed a replicated reporting database and reporting suite implemented via stored procedures and Crystal Reports
- Provided post-production support and training to client

Environment: MS SQL Server, T-SQL, DTS, ERWin, VBScript

PROFILE 2:

SKILL	Data Analyst
Client	Ministry of Solicitor General
Client Reference	Name: Aditya Mishra Title: Solution Architect/Program Manager Phone: 647-765-4610 Email: aditya.mishra@hotmail.ca
Scope of Work	**SCOPE OF SERVICES** **Scope:** Ministry requires a Programmer/Developer L3 with 5-9 years of application development and support experience in Microsoft Access and Visual Basic for Applications. **The primary objectives of this project include:** Supporting and enhancing (if required) to the functionality of various the OPGT's Microsoft Access applications. Consolidating, integrating, and migrating Access databases/applications to self-service and enterprise business intelligence (BI) platform/technology such as Power BI and other available tool(s). **Deliverables:** • Develop, test, deploy and support system enhancements and fixes for Microsoft Access applications • Analyze Access database and application problems and determining how to resolve them • Document system operations, runbooks and troubleshooting procedures • Collaborate with business users and technical colleagues • Write simple to complex SQL commands to query data • Apply analytical skills to resolve problems and deliver viable solutions • Anticipate obstacles and executing proactive approaches to issues • Provide support during project test execution by resolving issues and defects • Configure management for the different phases within release cycles **Experience and Skill Set Requirements** **Mandatory:** • 5+ years' knowledge of, experience with, and proven skills (within the last 5 years) and programming Languages: Visual Basic for Applications, Microsoft Access SQL, VB script, ANSI-SQL, PL-SQL. **Skills and Knowledge:** • Excellent knowledge of MS Access 2010/2016/ Access for Microsoft 365 • Solid understanding of Visual Basic for Applications (VBA) • Good understanding of database structures • In-depth Database development and design knowledge • Strong analytics & SQL skills • Experience of Operating Systems: Windows 10, Windows Server 2016 & 2019 • Experience with, and proven skills (within the last 5 years) in developing and supporting Microsoft Access databases

- Experience in creating Microsoft reports.
- Strong working knowledge of Microsoft SQL Server, including SSRS.
- Knowledge and understanding of business and use case modeling.
- Analytical, problem solving and decision-making skills; organizational, creativity and perseverance skills
- Experience with relational database technologies
- Knowledge and experience in the implementation of a mechanism for document generation and field-population from disparate data sources
- Proficiency with user requirements, understanding business processes, and creating solutions based upon requirements
- Excellent verbal and written communication skills
- Highly developed interpersonal skills

Criteria:
Criteria 1: Solution Development - 50 points
Demonstrated experience with:
- Developing, testing, and deploying system enhancements and fixes for Microsoft Access applications
- Analyzing database and application problems and determining how to resolve them
- Documenting system operations, runbooks and troubleshooting procedures
- Collaborating with business users and technical colleagues
- Writing simple to complex SQL commands to query data
- Applying analytical skills to resolve problems and deliver viable solutions
- Anticipating obstacles and executing proactive approaches to issues
- Providing support during project test execution by resolving issues and defects
- Configuration management for the different phases within release cycles

Criteria 2: Technical - 35 points
- 5+ years of professional experience in software development, specifically with Microsoft Access and Visual Basic for Applications
- 5+ years' experience using Excel formulas and features like vlookups, power query and power views
- 5+ years' experience working with SQL language and advanced database topics including performance tuning, partitioning, indexing, grouping, keys, analytical/window functions, date-time functions, unions and views/procedures etc.
- Experience of working with Normalized and de-normalized data
- Experience of providing detailed source analysis and data mappings/transformations to implement new data sources and integrations
- Ability to review requirements, translate these requirements into a design, implement and fully test this design; testing experience should include all aspects of testing (unit, functional, integration, end-to-end)
- Production implementation and support

Criteria 3: Enterprise Business Intelligence (BI) platform/technology
- Experience of using Power BI or similar BI platform to deliver complex visuals like complex charts like doughnut, waterfall etc.
- Experience of creating new methods to visualize core business metrics through reports, interactive dashboards, and analysis in Power BI
- Experience of developing visual reports dashboards and KPI scorecards using Power BI desktop

Criteria 4 = Interpersonal Skills = 5 points
- Demonstrated communication and problem-solving skills, and a team player

Vahe Dickakian

OBJECTIVE:

A motivated individual with in-depth knowledge of languages and development tools, seeking a position in Software Engineer/Developer to incorporate my extensive knowledge of software designing, development and testing to meet the clients' specifications and gain professional experience alongside.

TECHNICAL SKILLS

Development	Databases	Software / Methodologies
▪ .Net 1.1+ / Core 2.1+	▪ PL/SQL / Oracle 8*i, 9i, 10g, 11g*	▪ Visual Studio 6 + / 2019 / 2022
▪ VB.Net, C#, ADO.Net	▪ SQL Server 2000 – 2016 / MS Azure	▪ Crystal Reports / Active Reports
▪ JavaScript / Node JS	▪ SSIS / SSRS	▪ VSF / TFS / Git / Bitbucket / GitLab
▪ ASP / ASP.Net	▪ ETL / DTS	▪ IIS / Docker
▪ Web API / MVC	▪ Access 97-2016	▪ Agile / Jira / Confluence
▪ Visual Basic 3.0 - 6.0	▪ SQL Plus	▪ Extra!, Bluezone and BASE 24 emulator
▪ VB Script, VBA	▪ DB2 (UDB 8.2)	▪ EssUP methodology.
▪ HTML / XML, XSL, LINQ / JSon	▪	▪ eFile / IXOS
▪ C, C++, Java	▪	▪ Weblogic
▪	▪	▪
▪	▪	▪
▪	▪	▪

EMPLOYMENT

Global Link Response Service, Toronto, ON   March 2023 – Till Date
Sr. Software Developer / Solution Architect
Convert, design and implement existing billing and accounting systems to new systems.
▪ Gather user and management requirements.
▪ Design and implementation of the new billing system using C#, SQL Server 2016, Web API and .Net Core.
▪ Converting and supporting the existing billing system MS Access, VBA and SQL Server 2016.
▪ Manage the filed mapping and ETL to move the data to the new third-party accounting system.
▪ Communicate with the new third-party to manage the API calls to the new accounting system.
▪ Document the new billing system and data mapping.
Technical:
.Net Core, C#, MVC, SQL Server, VBA, MS Acces and Entity Framework.

Ministry of the Attorney General (OPGT), Toronto, ON   May 2022 – March 2023
Sr. Software Developer
Design, implementation and support of the reporting system across the OPGT (Ontario Public Guardian and Trustee).
▪ Support and document various application by providing detailed diagrams and documentations.
▪ Support and provide recommendations on SSRS reports with detailed data analysis.
▪ Create and support new Power BI reports.
▪ Communicate with the end-user and management to provide daily status of tasks and system state.
Technical:
C#, SSRS, SSIS, VBA, MS Access, MS Excel, Power BI, SQL Server, Microsoft Azure.

TD Bank Financial Group, Toronto, ON   July 2020 – May 2022
Sr. Software Developer

Design, implementation and support of the corporate's Merchant Solutions Systems, which include Notification System, Pricing System, Chargeback System (ACES), Fraud DB, and Merchant System. In addition to designing and implementing various host script macros running on Extra! and Bluezone emulators.

- Implementation and support of SharePoint 2013 and in-take system using C# .Net and SQL Server.
- Design, implementation and support of various MS Access and MS Excel macro and tools (VBA).
- Fine tune and support existing SQL queries.
- Maintain and support the corporate's Merchant Solutions Systems.
- Design, implementation and support Microsoft 365 application.
- Support mainframe tools and macros.
- Participate in the re-write of the new host scripting tool (Bluezone) and ensure conversion is successful.
- Work closely with end-users during UAT to ensure complete satisfaction of the business.
- Prepared, participated and maintained technical and business process documentations.

Technical:
C#, .Net, SQL Server, VBA, Micro Focus Scripts, Bluezone Host Scripts, SharePoint 2013.

Manulife – John Hancock Financial, Kitchener, ON   July 2017 – July 2020
Full-Stack Software Engineer
Design and implementation of the corporate's group benefit pricing application, for a major rewrite from VB, VBA and Access to web services using C# and SQL Server (Azure). In addition to moving the factoring components into a totally separate pure web application that is capable of running multiple pricing frameworks.

- Design, implementation, test and support of the corporate pricing application with C#, Web API, REST, JSON, SQL Server 2016 (Azure).
- Design and implementation of Office 365 applications running web API's.
- Designed, developed and tested (QA and UAT) of various Group Benefits SSRS reports
- Create new and fine-tune and maintain existing stored procedures and functions.
- Developed and supported SSIS packages for nightly and scheduled jobs.
- Maintained and supported various MS Access and MS Excel macro and tools (VBA).
- Design and development of new .net applications for monthly report processes using C#.
- Prepared and maintained detailed diagrams and documentations of new and existing systems.

Technical:
C#, Micro Services, VB.Net, VBA, MVC, SSRS, SSIS, Web API, SQL Server 2014, Microsoft Azure, & Visual Studio 2015 and 2017, Agile, GIT Lab, MS Access and MS Excel.

First National Financial, Toronto, ON   January 2016 – June 2017
Senior VB.Net Developer
Design and implementation of the company's printing application that handles ad-hoc printing requests and nightly printing jobs of the SQL Server and AS400 feed.

- Design and development of new changes to the existing printing system. The implementations of the last 2 phases of the system include customizing a print job per document, and sending documents by emails based on the document configuration and user configuration using C#.Net.
- Designed and developed a new report type to the document generating system. The implementation of new Word Document type report in the document generating system. This addition enabled much faster and more accurate migration of Word document reports from the old system to the new system.
- Participates in the design and implementation of the corporate Underwriting system.
- Participates in the design and debugging of a web based applications.

Technical:
C#, SSRS, VB.Net, ADO.Net, ASP.Net, SQL Server 2008 - 2012, Visual Studio 2008 - 2010, .Net 4.0, and VB6, Agile, MS Excel, VBA

Munich Reinsurance, Toronto, ON   March 2009 – April 2015
Senior VB.Net Developer
Designed and implemented new corporate-wide Data Access Layer server component using VB.Net, which was the first of its kind in the company and is now being used by more than 40 major corporate applications. This component can, simultaneously, connect to any database and handles multiple users. In addition to Business Logic/Object components that handle all the business rules, policies, and validations, using VB.Net. The rules and policies were designed at the corporate level, and now are being used by other applications. However, the validations were specific to the claims application.

- Lead the design and the development of eFile solution from IXOS (this is considered the 3rd highest ranking project in the company), using C#, Oracle 11g, XML, XSL, SAP FS-RI, IXOS and Open Text ECM (Enterprise Content Management).

- Designed and developed a new framework for all of the life application based on N-tier architecture (5 tiers) and service components using C# (.net 4.0) for front-end (middle-tier of the framework) and Oracle 11g for the back-end. The user interface (UI) is currently running on Windows OS, however the framework can service any UI running on any platform.
- Designed and lead the development of the global Underwriting and electronic Workflow solution.
- Analyzed the existing Power Builder Claims system and recommended alternatives and options for solutions with accurate development estimates to convert this system to .Net.
- Developed the new corporate Claims system using .Net and Oracle 10G. This was a conversion from Power Builder and the implementation was based on 3 phases.
- Developed a new corporate-wide Data Access Layer server component using VB.Net, which was the first of its kind in the company and is now being used by more than 40 major corporate applications. This component can, simultaneously, connect to any database and handles multiple users.
- Developed the Business Logic/Object components that handle all the business rules, policies, and validations, using VB.Net. The rules and policies were designed at the corporate level, and now are being used by other applications. However, the validations were specific to the claims application.
- Conducted unit testing, integration testing and test driven development accompanied with documentations and snapshots of the process.
- Participated in the design, implementation and documentation of the corporate electronic Workflow system.
- Participated in the design and debugging of a web based applications.
- Prepared all of the system technical documentations.

Technical:

C#, SOA, VB.Net, ADO.Net, ASP.Net, Oracle 10g/11g, PL/SQL, Visual Studio 2008, .Net 2.0 & 3.5, and Telerik WinForms 2.0+, Agile.

EDUCATION & COURSES

Microsoft Azure Fundamentals
Microsoft (online)   March 2023 – March 2023

Certificate of Angular 8 (2020 Edition)
Udemy, (online)   January 2020 – January 2020

Certificate of Advanced C# .Net Programming
Microsoft, (online)   October 2014 – October 2014

Fundamental of Insurance
LOMA, (online)   September 2012 – September 2012

French Language (Level 1)
College Boreal, London, ON   June 2005 – September 2005

Marketing
Humber College, Etobicoke ON   September 2002 - December 2002

Advanced Java Programming
Humber College, Etobicoke ON   September 2002 - December 2002

Intermediate Java Programming
Humber College, Etobicoke ON   September 2001 - December 2001

Advanced Visual C++, MFC.
Humber College, Etobicoke ON   May 1998 - August 1998

Computer Programming Diploma
Humber College, Etobicoke ON   January 1997 - December 1998

SKILL	**Data Analyst**
Client	**Ministry of Solicitor General**
Client Reference	**Name: Aditya Mishra** **Title: Solution Architect/Program Manager** **Phone: 647-765-4610** **Email: aditya.mishra@hotmail.ca**
Scope of Work	**Role: Data Analystv- Senior** **SCOPE OF SERVICES** • Provide planning, assessment, and development effort to complete the migration of approximately 136 IBM Cognos reports to Power BI • Work with Senior Developer to evaluate and modernize reports, where applicable • Reverse engineer IBM Cognos reports to core program logic, and re-code or migrate report functionality to Power BI Desktop or Power BI Report Builder based on Project Team assessment • Work with project team to complete all relevant and required documentation, such as knowledge transfer, and communication, to support the completion of the project **DELIVERABLES:** • Review IBM Cognos reports within scope of project to understand functionality, logic and design • Perform assessment, and define approach in collaboration with project team and stakeholder to migrate IBM Cognos reports to appropriate Power BI tool (i.e., Desktop or Report Builder) • Perform design and development activities to migrate IBM Cognos reports to Power BI in alignment with OPS Standards and Guidelines (i.e., AODA, WCAG 2.0 Level AA) • Perform troubleshooting and apply corrective actions to resolve issues with migrated reports and dashboards discovered during pre-release testing • Work with project team to provide relevant and required documentation to support migration activities and knowledge transfer • Participate in knowledge transfer activities **Experience and Skill Set Requirements** **MANDATORY REQUIREMENTS:** • Demonstrated working knowledge of IBM Cognos Report Studio (version 11 or earlier) [At least 5 years of experience] • Demonstrated working knowledge of Power BI Desktop [At least 2 years of experience] • Demonstrated working knowledge of SQL query languages (T-SQL, PL-SQL) [At least 4 years of experience] • Demonstrated working knowledge of DAX programming (At least 2 years of experience) **SKILLS AND KNOWLEDGE:** • Experience working in a business intelligence team/ environment, developing and delivering business intelligence and/or analytical reports and dashboards • Experience working with IBM Cognos Report Studio (version 11, or earlier) to design and develop reports and dashboards, as well as writing Transact-SQL (T-SQL) queries • Experience working with Power BI Desktop, and Power BI Report Builder to design and develop reports and dashboards and work with team members to explore options to redesign outdated reports

	• Experience writing and working with Microsoft Power BI DAX code to implement business logic within Power BI reports • Experience performing troubleshooting of SQL queries, business intelligence and analytical reports, as well as performing data analysis to complete data validation and ensure report accuracy. • Knowledge of Microsoft SQL Server • Knowledge of ETL tools, such as Azure Data Factory, Microsoft SSDT, IBM DataStage • Ability to work with large datasets e.g., 100 million records plus and ability to create Power BI datasets • Knowledge of Power BI Service, functions, capabilities, security options, etc. **CRITERIA:** **Criteria 1 - Technical Knowledge (50 Points)** • Experience/ demonstrated ability working with IBM Cognos Report Studio (version 11 or earlier) to design and develop reports and dashboards (at least 5 years of experience) • Experience/ demonstrated ability writing Transact-SQL (T-SQL) queries (at least 4 years of experience) • Experience/ demonstrated ability working with Power BI Desktop, and Power BI Report Builder to design and develop reports and dashboards (at least 2 years of experience) • Experience / demonstrated ability writing DAX code, perform data modelling and implement functionality within Power BI reports and dashboards (at least 2 years of experience) **Criteria 2 - Analytical and Problem-Solving Skills (30 Points)** • Experience/ demonstrated ability to perform technical troubleshooting, specifically within a business intelligence environment/team or against reports, dashboards, and database queries such as Transact SQL (T-SQL) • Experience / demonstrated ability to analyze data to resolve data quality issues and perform report validation • Demonstrated experience working within a team environment to troubleshoot and resolve technical problems **Criteria 3 - Communication Skills (20 Points)** • Oral and written communication skills, Interpersonal and consultative skills, Facilitation skills • Demonstrated experience working in a team environment, contributing to team meetings on work progress, communicating risks and issues, providing results from work assessments, and explaining technical tasks to non-technical team members • Experience preparing documentation
Timeline Worked	**Start Date: 2023-01-05** **End Date: 2025-01-14**
Resource Profile	**Zhiquan Lu**

Zhiquan (Johnny) Lu

PROFESSIONAL PROFILE

- 20+ years' experience in database & data warehouse design and development including data mart structures and SQL coding/tuning (PL/SQL & TSQL).
- Very strong experience in SQL Server/Oracle/DB2 database administration and tuning with Oracle OCP DBA certificate.
- Profound experience in traditional structure E-R/multi-dimensional data modeling design and implementation, and design and ETL on non-structure databases such as SQL Server JSON, Oracle NoSQL, Mongo DB, and Hive.

- Strong experience in BI framework design, report performance tuning, and project risk management, data quality control and data governance.
- Strong experience in Design, build and support cloud environments to create digital products, and migrate applications to cloud environments.
- Advanced skills in **Azure Data Factory, Azure Databricks, Azure Automation/Function/LogicApp, Power Automate, Cognos 10/11, Informatica 9/10, Microsoft Business Intelligence 2008-2017 (SSIS/SSRS/SSAS), Power BI, Crystal Report, Power Designer** and working knowledge of data science models and analysis with **R and Python.**
- Thorough understanding and hands-on experience with telecom business standards, health industry, online business logics and financial business processes, as well as business process in Ontario Public Sectors.
- Strong teamwork spirit and customer service skills, good oral and written communication skills.
- Extensive experience working with I&IT and business users to resolve both technology and business issues.
- Strong understanding of Ontario Public Sector (OPS) standards and frameworks – GOITS standards, Architecture gatings and checkpoints, Zachman Framework, AODA (accessibility) and other common OPS processes

Technologies	Big Data, Machine Learning, DW Lifecycle, Normalization, Star schema/Snowflake schema, Fact, Dimension, MOLAP, ROLAP, HOLAP, Load balancing, Neural Networks, RBF, Clustering, Data Quality Services, Data Governance.
Databases	Oracle 11g/12c, DB2 9/10, SQL Server 2008-2017, Oralce NoSQL, Azure, Mongo DB, MySQL, Access.
Tools/ Applications	Azure data factory, Azure function, DevOps, Erwin, Power Designer, Informatica 7/8/9/10, Ab Initio, Cognos 10/11 Framework Manager, Analysis/Query/Report Studio, Cognos Power Transformer, SharePoint 2010/2013, Microsoft Business Intelligence (SSIS/SSRS/SSAS) 2008-2017, Power BI, Qlikview, Tableau, SAP Business Object, MS Visio, TFS/Source Safe/CVS, Toad, AQT, SQL*Loader, Eclipse
Languages	DAX, M Language, Power Shell, Python, Oracle JSON, No-SQL, PL/SQL, TSQL, Perl, Java, C#, ASP.Net, Unix Shell, HTML, CSS, XML, AngulaJS, Node JS, JavaScript, PHP, J2EE, VB, UML
Platforms	Hadoop, HD Insight, Solaris (UNIX), HPUX, IBM AIX, Linux, IIS/Apache

EDUCATION
Master in Electrical Engineering - Ryerson University (Toronto)   2004
Network Database Administration Certificate - Canadian IT College (Toronto)   2002
Bachelor in Electronic Engineering - Tianjin University (Tianjin, China)   1997

PROFESSIONAL CERTIFICATIONS
Oracle9i Database Administrator (OCP DBA) Certificate   2002
SUN Java Programmer Certificate   2001
Windows 2000 Network Security Training   2001
Solaris 2.6 Administration Training   2000
Unix Perl Script Programming Training   1999

PROFESSIONAL EXPERIENCE
Project 10:
Client: Justice Technology Services, Ministry of Solicitor General
Project: CAR - Enterprise Billing Reports migration
Senior Business Intelligence Specialist
Jan 2023 – Present (11 months)
Project Descriptions: CAR – Enterprise Billing Reports Migration   Jan 2023 – Present
Build Power BI reports and Azure pipeline to migrate Enterprise Billing Cognos reports to Power BI.
The following summarizes key tasks Mr. Lu performed in this role:
Skills required for CAR – Enterprise Billing Reports Migration:
- Worked with project managers and business analysis for Agile development life cycle to address business requirements and changes faster.
- Performed project and solution threat and risk analysis, security requirements, privacy risk assessments and artifact deliverables for the project at various corporate levels in JTS (Justice

Technology Service), and designed solution framework for Azure SQL, Azure Data Factory (ADF), Azure data lake, Azure Logic App and Power BI application.

- Responsible for writing Power BI design specification and operation guide for the team members to build, develop and deploy Power BI reports.
- Responsible for training full time team members on Power BI and Azure Data Factory solutions by knowledge transferring sessions and code review sessions.
- Developed Azure cloud-based architecture for the project and wrote PowerShell scripts in DevOps CI/CD automation pipelines to build, deploy and secure cloud IaaS and PaaS infrastructure with Azure Front Door, WAFs, Key Vaults.
- Developed DevOps CI/CD automation pipeline to manage Azure components across project environment with Infrastructure as code and PowerShell scripts.
- Responsible for Azure services performance monitoring on Azure Data Factory, Azure SQL and Azure Logic App, and mange Azure component security on access and data encryption to implement Azure cloud security best practices.
- Worked with ETL developers to design and implement data load to Azure SQL for CAR project, and migration on-premises ETL solution to Azure.
- Developed Azure Data Factory pipeline to load adjustment data for CAR solutions to Azure SQL.
- Developed Power BI reports for CAR solutions to migration historical, current month and validation reports from Cognos 11 to Power BI.
- Designed and implemented Power BI cube reports to migrate Cognos Power Play cubes to Power BI.
- Designed and implemented RLS (Row Level Security) in PBI for CAR billing solutions to config custom security in PBI reports, and build Power BI App to control security access on CAR solution reports.
- Responsible for designing Power BI reports with WCAG 2.0 accessibility guidelines, supported and fixed AODA issues reported by QA and business UAT test.
- Designed and implemented Azure Logic App workflows to automate Power BI reports bursting to external users in Agencies for CAR billing solutions.
- Tuned Power BI report performance from Azure SQL Server to enhance Power BI dataset refresh and DAX improvements.
- Built Power BI paginated reports for CAR billing solution to migrate Cognos bursting report function to Power BI and provided Power BI deployment guide to operation team for project deployment.
- Responsible for building data architecture designs for a BI application using Power BI and Azure Data Factory (ADF) for both on-premise and cloud solutions, and managing Azure cloud services though Azure Portal.
- Drafted technical specifications for ETL developers and designed a robust Azure ETL data load procedure.
- Responsible for building solution designs as well as hands-on development of ETL routines with the Microsoft BI suite (Power BI, Azure ETL)
- Developed Azure Data Factory (ADF) pipelines and mapping flows to load data from on-premise servers to Azure synapse DW, and integrated Azure Functions, Azure Logic Apps, Azure automation PowerShell runbooks, and Power Automation scripts to automate ETL data load to Azure Data Lake and Azure SQL.
- Worked with the development team and operation team to determine specific source control and environment management best practices
- Tuned SQL Server queries and T-SQL scripts for data load to query for Azure data factory copy activities.

Project 9:
Client: IMCO
Project: Azure *Integrated Data Platform (IDP)*
Solution Designer - Azure Data Engineer
Dec 2020 – Dec 2022 (24 months)
Project Descriptions: Investment Risk Dashboard: **Dec 2020 – Dec 2022**
Build enterprise Power BI reporting solution on investment data with Azure Synapse (DW) and Azure Data Factory.
The following summarizes key tasks Mr. Lu performed in this role:
Skills required for Investment Risk Dashboard:

- Worked with project managers and business analysis for Agile development life cycle to address business requirements and changes faster.
- Performed project and solution threat and risk analysis, security requirements, privacy risk assessments and artifact deliverables for the project at various corporate levels in IMCO, and designed solution framework for Azure Synapse DW, Azure Data Factory (ADF), Azure function, Azure data lake, Azure Automation and Power BI application.
- Responsible for migrating on-premise applications to Azure cloud environments, and writing infrastructure as code and build automation pipelines in DevOps.
- Responsible for Creating, test and implement safeguards to maintain data integrity and protect against unauthorized access by managing RBAC for all Azure cloud components.
- Responsible for writing Azure cloud solution architect design specification and operation guide for the team members to build, develop and monitor the project process.
- Responsible for training full time team members on Azure cloud solutions by knowledge transferring sessions and code review sessions on all azure components.
- Developed Azure cloud-based architecture for the project and wrote PowerShell scripts in DevOps CI/CD automation pipelines to build, deploy and secure cloud IaaS and PaaS infrastructure with Azure Front Door, WAFs, Key Vaults.
- Developed DevOps CI/CD automation pipeline to manage Azure components across project environment with Infrastructure as code and PowerShell scripts.
- Responsible for Azure services performance monitoring on Azure Data Factory, Azure SQL and Azure Functions, and mange Azure component security on access and data encryption to implement Azure cloud security best practices
- Responsible for prioritizing and remediating cyber security vulnerabilities regularly in the solution to update with latest cloud security best practices with Azure Security Centre, and created and maintained backup and disaster recovery solutions.
- Responsible for operationalizing all Azure cloud services, monitoring applications and ensuring they are securely managed in all Azur components and data access.
- Responsible for building data architecture designs for a BI application using Power BI and Azure Data Factory (ADF) for both on-premise and cloud solutions, and managing Azure cloud services though Azure Portal.
- Worked with Azure Storage, Azure Data Lake Azure SQL DB, Azure Synapse and Azure Analysis Service structures in real-world analytics – reporting real time investment data for IMCO
- Drafted technical specifications for ETL developers and designed a robust Azure ETL data load procedure.
- Worked with data architect on data vault data warehouse model and DWML template for scripts.
- Created DevOps CI/CD pipelines for auto deployment of Azure Data Factory ARM, Azure Databricks Notebooks, Azure Function scripts, Azure Automation scripts, and Azure SQL database scripts for auto deployment from DEV to UAT, and PROD azure environments.
- Responsible for building solution designs as well as hands-on development of ETL routines with the Microsoft BI suite (Power BI, Azure ETL)
- Developed Azure Data Factory (ADF) pipelines and mapping flows to load data from on-premise servers to Azure synapse DW, and integrated Azure Functions, Azure Logic Apps, Azure automation PowerShell runbooks, and Power Automation scripts to automate ETL data load to Azure Data Lake and Azure SQL.
- Create Power BI reports and dashboards for business to perform daily analysis from Azure cloud and on-premise Power BI gateway.
- Responsible for working with Azure Databricks, Azure Data Factory (ADF) and Python to optimize reporting as well as automate data frameworks
- Worked with the development team to determine specific source control and environment management best practices
- Tuned Oracle queries and PL/SQL stored procedures for data load to query for Azure data factory copy activities.

Project 8:
OMERS
Project: *E-Front BI Reporting*
Solution Designer – Azure Data Engineer
May 2020 – Dec 2020 (7 months)
Project Descriptions: E-Front BI Reporting: **May 2020 – Dec 2020**
Build real time Power BI reporting solution on investment data with Azure solution to be a centralized Azure data analysis endpoint for all other business groups.
The following summarizes key tasks Mr. Lu performed in this role:

Skills required for E-Front BI Reporting:
- Worked with project managers and business analysis for Agile development life cycle to address business requirements and changes faster.
- Leveraged advanced cloud knowledge of OMERS enterprise infrastructure framework to manage, data quality, implement data governance, and worked as project lead to define business and technology requirements.
- Performed project and solution threat and risk analysis, security requirements, privacy risk assessments and artifact deliverables for the project at various corporate levels in OMERS, and designed solution framework for Azure SQL, Azure Data Factory (ADF), Azure ACL, Azure function, Azure data lake, and Power BI application.
- Responsible for migrating on-premise applications to Azure cloud environments, and writing infrastructure as code and build automation pipelines in DevOps.
- Drafted technical specifications for ETL developers and designed a robust Azure ETL data load procedure, data storing mechanism, data auditing policy, and data quality service to load data from SharePoint Online, On-Premise Oracle databases, and REST API to get real time data changes in E-Front Azure SQL DW.
- Designed and translated technical systems specifications into working, tested applications for BAs and QAs.
- Created DevOps CI/CD pipelines for auto deployment of Azure Data Factory ARM, Azure Databricks Notebooks, Azure Function scripts, Azure Automation scripts, and Azure SQL database scripts for auto deployment from DEV to UAT, and PROD azure environments.
- Developed Azure Data Factory (ADF) pipelines and mapping flows, Azure Databricks Notebooks, Azure Functions, Azure Logic Apps, Azure automation PowerShell runbooks, and Power Automation scripts to automate ETL data load to Azure Data Lake and Azure SQL.
- Worked with Azure Storage, Azure Data Lake Azure SQL DB, Azure Synapse and Azure Analysis Service structures in real-world analytics – reporting real time investment data for OMERS
- Built data architecture designs for the E-front BI Reporting application using Power BI / SSIS / ADF for both on-premise and cloud solutions
- Responsible for Creating, test and implement safeguards to maintain data integrity and protect against unauthorized access by managing RBAC for all Azure cloud components.
- Responsible for writing Azure cloud solution architect design specification and operation guide for the team members to build, develop and monitor the project process.
- Create Power BI reports and dashboards for business to perform daily analysis from Azure cloud and on-premise power bi gateway.
- Migrated 50+ Cognos reports to Power BI for project with AODA compliance.
- Developed Microsoft SSIS packages to load data from multiple data sources into data warehouse and tuned Microsoft SSIS package load performance.
- Responsible for building solution designs as well as hands-on development on a technology migration project in a data warehousing environment that included building ETL routines with SSIS for data migration purposes (migrating to the Microsoft BI suite - Power BI)
- Responsible for training full time team members on Azure cloud solutions by knowledge transferring sessions and code review sessions on all azure components.
- Was responsible for determining what parts of the existing solution needed to be migrated/rebuilt
- Tuned Oracle queries and PL/SQL stored procedures for data load and data reporting.
- Performed daily Power BI and Azure subscription admin to support team members on project deployments, security setup, source code version control in DevOps and code review.
- Responsible for Azure services performance monitoring on Azure Data Factory, Azure SQL and Azure Functions, and mange Azure component security on access and data encryption to implement Azure cloud security best practices
- Created and maintained database logical and physical models with Power Designer to auto generate DDL scripts for database promotion to different environments, and designed data governance framework, and created/updated reporting databases and framework models.
- Developed Azure cloud-based architecture for the project and wrote PowerShell scripts in DevOps CI/CD automation pipelines to build, deploy and secure cloud IaaS and PaaS infrastructure with Azure Front Door, WAFs, Key Vaults.
- Developed DevOps CI/CD automation pipeline to manage Azure components across project environment with Infrastructure as code and PowerShell scripts.
- Responsible for working with Azure Databricks, access control AzureAD, Azure Data Factory (ADF) and Python to optimize reporting as well as automate data frameworks
- Created business process flows and system architect diagrams with Power Designer for project stakeholder's review.

- Responsible for prioritizing and remediating cyber security vulnerabilities regularly in the solution to update with latest cloud security best practices with Azure Security Centre, and created and maintained backup and disaster recovery solutions.
- Responsible for operationalizing all Azure cloud services, monitoring applications, and ensuring they are securely managed in all Azur components and data access.

Project 7:
Community Services IIT Cluster
Multiple Projects: *PICASSO real time data analysis/reporting, L18 Dual Credit Power BI Dashboard*, *Power BI Go-Secure Integration (POC)*, *PICASSO Reporting, SHSM analytic, Child Care Analytic Solution (CCAS) – Data Quality Reporting, College Graduation Rating Tool (CGRT)—BI, Year End Report Back (YERB), College Dashboard – SharePoint BI, ESAB Reporting Interface*

Senior ETL and BI Solution Designer
January 2014 – Mar 2020 (74 months)
Project Descriptions: PICASSO real time data analysis/reporting:
Build real time Cognos reporting portal and Power dashboards from PICASSO transactional data collection application with integrated security.
L18 Dual Credit Power BI Dashboard*:*
Build interactive Cognos BI dashboards for Ministry of Education to replace current manual data analysis on data extract.
Power BI Go-Secure integration:
Designed and validated the BI solution for Go-Secure users to access securely Power BI dashboards for Ministry of Education board and school users.
SHSM Application Report Gateway*:*
Built and integrated into web application SSRS reports on data warehouse for Ministry of Education.
PICASSO Reporting:
Built an analytic solution to perform data reporting and analysis on fast paced flat data model in data collection source.
SHSM analytic:
Built Cognos report interface as a Business Intelligence (BI) solution for Ministry of Education to replace current manual data analysis on data extracts.
College Graduation Rating Tool:
Built Cognos report interface as a Business Intelligence solution for Ministry of Teaching, College and University.
Year End Report Back: Built a reporting interface as a Business Intelligence solution from multiple data sources for Ministry of Teaching, College and University.
College Dashboard – SharePoint BI:
Built SharePoint BI interface as a Business Intelligence solution for Ministry of Teaching, College and University.
ESAB Reporting Interface:
Built a Cognos report interface as a bilingual web-based Business Intelligence solution for Education Statistics & Analysis Branch (ESAB) of Ministry of Education.

The following summarizes key tasks Mr. Lu performed in this role:
Skills required for PICASSO real time data analysis/reporting:
- Worked with project managers and business analysis for Agile development life cycle to address business requirements and changes faster.
- Worked with data modeler to design semi-structured operation data store mixed with star schema dimensional modeled data marts for data profiling and automatic data cleansing process from transactional application source database for real time Cognos 11 canned reports and Cognos 11 dashboard analysis.
- Leveraged advanced knowledge of CSC I&IT technology applications and systems to manage data quality, implement data governance, and worked as project lead to define business and technology requirements.
- Performed project and solution threat and risk analysis, security requirements, privacy risk assessments and artifact deliverables for the project at various corporate levels in CSC I&IT and Ministry of Education, and designed solution framework for web applications, Microsoft SSIS ETL and Cognos BI application.
- Drafted specifications for ETL developers and designed a robust SSIS 2017 ETL data load procedure, data storing mechanism, data auditing policy, and data quality service to load data from message queue to get real time data changes in PICASSO.

- Designed and translated technical systems specifications into working, tested applications for developers and QAs.
- Responsible for migrating on-premise applications to Azure cloud environments, and writing infrastructure as code and build automation pipelines in DevOps.
- Responsible for migrating Cognos reports in Cognos 11 platform to Power BI with AODA compliance.
- Responsible for Creating, test and implement safeguards to maintain data integrity and protect against unauthorized access by managing RBAC for all Azure cloud components.
- Developed Azure cloud-based architecture for the project and wrote PowerShell scripts in DevOps CI/CD automation pipelines to build, deploy and secure cloud IaaS and PaaS infrastructure
- Developed DevOps CI/CD automation pipeline to manage cloud components across project environment with Infrastructure as code and PowerShell scripts.
- Responsible for cloud services performance monitoring on cloud components and mange cloud component security on access and data encryption to implement cloud security best practices
- Responsible for prioritizing and remediating cyber security vulnerabilities regularly in the solution to update with latest cloud security best practices with Azure Security Centre, and created and maintained backup and disaster recovery solutions.
- Responsible for operationalizing all Azure cloud services, monitoring applications, and ensuring they are securely managed in all Azur components and data access.
- Created Power Shell deployment packages for SSIS ETL auto deployment from DEV to SIT, UAT, and PROD environments including batch scripts, database DML and DDL scripts.
- Performed daily SSIS and Cognos admin to support team members on project deployments, security setup, source code version control in TFS and code review.
- Lead the solution design on a technology upgrade initiative in a data warehousing environment that included building ETL routines with Informatica and Microsoft SSIS for data migration purposes (migrating to the Microsoft BI suite - Power BI)
- Created and maintained database logical and physical models with Power Designer to auto generate DDL scripts for database promotion to different environments, and designed data governance framework, and created/updated reporting databases and framework models.
- Created business process flows and system architect diagrams with Power Designer for project stakeholder's review.
- Developed Cognos 11 reports, dashboards and BI interface in conformance with WCAG 2.0 accessibility guidelines, supported and fixed AODA issues reported by QAs.
- Lead the solution team, knowledge transferred to other Cognos developers in the team, and worked with QAs for change requests and defects management.
- Tuned performance on database SQL queries for Cognos reports and dashboards, and Microsoft SSIS ETL data load performance tuning in different environments.
- Maintained source code versions in Devops for sharing with operation team and continuous integration (CI) and continuous deployment (CD) and TFS for project team, as well as shared documents on SharePoint.
- Managed production issues, created and helped promote fixes for unplanned deployments after application releases.
- Responsible for data mapping, target mapping, understanding data sources, data dictionary definitions, and designing data warehousing components. This included working with PowerDesigner for data warehouse design, reviewing data models as well as making changes to DDL's.
- Responsible for relational database design (RDBMS SQL, DB2, Oracle, MSSQL)
- Responsible for Application Code Packaging with Tools like MS Visual Source Safe, TFS and Buildmaster
- Responsible for documenting applications designs and specifications
- Built star schema multi-dimensional models

Skills required for L18 Dual Credit Power BI Dashboard:
- Defined project scopes on business requirements, gap analysis, and business process modeling.
- Worked with project managers and business analysis for Agile development life cycle to address business requirements and changes faster.
- Worked with data modeler to design star schema multi-dimensional data warehouse model in Oracle 12c from Oracle 12c transactional application source database for Cognos 11 reports and dashboards.

- Drafted and designed a new SSIS 2016 ETL data load procedure, data storing mechanism, and data auditing policy and data quality service to load data with new SSIS ETL framework.
- Designed and developed Cognos framework manager hierarchy data model for hierarchy data analysis in dashboards and reports.
- Leveraged advanced knowledge of CSC I&IT technology applications and systems to manage data quality, implement data governance, and worked as project lead to define business and technology requirements.
- Performed project and solution threat and risk analysis, security requirements, privacy risk assessments and artifact deliverables for the project at various corporate levels in CSC I&IT and Ministry of Education, and designed solution framework for web applications, Oracle database, Microsoft BI suite - Microsoft SSIS ETL and Power BI application.
- Responsible for migrating Cognos reports in IBM Cognos 11 platform to Power BI and developed Power BI reports with WCAG 2.0 accessibility guidelines, supported and fixed AODA issues.
- Developed specifications for ETL developers, and created deployment packages for SSIS ETL auto deployment from DEV to SIT, UAT, and PROD environments including batch scripts, database DML and DDL scripts.
- Developed Cognos 11 reports, dashboards and BI interface in conformance with WCAG 2.0 accessibility guidelines, supported and fixed AODA issues reported by QAs.
- Performed daily SSIS and Cognos admin to support team members on project deployments, security setup, source code version control in TFS and code review.
- Responsible for building ETL routines with Informatica and SSIS for data migration purposes in a data warehousing environment
- Created and maintained database logical and physical models with Power Designer to auto generate DDL scripts for database promotion to different environments, and designed data governance framework, and created/updated reporting databases and framework models.
- Created business process flows and system architect diagrams with Power Designer for project stakeholder's review.
- Conducted technical analysis, preparation of detailed programming specifications, program design, writing and/or generating code, and conduct unit tests
- Lead the Cognos developers to with business analysis and QA for change requests and defects management in HP ALM and knowledge transferred to other Cognos developers in the team.
- Tuned performance on Oracle SQL queries for Cognos reports and dashboards, and SSIS ETL data load performance for data flows source queries, lookup components and target insertion in different environments.
- Documented Cognos application design, process flows as well as detailed deployment instruction for operation team.
- Managed production issues, created and helped promote fixes for unplanned deployments after application releases.
- Was responsible for building POC's and designed solution frameworks for Azure Synapse DW, Azure Data Factory, Azure function, Azure data lake, Azure Automation and Power BI application.

Skills required for Power BI Go-Secure integration:
- Defined project scopes and deliveries on business requirements, gap analysis, and business process modeling.
- Worked with project managers and business analysis for Agile development life cycle to address business requirements and changes faster.
- Lead application developers to develop secure BI solution to access Power BI dashboards from Go-Secure for Ministry of Education board/school users.
- Worked with Power BI to design multiple interactive dashboards for aggregated reporting, and SSSRS detail operational data analysis.
- Responsible for migrating on-premise applications to Azure cloud environments, and writing infrastructure as code and build automation pipelines in DevOps.
- Responsible for Creating, test and implement safeguards to maintain data integrity and protect against unauthorized access by managing RBAC for all Azure cloud components.
- Leveraged advanced knowledge of CSC I&IT technology applications and systems to manage data quality, implement data governance, and worked as project lead to define business and technology requirements.
- Performed project and solution threat and risk analysis, security requirements, privacy risk assessments and artifact deliverables for the project at various corporate levels in CSC I&IT and

Ministry of Education, and designed solution framework for web applications, Go-Secure, and Power BI application.

- Developed Azure cloud-based architecture for the project and wrote PowerShell scripts in DevOps CI/CD automation pipelines to build, deploy and secure cloud IaaS and PaaS infrastructure
- Developed DevOps CI/CD automation pipeline to manage cloud components across project environment with Infrastructure as code and PowerShell scripts.
- Created business process flows, data quality reporting and data governance process and system architect diagrams with Power Designer for project stakeholder's review.
- Responsible for cloud services performance monitoring on cloud components and mange cloud component security on access and data encryption to implement cloud security best practices
- Documented application design, data flow, and process flow for the new reporting process as well as detailed deployment instruction for operation team.
- Lead other application developers in the team to design secure solution for integrated Power BI report server access from Go-Secure.
- Lead solution team to manage defects and change requests HP ALM with QA team.
- Performed troubleshooting on production issues, created and helped promote fixes for unplanned deployments after application releases.
- Responsible for prioritizing and remediating cyber security vulnerabilities regularly in the solution to update with latest cloud security best practices with Azure Security Centre, and created and maintained backup and disaster recovery solutions.
- Responsible for operationalizing all Azure cloud services, monitoring applications, and ensuring they are securely managed in all Azur components and data access.
- Built data architecture designs for the Power BI Go Secure integration using Power BI / SSRS / SSIS / ADF. These were built taking both on-premise and cloud solutions into consideration.
- Responsible for working with Azure Databricks, access control AzureAD, Azure Data Factory and Python to optimize reporting as well as automate data frameworks
- Was responsible for building POC's and designed solution frameworks for Azure Synapse DW, Azure Data Factory, Azure function, Azure data lake, Azure Automation and Power BI application. Was also responsible for working with Azure Storage, Azure Data Lake Azure SQL DB, Azure Synapse and Azure Analysis Service structures in real-world analytics – reporting on Ministry of Education data

Skills required for SHSM Application Report Gateway:
- Worked with business users on business requirements, gap analysis, and business process modeling.
- Responsible for interacting with both business and IT stakeholders within the Minsitry of Education to define technology solutions, create technical roadmaps and create data architecture designs and technical designs/specifications.
- Worked with project managers and business analysis for Agile development life cycle to address business requirements and changes faster.
- Worked with SSRS and Power BI to design interactive SSRS canned report and Power BI ad-hoc dashboards from SQL queries on Oracle data warehouse for Ministry of Education aggregated reporting and integrated securely into web application.
- Created and maintained database logical and physical models with Power Designer to auto generate DDL scripts for database promotion to different environments, and designed data governance framework, and created/updated reporting databases and framework models.
- Drafted specifications for ETL developers and designed a robust SSIS 2017 ETL data load procedure (which included building ETL routines with Microsoft SSIS), data storing mechanism, data auditing policy, and data quality service to load data from message queue to get real time data changes in PICASSO.
- Successfully determined what parts of the existing solution/application needed to be migrated/rebuilt
- Developed SSRS 2017 reports, Power BI dashboards and BI interface in conformance with WCAG 2.0 accessibility guidelines, supported and fixed AODA issues reported by QAs.
- Lead the solution team, knowledge transferred to other SSRS and Power BI developers in the team, and worked with QAs for change requests and defects management
- Built data architecture designs (logical and physical models) for the SHSM Application (BI solution) using Power BI / SSRS / SSIS / ADF. This solution was built for both on-premise and cloud solutions (azure)

- Performed daily SSRS and Power BI server admin to support team members on project deployments, security setup, source code version control in TFS and code review.
- Created business process flows, data governance process and system architect diagrams with Power Designer for project stakeholder's review.
- Worked with QA in system integration test (SIT) and business users in UAT cycles, created auto build scripts to promote updated Informatica code and database DML and DDL updates.
- Tuned performance on RDBMS SQL queries for SSRS reports in different environments.
- Lead the project team to manage change requests and defect management in HP ALM with business analysis and QA
- Maintained source code versions in Devops for sharing with operation team and continuous integration (CI) and continuous deployment (CD) and TFS for project team, as well as shared documents on SharePoint.
- Performed troubleshooting of production issues, created and helped promote fixes for unplanned deployments after application releases.
- Conducted technical analysis, preparation of detailed programming specifications, program design, writing and/or generating code, and conduct unit tests
- Responsible for working with SSIS and ADF to optimize reporting as well as automate data frameworks
- Responsible for building POC's and designed solution frameworks for Azure Synapse DW, Azure Data Factory (ADF), Azure function, Azure data lake, Azure Automation and Power BI application. Was also responsible for working with Azure Storage, Azure Data Lake Azure SQL DB, Azure Synapse and Azure Analysis Service structures in real-world analytics – reporting on Ministry of Education data

Skills required for PICASSO Reporting:
- Designed and translate technical systems specifications into working, tested applications for developers and QAs.
- Conducted technical analysis, preparation of detailed programming specifications, program design, writing and/or generating code, and conduct unit tests
- Designed multi-dimensional hierarchy data model in data marts for Cognos 11 Analysis, and Power BI dashboard.
- Responsible for migrating on-premise applications to Azure cloud environments, and writing infrastructure as code and build automation pipelines in DevOps.
- Responsible for Creating, test and implement safeguards to maintain data integrity and protect against unauthorized access by managing RBAC for all Azure cloud components.
- Worked with project managers and business analysis for agile development life cycle to address business requirements and changes faster.
- Leveraged advanced knowledge of CSC I&IT technology applications and systems to manage data quality, implement data governance, and worked as project lead to define business and technology requirements.
- Performed project and solution threat and risk analysis, security requirements, privacy risk assessments and artifact deliverables for the project at various corporate levels in CSC I&IT and Ministry of Education, and designed solution framework for web applications, Oracle database, Informatica ETL and Cognos BI application.
- Responsible for writing Azure cloud solution architect design specification and operation guide for the team members to build, develop and monitor the project process.
- Responsible for training full time team members on Azure cloud solutions by knowledge transferring sessions and code review sessions on all azure components.
- Lead ETL developers to design daily load ETL process to pull data from PICASSO unstructured data in JSON documents into star schema DW, defined data quality and cleansing process, data governance and auditing framework, and tuned ETL performance on Oracle JSON queries. – This included providing guidance/best practices on the solution design in a data warehousing environment which also involved determining what existing solutions needed to be migrated
- Drafted specifications for ETL developers and designed a robust Informatica 10.2 ETL data load procedure, data storing mechanism, data auditing policy, and data quality service to load data from Oracle databases.
- Worked with Informatica 9.6/10 to design dimensional modelled data warehouse and data
- Developed Azure cloud-based architecture for the project and wrote PowerShell scripts in DevOps CI/CD automation pipelines to build, deploy and secure cloud IaaS and PaaS infrastructure with Azure Front Door, WAFs, Key Vaults.

- Developed DevOps CI/CD automation pipeline to manage Azure components across project environment with Infrastructure as code and PowerShell scripts.
  Marts ETL, and load large volume data from source files and database for business intelligence analytics.
- Performed upgrade all projects from Cognos 10.2 to Cognos 11 in all environments, and upgrade Informatica 9.6 to 10.2 in all environments, fixed issues on JavaScript API and online interface in Cognos upgrade.
- Performed daily Informatica and Cognos 10 and Cognos 11 admin to support team members on project deployments, security setup, source code version control in TFS and code review.
- Created and maintained database models with Power Designer to auto generate DDL scripts for database promotion to different environments and for data governance.
- Created business process flows and system architect diagrams with Power Designer for project stakeholder's review.
- Responsible for Azure services performance monitoring on Azure Data Factory, Azure SQL and Azure Functions, and mange Azure component security on access and data encryption to implement Azure cloud security best practices
- Developed Cognos 11 reports, dashboards and BI interface in conformance with WCAG 2.0 accessibility guidelines, supported and fixed AODA issues reported by QAs.
- Created deployment packages for Informatica ETL and Cognos auto deployment from DEV to SIT, UAT, and PROD environments including database DML and DDL scripts, report objects.
- Worked with QA in system integration test (SIT) and business users in UAT cycles, created auto build scripts to promote updated Informatica code and database DML and DDL updates.
- Designed flexible and extendable staging data model with data governance to handle flatted data (JSON document) from source systems, worked with data modeler on data dictionary creation.
- Enhanced SQL queries and stored procedures and developed Informatica ETL mappings, data quality service workflows and Unix Korn Shell scripts to load JSON documents to DW and DM, performed unit test and debugging for ETL components (mappings, mapplets, worklets and Korn Shell scripts, etc.).
- Lead other Cognos developer in the team to build FM model, iterative aggregated reports, dashboards, and ad-hoc analysis.
- Created test cases for unit test, system integration test and UAT to check the data quality, and maintained development environments and continue continuous Integration (CI) practice to SIT/QA environments.
- Maintained source code versions in Devops for sharing with operation team and continuous integration (CI) and continuous deployment (CD) and TFS for project team, as well as shared documents on SharePoint.
- Responsible for prioritizing and remediating cyber security vulnerabilities regularly in the solution to update with latest cloud security best practices with Azure Security Centre, and created and maintained backup and disaster recovery solutions.
- Responsible for operationalizing all Azure cloud services, monitoring applications and ensuring they are securely managed in all Azur components and data access.

Skills required on SHSM analytic:
- Performed research and assessment of options for technical design issues for the project.
- Worked with business analysis on report requirements for business users on SHSM school and Worked with project managers and business analysis for agile development life cycle to address business requirements and changes faster, and helped project scrum master to design/development project plans, including work breakdown and resources estimates
- Build data model for staging area (flat tables) and dimensional hierarchy data model for data mart through business process design reengineering for SHSM data collection.
- Lead project team to draft ETL specification to ETL developers, develop Informatica ETL process with data quality service to pull data from EDCS source and load data up to data mart, and performed unit test through debugging on Informatica mapping, mapplets, and Korn Shell scripts.
- Developed interactive Cognos 10 framework manager models, school/board aggregated reports, dashboards, ad-hoc queries (query studio) and ad-hoc analysis (Analysis Studio) to demo to business on future analytic solution.
- Developed and enhanced ETL components (Informatica and SSIS) which involved debugging mappings, transformations, extracts, mapplets, source qualifier files and unit tests, this would have included expertise in the areas of source control and environment management

- Developed Cognos report in report studio for business users with advanced user interface by custom functions in IBM Cognos Javascript API.
- Lead the project team to knowledge transfer to other Cognos developers, manage change requests and defect management in HP ALM with business analysis and QA.
- Performed troubleshooting on production issues, created and helped promote fixes for unplanned deployments after application releases.
- Maintained source code versions in Devops for sharing with operation team and continuous integration (CI) and continuous deployment (CD) and TFS for project team, as well as shared documents on SharePoint.
- Worked with QA on AODA accessibility test on Cognos reports and Query Studio which adhere to WCAG AA 2.0 for accessibility and which must run on multiple web browsers and on different versions, provided guidance to developers on fixes and workarounds.
- Created test cases for unit test, system integration test and UAT to check the data quality, and maintained development environments and continue continuous Integration (CI) practice to SIT/QA environments.
- Designed and translate technical systems specifications into working, tested applications for developers and QAs.
- Conducted technical analysis, preparation of detailed programming specifications, program design, writing and/or generating code, and conduct unit tests
- Responsible for working with Azure Databricks, Azure Data Factory and Python to optimize reporting as well as automate data frameworks
- Responsible for building POC's and designed solution frameworks for Azure Synapse DW, Azure Data Factory, Azure function, Azure data lake, Azure Automation and Power BI application. Was also responsible for working with Azure Storage, Azure Data Lake Azure SQL DB, Azure Synapse and Azure Analysis Service structures in real-world analytics – reporting on Ministry of Education data

Skills required for Child Care Analytic Solution (CCAS) – Data Quality Reporting:
- Worked with business analysis on ETL for data quality requirements and data modeling.
- Worked with project managers and business analysis for agile development life cycle to address business requirements and changes faster.
- Developed full Informatica ETL process to run independently on data validation SQL queries and automatically for data quality issue reporting.
- Worked with infrastructure team and operation team to design, multi-platform, multi-tier, information technology system across web servers, application servers, database servers and report servers, mixed technology in Java, Oracle PL/SQL, Informatica 10, Oracle 12c, and Cognos 10.
- Supported QA and Cognos developers for data quality issue investigation.
- Designed project solution to work with data source team and developed Informatica mappings, workflows, and Unix scripts to load data from in-house source database.
- Maintained source code versions in Devops for sharing with operation team and continuous integration (CI) and continuous deployment (CD) and TFS for project team, as well as shared documents on SharePoint.
- Developed BOE reports and crystal reports for operation reporting.
- Worked with business analysis and QA for change requests and defect management in HP ALM, and reassign defects to other team members after defect investigation.
- Performed troubleshooting on production issues, created and helped promote fixes for unplanned deployments after application releases.

Skills required for College Graduation Rating Tool (CGRT):
- Worked with project managers and business analysis for waterfall development life cycle to track business requirements, change requests, and project managements.
- Worked with data model to design multi-dimensional hierarchy data model to address business report requirements and data governance policies.
- Proposed and design new data load process and data quality/cleansing services for CGRT to eliminate source system dependency of materialized views and simplify data load process in production.
- Developed and tuned Cognos 10 framework manager models, analytic reports from oracle data mart for business program monitoring.
- Developed Cognos report in report studio for business users with advanced user interface by custom functions in IBM Cognos Javascript API.

- Designed project solution to work with data source team and developed Informatica mappings, workflows, data quality and cleansing, and Unix Korn Shell scripts to load data from in-house source database. Worked with business analysis and business users on ETL and Cognos report requirements and data modeling.
- Tuned Informatica 9.6 mappings to filter records right after source qualifier and pre-sort data before join and transformations and commit interval, as well as partition some heavy load sessions which gained 5x ETL loading performance.
- Performed Cognos upgrade from 10.1 to 10.2 and fixed upgrade issues on JavaScript API and online interface for all projects.
- Reviewed data models created by data architect and maintained data models for data governance.
- Documented project application design, source target mapping (STM), data flows as well as deployment guide for operation team.
- Worked closely with infrastructure team to design network infrastructure include servers, databases, and security for the project in non-PROD and PROD environments.
- Maintained source code versions in Devops for sharing with operation team and continuous integration (CI) and continuous deployment (CD) and TFS for project team, as well as shared documents on SharePoint.

Year End Report Back (YERB):
- Worked as project lead on solution architect design, and gap analysis, and business requirements clarification, and performed research and assessment of options for technical design issues for the project.
- Worked with project managers, business analysis and QA for waterfall development life cycle to track business requirements and change requests, project test and project deployment.
- Redesigned new process and solution for modernization of multi-platform, multi-tier, information technology system across web servers, application servers, database servers and report servers, mixed technology in Java, Informatica 9.6, Oracle 11g, IBM DB2 9, and Cognos 10.
- Lead Informatica ETL developers to develop ETL load process to load data from unstructured data in JSON documents into DW and integrated with structured legacy source data. This included building ETL routines using Informatica in a data warehousing environment
- Lead Cognos developers to develop new Cognos dashboards on EQAO analysis, and enhanced ad-hoc model, and knowledge transferred to other Cognos developers.
- Coordinated with other development teams for source data requirements and operation team for deployment.
- Developed BOE reports and crystal reports for operation reporting.
- Lead the project team to work with business analysis and QA for change requests and defect management in HP ALM, and reassigned defects to other team members after defect investigation.
- Performed troubleshooting on production issues, created and helped promote fixes for unplanned deployments after application releases.
- Worked with QA on AODA accessibility test on Cognos reports and Query Studio which adhere to WCAG AA 2.0 for accessibility and which must run on multiple web browsers and on different versions, provided guidance to developers on fixes and workarounds.

College Dashboard – SharePoint BI:
- Worked as project lead on solution architect design, and gap analysis, and business requirements clarification.
- Worked with project managers, business analysis and QA for agile development life cycle meet business requirements faster and engage business users better.
- Worked with data modeler to design multi-dimensional hierarchy data model with data governance framework for SSAS tabular cube and Excel dashboards.
- Conducted technical analysis, preparation of detailed programming specifications, program design, writing and/or generating code, and conduct unit tests
- Designed new solution and helped infrastructure team to implement multi-platform, multi-tier information technology system across SharePoint web and application servers, database servers and report servers, mixed technology in SharePoint 2013, Informatica 9.6, Oracle 11g, and SSAS 2016 and SSRS 2016.
- Developed Informatica mappings, workflows and Unix scripts to load aggregated data from SIMS source.

- Developed and tuned SSAS tabular model cubes from DB2 OLTP database for dashboards and ad-hoc reporting.
- Administrated SharePoint site collections and server maintenance including deployments, security configuration, and performance tuning, etc.
- Lead the project team to address any technical issues encountered in project cycle.
- Lead the project team to work with business analysis and QA for change requests and defect management in HP ALM, and reassigned defects to other team members after defect investigation.
- Performed troubleshooting on production issues, created and helped promote fixes for unplanned deployments after application releases.

ESAB Reporting Interface:
- Worked as project lead on solution architect design, and gap analysis, and business requirements clarification.
- Worked with project managers, business analysis and QA for agile development life cycle meet business requirements faster and engage business users better.
- Lead other developers to develop and tune Cognos 10 bilingual reports for all boards across Ontario
- Helped design and administrate Cognos 10 security models, data governance and data quality framework, and project reports framework.
- Worked with project manager to coordinate with all project parties during all project life cycles and deliver reports on time and meet business requirements.
- Worked with business analysis and users on ETL and report requirements and data modeling.
- Developed and tuned Cognos 10 operational reports from Oracle OLTP database for daily business monitoring.
- Developed BOE reports and crystal reports for operation reporting.
- Developed and tuned Informatica 9.6 ETL mappings/mapplets to load ESAB aggregated tables in data mart from operation data store (ODS), auto data cleansing, and performed unit test through debugging on mappings, mapplets, worklets, and Unix Korn Shell scripts. This required building ETL routines using Informatica in a data warehousing environment
- Developed and administrated Cognos 10 framework package model published to all developers and reports.
- Lead the project team to work with business analysis and QA for change requests and defect management in HP ALM, and reassigned defects to other team members after defect investigation, and performed troubleshooting on production issues.

Technical Environment:
Cognos 10.x/11.x, Informatica 9.5/10, Oracle 11g/12c, DB2 9, SQL Server 2012/2016/2017, SharePoint 2013, SSIS/SSRS/SSAS 2016/2017, TOAD, Eclipse, Power Designer

Project 6:
BMO Representing IBM
M&I CCL data integration and reporting
Senior BI consultant/ Developer Lead
November 2012 – December 2013 (14 months)

Project Description: Integrate loan data from Marshall & Ilsley LIQ system into BMO Harris Bank database and load to BMO data warehouse for reporting and analysis

The following summarizes key tasks Mr. Lu performed in this role:
- Worded as project lead on solution architect design, and gap analysis, and business requirements clarification, and performed research and assessment of options for technical design issues for the project.
- Responsible for the solution design as well as hands-on development in a technology migration initiative that was in a data warehousing environment and included building ETL routines with Informatica and SSIS for data migration. Was also responsible for determining what existing solutions/data components needed to be migrated
- Worked with production team to coordinate on modernization of multi-platform, multi-tier information technology system across security servers, web servers, application servers, database servers, cube servers and report servers, mixed technology in .Net, Cognos 10, SSIS 2010, Informatica 9.1, Oracle 11g, IBM DB2 9, Unix, Oracle PL/SQL.

- Worked with data architect to review data models in Power Designer, data governance policies in BMO and generate database FULL/DELTA DDL scripts to deploy to PROD.
- Worked with data modeller to design star schema multi-dimensional hierarchy data model in Oracle 11g database.
- Worked with project managers, business analysis and QA for Waterfall development life cycle to track business requirements and change requests, project test and project deployment, and helped project manager to design/development project plans, including work breakdown and resources estimates.
- Responsible for working with the architecture team to build corporate loan lending data warehouse to address business requirements on loan life cycle monitoring.
- Worked with BA on clarify ETL and report requirements, and business process design re-engineering from applications.
- Developed Cognos 10 framework manager models, operational reports and aggregated reports (with report studio, analysis studio and framework manger) directly from Oracle and DB2 OLTP database through enhanced, customized SQL queries for daily business monitoring.
- Drafted ETL specification to ETL developers and designed new ETL procedures to automate file transfers from 5 source systems, auto data quality control and data cleansing, and load data into data warehouse.
- Developed ETL workflows with Informatica 9.6 and Oracle 11g PL/SQL to load daily loan/risk data into data warehouse with data quality services and data load audit, and performed unit test and debugging on Informatica mappings, mapplets, worklets, and ETL scripts.
- Unix Korn Shell scripts were written to wrap Informatica workflows and monitor ETL load process.
- Developed and tuned Informatica ETL mappings/mapplets for data mart daily loading jobs and tuned Cognos reports in Oracle SQL.
- Responsible for the development of ETL components which involved debugging mappings, transformations, extracts, mapplets, source qualifier files and unit tests

Technical Environment: Cognos 10.1, Informatica 9.6, SQL Server 2008, Oracle 11g, DB2 9, SSAS, IMB AIX, TOAD, Eclipse

Project 5:
TD Bank – Global Securities Dept.
M-Cube BI trade data warehouse (*11 sources*)
Senior Solution Designer / ETL Developer
November 2011 – October 2012 (12 months)

Project Description: *The M³ data warehouse collects trade, confirmation and settlement data from 11 sources and provides data for OLAP analysis on confirmed fact/dimensions on daily basis)*
The following summarizes key tasks Mr. Lu performed in this role:
- Worked with project lead on solution architect design, and gap analysis, and business requirements clarification, and performed research and assessment of options for technical design issues for the project.
- Worked with project team on waterfall development life cycle to track project requirements and defects, and manage project development, test and promotion, and helped project manager to design/development project plans, including work breakdown and resources estimates.
- Worked with production team to design multi-platform, multi-tier information technology system across file servers, application servers, database servers, and report servers, mixed technology in .Net, Cognos 10, SSIS 2008, Informatica 9.1, Oracle 11g, IBM DB2 9, Unix.
- Worked with business analyst for business process design re-engineering for applications
- Assisted data modeler to design star schema multi-dimensional hierarchy data warehouse model in Power Designer and generate DDL scripts for database promotion.
- Developed ETL routines with Informatica and SSIS (Microsoft BI suite) for data migration
- Responsible for determining what existing solutions/data components needed to be migrated or rebuilt
- Migrated SSIS 2008 data flows and packages to Informatica 9.1 mapping and workflows.
- Developed Informatica mappings and mapplets to load data from 11 sources according to business rules and performed unit testing and debugging on Informatica mappings, mapplets, worklets and Unix Korn Shell scripts.

- Designed and developed Cognos framework manager models, interactive aggregated reports, online Ad-Hoc reports with Cognos 8 framework managers, report studio, query studio and analysis studio.
- Designed a new integrated test automation procedure on regression test for developers and business analyst for migrating staging SSIS packages to Informatica workflows.
- Worked with data architect to build data dictionary for source data and data in data warehouse.
- Unix ETL shell scripts were written to wrap Informatica workflows and monitor ETL load process.
- Developed Unix scripts to run Informatica workflows and work with CA7 scheduler.

Technical Environment
Cognos 8/10, SQL Server2005/2008, DB2, Oracle, SSIS, SSAS, Ab Initio, TOAD, Eclipse, CVS UNIX.

Project 4:
MOH - OACCAC (Ontario Association of Community Care Access Center)
Multiple Projects: *CHRIS (Common Health Referral Information System) Report, CHRIS (Client Health Referral Information System) Migration (Project Lead), DMS (Document Management System) Migration (project lead) & ACCPAC financial reports online integration*
Senior Solution Designer / ETL Developer
November 2007 – October 2011 (48 months)

The following summarizes key tasks Mr. Lu performed in this role
- Worked with project lead on solution architect design, and gap analysis, and business requirements clarification, and performed research and assessment of options for technical design issues for the project.
- Designed new solution and worked with production team to implement modernization of large multi-platform, multi-tier information technology system across web servers, application servers, database servers, file servers, SharePoint, and report servers mixed technology in .Net, Cognos 8, SSIS 2008, SSRS 2008, SSAS 2008, Java, Oracle 11g, SQL Server 2008, and SharePoint 2010.
- Lead the solution design on a technology migration project in a data warehousing environment that included building ETL routines with SSIS for data migration purposes
- Responsible for hands-on development with ETL tools like Informatica and Microsoft SSIS (migrating to the Microsoft BI suite) – this included determining what parts of the solution needed to be migrated/rebuilt
- Responsible for interacting with both business and IT stakeholders at OACCAC to understand business priorities, then define and assess technology solutions, including the creation of technical roadmaps and create data architecture designs and technical designs/specifications.
- Leveraged advanced knowledge of Ministry of Health (MOH) HSC I&IT technology applications and systems to manage data quality, implement data governance, and worked as project lead to define business and technology requirements.
- Performed project and solution threat and risk analysis, security requirements, privacy risk assessments and artifact deliverables for the project at various corporate levels in HSC I&IT and Ministry of Health, and designed solution framework for web applications, Oracle database, SSIS ETL and Cognos BI application.
- Worked with subversion (SVN) and TFS for version control on project source code and documents.

Technical Environment
SQL Server2005/2008, ERWin, Microsoft Analytic/Integration/Report services, Eclipse, TSQL, Windows 2003, Linux, .Net C#, Microsoft Team Foundation Server, IBM Clearcase/Clearquest

Project 3:
Environmental Defense (Toronto, ON)
Pollution Watch data warehouse (http://www.pollutionwatch.org**)**
Solution Designer / IT manager
November 2004 – October 2007 (36 months)

Project Description: Lead a team to design a large pollution watch data warehouse and load data with Informatica ETL from 5 sources on chemicals to facilitate hundreds of environmentalists to analyze the pollution impact.

The following summarizes key tasks Mr. Lu performed in this role:

- Worked with project lead on solution architect design, and gap analysis, and business requirements clarification, and performed research and assessment of options for technical design issues for the project.
- Responsible for solution design of a new solution and worked with production team to implement large multi-platform, multi-tier information technology system across web servers, application servers, database servers, and report servers mixed technology in J2EE, Cognos 8, SSIS 2005, SSRS 2005, Crystal Report, Oracle 10g, SQL Server 2005, MySQL 4.
- Assisted data modeler on design multi-dimensional hierarchy data models in star schema data warehouse and data marts with Power Designer, and generate FULL/DELTA DDL scripts for database promotion in different project releases.
- Responsible for interacting with both business and IT stakeholders from Environmental Defense to evaluate business priorities, then define and assess technology solutions, including the creation of technical roadmaps and the creation of data architecture designs and technical designs/specifications.
- Worked with project team on waterfall development life cycle to track project requirements and defects, and manage project development, test and promotion, and helped project manager to design/development project plans, including work breakdown and resources estimates.
- Conducted technical analysis, preparation of detailed programming specifications, program design, writing and/or generating code, and conduct unit tests
- Worked with subversion (SVN) for version control on project source code and documents.
- Worked with chemical specialists to design offline pollution data warehouse and develop ETL mappings.
- Designed and tuned online data mart (MySQL server) for online data searching and J2EE online reporting.
- Responsible for data mapping, target mapping, understanding data sources, data dictionary definitions, and designing data warehousing components. This included working with PowerDesigner for data warehouse design, reviewing data models as well as making changes to DDL's.
- Responsible for relational database design (RDBMS SQL, DB2, Oracle – MSSQL)
- Responsible for Application Code Packaging with Tools like MS Visual Source Safe, TFS and Buildmaster
- Responsible for documenting applications designs and specifications
- Built star schema multi-dimensional models

Technical Environment
Cognos 8, Oracle9i, MySQL 5, SQL Server2005, MS Access 2003, ERWin, Crystal Reports XI, Crystal Xcelsius, MapInfo, Microsoft Strategy, Microsoft analytic/report services, Informatica 7, PowerCentre, Cognos PowerPlay/Transformer, Eclipse, PL/SQL, TSQL, Perl, J2EE, PHP, Windows 2003, Linux

Project 2:
CIBC (Downtown Toronto)
Customer Knowledge Based Database -- GL audit system
Data Warehouse Developer
2002 - 2004

Technical Environment
Cognos 8, DB2, Oracle, SQL*Loader, PL/SQL, Perl, Toad, Crystal Reports, Informatica, PowerCentre, IBM AIX

Project 1:
Nortel Networks (Beijing, China)
GSM NNMS online data report system
Data Warehouse Developer
1997 - 2002

Technical Environment
Informix, Oracle, MS Access, SQL*Loader, PL/SQL, Toad, Crystal Report/Xcelsius, Informatica PowerCenter, Solaris, MS Visio, Windows NT/2000, IIS/Apache, PHP, J2EE, HTML, JavaScript, Perl, Unix Shell

3. **Database Administrator (3 Profiles):**

<mark>PROFILE 1:</mark>

SKILL	Database Administrator
Client	Ministry of Government Services
Client Reference	Name: Aditya Mishra Title: Solution Architect/Program Manager Phone: 647-765-4610 Email: aditya.mishra@hotmail.ca
Scope of Work	Role: Database Administrator Shared Utility Service / Middleware team is looking for a database administrator to: Create physical database designs, operate and administer the database management system (DBMS) including database optimization, performance tuning, backup and recovery Manage database requirements for new client application onboarding the Shared Utility Service hosting. The consultant will be responsible for creating physical database designs, and operating and administering the database management system (DBMS) including database optimization, performance tuning, backup and recovery. **Experience and Skill Set Requirements** • **Dataguard - 20%** • **Experience designing, installing, configuring and maintaining an Oracle Dataguardsenvironment Oracle Database Configuration - 10%** • **Experience planning and designing a dnew database deployment. Experience installing and configuring an Oracle 12c RAC Database Oracle 12c Enterprise Manager - 10%** • **Experience with designing, building, Installing, configuring and administering OEM 12c Alerting and Reporting - 10%** • **Experience installing, configuring and administering OEM 12c Alerting and Reporting Oracle Unified Auditing - 10%** • **Experience installing, configuring and administering Oracle 12c Unified Auditing DB performance Tuning (5-7+ years experience performs ongoing monitoring and tuning of database) - 5%** • **Public Sector Experience - 5%** • **Required Skillsets - 30%** • **Experience planning and designing a new database deployment** • **5-7 years experience perform ongoing monitoring and tuning of database** • **5-7 yrs Oracle DBA experience** • **Approved experience of Oracle 11g & 12c using multi-tenant architecture** • **Oracle 12c RAC – Grid infrastructure/ASM** • **RMAN backup and Restore** • **Data Encryption using ASO/TDE** • **Oracle Dataguard Physical/Logical Configuration & Administration** • **Oracle Enterprise Manager configuration & Management for alerting & reporting** • **UNIX shell scripting** • **SQL optimization, tuning and performance experience**

	- MS SQL Server installation, Configuration and database management **General SkillI** - Experience in database administration at the specified experience level - Experience of managing Oracle 11g/12c ETL/Data ware house Experience with UNIX operating system Experience with Oracle database technologies - Experience in one or more programming language - Experience in the use of information retrieval packages and proficiency with query language Experience with one or more communications protocol - Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; and interpersonal skill - A team player with a track record for meeting deadline - Experience in monitoring and enforcing database rule - Experience in Incident, Change and Configuration Management procedures **Desirable Skill** - Oracle certification - OCP - Oracle Partitioning - Oracle Advanced Compression - Oracle Golden Gate Experience with distributed data system - Experience with DB2 database technologies - Data Conversion from DB2 to Oracle - Building of Oracle RAC on conventional Solaris derver - Oracle Engineered solution - Experience of DB web search service - Oracle DB data integration and evaluation - Experience with middleware and gateways - Awareness of emerging IT trends and direction - Experience with infrastructure services within the Public Sector (e.g. Internal Infrastructure Hosting policies and Provisioning practices)
Timeline Worked	**Start Date: 2022-04-01** **End Date: 2023-02-28**
Resource Profile	**Kashif Abrar**

KASHIF ABRAR

ORACLE CERTIFIED PROFESSIONAL

Senior Oracle Exadata / Apps DBA Consultant

PROFILE
- **Over 25** years of experience in IT industry on Oracle products with 19 years as **Oracle Applications Consultant, Technical Architect** and **Lead Oracle DBA**.
- Successfully executed **Platform Migration** of Critical applications including Oracle e-Business Suite, Curam, Cognos, Siebel and Informatica to on-prem Cloud with databases on **Exadata**.
- Performed Disaster Recovery exercise on **Azure** platform using Oracle Standby and Azure azcopy.
- Successfully executed Oracle E-Business Suite Upgrade from 12.1.3 to **12.2.10**.
- Extensive experience in **Oracle E-Business Suite** 12.2.x & R12.1.3 on Exadata, IBM AIX, Linux, HP UNIX and Sun Solaris platforms in Oracle RAC and multi-node architecture.
- In-depth experience of *Curam* implementation, upgrade, performance turning, application deployments and platform migration.

- Significantly improved routine tasks by implementing **Dev-OPS** solutions for automated EBS cloning and deployments using **Ansible**.
- Configured **Single Sign-On** for Oracle EBS with **WebLogic Access Gate** in an environment accessible through Internet and protected it through **Reverse Proxy** Servers.
- Successfully configured **TLS 1.2** in E-Business Suite and WebLogic Server.
- Implemented **R12.2 Integrated SOA Gateway** by deploying separate SOA Suite.
- Extensively carried out the following in complex Oracle Apps and data warehousing environments:
  - Database Upgrades 11g →19c, 12c →19c,11g →12c, 9i →10g →11g
  - *Platform Migration from AIX to Exadata using export / import & GoldenGate*
  - EBS RAC Migration with parallel-concurrent processing.
  - WebLogic Server upgrade, WLS Cluster Setup, WLS SSL setup
  - Implementation of Patch Set Updates on regular basis.
  - Performance Tuning.
  - Analyzed and applied Recommended Patch Collection (RPC) in EBS environments.
  - Proficient with Oracle Apps configuration utilities and application clonings
  - Implemented iSetup to move setups from one instance to the other
  - Production DBA providing 24x7x365 support.
  - Disaster Recovery Tests.
- Managed global teams of Oracle DBAs in projects spanning multiple countries and time zones.
- Canadian **Secret Level II** and **Enhanced Reliability** security clearance holder.
- Highly developed maintenance, trouble shooting and **problem solving skills**
- Excellent verbal and written **Communication Skills**, and love to accept challenges
- Masters in Computer Science and **Oracle DBA Certification** 11*g*, 10*g*, 9*i* & 8*i*.

SKILLS MATRIX

Operating Systems	Oracle Enterprise Linux (OEL) 7.x, RedHat Linux (REHL) 7.x, AIX 7.x, 6.x, 5L, 4.x, HP UNIX, Solaris 8 &9, VMS 5.5, Windows 11, 10, 8, 7, Vista, XP, NT
RDBMS	Oracle 19c, 12c, 11g, 10g, 9i, 8.x, 7.x, SQL Server 2017
Cloud Platforms	AWS, Microsoft Azue, Oracle Cloud Infrastructure OCI
Oracle ERP	Oracle Fusion, Oracle Applications R12.2.10, R12.1.3, 11.5.10.2, 11.5.9, 11.5.8
Engineered Systems	Oracle Exadata X8-2, Exadata X2
Oracle e-business Components and SSO tools	Oracle Financials, HRMS, GL, AP, AR, INV, PO, CRM, ONT, OKC, BOM, CN, ECX, iProcurement, iSetup, iSupport, iStore, iExpense, Install Base, Advanced Supply Chain, Application Object Library, EB Tax, Oracle Retek, Web ADI , Oracle Access Manager, Oracle Access Gate, Webgate
High Availability	19c RAC, 12*g* RAC, 11*g* RAC, 10*g* RAC, 9*i* RAC, ASM, GoldenGate, IBM PowerHA
Middleware	Oracle SOA Suite, Oracle WebLogic, Oracle 10gAS, IBM HTTP Server, WebSphere, Apache
Change Control	Gitlab, PVCS, Build Forge, Clear Case, Rational Team Concert, SVN
Dev Ops and Workload Mgmt	Ansible, Control M, EBS Agent for Control M, CA Workload Management ESP for Batch Scheduling, Nagios, ELK Stack
Performance and Monitoring Tools	Real Application Testing, TKPROF, Statspack, AWR, ADDM, SQLT, Oracle Enterprise Manager (OEM) 13c, 12c, 11g, BMC Patrol
DB Security	OEM Data Masking, Transparent Data Encryption, Oracle Label Security, DB and Fine Grain Audit
BI and other Tools	Oracle APEX, Cognos, Informatica, Power Designer, Zachmann's Framework, Discoverer 4i, 10g, Oracle BI Publisher, Oracle Warehouse Builder, Informatica ILM, ConfigSnapshot, MS Visio, MS Project, Jira, Outlook, Lotus Notes
Disaster Recovery	Oracle Standby Database (Physical and Logical), Data Guard, Active Data Guard, Azure azcopy, RMAN, Tivoli TSM, Veritas NetBackup, Commvault,
Programming	SQL, PL/SQL, Shell scripting, Java, Pascal, C++
Industry Experience	Government, Consulting, Retail, Manufacturing, Insurance, Aviation, Chemical and Utilities

PROFESSIONAL EXPERIENCE

- **Children Youth & Social Service Cluster, Government of Ontario**   **Jun 2012 – Til Date**
  Senior Oracle Apps DBA Consultant
  Summary: EBS SME in CYSSC worked on various infrastructure initiatives including platform migration, database and application upgrades. Worked on CPIN implementation & support which is

~$150 Million business transformation initiative. Implemented and Integrated Oracle EBS 12.1.3, Curam, Cognos and Informatica. Worked on stabilization of Social Assistance Management System (SAMS) ~ $294 Million Project. Actively participated in EBS 12.2 upgrade and platform migration to Linux for FCMS Project.

❖ *E-Business Suite Upgrade to 12.2.10 (FCMS Project)*   *Apr 2021 – Mar 2022*
  ▪ Successfully upgraded EBS from 12.1.3 to 12.2.10 in Prod for ~ 1 year project. Completed the upgrade in an approved cut-over window of 50 hrs.
  ▪ Completed the out-of-place upgrade by building Standby of Prod on separate Exadata VM and completed upgrade without touching existing prod.
  ▪ Planned and timed dress rehearsals. Reduced downtime by introducing parallel activities where possible and moving some tasks outside of downtime.
  ▪ Performed and documented EBS 12.2 cloning process on multi-node apps-tier and Exadata 2-node RAC on 19c.
  ▪ Implemented reverse proxy, load-balancer, TLS1.2, Java Web-Start and Parallel Concurrent Processing in upgraded EBS environment.
  ▪ Fixed log4j security vulnerability by applying R12.2 patch
  ▪ Integrated EBS with Siebel, OIM, OID and fixed integration issues.
  ▪ Worked on NFS slowness with our Unix and Storage partners.
  ▪ Actively worked with Oracle support on numerous SRs for issues encountered in EBS R12.2, installation, upgrade and cloning process.

❖ *Platform Migration to Exadata, OPCS Cloud and Azure*   *March 2020 – Nov 2021*
  ▪ *FCMS Migration*
  ▪ Successfully migrated FCMS EBS 12.1.3 / 12c DB from AIX 7.1 platform to Exadata 19c using Data pump method. Performed application migration to on-prem Cloud running RedHat Linux.
  ▪ Successfully migrated Dev / UAT / Pre-Prod and Prod (two dress-rehearsals) environments over a project period of 12-months.
  ▪ Created a comprehensive cloning document of 19c database using various methods : RMAN restore from Veritas Netbackup, PDB duplicate over DB Link, RMAN duplicate from Disk backup
  ▪ Successfully created POC for Standby on Azure as Disaster Recovery Site
  ▪ Carried out proper Disaster Recovery Exercise after going live. Converted standby to snapshot standby on Azure. Replicated EBS using azcopy.

  ▪ *CPIN Migration*
  ▪ Successfully migrated CPIN EBS 12.1.3 / 12c DB from AIX 7.1 platform to Exadata 19c using Data pump method. Performed application migration to on-prem Cloud running RedHat Linux.
  ▪ Carried out Curam migration from 12.2 database on AIX to Exadata on 19c using GoldenGate.
  ▪ Performed migration of 5 non-prod environments. Also performed 4 Prod migrations including initial migration, two dress rehearsals and final go-live migration.
  ▪ Built 5 more non-prod environments using cloning on migrated environments. Built a comprehensive cloning cook book.
  ▪ Integrated these newly migrated environment using Integrated SOA Gateway. Protected URLs via WebGate. Configured environment via Internet by setting up Apache reverse proxy servers.
  ▪ Successfully upgraded Curam application v 6.0.5 to 7.0.8. Performed database upgrade and migration to version 12.2. Later performed the migration to Exadata on 19c using golden gate.
  ▪ Successfully implemented TLS 1.2 and Java Web Start in Oracle E-Business Suite.
  ▪ Performed in-depth exercise of Exadata Migration planning. Extracted CPU usage on current AIX environment and laid out plan on how to consolidate on Exadata compute nodes.
  ▪ Used OEM Consolidated Workbench to plan Exadata Migration workload from AIX.
  ▪ Setup scripts for auto stop / start of EBS + WebLogic application and DB Tiers for frequent Red Hat Linux and Exadata Patching.
  ▪ Worked with Ansible to automate EBS cloning process, code deployment, auto start and stop of EBS, WebLogic applications and databases.

❖ *Child Protection Information Network (CPIN)*   *April 2016 – March 2020*
  ▪ Successfully performed industry's very first EBS 12.x database upgrade to 19c on AIX platform. Found few bugs and worked with Oracle to get new patches and helped Oracle to update their documentation. Cloned 19c environment to another target and created cloning cookbook with CDB/PDB management and Transparent Data Encryption steps in detail.
  ▪ Worked as lead in coordinating and managing cluster-wide AIX 7.1 TL5 upgrade.
  ▪ Successfully migrated single-instance EBS R12.1.3 to three-node RAC on 12.1.0.2 Grid Infrastructure using *rconfig* method.

- Tested EBS cloning with various scenarios: RAC to RAC, RAC to non-RAC, RAC to RAC (building brand new environment). Documented step-by-step process.
- Carried out and executed a comprehensive failover testing plan for EBS on RAC with PCP enabled. Created scenarios for server, instance, network and application failures.
- RAC Migration project was completed on time, without a single ticket related to migration.
- Successfully carried out CPIN Reporting Migration to RAC using rconfig.
- Performed EBS 12.1.3 database upgrade from 11g to 12c in RAC and non-RAC environments. Created comprehensive guide and documented every single step.
- Created brand new, multi-node EBS Pre-Prod2 Environment, integrated with SSO and other systems. Fixed issues during integration and delivered environment on time to end-users.
- Troubleshooted performance issues in ASM Disk after RAC Migration and switched over to new LUNs on faster disk using ASM rebalancing.
- Researched on 11gR2 TLS1.2 support and requested one-off MES Patch for database. Applied GI MES patch for RAC instances.
- Performed Red Hat Linux Migration POC for EBS, Curam and CAMS environment from AIX and setup Proxy Server for EBS.
- Applied Clusterware PSU in CPIN RAC environment. Troubleshooted and fixed clusterware start up issue in one of the nodes. Coordinated downtime with business and end-users to get an outage and fixed the problem.
- Reported P1 incident related to Network issue. Worked closely with SWAT team in troubleshooting and fixing the problem. Helped in diverting all DMZ traffic to F5 reverse proxy via internal i.h.s servers and safeguarded EBS exposure to Internet by setting up Profile options
- Closely worked with ITS DC Network team during Load balancer and Firewall migration project. Troubleshooted SSL and Cookie related issues during LB migration. Off-loaded EBS SSL termination to application servers.
- Successfully resolved SSL Handshake errors after upgrading WebLogic Server to 10.3.6 and integrating WLS with IBM HTTP Server. Updated ciphers on i.h.s and changed security settings in IBM Java to establish successful SSL handshake.
- Used Real Application Testing to capture workload in CPIN and simulating it for Exadata using SQL Performance Analyzer.
- Successfully configured Reverse Proxy, Loadbalancer and SSL configuration in FCMS PPE3 environment. Created comprehensive network diagram listing all ports on servers involved. Helped in drafting the requirement to open up Firewalls and setting up certificates. Performed necessary configuration changes in IBM HTTP Server and EBS.
- Migrated RMAN Backups of pre-prod and prod environments to Veritas Netbackup infrastructure. Performed necessary script modification and tested restore on alternate host.
- Successfully tested "Read-only Curam Environment" POC. Created read-only Curam database and formulated reverse engineering technique to identify tables, which required necessary write-access to navigate in Curam application.
- Troubleshooted Middleware components like I.H.S server and suggested patch update for SSL and slow Internet traffic issue.
- Active member of CCP Platform Modernization Initiative. Evaluating all options of moving infrastructure from IBM P Series AIX to Exadata, Private Cloud, Public Cloud or any other platform which satisfies our criteria.
- Provided DBA support for CAS Onboarding and dress rehearsal of new agencies in CPIN.
- Performed numerous EBS Clonings using CPIN automated cloning process.
- Provided Data Migration DBA support. Backed up and restored selective partitions of attachment data during on-boardings.
- Configured SSL in EBS Pre-Prod environment + WebLogic server. Converted Signed to self-signed certificates and documented the process.
- Planned, analyzed and applied e-Business Suite, Database, Clusterware and WebLogic PSU Patches twice a year.
- Successfully tested RAC DB restore using flashback restore points.
- Presented about potential TNS Poison Attack and recommended fix for all CYSSC databases. Implemented fix for CPIN non-Prod and Prod implementation.
- Provided database + EBS support during cluster-wide AIX Upgrade Project to 7.1. Fixed issues encountered during WebLogic start up due to newer Java version.
- Executed successful CPIN Disaster Recovery Exercise test at IBM BCRS centre
- Supported Curam, CAMS and reporting environments. Resolved integration issues.
- Created scripts to automate bi-weekly data migration reports in Excel format.
- Worked on the CPIN RAC Design document and provided the estimate of storage, CPU and memory for new RAC servers. Drafted firewall rules for pre-prod and Prod RAC.

- Worked closely with ITS and other OPS partners to troubleshoot and resolve issues related to network, storage, load balancers and certificates.
- Provided expertise to other CYSSC applications including FCSM, SAMS and mFTIS.
- Drafted a thorough skills matrix for FTE. Arranged formal hands-on, workshop-style, knowledge transfer sessions based on the user's requirement.

❖ *Social Assistance Management System (SAMS)* **March 2015 – March 2016**
- Involved in post-go-live stabilization support to address performance issues in over 10TB Curam database for SAMs Production and non-Prod environments.
- Worked with Curam architects, developers and business analysts to identify the performance bottlenecks and implemented improvements.
- Actively participated in monthly deployments and releases for Curam, Cognos and Informatica.
- Performed database clonings from prod to non-prod and non-prod to other environments.
- Supported and maintained Oracle Active Data guard and Materialized Views.
- Worked with UNIX, Storage and Network teams in ITS to troubleshoot and resolve Power HA issues, network and capacity problems. Planned and implemented OS updates.

❖ *Child Protection Information Network (CPIN)* **June 2012 – March 2015**
- Involved in the CPIN project from ground zero. Gathered infrastructure requirements of hardware, software and resources for the project.
- Drafted database and application design documents for Curam and EBS while working with solution designers of UNIX, storage and network teams.
- Core member of the Technical Steering Committee where presented various database related initiatives - like Active Data Guard, Partitioning, OEM, Shared EBS Application, and RAC.
- Installed and configured Oracle EBS Release 12.1.1 on AIX. Upgraded to 12.1.3 and performed database upgrade to 11gR2 (11.2.0.3). Later upgraded it to 11.2.0.4.
- Acted a technical lead on Recommended Patch Collection (RPC2) Project. Planned, analyzed and applied RPC2 patches to EBS instances along with comprehensive documentation.
- Developed PL/SQL package calling standard APIs to update multiple Profile options in order to automate on-boarding process of new CAS. Reduced time to 5 seconds from few days.
- Installed and configured Full Oracle HRMS with Multi-Tenant Capabilities using Oracle Label Security (OLS).
- Enabled SOA Gateway in Release 12. Upgraded Oracle Application Server to Patchset 5 and applied various patches to enable this feature.
- Configured iSetup to move setups from one environment to other.
- Worked on the Integration of Curam with EBS using web-services exploiting Integrated SOA Gateway of EBS. Performed batch integration using ControlM.
- Actively participated in integrating CAMS (in-house landing page application) with EBS & Curam. For EBS integration, configured WebLogic Server in Cluster environment and deployed Oracle's AccessGate to work with Active / Active EBS application tiers.
- Enabled Transparent Database Encryption after working with business to identify the sensitive data and performed column-level TDE in EBS and tablespace-level TDE in other DBs.
- Configured Oracle Data Masking in EBS and Curam for sensitive data in non-prod environments using OEM Data Masking.
- Actively participated in Pre-Go-Live, Go-Live, and Post-Go-Live activities. Visited pilot go-live site various times to get first hand understanding of issues, performance and network challenges.
- For reporting needs, suggested Active Data Guard and got it endorsed from Technical Steering Committee which was later implemented Cluster-wide. Setup ADG in CPIN for Curam and EBS.
- Created backup strategy and scripts to take backup of various environments.
- Documented the cloning process and drafted a comprehensive Cloning Cook-Book. Performed and supervised EBS cloning process.
- Built and generated documents for each process including installation, upgrades, patches, OEM configuration, Environment strategy, SOA enablement and Workflow configuration.
- Worked with Government corporate security branch (Go-Secure) to integrate and configure Oracle EBS Single Sign-on using Oracle Access Manager and Oracle AccessGate.
- Configured Reverse Proxy and hardware load balancers in the EBS environment.
- Closely worked with GO-ITS and other groups in architectural design of production infrastructure of the whole CPIN solution. Created architectural artifacts as per Government standard.

■ **Diabsolut Inc** **March 2022 – March 2022**
Senior Oracle DBA Consultant (Part-time)
Environment Oracle 19c / 12c on Windows Server in AWS

- ❖ **Oracle 19c Installation and DB Import (Client SaskTel)**
    - Installed 19c Oracle database on Windows Server in AWS Cloud. Applied latest January 2022 Release Update Patch (19.14.0.0).
    - Successfully imported the data pump import files sent by the client in to the newly created PDB.
    - Configured Click software by installing 19c client and configuring odbc driver.
    - Documented and automated the import process.

- ■ **MSR eCustoms**   **Mar 2015 – Mar 2015**
    Senior Oracle Apps DBA Consultant
    Environment   Oracle E-Business Suite Release 12.2.4, SOA Suite, Linux

- ❖ **Integrated SOA Gateway Configuration of R12.2.4**
    - Successfully configured Integrated SOA Gateway for Release 12.2.4
    - Installed separate Oracle SOA Suite and repository which is a requirement to configure ISG in Oracle EBS 12.2.4
    - Installed necessary pre-req patches using adop utility required to configure SOA Gateway.

- ■ **Direct Energy**   **Feb 2012 – May 2012**
    Senior Oracle DBA Consultant
    Environment   SAP, Billing Engine, Trading Platforms. 200+ Oracle databases from 11gR2 – version 8 running on HP, Solaris & Linux. Oracle Enterprise Manager, RAC & ASM, Data Guard, Standby and Cascaded Standby database. Control M, BMC Patrol. Database size up to 5TB.

- ❖ **Steady State Support Direct Energy**
    - Performed frequent database clone from production to various development environments
    - Reviewed developer's code for performance impact before implementing in to UAT & Prod. Suggested code improvements where necessary.
    - Carried out 24x7 on-call support for 200+ Oracle databases.

- ■ **Hudson's Bay Company(HBC)**   **Apr 2009 – Jan 2012**
    Lead Oracle Applications DBA Consultant
    Environment   IBM AIX 6.x, HP UNIX, Linux, Mainframe, Oracle 9*i*, 10g, 11g, Grid Control 11g, Data Guard 11g, Oracle Retek, RMS, Oracle e-business suite R12, 11*i* (11.5.8, 11.5.10.2), HR, GL, AP, PO, iStore, ASCP, Workflow, Oracle Financial Analyzer, Oracle Express, Oracle Portal, Oracle ADI, Discoverer 4*i*, 10g, Informatica ILM, PVCS, Buildforge, ClearCase, Developer 6*i*.

- ❖ **Financial System Integration Project**
    - Integrated Lord & Taylor's Financial Systems with Hbc's Oracle Financial System.
    - Participated in the requirement analysis, deliverable documentation and functional setup.
    - Created new set of books and performed necessary setup changes.
    - Created custom request sets to automate Financial Statement Generator (FSG) to run at night
    - Used FNDLOAD to move responsibilities, users, flexfields and COA from test to production.

- ❖ **System Performance & Capacity Planning**
    - Estimated existing load on AIX servers and worked with Performance team to move the servers to new and faster LPARs which resulted in significant performance improvements.
    - Reviewed Top 10 sqls from the statspack report and worked on them individually to tune them.
    - Identified Long-running concurrent programs. Enabled trace on these programs and identified expensive SQLs. Tuned SQLs and reduced run time significantly on long-running jobs.
    - Closely reviewed database growth pattern at tablespace and segment level. Estimated storage requirement for the next two years based on that analysis.

- ❖ **Release 12 Implementation**
    - Successfully installed and configured Oracle e-business suite R12 in shared application-tier file system architecture on multi-node AIX system.
    - Configured the Vision instance to help end users to familiarize with R12 interface for the upcoming upgrade project.

- ❖ **Oracle Message Gateway Integration**
    - Researched and delivered presentation on Oracle Message Gateway concepts to management to integrate Oracle Apps with Mainframe using MQ broker.
    - Created a proof-of-concept environment and worked with developers to finalize the solution.

- Designed and implemented the Oracle Message Gateway piece in production. Worked with Oracle Advanced Queues, subscribers, schedules, foreign queues and links.

❖ *Steady State Support*
   - Performed frequent Oracle Application clonings in multi-node Environment.
   - Mentored team of DBAs and involved them in day to day support and activities.
   - Provided Support for Oracle Financial Analyzer and Portal Environments. Performed clonings from Production. Setup application server and Discoverer on cloned environment and rebuilt Oracle Warehouse Builder runtime repository.
   - Worked with internal and external auditors and generated various access-level reports using Oracle Configuration Controls Governor (formerly Applimation Integra Apps).
   - Created and managed user accounts and Oracle application security including roles, functions, menus, responsibilities, profile option settings, web server security, configuration and privileges.

■ **Adastra Canada**   **Sep 2010 - Oct 2010**
   Oracle DBA Consultant
❖ *Client – Foresters, Toronto*
   - Worked on a short-term project to analyze, troubleshoot and tune a performance-challenged Oracle Data Warehouse environment so that Micro Strategy dashboard can run optimally.
   - Analyzed environment by going through statspack reports, database initialization parameters, materialized views, refresh procedures and OS health checks.
   - Tuned materialized views which contributed in significant performance gains.
   - Successfully tuned database as a result, Micro Strategy Dashboard reports completed on-time within SLA without impacting unix server.

■ **IBM Canada**   **Oct 2007 – Mar 2009**
   Senior Oracle Applications DBA
   Worked as Lead Apps DBA / Senior DBA in IBM Global Business Services and managed multiple clients across the globe. Some of the major clients / projects are highlighted here:

❖ *Sapa / Alcoa, Denmark / Pennsylvania, USA*   *Sep 2008 – Mar 2009*
   Carve-out Project & Support 11.5.10.2 RAC, ASM on HP UX / Apps Loadbalancer on Linux, Exadata
   - Developed two new production instances and created five development clones of each prod.
   - Successfully carried out multiple clonings on RAC/Load-balancer environment.
   - Performed Discoverer 10g End-User Layer migrations
   - Worked on Exadata migration project from HP Unix to Exadata.
   - Worked with global team spread across the globe (Europe, India, USA and West Canada).

❖ *Jacksonville Airport Authority, Florida USA*   *Dec 2008 – Mar 2009*
   Steady State Support   11.5.10.2 on multi-tier AIX 5.3
   - Supervised off-shore DBA in India and coordinated with Project manager and client in USA.
   - Provided day to day monitoring and support. Worked with development team on code implementation and issue resolution.
   - Worked closely with Unix support and storage team for storage sub-system upgrade.

❖ *Hudson's Bay Company, Toronto, ON, Canada*   *Oct 2007 – Mar 2009*
   Archive & Purge Initiative   11.5.8, 11.5.10.2 on multi-node AIX 5.3
   - Worked as technical architect in Hbc's Archive & Purge Initiative.
   - Installed & Configured Informatica ILM (formerly Applimation Informia Archive)
   - Identified high-volume modules and rolled out archiving for GL, AP, Inventory and XML Gateway which saved over 800 GB of disk space.
   - Presented conference paper on Archive & Purge experience at IBM Blue Horizon in April 2008.

   Support Transition from Hbc to IBM and DBA Global Team Lead
   - Worked as Lead DBA supervising three DBAs in Toronto and two in India. Internally screened, interviewed and hired global DBA resource from India for the project.
   - Mentored DBAs and transferred 60% of the workload to global DBA resources.
   - Tuned and automated e-business cloning process to make it faster by 300%.
❖ *Pioneer Transformers, Granby, Quebec, Canada*   *Jan 2009 – Mar 2009*
   Latest CPU Project & ATG Rollup 6 Upgrade   11.5.10.2 on Sun Solaris
   - Initiated, analyzed and applied January 2009 CPU for database, HTTP, Developer, Jinitiator and E-Business. Upgraded technology stack to ATG Rollup 6.
   - Recovered Production environment after disk crash from latest backup in 5 hrs with 0 data loss.

- Worked as Primary DBA on this client and performed daily and weekly monitoring activities.

❖ *Aviva Insurance, Toronto, Ontario, Canada*　　　　　　　　　　*Sep 2008 – Mar 2009*
   Disaster Recovery　　　　　　　　*11.5.10.2 on Linux*
   - Performed two Disaster Recovery Tests for Aviva at IBM BCRS Centre in Markham.
   - Created DR documentation and fixed issues in the process encountered in the first test

❖ *Demers Ambulances, Beloeil, Quebec, Canada*　　　　　　　　　　*Feb 2009 – Mar 2009*
   Steady State Support　　　　　　　　*(11.5.9 on Linux)*
   - Provided steady state support to the client.
   - Applied code changes and handled problem tickets.

■ **Hudson's Bay Company(HBC)**　　　　　　　　　　　　　　　　**Mar 2004 – Oct 2007**
   Senior Oracle Applications DBA
- Acted as technical lead on Oracle Applications Upgrade from 11.5.8 to 11.5.10.2 with ATG RUP # 4.
- Documented Applications upgrade procedure. Planned resource requirements for the project. Worked with development team for fixing customization.
- Regularly planned, analyzed and applied Critical Patch Updates (CPU) in Oracle EBS Environment.
- Acted as core Apps DBA during go-live of Customer Order Fulfillment Initiative project in which iStore, HR, Inventory, Advanced Pricing, Install Base, Order Management, ASCP and bunch of other modules were integrated with existing Oracle Financial system.
- Setup parallel concurrent processing to facilitate massive size of Advanced Supply Chain Planning Engine to meet tight SLA (HBC had world's largest ASCP installation).
- Tuned and monitored concurrent managers and processing through work shifts, request types, groups and queues to process over 50,000 jobs daily.

■ **FFC-Jordan Fertilizer Company**　　　　　　　　　　　　　　　　**Aug 1998 – Sep 2003**
   Oracle Database Administrator
   Environment IBM AIX 4.3, VMS 5.5, Unixware, Windows NT, Oracle 8*i*, 9*i*, RDB,   Developer 6*i*
- Performed Oracle 7.3 migration from VAX/VMS to RS/6000 AIX environment.
- Defined, documented, and maintained database standards to ensure consistency in database creation, schema definitions, and tablespace, table, index and other naming conventions

■ **FFC-Jordan Fertilizer Company**　　　　　　　　　　　　　　　　**Jul 1996 – Jul 1998**
   Client-Server Developer
- Developed + successfully implemented Financial & HR applications programmed in Developer 2000

■ **PRAL Software House**　　　　　　　　　　　　　　　　**Nov 1995 – Jun 1996**
   Computer Programmer
- Developed and implemented National Tax Number Issuance system, a project of national level

EDUCATION AND TRAINING
- 2009　　*Oracle DBA Certification 10g & 11g*　　Self-studied
- 2005　　*Oracle SQL Performance Tuning*　　Destech Education
- 2002　　*Oracle DBA Certification 8i & 9i*　　Self-studied
- 2000　　*AIX System Administration*　　IBM
- 1998　　*Oracle PL/SQL, Forms, Reports*　　Ora-Tech Consulting and Training
- 1995　　*Masters in Computer Science*　　Quaid-i-Azam University

PROFILE 2:

SKILL	Database Administrator
Client	**Ministry of Children, Community and Social Services**
Client Reference	**Name: Aditya Mishra**
	Title: Solution Architect/Program Manager
	Phone: 647-765-4610
	Email: aditya.mishra@hotmail.ca
Scope of Work	**Role: Data Administrator**

SCOPE OF SERVICES

Description: As part of the modernization of Social Assistance analytics platform, review existing data model and redesign to be scalable and flexible to meet current program and Ministry needs for analytical and operational reporting . Support data migration plan to redesign current on-premise or hybrid processes from a SqlServer environment to cloud-based delta lake built on Azure Data Lake service, using Azure Databricks

General Responsibilities

- Review business requirements, familiarize with and understand business rules and transactional data model
- Define conceptual, logical model and physical model mapping from data source to curated model and data mart.
  - a) Analyze requirements and recommend changes to the physical model.
  - b) Develop scripts for the physical model, create database and/or delta lake file structure.
  - c) Access Oracle DB environments, set necessary tools for developing solution.
- Implement data design methodologies, historical and dimensional models
  - a) Develop curated model to store historical data captured incrementally from source
  - b) Design dimensional data mart models, create source-to-target-mapping documentation, design and document data transformation from curated model to data mart
  - c) Perform data profiling, assess data accuracy, design and document data quality and master data management rules
- Functionality Review, Data Load review, Performance Review, Data Consistency checks.
  - a) Help troubleshooting data mart design issues
  - b) Review performance of ETL with developers and suggest improvements
- Participate in end-to-end integrated testing for Full Load and Incremental Load and advise on issues
- Plan for Go Live, Production Deployment.
  - a) Work with system administrator, ETL developers and ministry team to define production deployment steps.
  - b) Configure parameters, scripts for go live. Test and review the instructions.
  - c) Review release documentation
- Go Live Support and Review after Go Live.
  - a) Review data models, ETL process, tools and provide recommendation on improving performance and reduce ETL timelines.
  - b) Review Infrastructure and any performance issues for overall process improvement
- Proactively communicate with stakeholders on any changes required to conceptual, logical and physical models, communicate and review dependencies and risks.
- Knowledge Transfer to Ministry staff, development of documentation on the work completed.
  - a) Document share and work on the architecture end-to end-working knowledge, Troubleshooting steps, configuration and scripts review.
  - b) Transfer documents, scripts and review of documents.

Skills:

- 7+ years in data modelling and data warehouse design (Must Have)
- 2+ years Azure Data Lake and Azure Databricks SQL Warehouse (Must Have)
- 5+ years SQL (Must Have)

Assets:

| | • Knowledge of Curam IBM COTS solutions (Social Assistance Management System)
 • ETL design concepts
 • Knowledge of Enterprise Architecture tools and frameworks (ArchiMate, TOGAF, Zachmann)

 Requirement:
 Design Documentation and Analysis Skills (30 points)
 • Demonstrated experience in creating both Functional Design Documents (FDD) & Detailed Design Documents (DDD). –
 • Experience in Fit-Gap analysis, system use case reviews, requirements reviews, coding exercises and reviews.
 • Experience in the development and maintaining a plan to address contract deliverables, through the identification of significant milestones and expected results with weekly status reporting.
 • Work with the Client & Developer(s) assigned to refine/confirm Business Requirements
 • Participate in defect fixing, testing support and development activities for Informatica/ETL tool. Assist with defect fixing and testing support for Cognos reports.
 • Analyze and document solution complexity and interdependencies

 BI Data Modelling and Technical Skills (40 points)
 • Understanding of Data Modelling for Business Intelligence including:
 • Expert Knowledge of data warehouse design methodologies, delta lake and dimensional modeling in particular
 • Understanding of Extract/Transform/Load processes to transform data for reporting/BI purposes
 • Ability to define schema for reporting databases
 • Experience with advanced modeling tools,
 • Knowledge of BI tools for metadata modeling and report design (e.g. PowerBI, Cognos 10/11)
 • Extensive knowledge and experience in MS SQL Server Technology, Azure Databricks SQL Warehouse, Azure Data Lake
 • Experience using Oracle database server and tools (12c, 19c), PL/SQL for development of Business Intelligence applications. Demonstrated skills in writing and reverse engineering SQL stored procedures and packages for datamarts and reporting.
 • Demonstrated experience in performance tuning of Business Intelligence applications, including data model and schema optimization
 Quality Assurance (20 points)
 • Demonstrated experience in defining and executing tests across the development lifecycle (unit testing, system testing, user acceptance testing) and using results to refine database design
 Knowledge Transfer (10 points)
 • The Architect / Modeler must have previous work experience in conducting Knowledge Transfer and training sessions, ensuring the resources will receive the required knowledge to support the system. The resource must develop learning activities using review-watch-do methodology & demonstrate the ability to prepare and present.
 • Development of documentation and materials as part of a review and knowledge transfer to other members
 • Development of specific activities as part of a review (hand over to ministry staff)and building block approach which, build on knowledge transfer and skills development from the previous stage to the next
 • Development and facilitation of classroom based or virtual instructor demo led sessions for Developers
 • Monitor identified milestones and submission of status reports to ensure Knowledge Transfer is fully completed |

Timeline Worked	Start Date: 2023-10-30 End Date: Till Date
Resource Profile	DI LI

Di (Victor) Li

Profile:
16 years Senior Data Architect/Modeler experience in data modeling and data warehouse design. 16 years SQL. 10 years Azure Data Lake and Azure Databricks SQL Warehouse. Strong experience and knowledge of Curam IBM COTS solutions (Social Assistance Management System) and ETL design concepts. Extensive experience and knowledge of Enterprise Architecture tools and frameworks (ArchiMate, TOGAF, Zachmann). Extensive experience in Government (Ontario Ministry of Children, Community and Social Services, Service Alberta, Service New Brunswick, LCBO etc.), Banking/Financial Service, Enterprise Data Integration, Enterprise Cloud Platform, Database, Data Warehouse, BigData, BI.

- 16 years BI Data Architect experience in enterprise applications and solutions. Extensive experience in collecting business-level questions, proposing approaches to address business needs, providing data insights and designing large-scale data warehousing, data lake implementations and dimensional modeling. Expand documentation and knowledge of business processes relative to available data to provide contextual guidance for operation/project, reporting and insights generation. Strong Ability to design and articulate complex technical concepts into executable development work packages. Strong knowledge of BI tools for metadata modeling and report design (Power BI) MS SQL Server Technology, Azure Data Lake, Azure Databricks. Expert knowledge developing data warehouse solutions on MS Stack (Azure Data Lake, SQL, ADF, Databricks, PowerBI) to store and retrieve centralized information. Highly experience in designing the data warehouse using dimensional and delta lake concepts, creating and maintaining enterprise data model and data dictionary, optimizing database performance, and coordinating with the Integration team to identify future needs and requirements. **Extensive experience in BI Data Modeling:** Understanding of Data Modelling for Business Intelligence including: Expert Knowledge of data warehouse design methodologies, delta lake and dimensional modeling in particular. Understanding of Extract/Transform/Load processes to transform data for reporting/BI purposes. Strong Ability to define schema for reporting databases

- Solid technical background on **Cloud Computing Architecture.** Extensive experience of Azure (Azure Data Lake, ADF, Databricks, DevOps), SQL Server, Power BI, Informatica ETL. Highly experienced with Cloud infrastructure design and implementation in an enterprise environment combining the integrated designs of servers, networks, storage, applications and data. **Extensive experience in Design Documentation and Analysis.** Work experience with the Client and Developers to refine and confirm Business Requirements. Solid experience in defect fixing, testing support and development activities for ETL pipelines and PowerBI reports. Strong experience in analyzing and documenting solution complexity and interdependencies

- Solid knowledge of **Enterprise Architecture Modeling** covering all tiers of architecture methodologies: **business Architecture, Cloud Architecture, Data Architecture, and Integration Architecture.** Strong Knowledge of Enterprise Architecture tools and frameworks (ArchiMate, TOGAF, Zachmann), Curam IBM COTS solutions (Social Assistance Management System), ETL design concepts. Extensive experience in creating both Functional Design Documents (FDD) & Detailed Design Documents (DDD). Highly Experience in Fit-Gap analysis, system use case reviews, requirements reviews, coding exercises and reviews. Hand-on Experience in the development and maintaining the plan to address contract deliverables, through the identification of significant milestones and expected results with status reporting.

- Solid technical background in **Advanced Data Warehouse**. Extensive Experience using Oracle database server and tools, PL/SQL for development of Business Intelligence applications. Extensive knowledge of data modeling tools (SAP PowerDesigner, Visio). Highly skills in writing SQL stored procedures and packages for Data Marts and reporting. Hand-on experience in reviewing, installing and configuring information systems to ensure functionality and security. Hand-on experience in analyzing structural requirements for new data warehouse and applications, performance tuning of Business Intelligence applications, including data model and schema optimization. Extensive Experience with advanced modeling tools: Strong Knowledge of BI tools

for metadata modeling and report design (PowerBI, Cognos). Solid knowledge and experience in MS SQL Server technology, Azure Databricks SQL Warehouse, Azure Data Lake. Highly Experience using T-SQL, PL/SQL for development of Business Intelligence applications.

- Strong technical background in **Project Management and Agile Environment**. Highly experience in Azure DevOps. Strong work experience in conducting Knowledge Transfer and training sessions, developing learning activities using review-watch-do methodology, preparing and presenting documents. Create documentation and materials for knowledge transfer to other members. Strong experience in monitoring identified milestones and submission of status reports to ensure Knowledge Transfer is fully completed

- **Strong verbal and written communication**, interpersonal, and negotiation skills. **An Excellent Team Player. Strong experience in quality assurance:** defining and executing tests across the development lifecycle (unit testing, system testing, user acceptance testing) and using results to refine database design.

Technical Skill:
Programming Language: **Java/J2EE, Python, PL/SQL, Unix Shell.**
Analysis and Design: **Cloud Architecture, Enterprise Data Architecture, ArchiMate, TOGAF, Zachman, Curam IBM COTS solutions, SOA, OOAD, Microservice**
BigData: **Spark, Hadoop.**
Database: **Oracle, DB2, SQL Server**
Data Design: **Data Design Pattern, Data Integration, Performance Tuning.**
Data Analysis: **SAS Analytics, PowerBI**
Operating System: **Unix, Linux, Windows**
Azure Platform: Azure Data Lake, ADF, Databricks, DevOps
Project Management: **RUP, Agile, Scrum, DevOps**
CICO Tools**: Jenkins, Confluence, JIRA, Bitbucket, Docker, Kubernetes, Git**
Application Server: **BEA Weblogic Server, Websphere Server, JBoss Server.**
Web Server: **Apache HTTP Server, Tomcat Server, NodeJS.**

Education Background:
Master of Engineering in Computer Science
Bachelor of Engineering in Computer Science
Sun certified Enterprise Architect for the Java 2 platform Enterprise Edition
IBM Certified Websphere MQ Solution Designer
BEA Certified Weblogic Developer

Working Experience:

November 2023 – Current
Organization: Children, Youth & Social Services Cluster
Ministry: Ministry of Children, Community and Social Services
Data Architect/Modeler

Projects and Responsibilities:
   o **Project: Modernization of Social Assistance reporting platform (Technology Involved: Data Architecture, Data Modeling, Data Profiling, Data warehouse design, Azure Data Lake, Azure Databricks SQL Warehouse, SQL, Curam IBM COTS solutions, ETL, Data Vault, Power BI, MS SQL Server, Cognos).**

   o Work for Modernization of Social Assistance reporting platform. Review business requirements, familiarize with and understand business rules and transactional data model. Review existing data model and redesign to be scalable and flexible to meet current program and Ministry needs for analytical and operational reporting. Support data migration plan to redesign current on-premise or hybrid processes from a SQL Server environment to cloud-based delta lake built on Azure Data Lake service, using Azure Databricks. **Define conceptual, logical model and physical model mapping from data source to curated model and data mart.** Analyze requirements and recommend changes to the physical model. Develop scripts for the physical model. Create database and delta lake file structure. Access Oracle DB environments, set necessary tools for developing solution. **Perform Design Documentation and Analysis.** Create both Functional Design Documents (FDD) & Detailed Design Documents (DDD). Perform Fit-Gap analysis, system use case reviews,

requirements reviews, coding exercises and reviews. Develop and maintain a plan to address contract deliverables, through the identification of significant milestones and expected results with weekly status reporting. Work with the Client and ETL Developers to refine and confirm Business Requirements. Participate in defect fixing, testing support and development activities for ETL pipelines. Assist with defect fixing and testing support for PowerBI reports. Analyze and document solution complexity and interdependencies.

o Design and develop data warehousing, data lake implementations and dimensional modeling with MS SQL Server Technology, Azure Data Lake, Azure Databricks. Create enterprise applications and solutions. Collect business-level questions and propose approaches to address business needs and provide data insights. Analyze business processes relative to available data to provide contextual guidance for operation/project, reporting and insights generation. Design and articulate complex technical concepts into executable development work packages. Create metadata modeling and report design with Power BI. Develop data warehouse solutions on MS Stack (Azure Data Lake, DevOps, SQL, ADF, Databricks, PowerBI) to store and retrieve centralized information. Design the data warehouse using dimensional and delta lake concepts. Create and maintain enterprise data model and data dictionary. Optimize database performance. Design conceptual/logic/physical data models with tools SAP PowerDesigner and Visio. Use Oracle database server and tools, PL/SQL for development of Business Intelligence applications. Review, install and configure information systems to ensure functionality and security. Analyze structural requirements for new data warehouse and applications.

o **Implement data design methodologies, historical and dimensional models.** Develop curated model to store historical data captured incrementally from source. Design dimensional data mart models. Create source-to-target-mapping documentation. Design and document data transformation from curated model to data mart. Perform data profiling, assess data accuracy, design and document data quality and master data management rules. **Perform Functionality Review, Data Load review, Performance Review, Data Consistency checks.** Help troubleshooting data mart design issues. Review performance of ETL with developers and suggest improvements. **Design BI Data Modeling** for Business Intelligence including: data warehouse design methodologies, delta lake and dimensional modeling Design Extract/Transform/Load processes to transform data for reporting/BI purposes. Define schema for reporting databases. Create metadata modeling and report design with PowerBI, Cognos. Design MS SQL Server technology, Azure Databricks SQL Warehouse, Azure Data Lake. Perform T-SQL, PL/SQL for development of Business Intelligence applications. Write and reverse engineering SQL stored procedures and packages for Data Marts and reporting. Perform performance tuning of Business Intelligence applications, including data model and schema optimization.

o Participate in end-to-end integrated testing for Full Load and Incremental Load and advise on issues. Plan for Go Live for Production Deployment. Create Quality Assurance. Define tests across the development lifecycle (unit testing, system testing, user acceptance testing) and using results to refine database design. Work with system administrator, ETL developers and ministry team to define deployment steps. Configure parameters, scripts for go live. Test and review the instructions. Prepare release documentation. Review data models, ETL process, tools and provide recommendation on improving performance and reduce ETL timelines. Review Infrastructure and performance issues for overall process improvement. Proactively communicate with stakeholders on any changes required to conceptual, logical and physical models, communicate and review dependencies and risks. Knowledge Transfer to Ministry staff, development of documentation on the work completed. Document share and work on the architecture end-to end-working knowledge, Troubleshooting steps, configuration and scripts review. Transfer documents, scripts and review of documents. Develop learning activities using review-watch-do methodology. Prepare and present the solutions. Create documentation and materials for knowledge transfer to other members. Build on knowledge transfer and skills development from the previous stage to the next. Implement the development and facilitation of classroom based or virtual instructor demo led sessions for developers.

March 2023 – October 2023
Service New Brunswick
Senior Data Architect

Projects and Responsibilities:
- **Project: Cloud Enterprise Data Analytics Platform.** (Technology Involved: **Architecture:** Cloud Architecture, Data Architecture, ArchiMate, TOGAF, Zachman, Curam IBM COTS solutions, Microservices, Data Modeling, and Data Flow Design. **Application:** Spring Boot, Java, Python,

REST API, Oracle database server and tools (12c, 19c), PL/SQL, Kafka, Javascript, ReactJS. **Data:** Data SaaS solution, Data Migration, Data processing pipeline, Data Modeling and Architecture, Data Cleaning and Integration, Security and privacy (data security, data privacy, data policies, data de-identification, data mask, data audits). Azure (Azure Data Lake, ADF, Databrciks, DevOps), SQL Server, Power BI, Informatica ETL.)

- Lead the project of **Cloud Enterprise Data Analytics Platform. Business Architecture:** Proactively communicate with stakeholders on any changes required to conceptual, logical and physical models, communicate and review dependencies and risks. Perform data modelling and data warehouse design. Design and Develop Azure Data Lake and Azure Databricks SQL Warehouse. Implement SQL Review data models, ETL process, tools and provide recommendation on improving performance and reduce ETL timelines. **Data Migration**: Lead the data migration analysis (data discovery, data quality audit and enhancement, mapping, extraction, cleansing, load). Define the roadmap for complex data migration from strategy to implementation.

- **Data Model/Architecture**: Re-engering legacy data models for creating existing Conceptual/Logical Data Models. Review existing data model and redesign to be scalable and flexible to meet current program and needs for analytical and operational reporting. Design the future SaaS Conceptual/Logical Data Models and Architectures. Deliver data management strategy, plans, logical data model, and definitions to support business vision and acceptance criteria, support and serve as conduit for mapping legacy data to a new SaaS solution, and promote quality data. Support data migration plan to redesign current on-premise or hybrid processes from a SQL Server environment to cloud-based delta lake built on Azure Data Lake service, using Azure Databricks. Review business requirements, familiarize with and understand business rules and transactional data model. Define conceptual, logical model and physical model mapping from data source to curated model and data mart. Analyze requirements and recommend changes to the physical model. Develop scripts for the physical model, create database and/or delta lake file structure. Access Oracle DB environments, set necessary tools for developing solution. Implement data design methodologies, historical and dimensional models. Develop curated model to store historical data captured incrementally from source. Design dimensional data mart models, create source-to-target-mapping design and document data transformation from curated model to data mart. Perform data profiling, assess data accuracy, design and document data quality and master data management rules. Review Functionality, Data Load, Performance, Data Consistency. Support troubleshooting data mart design issues

- **Data Integration/Deployment:** Review performance of ETL with developers and suggest improvements. Participate in end-to-end integrated testing for Full Load and Incremental Load and advise on issues. Plan for Go Live, Production Deployment. Work with system administrator, ETL developers and support team to define production deployment steps. Configure parameters, scripts for go live. Test and review the instructions. Review release documentation Go Live Support and Review after Go Live. Review Infrastructure and any performance issues for overall process improvement. Perform Knowledge Transfer to staff, development of documentation on the work completed. Transfer documents, scripts and review of documents. Document share and work on the architecture end-to end-working knowledge, Troubleshooting steps, configuration and scripts review.

Oct.2022 – Feb 2023
Wellington-Altus
Senior Enterprise Data Architect

Projects and Responsibilities:
- **Project: Cloud Data Hub/Machine Learning Platform.** (Technology Involved: Azure (Azure Data Lake, ADF, Databrciks, DevOps), SQL Server, Power BI, Informatica ETL., ArchiMate, TOGAF, Zachman, Oracle server and tools (12c, 19c), PL/SQL)
- Lead the project of **Cloud Data Hub/Machine Learning Platform.** Develop technical architectures, frameworks and strategies for analytics systems for Machine Learning to meet the business and application requirements. Analyze functional requirements to identify core data concepts, associations and data flows. Create design and analysis Documentation Create both Functional Design Documents (FDD) & Detailed Design Documents (DDD). Perform Fit-Gap analysis, system use case reviews, requirements reviews, coding exercises and reviews. Develop and maintain a plan to address contract deliverables, through the identification of significant milestones and expected results with status reporting. Work with the Client & Developer(s) assigned to refine and confirm Business Requirements. Participate in defect fixing, testing support and development activities for Informatica ETL tool. Assist with defect fixing and testing support for Cognos reports. Analyze and document solution complexity and interdependencies.
- Design Data Lake/Data Warehouse/BI Reporting Solutions including data repository, data

management, data security, Data Governance(data stewardship, data cataloging, metadata management, data lineage, data quality, data privacy), master data management, design patterns, data mapping, data integration, data flow, data lineage, data testing and performance tuning. Create Data Modelling for Business Intelligence using data warehouse design methodologies, delta lake and dimensional modeling. Perform Extract/Transform/Load processes to transform data for reporting/BI purposes. Define schema for reporting databases. Create metadata modeling and report design with PowerBI, Cognos 10/11, MS SQL Server Technology, Azure Databricks SQL Warehouse, Azure Data Lake. Develop Business Intelligence applications using Oracle database server and tools (12c, 19c), PL/SQL. Writing and reverse engineering SQL stored procedures and packages for data marts and reporting. Execute performance tuning of Business Intelligence applications, including data model and schema optimization

May 2020 – September 2022
Service Alberta
Senior Enterprise Data Architect

Projects and Responsibilities:
- **Project: Integrated Data Analytics Platform.** (Technology Involved: **Architecture:** Cloud Architecture, Data Architecture, ArchiMate, TOGAF, Zachman, Curam IBM COTS solutions, Data Modeling, and Data Flow Design. Data: Oracle server and tools (12c, 19c), PL/SQL**,** Kafka. **CICO:** Jenkins, Confluence, JIRA, Bitbucket, Git, Docker, Maven. **Cloud Platform:** Azure (Azure Data Lake, ADF, Databrciks, DevOps), SQL Server, Power BI, Informatica ETL.**)**
- Lead the large-scale systems of **Integrated Data Analytics Platform.** Interview management teams and business teams and document the solutions for business functional and nonfunctional requirements, security and data privacy. Provide conceptual and logical designs such as Business Requirement Model, Microservice Component Model, Object Model, Data Model, REST API Interface Model and Application Model. Design Enterprise Data solutions using ArchiMate, TOGAF, Zachman, Curam IBM COTS solutions (Social Assistance Management System), ETL design concepts. Design and develop BI Data Architecture in enterprise applications and solutions using data warehousing, data lake implementations and dimensional modelling. Collect business-level questions and propose approaches to address business needs and provide data insights. Expand documentation and knowledge of business processes relative to available data to provide contextual guidance for operation/project, reporting and insights generation. Design and articulate complex technical concepts into executable development work packages. Create metadata modeling and report design with MS SQL Server Technology, Azure Data Lake, Azure Databricks, Power BI
- Develop data warehouse solutions on MS Stack (Azure Data Lake, SQL, ADF, Databricks, PowerBI to store and retrieve centralized information. Design the data warehouse using dimensional and delta lake concepts. Create and maintain enterprise data model and data dictionary. Help development team to optimize database performance. Coordinate with the Integration department to identify future needs and requirements. Design conceptual/Logical/Physical data models using PowerDesigner and Visio. Review, install and configure information systems to ensure functionality and security. Analyze structural requirements for new data warehouse and applications. Develop Business Intelligence applications using Oracle database server and tools (12c, 19c), PL/SQL, Azure DevOps. Write SQL stored procedures and packages for data marts and reporting. Lead performance tuning of Business Intelligence applications, including data model and schema optimization

Oct. 2019- May 2020
TD Bank
Senior Enterprise Data Architect

Projects and Responsibilities:
- Project: ePayment Systems. (**Technology Involved: Architecture:** Enterprise Data Architecture, Cloud Architecture, ArchiMate, TOGAF, Zachman, Data Model, Data Flow **Development:** Python, SQL, ETL, Java/J2EE, Spring, RESTful API, Oracle server and tools (12c, 19c), PL/SQL, SQL Server, Kafka, **Analytics** (Power BI, SAS Analytics), Azure (Azure Data Lake, ADF, Databrciks, DevOps), SQL Server, Power BI, Informatica ETL.).
- Lead the project of **ePayment Systems** that offers digital funds transfer marketplace to customers by leveraging the multiple funds transfer service providers. **Interview** stakeholders on an ongoing basis to determine functional and non-functional requirements. Perform verbal and written communication and negotiation with team members and stakeholders. Design Enterprise Data

solutions using ArchiMate, TOGAF, Zachman, ETL design concepts. Design and develop BI Data Architecture in enterprise applications and solutions using data warehousing, data lake implementations and dimensional modelling. Collect business-level questions and propose approaches to address business needs and provide data insights. Expand documentation and knowledge of business processes relative to available data to provide contextual guidance for operation/project, reporting and insights generation. Design and articulate complex technical concepts into executable development work packages.Create metadata modeling and report design with MS SQL Server Technology, Azure Data Lake, Azure Databricks, Power BI

- **Develop** the ePayment engine with Microservice, Java, Oracle, Spring Boot, **API Gateways**. Design Data Lake/Machine Learning platform including data repository, data management, data security, data governance, master data management, design patterns, data mapping, data integration, data flow, data lineage, data testing and performance tuning. Review, install and configure information systems to ensure functionality and security. Analyze structural requirements for new data warehouse and applications. Develop Business Intelligence applications using Oracle database server and tools (12c, 19c), PL/SQL, Azure DevOps. Write SQL stored procedures and packages for data marts and reporting. Lead performance tuning of Business Intelligence applications, including data model and schema optimization

Sep. 2018 – Sep.2019
LCBO
Senior Enterprise Data Architect

Projects and Responsibilities:
- **Project: Data Integration and Business Intelligence Platform.** (**Technology Involved:** Java/J2EE, SQL, ETL, Spring, RESTful API, Python, PyTorch, Hadoop, Spark, Oracle server and tools (12c, 19c), PL/SQL, Kafka. **Architecture:** Enterprise Data Architecture, Cloud Architecture, ArchiMate, TOGAF, Zachman, Data Design Pattern, Cloud Architecture, Data Model, Data Flow. Azure (Azure Data Lake, ADF, Databrciks, DevOps), SQL Server, Power BI, Informatica ETL).
- Lead the project of **Data Integration and Business Intelligence Platform** that provides unified data-driven business intelligence systems including data integration, data analysis and business intelligent services. Analyze t**he business use case and data requirements**. Create **the Requirements and Solution Specification** to determine **the use cases and data flows**, and design the **high-level/detailed Data Architecture, the conceptual/logic/physical data model**. Design Enterprise architecture models with TOGAF, Zachman.
- Design Advanced Data Warehouse Solutions including data repository, data management, data security, data governance, master data management, design patterns, data mapping, data integration, data flow, data lineage, data testing. Implement data warehouse solutions on MS Stack (Azure Data Lake, SQL, ADF, Databrciks, PowerBI) to store and retrieve centralized information. Design the data warehouse using dimensional and delta lake concepts. Create and maintain enterprise data model and data dictionary. Help development team to optimize database performance. Coordinate with the Integration department to identify future needs and requirements. Design conceptual/Logical/Physical data models using PowerDesigner and Visio.
- Architect the Data Lake/ML-based BlackList Systems on Azure to detect the fraud and privacy leak with Azure(ADLS Gen 2, ADF, Event Hub, Synapse), Snowflake Data Cloud. Review, install and configure information systems to ensure functionality and security. Analyze structural requirements for new data warehouse and applications. Develop Business Intelligence applications using Oracle database server and tools (12c, 19c), PL/SQL, Azure DevOps. Write SQL stored procedures and packages for data marts and reporting. Lead performance tuning of Business Intelligence applications, including data model and schema optimization

Jan. 2017 – Aug 2018
TD Bank
Senior Enterprise Data Architect

Projects and Responsibilities:
- **Project: Common Trading Platform.** (**Technology Involved: Architecture:** Enterprise-Level(ArchiMate, TOGAF, Zachman, Cloud Architecture, Hybrid Cloud), System-Level (Microservices, Streaming Architecture), Data-Level(Data Architecture, Enterprise Database Solution, Data Model, Data Flow). **Implementation:** Java, Python, SQL, ETL, FIX, Spring Framework, API Gateways, Oracle server and tools (12c, 19c), PL/SQL, MQ, Kafka. Azure (Azure Data Lake, ADF, Databrciks, DevOps), SQL Server, Power BI, Informatica ETL.).

- Lead the project of **Common Trading System.** that consolidates the trading activity and workflows across multiple electronic trading markets. Agile meeting with stakeholders to collect the **business and technical requirements**. Proactively communicate with stakeholders on any changes required to conceptual, logical and physical models, communicate and review dependencies and risks. Perform data modelling and data warehouse design. Design and Develop Azure Data Lake and Azure Databricks SQL Warehouse. Implement SQL Review data models, ETL process, tools and provide recommendation on improving performance and reduce ETL timelines. Design Enterprise Data solutions to specify the data integration requirements, data flows, data management strategies, **high-level and detailed** data architecture based on **TOGAF, Zachman, Enterprise Data Architecture.**
- Design and develop the real-time **Trading Engine** to handle high-volume transactions with **Spring, Java/J2EE, API Gateway.** Filter the high-value market data and trading data to the Self-Service BigData Platform on Azure with **Hadoop, Spark, Kafka, Python.**Review existing data model and redesign to be scalable and flexible to meet current program and needs for analytical and operational reporting. Support data migration plan to redesign current on-premise or hybrid processes from a SQL Server environment to cloud-based delta lake built on Azure Data Lake service, using Azure Databricks Review business requirements, familiarize with and understand business rules and transactional data model. Define conceptual, logical model and physical model mapping from data source to curated model and data mart. Analyze requirements and recommend changes to the physical model. Develop scripts for the physical model, create database and/or delta lake file structure. Access Oracle DB environments, set necessary tools for developing solution. Implement data design methodologies, historical and dimensional models. Develop curated model to store historical data captured incrementally from source. Design dimensional data mart models, create source-to-target-mapping design and document data transformation from curated model to data mart. Perform data profiling, assess data accuracy, design and document data quality and master data management rules. Review Functionality, Data Load, Performance, Data Consistency. Support troubleshooting data mart design issues

Jan. 2014 – Dec. 2016
RBC Bank
Senior Enterprise Data Architect

Projects and Responsibilities:
Project: Wealth Management System (**Technology Involved:**
- **Architecture:** ArchiMate, TOGAF, Zachman, Cloud Architecture, Microservices, Enterprise Data Architecture, Enterprise Database, Data Modeling, Data Flow.
- **Coding:** Java, Python, SQL, ETL, Spring, APIs, Oracle server and tools (12c, 19c), PL/SQL, Kafka
- Cloud: Azure (Azure Data Lake, ADF, Databrciks, DevOps), SQL Server, Power BI, Informatica ETL
- Lead the project of **Wealth Management System**, an Customer-centric AI-driven system to optimize the credit, expense and financial risk control for family and small business. Perform verbal and written communication and negotiation with team members and stakeholders. Create design and analysis Documentation Create both Functional Design Documents (FDD) & Detailed Design Documents (DDD). Perform Fit-Gap analysis, system use case reviews, requirements reviews, coding exercises and reviews. Develop and maintain a plan to address contract deliverables, through the identification of significant milestones and expected results with status reporting. Work with the Client & Developer(s) assigned to refine and confirm Business Requirements. Participate in defect fixing, testing support and development activities for Informatica ETL tool. Assist with defect fixing and testing support for Cognos reports. Analyze and document solution complexity and interdependencies
- Create Enterprise-wide Architecture and associated best practices, methods, standards, tools, policies, and processes. Build data warehouses, data marts and data lakes. Create Data Modelling for Business Intelligence using data warehouse design methodologies, delta lake and dimensional modeling. Perform Extract/Transform/Load processes to transform data for reporting/BI purposes. Define schema for reporting databases. Create metadata modeling and report design with PowerBI, Cognos 10/11, MS SQL Server Technology, Azure Databricks SQL Warehouse, Azure Data Lake. Develop Business Intelligence applications using Oracle database server and tools (12c, 19c), PL/SQL. Writing and reverse engineering SQL stored procedures and packages for data marts and reporting. Execute performance tuning of Business Intelligence applications, including data model and schema optimization
- **Build** real-time Data Analytic platform on Azure with Hadoop, APIs, Kafka, Spark, Event-Driven ETL processes. Define and execute tests across the development lifecycle (unit testing, system testing,

user acceptance testing) and using results to refine database design for Quality Assurance. Conducting Knowledge Transfer and training sessions, ensuring the resources will receive the required knowledge to support the system. Develop learning activities using review-watch-do methodology & demonstrate the ability to prepare and present. Develop documentation and materials as part of a review and knowledge transfer to other members. Develop specific activities as part of a review (hand over to staff)and building block approach which, build on knowledge transfer and skills development from the previous stage to the next. Lead Development and facilitation of classroom based or virtual instructor demo led sessions for Developers. Monitor identified milestones and submission of status reports to ensure Knowledge Transfer is fully completed.

Oct. 2010 – Dec. 2013
Barclays Capital
Senior Enterprise Data Architect

Projects and Responsibilities:
- **Project: Artificial Intelligence Trading Platform. (Technology Involved: Architecture:** TOGAF, Zachman Framework, Enterprise Service Bus, Streaming Technologies; Enterprise Data Architecture, Enterprise Database, Data Model, Data Flow. **Implementation:** Java, Python, SQL, ETL, Spring, APIs, Oracle, SQL Server, TIBCO EMS, **API Gateways. BigData:** Spark, Hadoop, Elasticsearch, PowerBI.)
- Lead the project of **Artificial Intelligence Trading Platform**, an electronic trading platform for trading credit securities or equities on **Capital Markets.** Interview stakeholders to gather the business requirements and data flows in agile solutions. Provide architectural and technical expertise, leadership, project management, research, investigation and task solving solutions to improve the quality, security, effectiveness and value of data. Create Architecture Standards and best practices including Data Modeling, Architecture Methodology, Technology Stacks, Security and Solutions. Document **Data Architecture Design Specification** to document data integration requirements, data flow, data governance, and management strategies.
- Design Enterprise architecture models with TOGAF, OOAD, UML CASE tools. Design the real-time **trading engine** to handle high-volume requests and manage the trade lifecycle with **Java, FIX, Multithreading**.
- Create conceptual and logical data models from business requirements with object and relational databases. Design Data Warehouse Solutions including data repository, data management, data security, data governance, master data management, design patterns, data mapping, data integration, data flow, data lineage, data testing and performance tuning. Architect the Risk forecasting systems to analyze the News or Events and market/order/transactions dataset to forecast the potential risks with Python, SQL, Natural language processing, Text analytics.

Jun. 2006 – Sep. 2010
Credit Suisse
Enterprise Data Architect

Projects and Responsibilities:
Project: Re-architecting Enterprise Infrastructure. (Technology Involved: Enterprise Architecture standards and guidelines, Domain Driven Architecture, TOGAF, Zachman Framework, Enterprise Security, Enterprise Data Architecture, Data Model, Data Flow, Enterprise Database, ETL processes; APIs, TIBCO EMS, DB2, C++, SOA, Web Services).
- Lead the project of **re-architecting enterprise infrastructure** to seamlessly integrate Web/J2EE applications, mainframe applications and external systems to improve the quality, security and effectiveness of enterprise data and applications. Gather the **System Requirements** and **Service Level Agreement**. Provide research, investigation and task solving solutions. Identify Subject matter data, Document business vision, strategy and roadmaps. Design Enterprise architecture models with TOGAF, OOAD, UML CASE tools
- Create conceptual and logical data models from business requirements with object and relational databases. Map logical models to physical models. Build data warehouses and data marts solutions. Create the Tasks and Status Matrix to track the report the mission-critical tasks and issues. Work independently and to engage and collaborate with project team members and stakeholders.

Nov. 2003 - May 2006
Hewlett-Packard
System Architect

- **Project: HP Ecommerce System.** (Platform involved: iPlanet Server, Weblogic Server, Websphere MQ, Solaris, Oracle, Rational Rose. Technology involved: **JSP, Java Servlet, Struts, Hibernate, EJB, JNDI, JDBC, JTA, JMS, C/C++, MQ, XML, SOAP, WSDL, UDDI, N-Tier Enterprise Architecture and Security).**
- **Interview** clients to collect the user requirements and plan the product marketing goals. **Determine** system requirements. **Scope** product delivery package. **Analyze** business processes and domain objects.
- Design and Implement High-Availability Internet Infrastructure based on N-Tier Enterprise Architecture, Weblogic Server Cluster and MQ. **Design** application solution and data model. Create Application Framework with Java/J2EE Design Pattern and Struts Framework.
- Provide production support and trouble-shooting for Websphere MQ and Weblogic Server. Administrate, configure and deploy Weblogic/MQ/Oracle/Solaris platform. Diagnose system defects and provide solutions of the defects. Create test strategies to verify performance, load-balancing and fail-over of the system.

Aug. 2000 - Oct. 2003
Onlane
Senior Software Engineer

Projects and Responsibilities:
- Participate the project of **E-Commerce Platform** that is to provide dealers and sellers with first access to a broad inventory of vehicles and support services 24 hours a day, seven days a week. Implement the **Event-Driven Processing Engine** to handle high-volume requests and manage the auction lifecycle with **Java.** Work independently and to engage and collaborate with project team members and stakeholders.

PROFILE 3:

SKILL	Database Administrator
Client	**DELTA DENTAL**
Client Reference	**Name: Venkata Suresh** **Title: Manager, Tranzeal Incorporated** **Phone: 408.884.0357** **Email: sureshs@tranzeal.com**
Scope of Work	**Role: Database Administrator** Responsibilities • Develop expert knowledge of Client's business and problem/solution domain • Deliver cloud platform architecture documents detailing the vision for how Azure infrastructure and platform services support the overall application architecture; socialize and review with software, database, and testing engineers for acceptance. • Collaborate with application architects and DevOps to modernize infrastructure as a service (IaaS) applications to Platform as a Service (PaaS) • Create solutions that support a DevOps approach for delivery and operations of services • Be a go to person for Cloud Architecture for Audit and Assurance. You should have a deep understanding of IaaS and PaaS services offered on cloud platforms and understand how to use them together to build complex solutions. • Ensure that all cloud solutions follow security and compliance controls, including data sovereignty. • Plan, organize, and control multiple responsibilities to achieve project objectives; technically guide projects through to completion. Ensure deliverables are completed within target timeframes and are consistently of high-quality. • Interact with and advise business representatives of the application regarding functional and non-functional requirements

	• Create proof-of-concepts to demonstrate viability of solutions under consideration • Develop enterprise level conceptual solutions and sponsor consensus/approval for global applications. • Have a working knowledge of other architecture disciplines including application, database, infrastructure, and enterprise architecture. • Identify system integration opportunities • Identify and implement best practices, tools and standards • Provide consultative support to the DevOps team for production incidents • Drive and support system reliability, availability, scale, and performance activities **Required** • Minimum of 10 years' experience in the technology field. • 5+ years of strong experience with cloud services Azure • Strong knowledge of Microsoft SQL Server and database administration, including Always On. • Strong knowledge of Azure, including PaaS and IaaS architectures. • Knowledge of networking engineering, including DNS, firewalls, load balancers, etc. • Knowledge of best practices for IT operations in an always-on, always-available service mode • Proven background in the design and implementation of large scale, global, complex custom application development systems (e.g., high transaction volumes). • Advanced understanding of distributed systems architecture in Azure on a global basis • Experience problem solving issues on globally distributed systems and critical product service environments • Capable of technical deep dives into infrastructure, databases, and applications as needed, yet cognitively agile enough to have strategy discussions with leadershi • Must understand the Agile methodology and have worked on a Scrum team. • Experience of practical implementations of Continuous Integration and Continuous Delivery tools. • Direct, hands-on experience with DevOps and release management tools • Experience with continuous integration tools, such as VSTS, Bamboo, Jenkins, Microsoft TFS, TeamCity, etc. • Experience with configuration management tools such as Ansible, Chef, or Puppet • Exceptional communication skills and the ability to communicate appropriately with corporate executives and technical teams. • Excellent influencing and reasoning skills; good at conflict resolution and consensus building. • After hours on-call support occasionally required.
Timeline Worked	**Start Date: 2020-12-01** **End Date: 2021-12-31**
Resource Profile	**Prasenjit Biswas**

Prasenjit (Pras) Biswas
Sr. Azure Data Architect/Administrator

Practice	Data Architecture	Methodologies
• Cloud and Digital Transformation • Strategic Technology Roadmaps • Program Architecture • Data-driven organization	• Data Lake / Delta Lake / Lakehouse • Data Warehousing • Data Taxonomy and Ontology • Data Domain Modelling • Data Wrangling, Data Munging	• API Management • Data Quality • ELT and ETL • Containerization • Microservices

• Cross-Functional Governance • Strategy execution	• Data Lineage, Data Governance	• NoSQL – Multi Model Databases
Technologies	Analytics and Data Science	Industries + Domains
• Azure Data Platform end to end • Azure Data Lake Gen 2 • SQL Data Warehouse • MongoDB, Cosmos, DynamoDB • Collibra / Azure Purview • Elastic search / Kibana • API Gateways / Open API / REST	• DataBricks, Data Factory v 2 • Data Catalog, Data Visualizations • Power BI, ML Studio, Text Analytics • Spark ecosystem / Databricks • Python / NumPy / Pandas libraries • Power BI, Tableau Data Visualization	• Accounting and Advisory • Telecommunications • Insurance and Banking • Retail / E-Commerce • Financial / Payroll • HRIS / CRM / E-Learning • Healthcare

Over 22 years of IT industry experience as a Consultant, Solution Architect for 15 years and **7 years in the Cloud** (Azure and AWS). Currently specialized in implementing enterprise-wide cloud data-driven initiatives. I have worked in many MDM and Data Quality projects at Google, TD, Bell, etc.

Highlights

A force for the *Data-driven Organization* - lead the development and implementation of various cloud data architecture initiatives around Master Data Management, Data Quality, Data Architecture Policies, Standards, Governance, Privacy and Metadata Management.

I understand and negotiate the multi-faceted challenges and complexity faced by organizations in transforming to become data-driven; migrating from decades of legacy systems, resistance of legacy culture and ever competing business priorities in building distributed architectures at scale.

Responsible for building large, multi-source heterogenous data sets, and build a 3-tier raw, staged, cleansed Data lake in AWS Cloud services such as Glue, Glue Data Catalog, Redshift Spectrum, Athena, RDS, S3, Data Bricks, Data Factory, ELT. Apply Statistical and Machine Learning algorithms, develop visualizations, build complex predictive models and unlock their value through Python, SparkQL and other analytical tools.

Develop data governance framework, clearly identifying roles and responsibilities of technology and business teams. Includes processes for governing the identification, collection, and use of data and the steps to assure accuracy and validity.

▪ Defined and architected large EDW (Enterprise Data Warehouse) and DSS for Reporting and Analytics platform, identify the sources and producers and consumers of the master data, data mining, collect and analyze metadata and implement a data-governance program.

Recent Experience

KPMG, USA (NJ)	Sr. Azure Data Architect Jan '23 – Jun '23

Data Architect for Cloud optimized PaaS in oversight as well and technical implementation role for the Azure Data Platform – for a global Audit Compliance Analytics solution. Working with end to end Azure Data Services like Azure Data Factory, Azure Data Lake Gen2, Azure Synapse, Azure Data Bricks, Delta Live Tables, Power BI, ELT Data Pipelines, Serverless SQL to deliver a 3-tier Data Lake with complex scheduling and ingestion orchestration and pipeline monitoring requirements for a global solution across 5 different cloud regions. Azure Data Factory pipelines leveraging Data Movement activities, Data Transformation activities like Data Flow, Stored Procedure, Custom Activity, Azure Functions etc. and Control Flow Activities like web activity, lookup activity etc. Demanding, detail oriented and sharp client with high performance benchmarks requiring mature design for performance and tuning across the entire solution stack. Advanced monitoring of pipelines, jobs and runs for root cause analysis in cases of failed runs and display for single pane of glass monitoring.

Tech stack: Azure Data Factory, Azure Data Lake Gen2, Azure Synapse, Azure Data Bricks, Delta Live Tables, Power BI, Python, ELT Data Pipelines, Apache Airflow, Data Lake + Warehouse, Event Hub

Google	Data Taxonomy / Data Governance Architect	Jan '22
– Dec '22		

Designed a Taxonomy for Google's very large Data Center engineering domain to organize over 3000 data elements and assets into structured ontologies -- easy to follow branches of knowledge. They make it easier to search for or browse a subject area, are a convenient way to classify data to prove it is unique, organize metadata in an easy to grasp format and govern data from a compliance perspective. The Taxonomy serves as the "data model" driving the User Interface (QuickBase) and is the basis for the creation of the Mindmap diagrams.

- Conducted technical workshops for 10 domains to identify sources and critical data assets
- Create a fully rationalized Taxonomy design to provide context and knowledge maps -- captures relationships, hierarchies, or structures beyond text to provide meaning and knowledge
- Consistent definitions/terminologies per data center industry business processes and standards
- Enable unified or single glass pane view across common measurements such as (Capacity, Cost, Location, Schedule, Agreements) across Google and Partner systems.

Responsibilities:

- Work with a cross-disciplinary team and process to optimize data centre-specific taxonomy, categorizing data catalog into specific classes/categories/parent-child structure based on common characteristics. A taxonomy is a classification scheme.
- Establishing a hierarchy within a set of metadata and segregating it into categories creates a better understanding of the relationships between data points
- Organize metadata in an easy to grasp format – using Mindmaps and Schemas

Tech stack: QuickBase, Schemas, Informatica, Data Lineage, Mindmaps, Taxonomy, Data Governance

Delta Dental	Azure Data Admin	Dec '20
– Dec '21		

Lead data architecture vision, technical architecture and design, participating in the design of the integration and EDW/Data Lakes architecture and analytics solutions. Create enterprise integration and EDW architecture standards – MDM, ODS, Data Lake, EDW. Clarify the use of Azure services such as Azure Data Lake Gen2, Data Catalog, ELT, Azure Data Factory, Event Hubs, Power BI, Cosmos NoSQL. Work with Azure data engineering teams to deliver real world implementations of a true holistic view of all healthcare data.

1. Build a Azure Data platform to maximize the patient engagement, enabling omni-channel switching capabilities and delivering expected user experience
2. Leveraging FHIR service in Azure Health Data Services for exchange of PHI and clinical / diagnostic / medication health data using the FHIR data standard PaaS service
3. Can handle the data flood from a multi-channel solution; be it real world evidence, EHR, CRM data, real-time patient behavior etc.
4. Applying appropriate user segmentation to enable more informed business process decisions

Tech stack: Azure FHIR, Azure Data Lake Gen2, Data Catalog, ELT, Azure Data Factory, Event Hubs, Power BI, ML Studio, Python, Python Data Science, Healthcare, PHI/PII, MDM

OLG (Ontario Lottery + Gaming)	Cloud Data Lake Architect	July '19
– Nov '20		

Lead Data Analytics Architect for implementing a Terabyte range Data Lake unifying data sets from its land-based gaming (casinos), virtual/online gaming, and sports betting. OLG is a $7 billion+ business as Ontario's Provincial sole Lottery and Gaming provider.

I was the architect and implementation specialist in 2 Projects for Data Lake Analytics that involved Data analysis, predictive modeling, statistical modeling, machine learning, big data visualization, data mining, KPI dashboards, statistics, optimization, algorithms, A/B testing, exploratory analysis, etc.

1> **Real time Fraud detection in Sports Betting**: Define fraud concepts and suspicion models to detect betting-related manipulation in sport such as spot-fixing, match-fixing, pump-and-dump etc (by modelling Frequency Patterns, Odds movements, Wager Patterns, Spot payments Patterns, Account monitoring, etc) that lie well outside a range of acceptable odds, legitimate explanations and sets off red flags for human investigation.

2> **Gambling Addiction Risk Assessment Profile**: OLG's Responsible Gambling division launched an experimental lab project for identification of *Early detection of Addiction Risk Assessment* score of players (gamblers) using cutting edge ML framework to analyze casino visit frequency, loan default history, bill payment history, credit worthiness history, past bankruptcies, self and prescribed exclusion history, browsing behavior, criminal history to derive insights into their habits for propensity modeling and addiction score.

- Strategies around missing data and gaps in datasets
- Identified appropriate data mining strategies to gain understanding of the available data sets, data structures, correlation and cause intersects
- Dataset sampling to verify if dataset is balanced for building predictive models
- Build classification models for decision support, risk adjustment and hierarchical condition categories, an text classification models for intent prediction

Tech stack: Azure: Data Bricks, Text Analytics API, Cognitive Services, Cognitive Search, Azure Data Lake, Data Catalog, ELT, Azure Analysis Services, Azure Data Factory, Azure Data Lake Analytics, Event Hubs, Power BI, ML Studio, Python, Azure Synapse Analytics, Dynatrace APM, NumPy, Pandas, Python Data Science

Massive Insights 2019	Cloud Data Lake / Cloud Foundation Architect	Feb '19 – July

Responsible for building a high-performance team and dynamic to meet for building AWS Data Lake.

Apply Statistical and Machine Learning methods, develop visualizations, build complex predictive models and unlock their value through Python, SparkQL and other analytical tools.
Wrangle large, unstructured, multi-source heterogenous data sets, and build a 3-tier raw, staged, cleansed Data lake in AWS Cloud services such as Glue, Glue Data Catalog, Redshift Spectrum, Athena, RDS, S3, ECS sourcing data from the API Gateway and using Airflow DAG workflows.

Be the seasoned coach who works to bring the best out of juniors and invests in their development.

- Definition & Oversight of EDW/Analytics Ecosystem
- Data Analytics Solutions Design with Redshift, AWS RDS, Glue ELT and Spark ecosystem.
- Technical guidance and implement Predictive modeling, Data Munging, Machine Learning, Mining, Data Science using Python libraries (NumPy, Pandas, etc.)
- Apache Airflow DAGs for workflow steps and conditional task scheduling

Tech stack: MDM, AWS, EC2, Tableau, Data Wrangling and Munging, Python, NumPy, RDS, Spark ecosystem, Apache Airflow DAGS, Redshift, comparison with Snowflake vs Redshift for use case suitability

Parkland Fuels	Azure Data Lake Architect	June '18 – Jan 2019

Inventory optimization in Cloud Data Lake for Canada's largest oil and gas retailer based out of Calgary. Train model for accurate forecasting from historical data in the data lake. Configuring the demand forecasting parameters, generate a statistical baseline forecast, then using separated estimation and optimization — first estimate the demand distribution, and then use that in an optimization model. Integration with Dynamics 365 (Finance and Operations) to predict demand more accurately by infusing more demand planning parameters and considering new statistical models.

Also created a Landing Zone and network design for Data Lake deployment for a complex Canada-wide departmental structure. Migrate existing databases from on premise to Azure to fill the data lake.

Created the IT Operating Model (migrating the ITIL Service Management framework to a Cloud Optimized Model) and Cloud Security Framework across Control domains based on the CSA Cloud Security Matrix, weaving in and educating the client on the Shared Responsibility model.

Also created the Cost and Budget analysis with monthly outlays, scaleout and cost optimization plans.

Tech stack: Azure Data Lake, Data Catalog, Azure Analysis Services, Azure Data Factory, A zure Data Lake Analytics, Event Hubs, Power BI, Text Analytics API, NLP, Cognitive Services, Cognitive Search, ML Studio,

Scotiabank	Cloud Security Architect	May '17 – May '18

IDaaS (Identity as a Service) in the Cloud - federated IAM/IDM for SSO and SIEM in Azure leveraging a unified, virtualized, global Federated ID. Privileged Access Management (break glass process) in the Cloud utilizing Key Vaults (Centrify). Cloud end to end security: cloud SDNs such as VNets and VPCs, WAFs, encryption (at-rest, in-transit, in-use), intrusion/threat detection/prevention, data loss prevention, file integrity monitoring, SIEM in the cloud with multi-level forensics. Developing strategy regarding CASB (Cloud Security Access Broker) and management/governance in the cloud.

Tech stack: Centrify, Azure AAD, Azure, IDaaS, SIEM, Splunk, VMWare, Blue Medora, vrOps, XebiaLabs

McDonalds (via SMITH)	Cloud Native Architect	Oct '16 – Mar '17

Breaking up a Monolith that does not scale well, with long cycles to implement - into Microservices. Single concern / single responsibility suite of Microservices that is a vertical slice of business capability using Domain-Driven Design to get the Bounded Context right.

Coded PoC (Proof of Concept) for full Microservices Ecosystem Architecture and Patterns spanning Cloud Configuration (Spring Cloud), Resilience (Circuit breakers, Request Collapsing), Service Registry (Eureka), inter-services communication messaging using RabbitMQ – both http and tcp/ip, API gateway, API documentation (Swagger) and Cloud deployment. Chosen stack - Spring Boot/Spring Cloud/Netflix OSS (Hystrix, Zuul), containerised deployment using Docker.

Published REST APIs on the Open API standard (Swagger/YAML) with lifecycle management of multiple API versions and the dependencies through a governed deprecation process, secured with oAuth keys via access and refresh JWT tokens, provision and manage API keys, monitor real-time usage, performance and health analytics of aggregated API traffic and of specific apps.

Demonstrated the use of Netflix Zuul edge filters for scaled out traffic routing and executing order dynamically.

Introduced reactive programming concepts and implementations of reactive streams for resilience.

CloudFoundry PaaS deployment with automatically spinning up and linking all instances:
• discovering instance endpoints (through server side discovery)
• dynamically initializing network routes
• auto-configuring connection strings based on service version or tenant
• register service endpoint locations, associate metadata and policies, connect clients, circuit break around failures, correlate inter-service calls, and load balance traffic.

Tech stack: REST, Reactive Programming, Open API/Swagger/YAML, Spring Boot, APIs, RabbitMQ

HP-Enterprise	Cloud Native Architect	Apr '16 – Oct '16

Wealth Management flagship system modernization on Microservices / Cloud Native design.

CA Layer 7 API Gateway implemented for service orchestration and security. Edge use cases: threat protection, orchestration, routing, translation (Public / Published APIs). Center use cases: Message security, transport security, polyglot (transformation or private, internal or utility APIs), resilience enabler by returning cached data. Huge benefit in implementing Strangler Pattern for managing dynamic state of co-existence / co-evolution as the old system is retired and new one brought on line.

Leveraged MEAN Stack (Mongo, Express, Angular.js, Node.js). Node.js for event-driven, non-blocking I/O model that is lightweight and suitable for single-responsibility Microservices. Express.js handles routing, middleware, templating engine, and PM2 for managing heavy inter-process chattiness.

Implemented ABAC/RBAC access control using OAuth tokens from the Authorization service. Delivery methodology was the Disciplined Agile Delivery (DAD) framework - a people-first, goal-driven, enterprise aware, and scalable approach.

Deployment on a PaaS platform (Cloud Foundry). Best practices like 12-factor apps, OpenAPI.

Tech stack: CA Layer 7 API Gw, Cloud Foundry, Docker, Python, 12-factor apps, Disciplined Agile, BOSH

KPMG	Cloud Transformation Architect	Jan '15 – Feb '16

Application Profiling and Analysis → Cloud Suitability → Migration Planning → Transformation Framework (Transformation Strategies and their Analysis - Decision Framework - Cloud Patterns, Best Practices, Reference Architecture) for a complete migration of around ~50 applications to the Cloud at a Big 4 Accounting and Advisory multinational firm with a global presence.

Leverage this opportunity for Application Transformation, not just lift-and-shift migration. Use the movement to the Cloud as an opportunity to pay down accumulated "Technical Debt". Where possible, transform applications to be "Cloud-Native" - Implement Scalability, Elasticity, High Availability, Standardization. Design to be "cloud native".

Address very real data security/privacy/ data domicile concerns of a global Tax Audit company negotiating strict EU data privacy laws (e.g. EU Article 29).

Disposition Plan and Migration Architecture for each application - identify applications for retirement, replacement, rehosting, replatforming or redesign (SOA/Microservices)
  - Created keystone artifact – "Transformation Decision Framework" – at the core a decision tree
  - Strategy re: private vs public vs virtual private managed hosting model / IaaS vs PaaS Strategy
  - Created "Cloud Maturity Model" mapping the journey from IaaS abstraction to true Cloud Natives

Provide transformational yet grounded migration guidance. Reference Migrations and architecture, Principles, Best Practices, Cloud Patterns, Microservices and monolithic application decomposition, governance, operational standardization while considering non-standard and special case scenarios through ongoing consulting and oversight.

gration Guidance

Practices for Scalability and Parallelization, Elastic Scalable Storage, Security, Availability & Resiliency, Redundancy, SOA and Microservices, Monitoring etc. Best Practices, Standards, Conventions, Cloud Design Patterns Catalog. Tools Guidance - configuration management, automate tasks, deployment runtime insights, optimization, etc. leading to a DevOps culture.

vOps Leadership

Training and Workshops to foster DevOps mindset across KPMG ITS Global and its vendors (TCS)
DevOps processes retooling to eliminate bottlenecks, form dedicated cross-functional teams
Tooling and Workbench for a Continuous Delivery Pipeline (Automation) in the Cloud

Tech stack: Azure, IaaS, PaaS, SaaS, Linux, Microservices, PowerShell, Visual Studio

Shoppers Drug Mart	Program Architect	Jan 14 – Dec 14

- Oversight role for a fast-track Omni Channel Loyalty program at one of Canada's largest retailers to be rolled out to 1200+ stores nationally. Steward for program direction, approach and key artifacts to keep programs on track – the 'glue' between the workstream silos

- Shape and communicate the Omni Channel program vision while aligning 7 different workstreams/projects which comprise the program. Initiate, influence, and gain support across diverse stakeholders for architecture adjustments and innovative strategies to meet strict timelines while navigating problems, opportunities and constraints in each workstream.

- Understanding of a wide range of technologies at the workstream level such as ETL (Informatica), WebLogic, DataPower, Oracle (SOA). Also infrastructure, mobile, SaaS, web, integration, SOA and cloud workstreams.

- Provide guidance on application and integration design and development, Enterprise Architecture standards, best practices, functional and technical solution implementation and oversight based on REST API integration and Enterprise Integration Patterns

- Critical and highly visible role encompassing oversight of entire Multi Channel Loyalty program at one of Canada's largest retailers to be rolled out to 1300 stores nationally.

Tech stack: EA, UML, Archimate, Informatica, WebLogic, SOA, Cloud, Mobile, ETL

DirecTV (Los Angeles)	Enterprise Solution Architect	Jan 13 - Dec 13

- I oversaw large-scale integration projects - CRM, B2C Website – Self Service, Billing and OSS Systems primarily on REST APIs. Typical budget in millions for this company with 35 million subscribers and $30 billion revenue.

- I evaluated impact on integration, reliability, performance, scalability and maintainability – creating an executable architecture that strikes a balance between practical design and alignment with architectural vision.

- I modeled the Business Processes and Workflows using UML to capture the sequence, activity and components of the solution. This involved analysis of Enterprise Product Catalog and Enterprise Data Models to understanding business data and its impact.

- For the B2C consumer website directv.com I advised on Social Media Strategy and architected a project to implement wide ranging enhancements in the site including mobile access

Tech stack: REST, APIs, UML 2, BPNM, Social Media, CRM, EA Sparx

TD Insurance	Solution Architect	May 2011 –

Nov 2012

- Decision Support System (BI project)

    o Current State deficiencies where users independently sourced, modeled and stored data
    o Future State envisioning with solution architecture, technology stack, roadmap, estimates, implementation guidance
    o Balancing solution between competing goals of alignment among multiple stakeholders for data that has not had a clear "owner."
    o Guidance around Enterprise Data Model and KPIs/Scorecards

- Software Architecture - Business, Data, Application, Technology

    o Helped established TD Insurance Life & Health's architecture repository based on the Zachman's taxonomy to facilitate the archival and sharing of knowledge within technology services

- Contributor to MDM Enterprise initiatives

    o Identify the sources and producers and consumers of the master data, develop the master-data model, collect and analyze metadata and implement a data-governance program
    o Participate and debate alignment of top-down Enterprise initiatives with bottoms-up realities to find a sweet spot in an organization with a history of uncoordinated approaches

Technologies: EA, SOA, Informatica, Cognos, Data Architecture, Data Modelling, Data Warehousing, SSIS, insurance, REST APIs

Manulife Financial	Solution Architect	Mar 09

– Dec 10

$600 million Business Unit with 550+ employees

Re-architecting Manulife's Affinity Business Unit Travel Insurance systems from scratch due to end-of-life systems (currently Canada's no 2 Travel insurer) while aligning the other lines of businesses (Life, Health) on the same technology assets. Created strategic technology roadmaps.

Envisioning the future state while articulating architectural principles, SOA best practices to shape system architecture which is very integration intensive (with legacy systems integration) and their governance.

Developed the Travel Insurance Data Model by standardizing data to a consistent format, mapping attributes and removing semantic duplicates

Architected the ESB (Enterprise Service Bus) which incorporated rules to eliminate incorrect data from entering the system – another step towards authoritative and trustworthy data

Architected Enterprise PCI (Payment Card Industry) project for Credit Card and PII privacy compliance. Solved using Tokenization (data aliasing) technology and an abstraction layer, credit cards are made transparent to the jungle of internal systems via interceptor modules. Leveraged SAML for web-based SSO

Technologies: EA, SOA, ESB, Web Analytics (Omniture), DataStage, Data Modelling, Data Analysis, BizTalk,, Business Rules Engine, REST APIs

First Canadian Title	Solution Architect	Nov 2007 – Jan 2009

$380 million with 300+ employees

Provided Technical Leadership in a large project with over 25 developers to build a low-touch, paperless "technology highway" between lenders and lawyers

Owner of the Canonical Schemas for the project – I maintained a constant focus to ensure that service contracts are optimized, appropriately granular, assert relevant policies and standardized

Responsible for creating and maintaining the solution/application concepts/architectures, technology reference implementations, architectural guidance, schemas and interfaces, application tiers, frameworks, software factories mostly using .NET

Technologies: BizTalk 2006 R2, SaaS, Data Architecture, ORM (Object Relational Modelling), LINQ, ITIL, UML, ESB, REST APIs.

Adea Solutions (Dallas)	Integration Architect	Mar 2007 – Dec 2007

USD $400 million with 200+ employees

Involved in a SeeBeyond data migration project for a Dallas-based large US Environmental client in a large project with over 10 developers

I was the lead in deciding the migration strategy, discovery and analysis of data, collection of metadata from across heterogeneous integration environments, create a visual map of data flows within those environments, produce architecture artifacts for integration, detection of hidden risks, and creating test plans to ensure that data remains free of damage from movement or transformation during the migration

Technologies: BizTalk 2006, SUN SeeBeyond, Data aggregation, Oracle, REST APIs

Maple Leaf Foods	ETL Developer (freelance)	Jun 2007 – Dec 2007

Senior developer in a Freelance role to architect ETL solutions using SSIS in SQL Server

Developed 3 SSIS packages to synchronize orders between an ERP system and mobile device DB in high volume (150K records daily) and high availability business critical applications

Technologies: SSIS, BizTalk 2006, SQL Server 2005, Oracle 10g, DataStage, REST APIs

Cactus Commerce	Integration Analyst	May 2006 – Mar 2007

$300 million with 180+ employees **3 projects**

- **Chapters Indigo** Involved in B2B and EAI supply chain import into Chapters Indigo's main product catalog, compiled from different channels and vendors (books, music, video, SAP, etc). High volume replenishment and updates handled in real time with substantial preprocessing. Designed and architected the DTS/SSIS packages, BizTalk messaging
- **Folica.com** E-Commerce project involving a front-end MS Commerce Server 2007 deployment and Axapta at the back end. Used the new Commerce Server adapters to move products from Microsoft Dynamics (Axapta) to Commerce Server and Orders the other way. Also included extensive payment authorization in the middle tier – Credit Cards, PayPal, E-Check, etc through CyberSource.

Technologies: BizTalk Server 2006, Commerce Server 2007 Adapters, Oracle 9g, CyberSource, XSLT, XPATH, SQL Server 2005, SSIS, DTS, EDI, cXML

ING DIRECT (USA)	Lead Developer/Analyst	May 2005 – May 2006

Chief developer for architecting, designing and developing a SOA (Service Oriented Architecture) framework for ING's internal HR processes. The SOA (Service Oriented Architecture) Implementation Framework for ING Direct, USA, is based on the MVC (Model-View-Controller) design pattern to present and manipulate different views of the same data structures

Technologies: BizTalk Server 2004, SOA, Data Modelling, Data Storage, Data Analysis, M-V-C pattern, WSE 2.0, ASP.NET 2, SQL Server 2005

BELL CANADA   Team Lead and Architect, Data and Analytics   Jan 2004 – Mar 2005

The challenge was to gather business-critical data from multiple systems (BELL Canada's 4 lines of businesses) by aggregating and rolling them up as dimensions which would provide consistent data, draw true relationships among the standardized data, and feed the data to the BI platform that would be the single authoritative version of the truth

I defined and architected the EDW (Enterprise Data Warehouse) Call Centre Reporting and Analytics application, data mining different call centre switches, call distributors (ACDs), IVRs, Workforce Management Systems and ERP deployed at BELL through an ETL process into a central data warehouse.

My contribution as the Architect was in conceptualizing, designing and managing a team of 7 resources to develop this reporting application in MicroStrategy and Teradata.

Technologies: Teradata, Business Intelligence/Data Warehousing, ETL, Data Aggregation, MicroStrategy, ERWIN

Older Experience (2003-1999)

Centre for Advanced Visualization   **Architect / Developer**
Niagara Technical College, Niagara   Aug- Nov 2003
Technologies: ASP.NET, VB.NET, C#, Visual Studio.NET, ADO.NET, SQL Server 2000; GIS, Object Oriented Development

Percepsys Inc   **Technical Architect / Developer**
E-Learning Content Management System **,** Mississauga   Jan 03 - Jul 2003
Technologies: ASP.NET, VB.NET, C#, XML, XSD, Visual Studio.NET, SCORM, AICC

Economical Insurance   **Technical Architect**
Waterloo   May 2002 - Nov 2002
Technologies: JavaScript/DHTML; XSLT; Visual Modeling tools, DreamWeaver MX
TIP Interactive   Technical Architect
Detroit-Toronto   **Mar 01 - Apr 2002**
Technologies: **ASP 3; Oracle 8i; PL-SQL; JavaScript/DHTML; Visual Studio 6; CSS**
Federated Insurance   Team Lead
Winnipeg   **Jan 01 - Mar 01**
Technologies**: Erwin; COM+; ASP 3; JavaScript/DHTML; Visual Studio 6; CSS**
Rogers AT&T   Technical Team Lead
Toronto   **Jul 2000 - Dec 2000**
Technologies**: MS Commerce Server 3; Site Server 3; COM-DCOM; ASP; Visual Studio 6**
Navantis   Web Applications Developer
Toronto   **Mar 2000 - Jul 2000**
Technologies**: MS Site Server 3; ASP 2; SQL Server 7; JavaScript/DHTML; Visual Studio 6**
NexInnovations   Web Applications Developer
Toronto   **Aug 1999 - Feb 2000**
Technologies**: ASP 2; Erwin; Visual Basic 6; SQL Server 7; COM; JavaScript/DHTML**
DSPA Software   Web Applications Developer
Toronto   **Sep 1998 - Jul 1999**
Technologies**: ASP 2; Visual Basic 6; SQL Server 7; COM; JavaScript/DHTML, CSS**

EDUCATION:
Computer Programmer and Internet Application Program
   1998
The Institute of Computer Studies, Mississauga   . This intensive 1100-hour course is recognized as

one of the best Post-Secondary courses in Canada. I graduated with honours, an average of 91%

5 year Bachelors in Communication Design   1986-1991
National Institute of Design (a premier design institute in India).
Equalized with American Post-secondary education as Bachelors of Communication (US).

4. **Help Desk Support (3 Profiles):**

SKILL	Help Desk Support
Client	**First Citizen Bank**
Client Reference	**Name: Nick S** **Title: Manager** **Phone: 539-489-9188** **Email: Nick@zarteekk.com**
Scope of Work	**Role: Help Desk Support** **Location: Middletown, NJ (DAY ONE ONSITE, NO REMOTE WORK)** **Duration: Long Term Contract** **Direct Client: First Citizen Bank** **Required:** **BGP, MPLS, VPN, VXLAN, Security, OSPF, SNMP** **Juniper and Testing** **CCNP/CCNA Certification** **Wireless – 4G/5G, Scripting** **Job description: (NICE TO HAVE SKILLS NOT REQUIRED):** • **Layer-3 Certification** • **Subject Matter Expertise with IP Routing Protocols – MPLS, BGP, MP-BGP, BGP-LU, BGP-UC, Static, OSPF, ISIS, RSVP, Multicast, Vlan, RIP, FIB, L2/L3-VPNs, SNMP, Telemetry** • **Networking Technologies – TCP/UDP, VxLAN, VPCs, NAT, DNS, QoS, CoS, BGP FlowSpec, VRFs, TACACS, BFD, Security, Netflow, TWAMP, Route-reflectors, Route groups, Hub and Spoke.** • **Virtualized Network functions Technologies: (VNFs, KVM and VMware) and containerization platforms including OpenStack, Heat templates, Docker, & Kubernetes. Senior level experience with lab environments, predominately Linux based.** • **Multivendor Platforms Expertise but not limited to – Cisco IOS and IOS-XR platforms, Cisco CRS, Cisco ASR 9000 series platforms, Juniper MX, T-Series Platforms including JunOS. Arista Network Switches 7K, Ufi, DriveNets NOS.**
Timeline Worked	**Start Date: 2022-11-01** **End Date: till date**
Resource Profile	**Lambert Rishi Suresh**

Lambert Rishi Suresh

PROFESSIONAL SUMMARY

- Proven Expertise , Highly Skilled CCIE having experience in Router/Switch configurations
- Strong Knowledge on Meraki.
- Demonstrated LAN, WAN, TCP/IP, OSI Models Expertise.
- CCIE Routing and Switching written certified LAB– In Progress
- Cisco, Microsoft Certified IT Professional,Diversified 10 Yrs Network Support Experience
- Strong Skills with static, dynamic routing protocols:EIGRP, OSPF, IS-IS , RIP, BGP
- Expert Knowledge in VLAN Trunks, VTP, Etherchannel, HSRP , VRRP ,STP, RSTP, MSTP and PVSTP
- 10+ Yrs Hands-on Expertise in IP Addressing, Subnetting, VLSM and ARP, reverse & proxy ARP
- Solid hands-on technical experience with multi-layer switches from multiple vendors, Cisco Routers, Cisco Access Point (AP), Cisco Wireless LAN Controller (WLC) ,Cisco VPN from multiple vendors
- Expert level knowledge in Cisco ASA firewall
- Configure iOS upgrades Routers and Switchers
- Efficient use of Microsoft Visio as technical documentation and presentation tools
- Strong Knowledge in Active Directory , DNS , DHCP
- Extensive experience in design, deployment, implementing, and troubleshooting F5 BIG-IP LTM/ASM Load Balancer
- Strong Knowledge in Multicasting
- Strong knowledge in MPLS L3 VPN
- Strong knowledge in VRF
- Strong Knowledge in Nexus Switches (9K,7K,5K,2K)
- Strong Knowledge in Quality Of Service
- Worked on Cisco IOS-XR routers
- Strong Knowledge in IPSEC SITE TO SITE VPN and DMVPN
- Expert level knowledge in SDWAN Viptela devices
- Strong Knowledge in Microsoft Azure
- Extensive experience in designing Spine and Leaf architecture
- Extensive experience in monitoring tools cisco prime and solar winds
- Quick learner, self-motivated, critical thinker, detail-oriented and multitasking abilities with excellent problem solving and analytical skills

DEMONSTRATED TECHNICAL SKILLS

- **Networking:** Windows Server 2008/2012 R2, Active Directory , DHCP, DNS, WINS, VPN, VLAN, SSH,TELNET, IP Routing Protocols –RIP,EIGRP, OSPF, BGP, LAN Protocols- Etherchannel- Spanning Tree-VLAN-VTP-ISL-DOT1Q Trunking IOS features-ACL-NAT-PAT-Security-Advanced IP,ASA FIREWALL 5500, MULTICAST ,VOIP ,QUALITY OF SERVICE,NEXUS SWITCHES- VPC,VDC,OTV,FEX,FABRICPATH,VXLAN,SPINE/LEAF,F5 BIG-IP LTM/ASM Load Balancer, VRF ,MPLS L3 VPN, HSRP, SITE TO SITE VPN , DMVPN , MICROSOFT AZURE
- **Routers:** Cisco 2500/3000/2800/3900 router, Switches: Cisco 6500/4500/3560/4500 Layer 3 Core switches-Cisco 2900/2950/3500 Workgroup Switches – Cisco Aironet 1200/1250 WAP's
- **Operating Systems:** Windows Server 2016/2012/ 2008/2003/10/7/XP/Vista/NT 4.O Workstation/Server/Windows 9X
- **Database:** Microsoft SQL Server

EDUCATION &CERTIFICATIONS

- Computer Engineering Technology, Seneca College of Applied Arts and Technology
- CCIE Certified Routing and Switching written , pursuing lab
- Cisco Certified Network Associate, CCNA Routing and Switching
- Cisco Certified Network Associate , CCNA Security
- CCNP Routing and Switching
- Cisco Certified Specialist
- Microsoft Certified IT Professional, Windows Server 2008 Administration
- CompTIA A+
- Microsoft Certified Technology Specialist, Implementing Windows 10
- Microsoft Certified Professional , SQL Server
- Microsoft Certified Azure Administrator

PROFESSIONAL EXPERIENCE

Client : First Citizen Bank   **November 2022 – Till Date**
Role: Network Engineer
Client Description: Banking Organization

Responsibilities:
- Worked on SDWAN Viptela Devices
- Configured Nexus Switches (9K,7K,5K) by using VPC , VDC , VXLAN
- Worked on Cisco IOS-XR routers
- Worked on F5 load balancer LTM by using load balancing methods , ssl offloading , profiles , health monitoring and high availability
- Configured BGP and OSPF protocol

Environment: Nexus(9K,7K,5K) series , F5 BIG-IP Load Balancer LTM Viprion Series , OSPF, BGP , SDWAN Vipela Devices , Cisco IOS-XR Routers.

Implementation Partner : HCL   Client : Microsoft   **August 2021 – August 2022**
Role: Network Engineer
Client Description: Technology Organisation

Responsibilities:
- Worked on Incident Change Management tool and resolved incidents in a timely manner
- Configured Nexus Switches (9K,7K,5K) by using VPC , VDC , FEX, VXLAN
- Worked on F5 load balancer LTM by using load balancing methods , ssl offloading , profiles , health monitoring , high availability
- Configured BGP protocol on nexus platform and troubleshooted routing issues
- Worked on Cisco IOS-XR routers
- Configured VRF on a point to point link for segregation , segmentation and redundancy
- Worked on Microsoft Azure platform by creating VNET , Storage Accounts , planning and designing

Environment: Nexus(9K,7K,5K) series , F5 BIG-IP Load Balancer LTM/ASM Viprion Series , VRF , Microsoft Azure , BGP,
Cisco IOS-XR routers

Client: Walmart   **November 2020 – July   2021**
Role: Network Engineer
Client Description:Retail

Responsibilities:
- Worked on major INTERNET/MPLS upgrade project involving 150 stores across Canada
- Configured Nexus Switches (9K,7K,5K) by using VPC , VDC , OTV
- Worked on F5 load balancer LTM/ASM by using load balancing methods, ssl offloading, profiles, health monitoring, high availability and security policies

- Configured OSPF and BGP protocol and troubleshooted routing issues
- Configured access control list on ASA firewall

Environment: Nexus(9K,7K,5K) series , F5 BIG-IP Load Balancer LTM/ASM Viprion Series , OSPF , BGP, ASA FIREWALL , MPLS

Client: Ontario Shores Center for Mental Health Sciences　　　　　　**November 2019 – November 2020**

Role: Network Engineer
Client Description:Hospital

Responsibilities:
- Designed and Implemented vlans for internal use
- Strong hands on experience and configuration of ASA firewall
- Designed Spine and Leaf architecture
- Configured Nexus Switches (9K,7K,5K,2K) by using VPC , VDC , FEX , OTV,VXLAN,FABRICPATH
- Worked on F5 load balancer LTM by using load balancing methods , ssl offloading , profiles , health monitoring , irules and high availability
- Configured OSPF and BGP protocol and troubleshooted routing issues
- Classification , marking , shaping and policing by using quality of service

Environment: Nexus(9K,7K,5K,2K) series , F5 BIG-IP Load Balancer LTM Viprion Series , 2960 Switch Series, Quality of Service , OSPF ,BGP,ASA FIREWALL

Client: Ontario Lottery and Gaming Corporation　　　　　　**September 2018 – September 2019**

Role: Network Engineer
Client Description: Lottery Corporation

Responsibilities:
- Used Microsoft VISIO and NETBRAIN as technical documentation and presentation tools
- Designed Spine and Leaf architecture
- Worked on F5 load balancer LTM by using load balancing methods , irules , ssl offloading , profiles , health monitoring and high availability
- Provided real time support in diagnosing and resolving networking issues
- Configured Nexus Switches(9K,7K,5K,2K) by using VPC ,VDC , FEX , FABRICPATH , OTV,VXLAN
- Classification , marking , shaping and policing by using quality of service
- Configured OSPF , BGP protocols and troubleshooted complex routing issues
- Configured ASA firewall access control list and network address translation
- Designed network architecture including VLAN, LAN, WANS and remote networks

Environment:: Microsoft Viso(2010), Netbrain, 6500/4500/3750/3850 Switches, OSPF, BGP, Cisco Prime, Nexus (9K ,7K,5K,2K) Series , F5 BIG-IP Load Balancer LTM Viprion Series , ASA FIREWALL , Quality of Service , Solar Wind

Client: Telus　　　　　　**March 2017 – June 2018**

Role: Network Engineer
Client Description: Internet Service Provider

Responsibilities:
- Used Microsoft VISIO as technical documentation and presentation tools
- Monitored Network devices by using orion solar winds
- Provisioned new catalyst switches
- Configuring network access servers and routers for AAA Security
- Provided real time support in diagnosing and resolving networking issues
- Configured Nexus Switches(9K,7K ,5K,2K) by using VPC , VDC , OTV , FEX , FABRICPATH , VXLAN
- Configured OSPF and BGP protocols and troubleshooted complex routing issues

- Configured MPLS L3 VPN
- Assigned IP addresses to Vlans
- Setup ,troubleshoot and Manage F5 LTM nodes, pools, virtual server, profiles, upgrade, and iRules for several applications like HTTP, HTTPS, SMTP,DNS etc
- Classification , marking , shaping and policing by using quality of service
- Designed network architecture including VLAN, LAN, WANS and remote networks

Environment: Microsoft Viso(2010) , Catalyst 3750/3850 Switches , ACS 5.8 , OSPF, BGP , Orion Solar Winds , Nexus (9K,7K,5K,2K) Series , F5 BIG-IP Load Balancer LTM Viprion Series , Quality of Service,MPLS L3 VPN

Client: Federated Coop   **Dec 2014 – January 2017**

Role: Network Engineer
Client Description: Co-operative federation distribution company

Responsibilities:
- Installed existing routers, switches, Wireless controller, firewall and configured hardware, peripherals, services, settings, etc. in accordance with standards and project/operational requirements.
- Worked on CCIE level experience with VPN solutions, ASA, IPS and IOS security features.
- Strong hands on experience on ASA (5510/5580) Firewalls
- Installed, Configured and troubleshooted various protocols such as TCP/IP, BGP, EIGRP, RIP, OSPF, and SNMP.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server sources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backup.Responded to tickets using remedy administration tool.
- Troubleshooted network problems, diagnosed and resolved technical issues effectively and in a timely manner.
- Worked on AAA server, authenticated users by using tacacs, radius protocol
- Troubleshooted issues related to connectivity, STP, VLANs, Trunking, VTP, Layer 2/3switching, Ether Channels, Inter-VLAN routing, log messages, high CPU utilization and parameters that can degrade Performance of the network.
- Configured BPDU Guard, port-fast, uplink fast and other spanning tree features
- Configured Security Policies including NAT, PAT, AAA, ACL's Standard Access Lists, Distribute-Lists, Route-Maps, VPN Concentrators
- Planned and implemented OSPF protocol and internet IBGP and EBGP peering relationship with other ISP
- Configured VLAN's Trunking and routing part for Cisco Catalyst 6500, 4500, 3750, 2980 switches
- Upgrading IOS on various Cisco Routers and Switches.
- Bluecoat WAN acceleration appliance hardware/software troubleshooting and configuration
- Designed advanced networking solutions including Quality of Service (QoS), and Route redistribution

Environment:ASA FIREWALL , Routing Protocols RIP , EIGRP , OSPF , BGP , Quality of service , Cisco catalyst Switches ,
Spanning tree features , NAT , PAT, Access List , Bluecoat , Route Maps, Vlan Trunking , Layer 2/3switching

Client: Johnson and Johnson   **April 2013– November 2014**

Role: Network Engineer
Client Description: Pharmaceutical Company

Responsibilities:
- Managed Cisco Layer 2 ,Layer 3 switches & Routers on the network
- Part of Network monitoring and day to day updates, worked on Network monitoring tools EMC Voyence, Solarwinds, IP control, Cisco Wireless
- IOS upgrades for Cisco Catalyst Series Switches
- Worked on CCIE level experience with VPN solutions, ASA, IPS and IOS security features

- Implemented & troubleshooted vlans,high availability solutions like HSRP , VRRP , site to site vpns
- Configured VLANs ,802.1q trunks, VTP, STP
- ACLs management on switches & routers , managing inter vlan communications
- Trouble shooted real time issues working with team
- Configured IPSEC/GRE VPN
- Provided proactive threat defense with ASA that stops attacks before they spread through the network
- Configured ASA firewall version 8.4 by using NAT , ACL and SECURITY LEVEL
- Troubleshooted and Worked with Security issues related to Cisco ASA/PIX
- Configured TCP/IP addressing scheme to assigned IP blocks.
- Configured Redistribution using various routing protocols
- Configured Security policies including NAT, PAT, VPN, Route-maps and Access Control Lists.
- Configured and tested Multicast for both IPv4 and IPv6 routing in Data Center Environment.
- Worked on NX-OS for enable and disable features of OSPF, BGP.
- CCIE level experience in OSPF , BGP, IPv6, MPLS
- Implemented name resolution using WINS & DNS in TCP/IP environment
- Dealt with the escalation problems for Routing, Switching and WAN connectivity issues using ticketing system remedy
- Worked on ASR routers like 1k, 9K series as a core and configured HSRP for active-active redundancy
- Configured, Monitored and Troubleshooted Cisco's ASA 5500/PIX security appliance, Failover DMZ zoning & configured VLANs/routing/NATing with the firewalls as per the design.
- Co-ordinated with the Data Network and Security team and come up with possible solutions
- Provided solutions to Tier 1 escalated issues and tickets
- Replaced 6500 from access layer and Installed 3750s Switches
- Utilized the following network monitor tools like HP Open View, Solar Winds, Cisco Works Orion, Tivoli.
- Configured Access List ACL (Std, Ext, Named) to allow users all over the company to access different applications and blocking others.

Environment: Network Monitoring Solar Winds , HSRP , VRRP , ASA FIREWALL, WINS , DNS ,Access List , 3750 Switch , 2600, 3600, 7200 routers and 6500, 2900, and 3500 series of switches. ,VLAN , NAT , ASR Routers , BGP , OSPF

Client: Cisnet   **November 2011–March 2013**

Role: Network Engineer
Client Description: Technical Institute

Responsibilities:
- Managed LAN/WAN infrastructure using dynamic routing protocols (EIGRP,OSPF,BGP)
- Created VLAN using trunk link, access link , and creation of VTP mode
- Performed OSPF, BGP, DHCP Profile, HSRP , IPV6, BundleEthernet implementation on ASR 9K redundant pair
- Created Private VLANs & preventing VLAN hopping attacks & mitigating spoofing with snooping & IP source guard.
- Configured and implemented IPSEC/GRE VPN
- Installed MCafee anti virus software
- Created standSard access lists to allow SNMP, NTP and logging servers.
- Configured Cisco Wireless access points using LEAP and Cisco Radius for authentication, greatly increasing Wireless security
- Maintained complex LAN/WAN networks with several VLANS
- Worked with configuring IP Multicast, STP, HSRP
- Knowledge of LAN, WAN, TCP/IP, UDP and OSI models
- Configured PIX/ASA firewall version 8.4 by using NAT , ACL and SECURITY LEVEL
- Managed work stations, servers, applications and installed printers on the network
- Identifyed additional Network operations requirement and improvement opportunity

Environment: OSPF, BGP, ASA FIREWALL, Private Vlans, Gre / site to site vpn , Dhcp Snooping , IP source guard,Wireless Access Points , Vlan , Catalyst 2900/3500/3750/3850 switches , Cisco 7600 routers

SKILL	Help Desk Support
Client	Wisconsin DHS
Client Reference	Name: Ramesh Maganti Title: Manager, Operations Phone: (732) 218-7579 Email: Ramesh.maganti@logistic-solutions.com
Scope of Work	Role: Help Desk Support Provide Help Desk support for SAS software applications on multiple operating systems or platforms by applying knowledge of software usage, features, and functions. Routinely leverages that knowledge to resolve Customer issues and influence software direction ☐ Monitors and responds to all Customer requests for assistance, including email, phone and/or the default ticketing system. ☐ Provides support on all product areas and handles all first line requests and Customer issues in primary support areas. ☐ Actively pursues problem resolution until the problem is resolved. ☐ Proactively communicates carefully and effectively with customers and experts across SAS during the problem resolution process. ☐ Accurately documents and specifies information in the tracking system during the entire track life cycle. ☐ Able to provide a written summary and resolution to the designated staff when the problem is resolved. ☐ Creates and/or provides input into Knowledge Base articles as applicable. ☐ Develops a comprehensive understanding of the customer's business and IT objectives to ensure positive business outcomes for the customer and to assist in the expansion of the company footprint. ☐ Tracks daily operational status of customer issues and provides briefings/updates as needed. ☐ Collects and documents customer requirements for managed service requests. ☐ Performs other duties as assigned.
Timeline Worked	Start Date: 2022-10-03 End Date: till date
Resource Profile	Mishal Ameer

Mishal Ameer

OBJECTIVE:
Obtain a position as a team-player in a people-oriented organization, where I can increase my customer service and technical expertise in a challenging setting to achieve both your business Goals and my Goals. Ensure all calls and emails are logged and managed within the firm's service management system in accordance to the agreed SLAs and OLAs;

SKILLS:
- MS Office (Excel, Outlook, Access, PowerPoint, Visio) MS Project, Flash, ServiceNow, Dreamweaver, Fireworks, Kaseya, Visual Studio, C, C++, ASP, Visual Basic, SQL, TCP/IP, Cascading Style Sheets, Windows 2003 Server, Windows 7/8/NT/2000/XP/Vista/10 Office 365, Linux, Mac OS, Virtual (vSphere, VMWare, VirtualBox)
- Active directory

- SCCM experience 5+ years
- Windows migration experience
- Cisco
- Ticketing systems (ServiceNow, JIRA, Remedy)
- Technical Support
- Experience with PeopleSoft and Oracle
- Customer Service
- Team Leadership
- Mentorship and training new hires
- Excellent oral, written, and interpersonal communications skill
- Great work ethic and professional demeanor
- Ability to interface and thrive in a team oriented, fast paced environment
- Root Cause Analysis
- Overseeing the incident management process and team members involved in resolving the incident.
- Responsible for the quality and integrity of the Incident Management process
- Handle incidents escalated by the Incident Coordinator or by the Service Desk Agent.
- Determine and execute the appropriate escalation actions.
- Request an Emergency Change if required
- Review and accept or reject assigned incidents.
- Investigate and diagnose the incident.
- Document incident resolution or workaround in the Service Management application.
- Implement incident resolution.
- Verify that the incident is resolved and close the incident.

Education:-
- Associates in IT, NOVA Community college, Annandale, VA, 2012-2014.
- Bachelors in IT, George Mason University, Fairfax, VA,   2015-2017.

Work Experience:-

INOVA Hospitals (REMOTE)   **Mar 2020 – Present**
Service Desk Analyst
- Act as a single point of contact for all incoming calls and emails from customers regarding IT issues and queries;
- 2nd line support - troubleshooting IT relating problems for the firm's core systems ensuring issues are logged with the required information;
- Ensure all calls and emails are logged and managed within the firm's service management system in accordance to the agreed SLAs and OLAs;
- Keep customers updated on outstanding tickets;
- Take ownership of problems and follow up the status of problems on behalf of the customer and communicate progress in a timely manner;
- Meet or exceed defined quality and performance targets for IT Service Desk;
- Take responsibility for calls and see them through to completion;
- Assign incidents and requests to appropriate teams after all troubleshooting steps have been exhausted;
- Proactively pick up on trends from calls logged
- Update documentation and knowledge base articles as and when required

Southwest Airlines (REMOTE)   **Mar 2019 – Mar 2020**
Service Desk Analyst
- Assisting with the detection and recording of possible Problems
- Assisting all employees specially Customer service agents with different airline applications
- Providing user support specifically in mortgage industry
- Working on tickets in ServiceNow
- Maintaining accurate hardware and software inventory and configuration information
- Escalating the process as necessary per established escalation policies
- Keeping affected business partners informed about progress
- Assisting with the fulfillment of Service Requests
- Monitoring the status and progress towards resolution of assigned Incidents
- Performing Incident investigation diagnosis and resolution

Freddie Mac- McLean, VA   **Aug 2017 – Mar 2019**
IT Helpdesk Support Analyst
- Provide C- level and end-user desktop support via telephone, email, remote management, and in person
- Create, manage and resolve tickets using Service Now ticketing system
- Be On-call over the weekend for support
- Office 365 support providing maintenance, administration, acct provisioning, migration from exchange to O365, SharePoint support, exchange support etc.
- Analyze users' technical and networking issues by troubleshooting and providing break-fix as well as long-lasting solutions on hardware and software issues
- Install and upgrade hardware and software configurations and applications
- Replace the hard drive, NIC, system board, blade, and power supply on machines
- Monitor and maintain operating systems, network configurations, software applications, hardware and create logs for problem-solving
- On-board new employees by imaging, configuring and deploying machines
- Navigate Active Directory to build user network profiles, reset passwords and unlock accounts
- Manage user mailboxes, resource mailboxes and distribution lists using Exchange Console
- Thoroughly assess and test all installed IT Infrastructure to ensure operability, functionality and ease of use
- Coordinated with onsite/offshore teams, conducted necessary KTs and provided full support whenever it was required.

DXC technologies - Ashburn, VA   **Aug 2016 – Jul 2017**
IT Helpdesk support analyst
- Basic troubleshooting with SCCM, and hardware, software applications such as Microsoft Office 2016, McAfee Encryption, Smart Card ActivClient, network issues with Cisco AnyConnect and support 300+ end users onsite and remotely utilizing Skype and Bomgar applications
- Used Service Now ticketing system to monitor tickets and support users with computer issues and software and close the tickets
- Troubleshoot and customized O365 applications
- Setup up and configure network drives, printers, and setup user's outlook account profile
- Deploy Windows 10 and applications to workstations in enterprise level onsite and remotely with Bomgar
- Support and maintain Windows 7 and Windows 10 computers and migrated 1000+ machines from Win 7 to Win10
- Help user setup computers and docking station in the client offices
- Migrate and transfer the user's data through USMT tool
- Install configure and setup users' workstations, setup up McAfee encryption to ensure PKI certificate is issued
- Pushed software to Win10 computers through SCCM and Configuration Manager and install software for users
- Setup up and configure network drives, printers, and setup user's outlook account profile

==PROFILE 3:==

SKILL	Help Desk Support
Client	Ministry of Government and Consumer Services
Client Reference	Name: Rajesh Satija Title: Program Manager Phone: 416-276-5301 Email: r.satija@ymail.com
Scope of Work	SCOPE OF SERVICES **Responsibilities:** Provides technical systems support and customer service in response to a range of systems questions, problems and inquiries from internal and external users. Act as the IT lead contact on all systems problem resolutions. Determine appropriate action to resolve client issues. Work with team members to resolve issues as needed. Make system administration changes such as needed. Participate in systems enhancement by gathering business requirements,

developing plans for testing and implementation, and assessing the impact of changes. Design and develop user documentation, manuals and training packages. Provide one-on-one coaching and group training to program staff.

General Skills:
- Experience providing expertise and technical knowledge about a specified application or suite of applications.
- Experience responding to queries and resolving issues with specified software applications and escalating or closing tickets as necessary.
- Experience training end users on a variety of applications and creating documentation when necessary
- Experience responding to end-user requests by troubleshooting issues or questions regarding managed applications
- A team player with a track record for meeting deadlines, managing competing priorities and client relationship management experience
- Intimate knowledge of an organization's computing systems
- Ability to explain complex ideas to those with limited IT and systems knowledge
- Exceptional verbal and written communication skills
- Listening ability and patience
- Extraordinary customer service and relationship management experience
- Critical thinking skills

Experience and Skill Set Requirements:

Technical Knowledge and Skills: (35/100)
- Knowledge of complex system functions and technical support techniques and methods to provide systems support, customer service and troubleshooting services to users of Transfer Payment Ontario
- Knowledge of systems administration processes to develop system and help guides
- Knowledge of and ability to operate large Oracle Siebel systems

Siebel experience an asset
- Experience working within multi-tier environments
- Proficient in the use of computer system technologies, including operating systems and application software such as SharePoint, PowerPoint, OneNote, Excel and Word
- Knowledge of database management systems, programming concepts and logic

Analytical and Problem-Solving Skills: (35/100)
- Demonstrate analytical and problem solving skills to assess and investigate a range of technical enquiries and complex systems questions
- Ability to provide troubleshooting services and problem resolution
- Ability to assess business requirements and prioritize change requests
- Knowledge of transfer payment administration policies, procedures, processes and directive
- Knowledge and experience with business process review, re-engineering, training, and implementation to support clients with the transfer payment life-cycle to ensure client success

Client Service, Communication, and Training Skills (30/100)
- Effective oral communication, consultative and advisory skills to provide client service to users in response to a range of technical issues
- Provide one-on-one system coaching or group training
- Demonstrated written communication skills in order to develop training materials, user documentation, manuals and correspondence

	Demonstrated verbal communication skills to identify and respond to client inquires and resolve issues at first point of contact
Timeline Worked	**Start Date: 2021-11-01** **End Date: Present**
Resource Profile	**Mahender Singh Parmar**

Mahender Singh Parmar

P R O F E S S I O N L   P R O F I L E

A highly motivated professional with years of experience providing workstation IT hardware/software support, infrastructure support. Demonstrate expertise with large scale PC, hardware and software installs in various environments. An adapt problem solver recognized by senior management and team members for providing extremely efficient support in fast paced environment. Dedicated and result oriented, able to perform under pressure. Continually strive to meet and exceed the set objectives and deadlines.

T e c h n i c a l   S k i l l s

- Operating Systems: Windows XP/Vista/Windows 7 & 8/10 Mac OS/iOS/Android
- Software Applications: Microsoft Windows Office 2003, 2007, 2010/ Microsoft Windows Active Directory 2003/2007/Adobe Suite/**Siebel/**Symantec/McAfee/Cisco AnyConnect
- Remote Applications: Microsoft Remote Desktop/ LogMeIn/ GoToAssist/ Team Viewer

G e n e r a l   S k i l l s

- Languages: Proficient; English, Russian & Hindi
- Exceptional verbal and written communication skills along with extraordinary listening abilities
- Excellent Customer service and relationship management along with critical thinking for problem solving
- Good analytical and problem solving skills
- Consultative and advisory skills

P R O F E S S I O N A L   E X P E R I E N C E

Ministry of Government and Consumer Services   **Nov 2021 – Present**
Client Support Engineer (online/onsite)
Responsibilities:
Provides technical systems support and customer service in response to a range of systems questions, problems and inquiries from internal and external users. Act as the IT lead contact on all systems problem resolutions. Determine appropriate action to resolve client issues. Work with team members to resolve issues as needed. Make system administration changes such as needed. Participate in systems enhancement by gathering business requirements, developing plans for testing and implementation, and assessing the impact of changes. Design and develop user documentation, manuals and training packages. Provide one-on-one coaching and group training to program staff.

General Skills:
- Experience providing expertise and technical knowledge about a specified application or suite of applications.
- Experience responding to queries and resolving issues with specified software applications and escalating or closing tickets as necessary.
- Experience training end users on a variety of applications and creating documentation when necessary
- Experience responding to end-user requests by troubleshooting issues or questions regarding managed applications
- A team player with a track record for meeting deadlines, managing competing priorities and client relationship management experience
- Intimate knowledge of an organization's computing systems
- Ability to explain complex ideas to those with limited IT and systems knowledge
- Exceptional verbal and written communication skills
- Listening ability and patience

- Extraordinary customer service and relationship management experience
- Critical thinking skills

NCR   **January 2020 – Oct 2021**
Client Support Engineer (online/onsite)

- Online and Onsite support (Hudson Bay, Starbucks, Lotto, Walmart, Freshco, Saks Fifth Avenue, Beer Store etc.)
- Providing technical systems support and customer service in response to a range of system questions, problems and inquiries
- Using computer system technologies, including operating system \s and application software such as Share Point, Power Point, One Note, Excel, Word
- LAN/WAN hardware/software purchases, and system installation, backup and maintenance.
- Upgrades to Window 7, installs and troubleshoots networks, networking hardware devices and software.
- Maintains inventory of equipment and parts as well as documentation of vendor activities.
- Provides software and hardware technical support to users as needed.
- Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, network cards, other components and equipment
- Responding to queries and resolving issues with specified software applications and escalating or closing tickets as necessary
- Manage maintain hardware asset inventory records and supporting paperwork
- Experience in database management systems, programming concepts and logic
- Educating customers and explaining complex ideas to customers with limited IT and system knowledge
- Coordinating with multiple wholesalers, vendors, departments and field staff for identifying technical requirements
- Conveying the problems related to software if any to the developing team
- Installing, Replacement and Maintenance of Printers, POS & Cash Registers (hardware), Monitors, Keyboards, UPS, Self-Checkouts, **Upgrading CRM software - Siebel**

TTEC (call center)   **November 2018 – December 2019**
Customer care Representative
- Handled 50+ calls daily, with duties including signing up new customers, retrieving customer data,
   presenting relevant product/services information whilst working in multi-tier environments
- Attracted potential customers by answering service questions and suggesting information about other services.
- Resolved service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem.
- Maintained and updated client database, financial and other data, keeping confidential files secured and forwarded documents to select recipients.
- Prepared all the necessary documents in MS word and MS Excel, working knowledge of MS Outlook
- Completed supporting paperwork and data entry as required
- Troubleshooting services and problem resolution

Wipro   **March 2013 – November 2017**
Field service Technician
- PC Refresh and Deployment including imaging and installation tasks
- Troubleshooting and repair of laptop and desktop computer systems and peripheral equipment Perform technical support in person, on the phone, via remote desktop, IM, or email.
- Records accurate user and request information in BMC Remedy service management ticketing system
- Transfer data and personalize new computers when existing computers have reached end of useful life
- Accurately log and track computers and peripherals in Asset Management Database
- Optional Software Tool (OST) and Device Management Tool (DMT) software installation
- Symantec and McAfee Endpoint Encryption repair and decryption
- Assessing business requirements
- Back up user profiles using Utility Systems Migration Tool (USMT) and Windows Easy Transfer
- Providing field-based break/fix activities

- Giving assistant to different clients including Multi-National Companies and home users
- Delivering software to client personally and make system administration changes as required
- Installing the right software into respective systems and answering the queries in person or on telephone or email
- Workout appropriate action to resolve client issues also working along with the team members as and when required
- Training one-on-one personnel and group for using software and develop users documents, manuals and training packages. Train and orient users on use of hardware and software

Macroland Ltd.   **August 2002– January 2013**
Remote Support
- Assisted in a laptop refresh project for hundreds of users
- Remote helpdesk Services, Computer Consulting
- Application Support, Workstation Setup
- Assisted in an iPad Air to iPad Pro conversion for hundreds of employees
- Use Active Directory to reset passwords and add/remove computers from the network Manage users, groups, and computers in Active Directory
- Image, configure, update, and deploy PC for new employees Involved in testing new applications for deployment
- Composed documentation for specific tickets, applications, and configuration procedures

StarTech Pvt. Ltd.   **September 1997 – June 2002**
IT Helpdesk Support
- Member of an integrated team maintaining 2 facilities on a daily basis for over a hundred employees and maintained inventory for internal IT assets
- Supported audio and video equipment in conference rooms and Troubleshooting printers, Mac, PC, and Laptops of several brands
- Image, configure, update, and deploy PC's for new employees Manage users, groups, and computers in Active Directory
- Use Active Directory to reset passwords and add/remove computers from the network Troubleshooting Cisco IP Phones

E D U C A T I O N   **September 1990 – March 1996**

Moscow Technical University, Russia
Master of Science (Computers)

5. **IT Service Continuity Analyst (3 Profiles):**

PROFILE 1:

SKILL	IT Service Continuity Analyst
Client	**Delta Dental of California**
Client Reference	**Name: Venkata Suresh** **Title: Manager, Tranzeal Incorporated** **Phone: 408.884.0357** **Email: sureshs@tranzeal.com**
Scope of Work	**Role: IT Service Continuity Analyst** ● Design and implement long-term strategic goals and short-term tactical plans for managing and maintaining corporate systems, data and network. ● Assist in auditing computer systems to ensure they are operating securely and that data is protected from both internal and external attacks. Will perform security scans using vendor utility tools.

	- Design audits of computer systems to ensure they are operating securely and that data is protected from both internal and external attack. Make recommendations for preventive measures as necessary. - Ensure that proposed and existing systems architectures are aligned with required security goals and objectives. - Provide security expertise, technical leadership, and assistance to Business Analysts, Network Technicians, Systems Architects, and software development teams. - Document the company's existing security systems portfolio; make recommendations for improvements and/or alternatives. - Develop, document, and communicate plans for investing in system security, including analysis of cost reduction opportunities. - Conduct research on emerging security technologies in support of systems development efforts, and recommend technologies that will increase cost effectiveness and systems flexibility in a holistically secure environment. - Review new and existing systems design projects and procurement or outsourcing plans for compliance with standards and architectural plans. - Develop, document, communicate, and enforce a policy for standardizing systems and software as necessary. - Lead investigations of security violations and breaches and recommends solutions; prepares reports on intrusions as necessary and provides analysis summary to management.
Timeline Worked	**Start Date: 2021-09-01** **End Date: 2023-02-28**
Resource Profile	**Harwinder Samra**

HARWINDER SAMRA

PROFILE:
- A results-driven **IT Professional and Technology Architect**, with around **20 years of experience**, skilled in managing infrastructure components. Skilled in partnering with project teams and others to better understand security requirements for applications and how to best implement them. Adept at working with engineering teams in the development of the technical design and documentation.
- Able to evaluate and manage vendors for new technologies, and changes to existing technology.
- Possesses a solid history of performance excellence in network engineering, architecture design, and information security. Well-versed in managing projects, and in implementing, deploying, leading, and developing IT security solutions.
- Recognized for superior communication and team collaboration abilities and for the ability to effectively leverage analytical and critical thinking to deliver reliable and consistent results.

AREAS OF EXPERTISE:
- Proven experience in designing, implementing and operating large-scale security architecture solutions within large and complex multi-supplier/multi-platform environment

- An experienced Cloud Services professional with wide experience in multiple cloud platforms including Microsoft Azure, Amazon AWS, EC2 and others. Strong background in IaaS, PaaS and SaaS solutions in the cloud. Strong experience with Azure Active Directory, Azure AD Connect, Azure Multi-Factor Authentication (MFA), Microsoft Enterprise Mobility Security (EMS), Microsoft Intune, Microsoft Mobile Applications Management (MAM) as well as Azure Networking Stack and Azure Migrations as well as assessing and designing/deploying Azure network security.
- Good knowledge of CI/CD with Jenkins, Git, SVN, Terraform, CloudFormation, and Chef.
- An experienced security architect with in-depth security analysis and design experience in infrastructure security, application security, data security, and security behavior analysis. Experienced in Microsoft Information Protection (MIP), Azure Information Protection (AIP), Microsoft Cloud app Security (MCAS), Azure Sentinel, Azure Data Loss Prevention (DLP) as well as various types of legal and litigation holds and data integrity preservation.
- Developed, maintained, and monitored information security policies, standards, procedures, and control techniques to address all applicable requirements.
- Excellent knowledge and experience in designing and building a security posture based on industry best practices and frameworks like NIST CSF, ISO 27000 series, TOGAF, ITIL, and CSA controls.
- An experienced and highly skilled IT Security Professional with versatile skills in all aspects of IT server design, security design, architecture, and implementation of Infrastructure Components such as Systems, Network, Storage as well as applications and middleware. Experienced with IT security auditing, security validation and testing, Authentication, Authorization and Accounting (AAA) best practices and Data Loss Prevention (DLP) best practices.
- An experienced and highly skilled Microsoft Active Directory professional with excellent design, implementation and troubleshooting skills in medium to large scale enterprise environments. Highly experienced in Active Directory consolidation, migration, and separation in large scale enterprise environments with 12+ years of Microsoft Active Directory experience. The experience and skills include Active Directory related components such as DNS, DHCP, DFS replication etc.
- Well-rounded background in host, network, database and application security.
- Experience in writing shell scripts to automation and monitoring using shell, PowerShell, Python, and Bash.
- A team player as a team member and as a team leader.

PROFESSIONAL CERTIFICATIONS:
- AWS Certified Solutions Architect Associate (███████████████)
- AWS Certified Security Specialty (███████████████)
- Microsoft Azure Architect Technologies (████████)
- Microsoft Azure Security Technologies (████████)
- Certified Information Systems Security Professional (██████████████)
- SABSA Chartered Security Architect SCF ()
- Certified Information Security Auditor (████████████)
- Information Technology Infrastructure Library Certification (███████████████████)
- The Open Group Architecture Framework Certified (█████████████)
- Cisco Certified Network Associate (█████████████)
- Microsoft Certified Solutions Expert (█████████████)

EDUCATION:
- **Bachelor of Engineering-Electrical and Computer Engineering**
  University of Victoria, Victoria, BC
- **Diploma, Electronics Engineering Technologist**
  Electronics Engineering Bridge Program, Camosun College, Victoria, BC
- **Applied Software Development (ASD),**
  British Columbia Institute of Technology, Vancouver, BC

PROFESSIONAL EXPERIENCE:

Cognizant Technologies   **March 2023 – Current**
Senior Manager – Cyber Security Architecture (FTE)

Participated on multiple internal security projects, evaluated and deployed cloud security technologies. Helped defined, designed and secured infrastructure application architectures within primary tenants of Availability, Integrity and Confidentiality.

Calabrio
Senior Manager - Security Architecture
Technical Scope:
- Conduct gap analysis for existing tenancy and provide recommendations to mitigate gaps.
- Provide security design and architecture expertise to Calabrio.
- Provide IaC (Azure Bicep) to deploy and test security controls i.e., Azure firewalls, NSGs and UDRs.
- Ensure Calabrio tenancy meets GPDR, PCI, SOX framework requirements.

Newcrest Mining
Senior Manager – Transition Technical Lead
- Document processes and procedures for Service Desk transition from Newcrest to Cognizant
- Lead and Plan knowledge transfer sessions

Premera Blue Cross
Senior Manager – Security Architecture
Technical Scope:
- Provide subject matter expertise to build out security architecture for Premera Blue Cross Azure primary and secondary landing zones.
- Architect landing zone security for Premera Hybrid Azure Cloud.
- Perform gap analysis on existing controls and recommend security controls to mitigate control risks.
- Provide IaC to deploy and test security controls i.e., Azure firewalls, NSGs and UDRs.
- Validate security architecture compliance with Premera accepted framework and controls library.
- Provide security patterns for securing PHI and PII data

TMG-HCSC
Senior Manager – Cyber Security Architecture
Technical Scope:
- Lead Security Architecture Team
- Recommend and implement instrumentation for use in monitoring and alerting with Security Operations Centre.
- Create policy, processes, procedures and training for SOC support teams to support monitoring and alerting.
- Responsible for cloud security architecture, reviewed internal and external IT projects and applications for risk and adherence to security policies, standards, and industry best practices.
- Participated in system specification review process to ensure system requirements can be translated into valid software architecture.
- Create Bicep scripts to deploy Azure Infrastructure as Code (IAC)

Molina Healthcare
Senior Manager – Security Architect
Technical Scope:
- Participated in system specification review process to ensure system requirements can be translated into valid software architecture.
- Managed multiple security initiatives across multiple platforms, networks and applied security technologies. Experienced using an enterprise architecture methodology (STRIDE Framework & TOGAF)
- Responsible for cloud security architecture, reviewed internal and external IT projects and applications for risk and adherence to security policies, standards, and industry best practices.

- Create Terraform scripts for deploying Azure Infrastructure as Code (IaC)

Walgreens
Senior Manager - Security Architect
Technical Scope:
- Provide subject matter expertise to build out security architecture for Walgreens customer facing C-IAM (Customer Identity and Management) platform.
- Provide design patterns for SIEM integration with Azure services as well as external services such as Okta, APIGEE, Ping Identity.
- Provide security input on application integrations patterns.
- Validate compliance with Walgreens internal controls.
- Provide security patterns for securing PHI and PII data.

Delta Dental of California.   **September   2021   –**
February 2023
Cyber Security Engineer (Contract)
Technical Scope:
- Participated on multiple internal security projects, provided security expertise to application development teams.
- Helped define, design and secure infrastructure application architectures within primary tenants of Availability, Integrity and Confidentiality. Actively promote security awareness and advise members of development teams on company security standards, including secure coding guidelines based on methodologies including OWASP Secure SDLC, MS-SDLC, Agile SAFe.
- Working with product owners, developers, penetration testers and other security architectures on efforts to mitigate identified risks in existing products.
- Conduct Security Threat and Risk Assessments on application and tooling being developed internally.
- Provide subject matter expertise for assessment and mitigation of findings from automated security testing tools (DAST/SAST)
- Work with developers on secure coding principles and security best practices
- Advise on secure architectures related to web applications, and cloud computing as it relates to core products and services
- Work with teams to plan the resolution of any identified vulnerabilities/issues.
- Create, review and guide with security design patterns to support architecture.

Concentra Bank, Regina, Saskatchewan   **January 2020 –**
September 2022
Enterprise Security Architect (FTE)

Technical Scope: IAM Roadmap, Cybersecurity Framework, Cloud Governance Framework, API Security Governance
Provide subject matter expertise to build out Concentra Banks IAM Roadmap and Strategy, Cybersecurity Framework, and Cloud Governance. Map NIST CSF to Concentra's OSFI requirements and implement controls to comply with regulatory requirements.
- Supported with designing, testing, and implementation of complex security solutions to meet security and regulatory requirements for cloud environments. Contributed and acted as author, for cloud security documentation including standards, specifications, and Security Reference Architectures.
- Decoupled Identity & Access Management from MSP forest into standalone domain and integrate with Azure AD to align with cloud first strategy.
- Design PAM architecture for on-premises and leverage Azure PIM for cloud.
- Work with developers to architect security design and controls for digital banking applications both retail and back office.
- Consult on work of 3rd party developers to build security into Digital Banking platform to ensure Application Security and API Security.
- Work with SOC partners to develop a robust Auditing & Monitoring scheme for domain assets.
- Design Network Architecture (zoning) for new data center and Azure cloud infrastructure to ensure proper network segmentation and access control.
- Ensure secure implementation of Robot Automation Process (RPA) platform.

- Work with Solution Architects to implement and template build, change and versioning of infrastructure with automation tools such Terraform, Ansible, ARM.

Coast Capital Savings, Surrey, BC   **December 2019 – September 2020**
Security Solutions Architect (Contract)

Technical Scope: Amazon AWS, Microsoft Azure, 0365, Splunk SIEM, Tenable IO, Demisto XSOAR, PIM, IAM, API Security
Charged with planning and developing IT system, network, and data security measures. Collaborated with Enterprise Architects to develop security solution architecture documents in line with the banks' defined frameworks and design patterns. Supported initiatives and identified security improvements to reduce enterprise risk and to maximize protections for member data.

- Delivered Cloud Security Architecture on assigned projects using AWS & Azure. Built cloud architecture with Azure, using Azure Resource Manager, Azure IaaS, PaaS offerings and services in Azure Commercial offerings and the AWS equivalent products and services.
- Delivered AWS Cloud Security projects and managed delivery teams within scope of capabilities defined for Practices and Statement of Works (SOW)
- Assess, recommend, and design security products and services from anti-virus, firewalls, DLP, SIEM, Web Security Gateways, and email spam.
- Instrumental in Designing, developing, implementing, and information technology hardware, software, and networks to optimize internal security.
- Resolved security vulnerabilities and recommend necessary changes through the development and implementation of risk mitigation plans.
- Enhanced internal information and asset security by understanding security trends of existing, new, and emerging technologies.
- Design and implement information security architecture strategy and technology roadmap improving the balance of security, efficiency, effectiveness, and scalability.

Projects -
Tenable.io - Design a detailed security architecture document for converting the on-premises Nessus vulnerability scanner to a SaaS platform. Migrate current scanning profiles to new SaaS design. Ensure new platform was able to support current scanning of on-premises workloads as well as workloads in AWS. Apply proper RBAC polices to limit access to correct roles, integrate with Azure AD for PIM and SSO requiring MFA.
Splunk Cloud – Create solution document for transitioning on-premises Splunk services to Splunk cloud SaaS. Ensure log aggregation from on-premises as well AWS CloudTrail, CloudWatch and system event logs were being properly collected. Integrate with EA established privilege access management (PIM) leveraging Azure AD.
Cortex XSOAR – Architect the deployment of a SOAR system to SecOps team. Reviewed market assessment document with enterprise architecture and decided to implement Cortex XSOAR based on best alignment to CCS requirements. Completed design document in accordance with EA desired design patterns for system integration with existing platforms on premises as well as AWS and Azure.
Microsoft Office 365 Migration – Determine security architecture for integration teams for migrating Exchange online and rolling out Microsoft Office 365. Solution included Microsoft CASB and DLP.

Vancouver International Airport (YVR), Richmond, BC   **October 2018 to September 2019**
Information Security Specialist (FTE)

Technical Scope: Splunk, CyberArk PSM, Rapid7 InsightVM, Duo MFA, Varonis Datadvantage, Redhat Enterprise, Sourcefire IPS/IDS, Trend Micro Deep Security, VMWare, Indegy SCADA/PLC, MDM
Charged with YVR information security infrastructure planning, implementations, and maintenance. Scrutinize, evaluate, and oversee the implementation of infrastructure security enhancements. Collaborated with enterprise teams in the design, planning and development of security standards for systems, networks, and the enterprise security architecture.
Plan and execute responses to security incidents; convey risk and remediation procedures, and guide mitigation activities. Coordinate with managed service providers on PCI-DSS compliance, and on monitoring/reporting anomalous actives from SIEM logs.

- Partnered with the team to develop an incident response plan and playbooks to counter threats against airport information security.

- Deployed multi-factor authentication; used CyberArk to set up identity access management.
- Deployed Duo MFAs across the enterprise and external vendors across company resources on-premises and in the public cloud.
- Worked with Datacenter and Endpoint teams to leverage PowerShell to automate administrative tasks, such as user account creation/deletion, managing VM snapshots, cleaning up and hardening AD user/admin permissions.
- Successfully coordinated an incident response tabletop exercise to build playbooks and to test IR plans.

4Refuel, Langley, BC   **April 2018 - October 2018**
Information Security Architect (Contract)

Technical Scope: Amazon AWS, Azure, 0365, VPN, Cisco, Meraki, IDS/IPS, LDAP, Radius, Duo MFA, Proofpoint Anti-SPAM, RootSecure Vulnerability Scanner, Zenedge WAF, N2W Cloud Protection Manager, TrendMicro AV, SIEM

Tasked with founding the company's enterprise information security strategy; with defining the infrastructure framework and architecture; and with developing the long-term management roadmap. Define cybersecurity standards and data security policies.

Guided the formulation, development, implementation, and execution of enterprise information security programs such as IT risk management, threat intelligence, security detection, security incident responses, vulnerability management, and identity/access management. Facilitated training and mentorship for team members on deployed technologies and business processes.
- Provided technical expertise and guidance on AWS security tools for Information Security teams. This include decisions about how cybersecurity and vulnerability monitoring will be performed, using/integrating both cloud-native and third-party security tools and controls.
- Designed/implemented a sophisticated network upgrade that included hardened firewalls, switches, and routers following a significant network security breach.
- Effectively implemented network and information security protocols for a hybrid on-premises and cloud (Amazon AWS, Azure, O365) datacenter; successfully linked 25+ branch offices across Canada and the US to enable central management of resource access and network traffic.
- Collaborated internally in the facilitation of an RFP for securing MSP services, supporting a SIEM solution, and delivering after-hours coverage for network threat mitigation.
- Consistently acknowledged for success in the deployment of remote access for clients using VPN technologies and integrating control methods into deployed MFA control planes.
- Led vulnerability and penetration testing for host, network, and perimeter devices and mitigated identified vulnerabilities.
- Led effort to automate network stack leveraging Python, to administer network gear, such as switches, routers, and APs.

HP Advanced Solutions, Victoria, BC   **November 2016 to April 2017**
Senior Security Engineer (Contract)

Technical Scope: ArcSight, LogRhythm, Cisco ASA, Cisco Sourcefire IPS/IDS, Tipping Point IPS/IDS, Intel McAfee NSP IPS

Charged with planning/implementing IT system security measures, the network, and data. Observed and examined network traffic to identify potential incidents. Prevented data loss and service interruptions and generated event logs. Formed partnerships to strategize risk mitigation techniques and controls.
- Expertise with security technologies in general, at host and the enterprise domain.
- Support HP SOC tier 1, 2 and 3 teams as an escalation.
- Mentor and provide training, document/create methods and procedures for NOC staff.
- Process escalation tickets by diagnosing and resolving raised alerts from lower support tiers.
- Perform network monitoring and capacity planning, ensure network performance and security meet SLAs.
- Conduct industry research on security trends, goals of potential adversaries to better prepare for security incidents.
- Successfully built customized rule sets for the Sourcefire intrusion prevention system and tuned the Sourcefire system to bring it up to current patch levels.
- Conducted malware investigations and coordinated vulnerability assessments and policy scanning activities on Windows platforms.
- Built and executed custom Snort rules for Sourcefire IPS to mitigate potential network attacks.

Victoria Conference Center, Victoria, BC   **February 2014 to September 2016**
IT Manager (Contract)

Technical Scope: IPS/IDS, LAN Infrastructure; Switches, Routers, Telephony, Meraki Switches/APs, Palo Alto Firewalls
Successfully established and effectively managed the IS budget for capital projects; supported initiatives; and identified process improvements and cost efficiencies to maximize the budget spend. Used advanced skills and knowledge to provide help desk support services. Improved infrastructures; reviewed VCC requirements; and recommended changes in support of VCC IS plan.
- Effectively consolidated/retired obsolete servers and installed two new virtual hosts; purchased new hardware for their support and to provide stronger network system security/stability.
- Architected an internal VCC network and a client wireless network.
- Implemented cybersecurity controls leveraging O365 and Azure AD
- Processed RFPs and evaluated/selected the top vendor for a new Wi-Fi infrastructure for conference attendees; conducted wireless site surveys for access point deployment for optimization of wireless coverage, signal weakening, and signal dead zone mitigation.
- Revamped and instituted a new administrative LAN infrastructure including switches, routers, telephony, and wireless access points.

Consumer Protection BC, Victoria, BC   **2007 to 2013**
Infrastructure Administrator (Contract)

Technical Scope: VoIP, Windows Server, IDS, Microsoft Hyper-V, Microsoft Exchange
Charged with installing, configuring, and maintaining infrastructure, servers, printers, and applications; with maintaining multi-site Exchange failover clusters and Microsoft Lync pools; and with monitoring network security and recommended changes to mitigate potential threats. Completed data backups and recoveries. Checked system performance and utilization. Configured and maintained routers, switches, and VoIP telephony equipment to support interoffice data and VoIP traffic between branch offices.
- Directed the successful migration of the data center from reliance on physical servers to virtualization; achieved significant cost savings.
- Successfully redesigned network infrastructure architecture to better support branch offices by replacing ageing HP switches/routers to Cisco.
- Authored and implemented standard procedural protocols focused on data backups, server/desktop patching, and eliminating spam.
- Developed documentation/tutorials for the technical staff on troubleshooting/resolving issues.

Ministry of Justice, Victoria BC
2005 - 2006
Project Technical Lead (Contract)

Developed the token-based Public Key Infrastructure (PKI) authentication and pre-boot encryption portions of the Identity and Access Management (IAM) project. Resolved technical issues related to security and compatibility in collaboration with vendors, developers, and other technical staff. Assessed and evaluated vendor hardware. Provided ongoing user support.
- Established procedures for software deployment and trained deployment teams.
- Created technical support guidelines and procedures for use by support staff.

PREVIOUS EXPERIENCE:
- Network Administrator | Stressgen Biotechnologies | 2001 – 2005
- Network Technician | CompuSmart McLeod Trail | 2000 - 2001

SKILL	IT Service Continuity Analyst
Client	World Wide Technology Holding CO., LLC
Client Reference	Name: Manjunath Goparapu Title: Manager Phone: 314-301-2431 Email: manjunath.goparapu@wwt.com
Scope of Work	Role: IT Service Continuity Analyst • The Ideal candidate is a continual learner, a self-starter, has a strong work ethic and a healthy attitude of cooperation and collaboration. • The environment includes: Palo Alto On Prem Firewalls, SIEM (Splunk), Cisco networking infrastructure. • Has functional working experience with AWS networking (AWS certified advanced networking cert preferred) • Has experience with building, operating, and supporting Palo Alto Firewalls • Nice to have: Certification such as CCNA, CCNP, PCNSE, • Bachelor's Degree in Computer Science, Information Systems, or Engineering will be considered based on experience. • Experience with automating virtual network infrastructure (Terraform / Ansible) • Responsibilities Responsibilities: • As part of the Network Security team, the Network Security Engineer is responsible for analyzing, designing, installing, configuring, maintaining, and repairing of network security infrastructure and application components. • The candidate will provide primary support and operation of the network security controls at SVB. • Familiarity with Palo Alto Firewalls and AWS hosting environments are the primary skillsets desired by this role, as well as a well-rounded network engineering background. • As a member of the Security organization, the candidate will also be expected to understand and enforce Security best practices within an enterprise environment.
Timeline Worked	Start Date: 2022-50-01 End Date: Till Date
Resource Profile	Henry Thomas D'Souza

HENRY THOMAS D'SOUZA

Computer System Analyst.
PCNSE/ACE 6 & 7 & 8/CCP-N (Citrix-Netscaler)/PSE-DC/SCPU6.3 (Splunk)/NSE4/Azure Architect – 900 – 103 – 500 - 303
Measuring Risk and Promoting Compliance
"Design secure support and audit networks that improve operational proficiency and reduce total costs of ownership by risk mitigation."
View me on LinkedIn: http://ca.linkedin.com/in/dsouzahenry

SKILL SETS

- **Cloud: Azure / AWS deployment and Security.**
- **Network Security** –Palo Alto Firewalls, Cisco ASA 5505, Checkpoint, Cisco NAC, Net screen, Nokia 560,1220 and 1260 implementation and support. Cisco PIX implementation and support. Use of Nessus, Nexpose, GFI Languard.for vulnerability scanning.
- **Information Security** - Risk Assessments, Vulnerability management, incident management, Cyber threat management

- **Network Authentication** – CNAC, ACS, Tacacs and Active Directory integration with Remote Access, Wireless and Easy VPN.

- **Network Administration** – Layer 3 Routing EIGRP, BGP, RIP, OSPF and protocol fine tuning, Layer 2 Switching with Cisco 3750 , 4500 and 3400 Metro switches in a switched environment, Wireless AP and WLC WCS implementation and support with ACS and AD integration. System Administration, UNIX, NT, DNS, DHCP, Active directory and ACS Tacacs administration. DevOps Security.

- **Network Optimization** – Cisco Content Switching, Application performance, Security, QOS and routing protocol tuning and Network Admission Control.

- **Remote Access**- Site to Site IPSec VPN, Easy VPN implementation and integration with Cisco ASA and Cisco VPN concentrators, TACAC and Active Directory and NAC solutions for admission control for Remote users.

- **Network Help Desk Management** - To assist end-users with networking technology to ensure the effective use of technology for optimum productivity and ROI.

- **Supervision and Team building**.
- **Training and instruction** - Equipping the users to achieve a high productivity experience, documentation, and awareness.

Credentials, Trainings and Certifications
AWS Cloud practitioner/Network Security Specialist/Security Specialist Certification

- Azure AZ-900/104/500/303 cloud - Architect. - Certified
- Palo Alto Certified PCNSE / ACE 6 & 7 & 8 - Certified
- Palo Alto Certified System Engineer Associate – Datacenter (PSE 6) - Certified
- Citrix NetScaler (CCPN) - Certified
- Fortinet Certified NSE4/NSE5- Certified
- Cisco ASA Security and Remote access. 2008, Global Knowledge.
- NHIN Security Workshop, 2011, NHIN institute, Waterloo University.
- Cisco Content Switching, CSSCS 2008, Global Knowledge.
- Cisco Network Admission Control (CNAC) 2009 Global Knowledge.
- Blue Coat Proxy SG, 2014, 2005.
- Checkpoint Firewall, 2005.
- Cisco VPN Concentrator, 2006.
- Compaq certified Tandem Communication product, 2000. Compaq certified Tandem Communication product - Tandem Inc USA
- UNIX & HP Administration, 1999, UNIX Administration - Network Inc., Mumbai India, Certified and Trained.
- Networking & administration NT 4.0, 1998. CMS, Networking & administration NT 4.0 Certified and Trained.
- CCIE – Boot camp Routing & Switching. -2008.
- CCNA/CCNP – 1996.
- Nokia Firewall with Checkpoint implementation, 2005.
- Networking Tech and Principals of Communication, 2004.
  Expert Rating Global Communication - Certified and Trained.
- Compaq certified Tandem Field supports S series, 2000.
  Tandem Compaq - USA Certified and Trained
- NHIN Security Workshop, NHIN inc., Waterloo University, 2011.
- VMWARE Training – Dell Inc. – 2010
- Network Forensic Analysis – 2014 – CIRI-IRIC - Net runner Inc.
- GNS3 Development and contributor.
- MacAfee SIEM Administration.
- Splunk Certified Power User.
- GCP – Google Cloud Certified
- NSE7- SDWAN certified.

CAREER HISTORY

Worldwide Technology – WWT.

05/2022 - Current:

Project Freddie Mac – Virginia

- Palo Alto Consulting and deployment Engineer for Prisma and MPAC
- Migrations and implementation from Legacy Cisco to NGFW Palo Alto technologies.
- AWS/Azure Cloud Security with NGFW Palo alto and Fortinet technologies.
- Migration of Legacy VPN and Remote Access to Palo Alto
- Panaroma migration and Prisma migration for M300 and M500s

Project – Bank of Melon London UK
- Palo Alto Consulting and deployment Enggineer.
- Migrations and implementation from Legacy Juniper to NGFW Palo Alto technologies.
- AWS/Azure Cloud Security with NGFW technologies.
- Migration of Legacy VPN and Remote Access to Palo Alto

Project – DaVita Healthcare – USA

- Migrated the core and Perimeter Cisco ASA and Firepower to Palo Alto firewalls.
- Migrated the VPN and Remote Access to Prisma access Palo Alto.

2022 – 04/2023 - Nice Inc

- Palo Alto and Sofus consulting and deployment Engineer.
- Migrations and implementation from Legacy Sofos to NGFW Palo Alto technologies.
- AWS/Azure Cloud Security with NGFW sofus/palo/aws technologies.
- Migration of Legacy VPN and Remote Access to Palo Alto
- Use of VOIP over IPSEC and AWS with Palo SDWAN/Prisma solution

2018 – 04/2022-Dimension Data/NTT
Current projects. **NTT**

Extensive work on Prisma / Cortex XDR / Cortex Data Lake / Panaroma / Migrations/SDWAN / FirePower / Fortinet .
- University of Pittsburg Medical Center (Pittsburg)
  - Migration of Juniper to Palo Alto across the campuses**.**
- 20th Century Fox (California)
  - Palo Alto Panaroma and firewall refresh
- Millicom International (Florida)
  - Palo Alto Panaroma and firewall refresh and AWS Cloud Security.
- Southern Wines and Glaciers (Florida)
  - Palo Alto Panaroma and firewall refresh with Global Protect deployment.
- Cox Automotive – Checkpoint Migration to Palo Alto
- Brookfield Properties – Remote Access ASA/ISE/F5 solution
- Millicom Internationals – Greenfield Palo IPSEC network across globe.
- SCJ International – Palo Alto and ACI integration**.**
- Town Sport International – Cisco Firepower implementation
- Radio Free Europe – Cisco Firepower implementation.
- Lloyd Chemicals – Palo and Network Assessment**.**

2017-18 - Kaiser Permanente - Security Analyst (Contract) (California) KAISER PERMANENTE.
- Remote firewall migrations of Cisco ASA and Checkpoint to Palo alto firewalls
- Off hours High Incident support and troubleshooting with PCI Process.
- Firewall rules clean up after migration using Splunk and Tufin
- Weekly Firewall CRQ deployments and verifications.
- Weekly Work Order scripting, verifications and deployments.
- Assisted in daily operations and normal functional requirements

2016-July17   Palo Alto Networks –

   - (Contract Position) Powered by U.S.Cellular Freddie Mac (Chicago/Virginia)
- Project Carrier DMZ 7500 PAN were physically installed at each equinox site at Atlanta Ashburn, Chicago and San Jose datacenters.
- Project Carrier DMZ 7500 PAN upgraded, configured and integrated with Panorama (device groups and Templates)
- Project Carrier DMZ 7500 PAN integrated with the US Cellular external and internal network successfully.
- Project Carrier DMZ 7500 PAN assisted in creation of LLD (low level design) and HLD (High Level design) documentations.
- Part of design meetings for the Carrier DMZ project since January 2017
- All Panorama were successfully upgraded to 7.1.9.
- ENET Duplicate Virtual Panorama was decommissioned and firewalls were migrated to the standby Panorama.
- BMS/Business Vertical/3G/Carrier DMZ firewalls were successfully migrated and integrated with the M100 Panorama.

- Reconfiguration using proper device groups and templates were completed along with on the job training provided to US Cellular engineers.
- Three Training sessions were conducted for Panorama and Palo Alto PA200 configuration and management.
- Palo Alto Virtual Labs were created for the training sessions for basics operation and advanced troubleshooting sessions.
- Palo Alto Firewalls BMS/3G/Business Veridical/ PCI were upgraded to 7.1.8 Code.
- Content upgrade (backlogged for last 6 month) was performed on all firewall updating the latest contents on all firewalls.
- Assisted in DDOS attack by building access -list using regions and country blocks.
- Out of Band Project Proof of Concepts was done and a Lab demonstration was completed.
- Out of Band Project installation for replacement of Sonic wall FW with PA200
- BMS PA200 firewall replacement due to an issue with certain bugs (in progress) (12 Palo Alto firewall swap out).
- M100 Panorama replacement of the old M100 was performed successfully.
- Configured Threat filters on all the Palo Alto Firewall for Wanna Cry Ransomware. (Provided recommendation on providing response pages and DNS Sinkholes).
- Tiffin VMWARE for PCI Compliance and Rules cleanup
- PANOPTIC VMWARE for Palo Alto firewall management
- High CPU issues due to High Volume of logging was reconfigured to provide relief on CPU.
- Performance analysis for 3G firewall was completed and the results were summited to Management for review, with the recommendation
- To migrate 3G traffic to the PAN 7500 in the carrier hotel DMZ.
- Firewall Logging and streamline design was proposed with 2 M100 for Panorama Configuration management and two M500 for pure logging.
- Palo Alto MIBS and Alarm specs were worked on with the monitoring team
- Dynamic Block List was configured on ENET firewalls, integrating with Log Rhythm SIEM for dynamically blocking malicious websites.
- Assisted in troubleshooting Wisconsin Call Center VOIP call drops issue, by configuring SIP profile ALG options.
- Helped clean up the Palo Alto Inventories for all firewall location and serial wise.
- Assisted in daily operations and normal functional requirements

2013-2015   **Blake's Cassel & Graydon - Security Analyst**   *Blakes* (Toronto)
- Risk Assessment/Threat Management/Vulnerability assessment & remediation.
- Risk mitigation strategy, Cyber threat response, Server hardening and risk management.
- Risk mitigation/reduction using access layer controls such as Bit9/Safend technologies.
- Compliance derivate and polices enforcement
- Network/computer basic Forensics analysis.
- Citrix Netscaler deployment (Load balancing & Application Firewall).
- Patch Management using GFI, Nessus, WSUS. Bluecoat administration.
- DMVPN based secure networking.
- Perimeter design and consolidation.
- Palo Alto and Cisco ASA firewall Management.
- Incident management

2012-2013   **McCain foods - Sr. Project/Network Engineer**   McCain
- Implemented Cisco WAAS globally resulting in cost saving of more than $100k in Bell MPLS savings.
- Implemented UTM Unified Threat management globally using fortigate for local security.
- Implemented VOIP lab using ASA 5540 and 3750 for testing global UC Project.
- Designed and did vendor negotiation for South Africa LAN remediation project.

2009 – 2012   **The Scarborough Hospital**, **Network & Security Specialist** (Full-Time)   The Scarborough Hospital
- Implemented the first Firewall 5520 with Redundancy where none existed before.
- Saved $110K in vendor negotiation for purchase of networking equipment.
- Implemented Cisco intrusion prevention system to inspect traffic coming and leaving the organization.

- Implemented Web sense in order to block unwanted usage of internet increasing productivity and protecting the organization against security threats from unsecure sites.
- Implemented VSS 6509 Cores to guaranteed fault tolerance and redundancy giving TSH 99.99 % Uptime.
- Implemented Web sense Proxy V5000 from the threat assessment mandate policy.
- Created & Implemented BIG IP F5 for Remote Access for allowing access to remote user.
- Implemented VPN IPSec setup for vendor support and transcriptions support to the hospital.
- Implemented VMWARE 4.1
- Migrated 70 Servers to VMWARE retiring existing Physical creating more physical space in the DC.
- Implemented Wireless with 8 Controllers and 1 WCS with 325 AP are increasing productivity & Mobility.
- Implemented Encryption MacAfee EPO for 350 Laptops as per the ehealth Govt mandate.
- All the above implantation was done without hiring professional services saving the hospital over $75k.

2008 - 2009   UNIS LUMIN   - Network Analyst - UNIS LUMIN

UNIS LUMIN is a Gold Certified Partner of CISCO, with a main business of providing a complete life cycle of consulting, integration, support and managed services in application development, communications (voice, video and data), security, and storage and data center management.
- Provided escalated telephone and email support for customer network issues (Routing/Switching/Security/Wireless/CNAC/CSSCS and partially on Voice.)
- Provided onsite technical support for clients, IOS upgrades, part changes, and implementation. Processed Cisco RMA's, Licensing and Warranties,
- EMC Supporting Clients for Security, Routing, Switching and Wireless, Cisco Load balancers, Cisco ASA, Wireless Controllers for almost 120 different client across Ontario and Canada.
- In-house projects and network refreshes for client like Laxness Inc, JBMH, Ornge, CPAC, Omers, and Cancer care Ontario, Blue Waters etc.
- Sniffers like wire shark and Opt view traffic analyzers for networking performance tuning,
- Packetters and F5 for Load balancing and traffic analysis and monitoring.
- Orion Net flow Traffic Analyzer for monitoring and QOS applications.
- Call Manager Administration.
- Project – UL – Cisco ASA and Remote access, Site to Site VPN.
- Project – Laxness Inc. Sarnia – Network Upgrade, ACS upgrade, Wireless implementation.
- Project – CPAC – Wireless implementation.
- Project – Ornge – Wireless WLC WCS and CNAC implementation OOB NAC and NMAR.
- Project – Sherburne health center – Wireless implementation.
- Project – PWC – Content switching implementation.
- Project –JBMH – Site to Site VPN and ASA implementation.
- Bloor view – Wireless implementation.
- CCO – Implementation of Cisco ASA 5520 for Firewall, Remote access and Easy VPN.
- Blue water Sarnia – Cisco PIX IOS upgrades for primary and secondary PIX.
- Active directory and Call Manager Administration.

2007 – 2008   TELEGLOBE INC. – (Contract via **TCS**) TELEGLOBE
Senior Network Administrator - Montreal (One-year contract- Project aka TCS Inc).
- Extensive work on Cisco 6500, 4500 and 3750 switching environments.
- VPN concentrators and 3400 Metro Switches.
- EIGRP, RIP and BGP routing mixed environments.
- Was instrumental in various network migration projects globally for Turin implementations.
- Layer 2 and 3 escalation calls in operations for 24*7 Support
- Improvements in network performance.
- Wrote, designed and produced Procedures and network documentation.

- ■ Prepared flowcharts and Visio diagrams to illustrate sequence of steps project must follow to describe logical operations involved.
- ■ Monitoring Tools: Cisco works2000, HP Open View, and Solar Winds, what's UP.
- ■ Wire shark Sniffers and Picketers traffic analyzers for networking performance tuning,
- ■ Turin's and Sonus Transmission implementations.
- ■ Call Manager Administration.
- ■ Active Directory Administration.

2005 – 2007 BIO-RAD LABORATORIES INC. – (Contract via **TCS**) BIO-RAD
Senior Network Administrator - California (Contract-Three-year Project aka TCS Inc).
- ■ Extensive work experience on Cisco 6500, 4500 and 3750 switching environments.
- ■ Extensive experience on Cisco 1841, Cisco 3845, VXR 7200 routers for the routing on Frame Relay, MPLS and VPN network.
- ■ Good experience on EIGRP and BGP routing in MPLS environments.
- ■ Was instrumental in various network migration projects globally for Bio-Rad labs.
- ■ Successfully handled Layer 2 and 3 escalation calls in operations.
- ■ Successfully handled co-ordination with various ISPs like AT&T and Equant.
- ■ Made recommendations for improvements in network performance.
- ■ Developed work goals and department projects.
- ■ Wrote, designed, and produced Procedures and network documentation.
- ■ Successfully handled migration and integration of acquisition done by the organizations on MPLS, Frame Relay and VPN solutions.
- ■ Assigned and coordinated work projects such as converting to new hardware and software.
- ■ Prepared flowcharts and Visio diagrams to illustrate sequence of steps project must follow and to describe logical operations involved.
- ■ Orion Net flow, Packeeter Traffic Analyzer with sniffers like wire shark for network tuning.
- ■ Call Manager and Active Directory Administration.
- ■ Hardware Platforms: Cisco, 3600, 7206 VRX, Switch Catalyst 5500, 6500 Cisco Probes, PIX firewalls, Net flows, Cisco Probes, Cisco Aironet.
- ■ Monitoring Tools: Concord, Cisco works2000, WLSE, HP Open View, and Solar Winds.

2002 - 2005 GENERAL ELECTRIC - HEALTH CARE INC. – (Contract via **TCS**) GE Healthcare
Senior Network Administrator Wisconsin. (Contract-Four-year Project aka TCS Inc).
- ■ Cisco PIX and Checkpoint on Nokia Firewall support across GE medical system.
- ■ Executed daily operations of Network Support.
- ■ Proactively monitored the network with monitoring tools like Cisco works2000, Concord HPOV to achieve 100 percent uptime.
- ■ Successfully handled Surveys & installation of Wireless Networks using Ayaya and Cisco 802.1b/g & WLSE at various GEMS location to enhance productivity.
- ■ Spearheaded the Installation of robots to measure network Performance globally to maintain the business SLA.
- ■ Successfully handled the Installation of high-end routers and switches in redundancy to achieve 100% uptime with no business impact.
- ■ Successfully handled and supported the Installation of Blue Coat Proxy SG, Checkpoint and Nokia appliances to achieve network security for the organization.
- ■ Extensive work experience on Cisco 6500, 7200 VXR, Cisco 1841, Cisco 3845, and Cisco 4500 in a switched and routed environment.
- ■ Successfully handled migration and integration for acquisition done by the organizations on MPLS, Frame Relay and VPN solutions.
- ■ Packetters for traffic shaping and Network analyzer for network performance tuning.
- ■ Active Directory Administration.
- ■ Wrote, designed and produced Procedures and network Documentation.
- ■ Hardware Platforms: Intensive work on Cisco 6500, 7200 VXR, Cisco 1841, Cisco 3845, content
- ■ Switching. Cisco 4500, MPLS, Frame Relay, VPN devices.
- ■ Monitoring Tools**:** Concord, Cisco works2000, WLSE, HP Open View.

1999 – 2002 TCS INC. (Above projects were contracts from TCS) TATA CONSULTANCY SERVICES

Senior Network Administrator

- ■ Executed daily operations of Network Support
- ■ Was instrumental in implementation of remote Access and site to site VPN networks for TCS global.
- ■ Spearheaded the Web Hosting for clients at TCS Datacenter with recommendations for improvements in network performance in fully redundant environment.
- ■ Reviewed completed projects to ensure that goals were met.
- ■ Successfully managed an 8-person team in supporting the TCS internal LAN and WAN networks.
- ■ Supervised and managed the implementation of Tandem Labs for a Compaq firm at TCS offshore location in a secure and redundant network environment.
- ■ Successfully handled the implementation of DHCP and DNS.
- ■ Wrote, Procedures and network Documentation for the network helpdesk.
- ■ Read manuals, periodicals, and technical reports to learn ways to develop programs and scripts that met user requirements.

EDUCATION & CERTIFICATIONS:

Bachelor's Degree, Electronics and Computer Science
D.Y. Patil College of Engineering and Technology, 1992
Shivaji University, 1988

- • Azure Architect – ████████
- • Azure Administrator ████████
- • Azure Security – ████████
- • Azure Fundamental – ███████
- • Fortinet NSE4 and NSE5.
- • Citrix NetScaler Certification June 20 -2015 (CCP-N),
- • ACE6 / ACE7 and ACE8– Palo Alto Networks. (May 2017)
- • PCNSE6 (Palo Alto). (December 2015)
- • PCNSE7 (Palo Alto Networks) (May 2017)
- • PSE – Datacenter certified (July 2017)
- • CEH (Certified Ethical Hacker) **http://www.eccouncil.org/**
- • Working on CISSP and Checkpoint CCSA

PROFILE 3:

SKILL	IT Service Continuity Analyst
Client	SC Johnson, Racine, WI
Client Reference	Name: Wasim Chaudhry, SPHR
	Title: Director Recruiting, Pegasus Knowledge Solutions Inc.
	Phone: 847-995-1100 x 4013
	Email: wasim@pksi.com
Scope of Work	**Required Experience:** · Ability to provide technical direction and act as a subject matter expert as it relates to cybersecurity · Knowledge of countermeasures against common attacks on web applications, app servers, databases, the HTTP protocol, SSL, DNS, certificates, credentials, forms, web sessions, cookies, tokens, XML, JavaScript, AJAX, JSON, Flash, SFTP, PKI and symmetric crypto, wireless & wired networks, and related Internet technologies · Able to perform both automated and manual security assessments for applications

	· Ability to technically evaluate cybersecurity technologies and provide feasibility assessments
	· Able to articulate common risk modeling methods and secure architecture patterns
	· Ability to write and/interpret clear system requirements and test plans
	· Identify security issues and risks, and develop mitigation plans and recommendations
	· Architect, design, implement, support, and evaluate security-focused tools and services while acting as the Cybersecurity project lead
	· Interpret information security vulnerabilities, risks, policies, and procedures to Company Business lines and IT teams
	· Perform Security Risk Assessments on large and medium programs and projects
	· Experience with security frameworks such as NIST 800-53r4, NISTIR 7628, NIST Cybersecurity Framework, CIS Critical Controls
	· Evaluate and recommend new and emerging security products and technologies
	· Participate in projects that develop new intellectual property and ensure security policies, requirements, best practices, etc. are applied
	· Evangelize security within Company and be an advocate for customer trust
	· Knowledge of implementing security controls for Microsoft Office 365 is HIGHLY desired
Timeline Worked	**Start Date: 2019-11-01** **End Date: Present**
Resource Profile	**Joe Wu**

Joe Wu
CISSP, CEH, GIAC GREM, GSNA

Highlights of Qualifications and Skills:
- Cyber Security professional with 18+ years' information security experience, worked with banking and telecommunication on 20+ information security projects development, architecture, infrastructure, implementation, vulnerability assessment, penetration testing, POC, security investigation. Hands on in Threat Risk Assessment, vulnerability research, reverse engineering, Malware analysis, forensics, application security, endpoint security, SIEM, APT, OWASP
- Proven communication, documentation, and problem solving skills
- Master of Internetworking at Dalhousie University with CISSP, CEH, GIAC GREM, GSNA,
- Speaker of TASK 2019 on cyber security vulnerability exploitation

Work Experience:
SC Johnson, Racine, WI
   2019/11 – Present
Sr Security Consultant/ Architect
- Conducted ethical hacking, penetration tests and adversary breach attack simulation to evaluate company security protection against emerging threats, actors and the techniques, tactics, and procedures used, test network, infrastructure, Azure AWS cloud, endpoints, web applications,

DevOps SDLC security with monthly metrics that reported to senior management board for visibility, trending and governance.

- Architected and built Verodin Mandiant Security Validation system, developed roadmap for breach attack simulation with project phase goals, success metrics, globalization coverage, maturity level, baseline, operation and value added services.
- Conducted forensic, threat hunting and incident investigation to determine if real attacks happened in network, endpoint, cloud, IoT, OT, ICS. Reverse engineering malware, wrote .Net, powershell, Python samples and custom test cases to simulate attack scenarios, and replay artifacts collected from forensics and incident investigations. Achieved root cause analysis and remediation.
- Research emerging threats, intelligence, industry-themed actors, and attack techniques they use such as evasion, anti-VM, anti-debugging for targeted attack prevention. Conducted POC to evaluate security technologies and solutions for business decision, including Infoblox, Crowdstrike, Microsoft Hololens, EPP comparison with McAfee ENS, Trellix HX, MS Defender ATP, AI based chat bot.
- Provided presentation on adversary simulation, presentation on ransomware attack analysis for cross function teams, business unit and management. Demo on Windows remote exploit and control. Achieved audience engagement and security awareness. Trained juniors and interns, achieved team development.

Bank of Montreal
2016/11 – 2019/7
Sr Security Consultant/ Architecture

- Conducted cybersecurity strategy and architecture review and Threat Risk Assessment to enterprise endpoint security solutions, controls, including McAfee, Fireeye, Carbon Black, Symantec, SIEM Splunk, Arcsight, CyberArk, DLP, HIPS, using MITRE ATT&CK, NIST, SANS frameworks, OWASP, established matrix of threat tactics, techniques verses protection capabilities, remediation, coverage, gap, network, and platforms. The work helped in identifying security gaps in the bank in SOC, penetration tests, and providing suggestions to department of security strategy, architecture and innovation.
- Evaluated Next Generation Anti-Virus product suites including FireEye, McAfee, Cylance, Windows 10 Defender, to make recommendation for enterprise strategic planning. Designed unique test methodology to evaluate NGAV product capability in a layered structure. Designed 25 PoC test cases to break down NGAV product capabilities into specific threat technology protection, such as anti-exploit, encryption, fileless..Created scorecard and metrics for the success of evaluation. Wrote testing script codes and C++ malware simulating programs based on reverse engineering malware binaries. The test cases are to test particular malware evasion technology one by one and not mixing them up. The test cases were reviewed by faculties from IANS, and Gartner consulting, and they are "very impressive", "probably more thorough than most companies that are paid to do the same work". My test codes and cases were executed in NSS private lab. The findings provided a view to the strength and weakness of the products and provided a foundation for business decisions.
- Conducted POC on security technologies and solutions, including Mobile security POC with Symantec SEP, Lookout, Zimperium; Container security POC with Twistlock, NeuVector, Qualys. DLP and data classification POC with McAfee and Titus. Reviewed virtualization security with Morphisec, Bromium, Analyzed BMO requirements, evaluated vendor products on efficacy, function, performance, fitness and integration with the bank, contributed to product selection criteria. Reported and presented recommendations to management. Provided awareness training to clients. Improved BCP and DevOpsSec operation.
- Analyzed and documented banks status on security controls, policies, guidelines, deployments, and procedures, including encryption, Bitlocker, forensics, FTK, penetration test, vulnerability assessment, bug bounty, Aruba NAC, powershell logging for SIEM. Developed incident response plan, disaster recovery plan, and playbooks. Documented vulnerability remediation, security best practices. Hands on with security solution implementations. Traced and researched on security trends and technologies, including machine learning, AI, Analytics, MTD, cloud security AWS, Azure. Software development for security POC including writing IOS applications with Apple Swift, Xcode, Android apps with Andriod Studio, SDK and API, Docker, Kubernetes, Github, Jenkins, CI/CD, using Agile, Kanban, Jira. Provided analysis reports and recommendations.

Deloitte 2015/6
– 2016/9
Sr Security Consultant / Forensic Investigator, Reverse Engineer

- Triaged and performed in-depth L3 investigation of IT security alerts received from various security technologies including SIEM Arcsight, IPS/IDS, VA scanner, proxy, Web Application Firewall, Fireeye, VPN, RSA SA, email encryption, and AV with a focus on determining whether a security incident has occurred, performed threat risk vulnerability assessment, penetration test, OWASP in SOC environment, identified the root cause and provided appropriate recommendations for remediation and risk management.
- Provided subject matter expertise on reverse engineering vulnerability exploit/malware, PoC testing, and EnCase FTK forensics, Credant disk decryption. Reverse engineered App exploit of RCE, XSS, XSRF, SqlI. Extracted malware hidden IOCs that are not seen from normal sandbox analysis. Defeated malware anti-analysis, obfuscation, encryption, and anti-debugging with IDA Pro, OllyDbg, Fiddler, Burp Suite, Metasploit, Kali, Nessus and memory forensic. Extracted IOCs such as Trojan C&C communication protocol. Created custom signatures for IPS, endpoint security controls to detect and block malware. Achieved protection from malware data exfiltration and targeted attacks.
- Conducted forensics examinations on user malware infections, employee misconduct, and suspicious external threats to servers. Examined user hard disks destroyed by ransomware Cryptowall to find root cause of user infection. Examined evidences with EnCase and FTK. Decrypted enterprise Credant and McAfee encryption. Performed malware sample footprinting and timeline analysis. Disclosed the root cause of Malvertising and drive-by downloads due to Angler Exploit Kit exploiting Silverlight vulnerability.
- Architecture review to enterprise security controls and solutions. Tuned and developed SIEM use cases and correlation rules to reduce false positives and enhance threat detection capability. Achieved detection of emerging threats with custom signatures that not only detect specific malware, but also unknown malware that exploit the same vulnerability in flash file and word documents.
- Built knowledge base and trained client on cybersecurity threat landscape to adapt investigation techniques. Provided multiple presentations for clients, senior executives, such as: How flash files exploit free-after-use vulnerability and bypass DEP and ASLR; How I did forensic investigations on Cryptowall; Malware code injection techniques – DLL injection, process hollowing/RunPE, hooking, and APC injections. Achieved client engagement and exceedance of client's expectation.
- Conducted threat hunting via proactively identifying adversaries in collected events, data and logs from across the enterprise network and web applications, Oracle, Cisco, Unix, MySQL. Established a baseline of what is normal. Correlated indicators of compromise, detected anomalies to chain potential suspicious activities together. Based on my manual analysis of suspicious IDS events, malware analysis, and combining with threat intelligence, and vulnerability scans, I have found malicious actors using malware Eagle and obfuscated RTF exploit code to attack enterprise network and to evade AV, IDS detection. Based on my analysis, I have developed custom signatures for automated alerts and endpoint remediation.

D+H Financial Solutions
2014/12 – 2015/6
Sr. Security Consultant
- Conducted vulnerability assessment and penetration test, assessed vulnerability scan results for projects to evaluate network and applications, ensured PCI compliance. Identified security risks with IBM AppScan, Nessus, McAfee vulnerability manager, Qualys, Ncircle. source code static scan for Java and .Net with HP Fortify, manual test and verify using Fiddler and Burp Suite, wrote PoC, conducted Demo to project management and developers on reproducing the attacks and trained user on how to fix. Ranked the risk as critical/high/medium/low based on assessment and standard. Wrote technical and executive summary reports.
- Conducted incident investigation and forensics for virus infections, reverse engineered malware, using McAfee ePO, ATD, IPS, NSM, Qualys, Tanium, APT prevention, CyberArk, Palo Alto, Cisco, ASA, Tufin. Achieved accurate root cause analysis, quality reports and service enhancement.
- Provided consulting for the emerging trends, APTs, latest vulnerabilities, SSL, POODLE, Heartbleed, Java Struts Zero-Day, mobile, PoC and remediation, DMZ security designs, industry best practice of cipher suite and encryption, two factor authentication various options and their pros and cons, identity and access management. Achieved client focused and value proven solutions.
- Architected, implemented and enhanced SIEM Arcsight services and tools, flex connectors, loggers in SOC in 7x24x365 environment, correlated and tuned Arcsight rules, filters, and

channels to whitelist noises and detect security attacks globally and locally. Documented policies and procedures, wrote technical analysis reports, evidence gathering for PCI compliance.

Munich Reinsurance
Security Consultant / Penetration tester
2013/10 – 2014/12
- Conducted threat risk vulnerability assessment, penetration test, risk management, security architecture review to more than 20 international sites for the network and applications, including SaaS, PKI, Palo Alto. Assessed with Appdetective, Nessus, GFI LanGuard, Acunetix, Burp Suite, Metasploit, and Kali. Eliminated false positives with manual reviews.
- Wrote proof of concept POC exploit to demonstrate to clients of the attacks. Helped clients to understand security risks and raise security awareness. Achieved accurate detection of various vulnerabilities such as SQL injection (Oracle, MySQL, DB2), Cross Site Scripting (SAP), Request Forgery, weak password, directory traversal. Completed the tasks within deadlines and with competing priorities.
- Conducted kickoff presentation to prepare the clients for penetration tests and touchdown meeting to present the findings to clients. After a presentation of my finding on how the company's internal servers could be attacked using their website without login and password, the client shutdown their website immediately and implement my recommendation for remediation. The client is happy that we found the security hole before potential attackers.
- Wrote detailed technical reports as well as executive report summarizing the impact, risk and recommendations for the management. Achieved clarity, accuracy, informational, logicality in the reports.

Bank of Montreal,
Sr Security Analyst
2007/10-2013/10
- Monitored security events, incident response and forensics in the SOC. Malware analysis and cleaning, IPS custom signature writing and deployment, vulnerability scan, analyze security events, and correlate to find attacks, achieved accurate root cause analysis and timely delivery results.
- Conducted vulnerability assessment and penetration test with McAfee, AppScan, AppDetective, Burp suite, Metasploit, Kali. Participated in project development of Security technologies, including SiteProtector IDS, proventia IPS, Malware Lab with IDA Pro, Metasploit, MySQL, SIEM Arcsight, Oracle, Web Application Firewall, Juniper Security System Gateway, Network access control with Cisco ASA, Identity Access Management. Built vulnerability management program with enterprise discovery scan, weekly production, QA, DEV vulnerability scan, remediation tracking. Evaluation, process defining, implementation, testing, troubleshooting, and documentation, enhanced protection for bank infrastructure.
- Designed and programmed PERL script to automate phishing incident handling. The script reads mailbox, collects phishing links, writes web pages and sends emails automatically to third company for them to take legal action to shutdown phishing sites. The script saved 4 team members daily manual work with enhanced efficiency.
- Supported security applications and Linux, Unix, Windows, Cisco multiplatform security control systems, maintain, update, documentation, policies, procedures, annual Business Continuity Procedure tests, prepare for audits, assured fault free operation.

TELUS Security Solution
Vulnerability Research Specialist   **2005/8 - 2007/10**
- Researched vulnerability on network and applications to provide threatens assessment reports along with IDS detection signatures, reverse engineered network protocols, software, stack, heap based overflow, shellcode, exploit, ASLR, DEP bypassing, fuzzer, researched VoIP Cisco routing, switching, image file, provided in depth analysis of mechanism and remediation;
- Ongoing tracing spyware including adware, backdoor, hijacker, keylogger, trickler, trackware, worm, virus, P2P, and other technologies; maintained database of more than 500 spyware. Enhanced production by utilizing scripting languages and tools such as Python, Unix shell, MySQL, PhP.
- Wrote technical reports that described 400 network security details (Cisco IOS, OSPF, BGP, SNMP, HTTP, FTP, SSL, LDAP), system security (Windows, Linux, AIX, shellcode), and software vulnerability (Java, .Net, Active Directory, IIS, Exchange, Outlook, etc), finished the project within short time by using ticket system.

- Installed and setup network and servers for team to do security research, using Cisco router, switch, VoIP, Call manager, firewall, IPS, Vmware, various Unix, various software, achieved fast pacing

CHINA FOREIGN EXCHANGE TRADE SYSTEM
Software Engineer
      1994 - 2004
- Developed Digital Signature system based on PKI Public-Key Cryptography. My work on designing algorithm, protocol, and coding 10000 lines in C++ & X86 Assembler has led the replacement of the traditional telegraphic test key in bank transactions, and cut costs by 2/3.
- Designed and implemented web application for online transaction using Java, XML, load balancing, BEA Weblogic, Tuxedo, IBM DB2, AIX, UML. System was used by more than 5000 financial institutions.

Education:
- Master of Engineering in Internetworking   2004 - 2006
  Dalhousie University, Halifax, Nova Scotia

- Bachelor of Engineering   1988 - 1992
  Beijing Institute of Technology, China

Certificates and Awards:
- CISSP 2008
- GIAC GSNA Certified System & Network Auditor 2013
- GIAC GREM Reverse Engineering Malware   2010
- CEH Certified Ethical Hacker   2009
- CCNP   2005
- CCIE   2006
- Arcsight ESM and use case course 2014
- HP OpenView Network Management certification
- IBM AIX, DB2, Visual Age C, HP UX course
- Project Management Professional (PMP) certification

6. **Network Engineer (3 Profiles):**

PROFILE 1:

SKILL	Network Engineer
Client	**Orange County, Goshen NY**
Client Reference	**Name: Bernie Lederer** **Title: Director of Technology, Operations and Service Delivery, UTC Associates** **Phone: 302-293-5847** **Email: blederer@UTCAssociates.com**
Scope of Work	- As the Network Security Engineer, you will be responsible for Design and implement new solutions and improve the resilience of the current environment - Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades, and collaborating with network architects on network optimization secure network systems by establishing and enforcing policies, and defining and monitoring access support and administer firewall environments in line with IT security policy

	• Report network operational status by gathering and prioritizing information and managing projects • Upgrade data network equipment to the latest stable firmware releases • Provide remote support to on-site engineers and end users/customers during installation • Provide remote troubleshooting and fault finding if issues occur upon initial installation • Undertake capacity management and audit of IP addressing and hosted devices within data centers liaise with project management teams, third-line engineers, and service desk engineers on a regular basis • Analyzing the technology environment and documenting requirements. Integrate networks with Public Cloud providers (e.g., Azure, Google Cloud Platform) using transit VPC, IPsec, and other Secure Cloud Interconnects
Timeline Worked	**Start Date: 2022-12-01** **End Date: 2024-01-25**
Resource Profile	**Shafi Faruk**

SHAFI FARUK

SKILLS

- Cisco SD-WAN
- Cisco LAN/WAN design
- Cisco Wireless LAN (WLC)
- Routing/switching
- Firewall – Cisco/Meraki NGFW | Juniper | Paloalto
- VPN: Point2Point | SSL
- Wireless radios
- Cisco VOIP (Call Manager)
- Cisco CCW
- Cisco Meraki

EDUCATION
BSc in Computer Science
Moscow Power Engineering Institute (Technical University).
Moscow Russia (09-1997-06/2001)

CERTIFICATIONS
- CCNP Security (SCOR 350-701) - 07/2020
- CCNP Collaboration (CIPTv1) - 09/2015
- CCNP (Routing & Switching) – 09/2012
- Cisco SMB Product and Positioning Technical Overview (700-751) – 05/2020
- Palo Alto Networks Accredited Systems Engineer - 09/2019
- Foundation Certificate in IT Service Management - 04/2009

S U M M A R Y

I am qualified Cisco Network Engineer and have experience in managing corporate IT infrastructure. Flexible and a skilled team player with an open and approachable nature, being able to operate in a dynamic environment. Have excellent communication skills approach and solve problems in an analytical and logical manner. Work closely and effectively with all levels of management to achieve my targets.

E X P E R I E N C E

Network Analyst
Orange County | Goshen NY
December 2022 – January 2024

- Supporting the existing network and with its expansion using different Cisco network devices including router/switches.
- Upgrading and maintaining existing LAN/WAN network.
- Supporting Infoblox, F5 (VIP/Pools/Certs renewal)
- Cisco wireless using 5520 WLC and Cisco Prime.
- Fortinet firewall installation, upgrading and joining with fort-manager/analyser.
- Analysing Splunk logs for troubleshooting.

Systems Consultant/Architect | Canadian Western Bank
Edmonton Alberta Canada T5HJ3G1
December 2021 – November 2022

- Supporting the existing network and with its expansion using different Cisco network devices including router/switches, Aruba (for wireless) etc.
- Actively involved with wifi installation across the branches.
- Testing, evaluating and implementing Fortinet SD-WAN across branches.
- Project: Datacenter migration to a new location using mainly Paloalto firewalls. Nexus Switches, virtual controllers, routers and other server side devices.
- Upgrade firewall/router IOS, create change and implementation upon approval.
- Aruba wireless network: Airwave/AP configuration, expanding to new branches and managing the existing network with clearpass.

Systems Consultant | Long View Systems
10235 101 St NW #2700, Edmonton Alberta Canada T5HJ3G1
December 2020 – December 2021

- Multivendor network support for multiple clients: Cisco, Cisco Meraki, Paloalto, HPE, Sonicawall, Juniper mainly for data-centre design/support with Cisco Nexus 9K, 7K and 5Ks. (also worked with 6500, 4500 Series switches)
- SD-WAN support for Cisco Viptela, Cato.
- Security support | Cisco ASA-Firepower (FMC/ASDM), Meraki MX series, Paloalto (Panaroma), FortiGate, Sophos with Cisco ISE, DNS Center, (VPN site-2-site, remote access etc)
- Cisco Umbrella, Titan-HQ, Cisco WSA for Web-filtering and malware protection:
- Tools used for day to day work: Logic Monitor/ BMC Remedy/ Solarwinds etc
- Wireless solution using : Cisco | Aruba | Meraki

Network Manager/Architect | 3C Information Solutions
10366 65 Avenue, Edmonton Alberta Canada T6H1T9
July 2019 – December 2020

- Network design for customers using Spine and leaf topology with Cisco Nexus 9Ks and 7ks. Hardware selection and implementation as per their business needs and to budget.
- Security solutions for our customers using Cisco NGFW Firepower, Meraki MX, Paloalto, Cisco DUO, Cisco Umbrella and Web Titan.

- Supervise team with the design configuration and implementation with various projects.

Senior Network Analyst -Team Lead | Servus Credit Union
Karl Clark Road - Edmonton Alberta Canada T6N1H5
September 2013 – June 2019

- Security product setup, configuration and management: Firewall: Cisco FirePower, ASA, WSA, Cisco ISE, Cisco DNA Center | Juniper | Checkpoint
- Router/Switch/ASR (Data-centre design using: Cisco 65xx/45xx/29xx/37xx/36xx/NEXUS 7k/5K/2K series devices)
- F5 – Load Balancer (LTM – GTM)
- Network design: migrating from 3 layer topology to Spine-leaf to architecture. Implementation, documentation | network monitoring | Packet capture & analysis etc.
- Technology: Cisco VOIP Call-Manager | Cisco Wireless Controller | Cisco WAAS | SD-WAN | VPN | Routing protocol – OSPF/BGP/EIGRP | Layer 2 switching.
- On call after hour Support | Shift rotation | supervising junior team members | training co-ordination etc.

Network Analyst | Syncrude Canada Ltd.
Fort McMurray Canada.
May 2013 – August 2013

- Providing support with existing network setup and maintenance with following routing and switch platform:
  - Cisco Router (series 7200, 3800 and 2900), ASR (1000 Series)
  - Catalyst Switches (6500/29xx/37xx/36xx)
  - NEXUS (7k/5K/2K)

Senior Network Specialist – Team Lead | Rotherham Doncaster & S Humber NHS Trust
St. Catherines Hospital, Tickhill Road, Doncaster UK DN4 8QN
July 2011 – April 2013

- Design, configuration and implementation of wireless network using AeroHive Ap and HiveManager.
- Secured network using Cisco ASA/Checkpoint firewall by implementing ACL/NAT/SSL & IPSec VPN.
- Switching and Routing; Routing protocols: EIGRP and OSPF.
- Servers: Tacacs+, Radius, DHCP, DNS etc.

Network Administrator
SW London & St. Georges MH NHS Trust
Springfield University hospital. 61 Glemburnie Road, London UK SW17 7DJ
June 2006 - April 2011

- Designed and deployed wireless network using Cisco Wireless Control System (WCS), Cisco Wireless Lan Controller (4402, 5508) and light weight APs (LAP).
- Design, installation, configuration and implementation of LAN & WAN connectivity for 68 different sites.
- Secured network using Cisco IPS and ASA firewall by implementing ACL/NAT/SSL-VPN.
- Experience in routing protocols such as EIGRP and OSPF.

Use Tacacs+, DHCP, DNS Server, Solarwinds, Cisco works for security and monitoring.

PROFILE 2:

SKILL	Network Engineer
Client	**Edward Jones (WWT)**
Client Reference	**Name: Srikanth Kongara** **Title: Team Lead - Global Talent Acquisition & Strategic Resourcing** **Phone: 314-212-1823** **Email: Srikanth.kongara@wwt.com**
Scope of Work	

	• Oversee planning, design, implementation, and operation of systems and network infrastructure projects and participate in the specification of business requirements and implementation plans for technically advanced internetworking solutions; • Manage implementation of systems and network infrastructure projects, from both technical and communication aspects; • Review systems and network design for security and other risks during course of projects; • Serve as a liaison to vendors and/or third-party providers as assigned; • Provide on-site and remote technical assistance to other resources and to customers; • Provide infrastructure design, implementation planning, deployment support, software strategy, system troubleshooting, performance engineering and optimization, maintenance strategy; • Provide technical guidance, knowledge transfer and mentorship to internal engineering peers as required and lead technical staff responsibilities; • Establish networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards; • Maximize network performance by monitoring performance: troubleshooting network problems and outages; scheduling upgrades; collaborating with other team on network optimization; • Secures network and server systems by establishing and enforcing policies; defining and monitoring access; • Accomplish information systems and organization mission by completing related results as needed; and • Report network operational status by gathering, prioritizing information.
Timeline Worked	**Start Date: 2019-09-01** **End Date: Till Date**
Resource Profile	**Syed Ahmed**

SYED AHMED
Senior Network & Security Consultant
Proven Technical and Team Lead Expertise in a career spanning 24+ years

SUMMARY OF EXPERIENCE:
Experienced CCNP, CCIE (wr) & MCSE Network Engineer with over 24+ years of related IT experience ranging through the different layers of the OSI model. Specialized in Network design and implementation to take the lead in numerous projects and troubleshooting occasions for legacy and current protocols. Excellent communication skills combined with strong leadership and exceptional motivational abilities. Proven track record of high performance and initiatives.

HIGHLIGHTS OF QUALIFICATIONS:
- In-depth knowledge of Network Architecture and hardware in TCP/IP LAN/WAN environment.
- 20+ year experience in managing and troubleshooting Wide Area Network based on Cisco and 3COM routers using TCP/IP, T1, T3, Dark Fiber, Frame relay, ADSL, DWDM, ISDN, and X.25.
- Configured and managed BGP, OSPF, EIGRP, RIP and IP SLA on various types of routers and switches. Configured essential SNMP MIBS to monitor hardware and various routing protocols.
- Managed Cisco ASR 1004, ASR 1001, Cisco 7201, 7204, 3640, 2911, 2611, 1841, 1811 routers, Cisco
- Nexus 7000, 5000, 3000, 2K Extenders, Cisco 6513, 6509-E, 4507R, 4006, 2951, 2851, 3750, 3650, 3560 and 2960 series L2/L3 switches.
- Migrated Nortel 5520 switches to Cisco 3750 series switches.
- Configured QoS on LAN switches and WAN Routers for Voice and Video Conferencing devices.

- Managed Cisco Secure PIX 535, PIX 525, ASA5585-X, ASA5550, ASA5540, ASA5520, ASA5525-X, ASA5545-X, Checkpoint NGX R65, Palo Alto & Fortigate Firewalls.
- Designed and managed MPLS infrastructure & VRF lite on Cisco routers and switches.
- Managed Cisco IPS and ASA 5510, ASA 5540 appliance for intrusion prevention.
- Managed Cisco Content Switch Module (CSM) and CSS, & ACE for Load Balancing.
- Managed Cisco Altiga 3030 VPN Gateway for LAN-to-LAN Tunnels and Remote VPN Clients.
- Installed and Configured Cisco switches and configured AutoQoS on Cisco 3560 switches, 4006, 3750 and 4507R switches.
- Configured and managed Juniper SRX1500 appliance and created security zones and policy.
- Designed and Tested proof-of-concept using F5 LTM to Load Balance Cisco ISE Policy Server Nodes.
- Migrated Cisco ASA 5520 Firewall to Palo Alto Firewall appliance.
- Designed and managed Symantec Endpoint Protection for Corporate and Remote branch/office users.
- Managed Cisco Call Manager and Cisco Unity Servers and resolved issues related to network devices.
- Installed and configured Cisco RADIUS and TACACS+ Server 5.2 for AAA Authentication.
- Established Access Control list and RADIUS security for Cisco hardware.
- Installed and configured Cisco, Aruba and Rockus Wireless Access Points and Controllers.
- Designed and implemented Virtual Private Network using Cisco Altiga 3030 and Nortel VPN
- Concentrator and 105 remote Clients.
- Established security for VPN clients, Citrix, Cisco Routers and Switches and MS Windows Clients using RSA Keys.
- Worked with IBM to merge and integrate Corporate Data Centers.
- 10 years hands-on experience in Microsoft Windows NT /2000/2003 Servers.
- Migrated Windows NT multi-domains to Windows 2003 Active Directory Infrastructure.
- Designed and managed DHCP, DNS, DDNS, WINS and FTP and SFTP Servers.
- Managed and provided support for FreeSwan VPN using Red Hat Linux 7.2 for over 750 remote locations.
- Designed Windows 2000, Windows 2003 Advanced Servers Cluster and Windows Network Load
- Balancing.
- Managed Juniper Network SA 4000 for remote access using SSL VPN.
- Implemented various STP parameters such as Root Bridge priority, BPDU Guard, and PortFast etc.
- Managed IBM Blade Center HS20, HS21and DS4700 Storage Area Network.
- Implemented VLANs, Trunk and EtherChannel in various network environments.
- Provided 24x7 support coverage for Colocation and Corporate Data Centers.
- Tracked progress of project by maintaining constant communication with senior management staff within client's company and internally.
- Applied basic management principles to tasks in order to better optimize time management and achieve goals.
- Experienced in all project phases using "Waterfall and Agile Methodologies"
- Collaborated with other members of the Data Center team to build the new environment.
- Created and maintained project tasks and schedules.
- Provided high level alternative approach, identified potential problems and recommended alternative solutions.

RELEVANT SKILLS AND EXPERIENCE:

Sr. Network Architect / Engineer, Cleo Consulting   **Sept. 2019 – Till Date**

PROJECTS:

- **Cisco 9000 Switch:** Created new configuration template for Cisco 9300, 9400, and 9500 switches.
Created stackwise design for Cisco 9300 switches as well stackwise-virtual for Cisco 9500 switches.

• **Cisco DNAC 2.2.1.3:** Onboarded Cisco Wireless 9800 Controllers for 28 Campuses and added Cisco AP 9130AX
in Cisco DNA Centers. Upgraded the Cisco WLC 9800 controllers IOS and using Cisco DNA Center.

• **Silver Peak SD-WAN:** Performed implementation of Silver Peak SD-WAN migration from Cisco 2921 to Cisco ENCS platform running Silver Peak virtual appliance.

• **Network Assessment for Infrastructure Upgrade:** Worked with Infrastructure team to assess the current hardware for Branch and Campus network and proposed the new hardware for fault-tolerance and SD-WAN readiness.

• **Cisco Prime Infrastructure 3.8:** Created new configuration templates using Velocity Acceleration for Cisco switches and routers on Cisco Prime Infrastructure 3.8. Created multiple GreenField & BrownField templates for several regions with options to choose from and keeping low variety of template for easy management. Created templates for Cisco Stackwise switches with several unique combinations. Also, performed IOS-XE upgrade in bundle mode and install mode for Cisco 9300 switches.

• **Cisco DNAC 2.2.1.3:** Performed PoC for Cisco DNAC Appliance for Cisco 9K switches and migrated templates from Cisco Prime 3.8 to DNA Center. Performed onboarding for Cisco Wireless Access Points and Sensor.

• **Cisco Viptela SD-WAN:** Performed implementation of Cisco Viptela SD-WAN and migrated from Cisco 2921 routers to Cisco vEdge 1000 series routers. Participated in the design discussion with Cisco to come up with final design using vManage, vSmart & vBond.

Sr. Network & Security Architect, Viacom Inc., New York, USA   Jan. 2019 – Aug. 2019

PROJECTS:
• **Microsoft Azure Cloud Project:** Configured Site to Site VPN and implemented Express Route configuration. Configured Network Security Groups (NSG) in Azure as a Firewall. Deployed Azure load balancer with NAT services. Experience in Azure Cloud IaaS, SaaS and PaaS model. Implemented and configured Azure VMs. Setting properties of the VMs. Scale up and scale down VM sizes, deploy ARM VM Scale Sets (VMSS), configure ARM VMSS auto-scale. Implemented Virtual networks. Configured and modified Virtual Networks.

• **Network Assessment for Cloud migration:** Performed detailed network assessment for one of the enterprise clients for cloud-based Office 365, Box.com, SAP and MS Teams applications. Created Low-Level-Design document to modify routing for remote offices to local egress for better performance and reduced latency.

• **DMVPN & Core Routing migration:** Performed Low-Level-Design document for DMVPN & Core routing changes for Corning Inc. for 120 remote offices and manufacturing plants. Performed detailed analysis of Corning WAN and LAN networks and provided recommendation for Core routing changes and DMVPN phase II to Phase III migration.

• **Cisco ISE Infrastructure Architect & Design:** Designed Cisco ISE 2.4 in a distributed environment for port based and wireless access and authentication.

• **PaloAlto & Checkpoint Firewall:** Performed detailed analysis of Palo Alto and Checkpoint firewalls for East-to-West traffic and North-to-South bound traffic and proposed firewall design changes for improved security and easier management. Created firewall rules for Cloud based MS O365, Box.com, and SAP application migration.

Sr. Network & Security Architect, World Wide Technology, St. Louis, MO, USA   July 2018 – Jan. 2019

PROJECTS:
• **Network Infrastructure Refresh:** Implemented network infrastructure refresh for one of the

WWT largest technological client. Installed Cisco 3850 as core and Cisco 4500 as access switches. Implemented Cisco WLC 3504 in HA mode for roughly 50 access Points. Performed WAN migration for Cisco ASR1001 for MPLS and internet connection using DMVPN.

• **Cisco 4500 Core to Nexus Migration:** Design and implemented Cisco 4500 core switches configuration to Cisco Nexus 7K.

• **Cisco Viptela SD-WAN:** Implemented Cisco Viptela SD-WAN solution for one of the largest retail client. Participated in the client discussion for the design solution for 650 retail stores and roughly 40 warehouses.

• **ACS to ISE Migration:** Performed migration from Cisco ACS 5.2 to Cisco ISE 2.4. Build new Cisco ISE 2.4 infrastructure in high availability mode in Cisco ISE distributed design. Configured several Cisco Routers, Switches and ASA Firewalls for Radius and TACACS+ configuration changes to migrate to Cisco ISE 2.4.

• **Cisco Infrastructure Architect & Design:** Created LAN and Wireless design for WWT's one of the largest retail client. The design involves Cisco 9500 Core switches and Cisco 9300 and 2960-XR access switches. Created multiple VRF's on Cisco 9500 to keep the layer 3 routing separate. Cisco Wireless design involved two Cisco WLC 5520 Controllers in High Availability mode and roughly 82 Access Points.

Sr. Network & Security Consultant, Data CM, Brampton, ON   May 2017 – April 2018

PROJECTS:
• **Network Infrastructure Assessment & New Data Center Architect & Design:** Performed detailed network and security assessment for the current Data Center and 19 Remote offices and presented the analysis of current state assessment to senior management. Created and proposed new Data Center Architecture including 19 Remote offices and provided detailed network & security design based on high availability and performance. Migrated Data CM HP 5308xl Core switches to Cisco 3850 Core stack switches.

• **Cisco Nexus 9000 ACI Design:** Created high-level architect for Cisco ACI for Data CM. Created PoC lab for Nexus 9K switches using 2 Spines and 2 Leafs and 3 APIC Controllers. Created Tenants, VRF's, Application Profiles, Bridge Domains, EPG's, Contracts, Subjects and Filters.

• **Cisco Catalyst 9300:** Design and build new Cisco Catalyst 9300 stack for users' access and migrated configurations from existing HP 5304xl switches to Cisco 9300 stack switches.

• **Cisco ISE Infrastructure Architect & Design:** Presented architect and design of Cisco ISE to Data CM senior management for both 802.1x security for wired and wireless networks for 19 remote branches and Head office.

• **Cisco Meraki Wireless Design and Implementation:** Migrated Data CM Rockus Wireless network to Cisco Meraki wireless network and provided Guest access to wireless guest users and contractors.

• **Cisco ASA Firewall:** Configured Cisco ASA Firewall rules for DMZ Server moves and enhanced firewall security for all Data CM Cisco ASA firewalls for RADIUS Authentication using MS NPS Server.

• **Cisco ASA Firewall VPN:** Reconfigured Cisco ASA Firewall for IPSec Tunnel with MS Azure Cloud using IKEv2 to enhance data security. Conducted training sessions for Cisco ASA firewall to Data CM network & security team. Created training & troubleshooting documents and presented to the Data CM team.

• **SOC Compliance:** Performed security auditing for SOC compliance for Firewalls, Routers and Servers and performed remedy to mitigate those security vulnerabilities. Review documents from Data CM clients and answered any questions regarding SOC compliance.

Sr. Security Consultant, Kinross Gold Corporation, Toronto, ON   Nov. 2016 – May 2017

PROJECTS:
• **Cisco ISE Infrastructure Architect & Design:** Architect and designed KinrossGold 802.1x large scale new infrastructure using Cisco ISE 2.1 which span to roughly 25 countries in 4 different continents.
Implemented 802.1x design for Wired and Wireless users on different models of Cisco switches & Wireless controllers such as Cisco 3850, Cisco 3700-X Cisco 2960, Nexus 3000 switches and Cisco Wireless Controllers. Designed and configured Guest Portals for Guest Users & Contractors. Provided front desk kiosk solution for self-signed guest registration and visitor's card printing.

Configured Cisco ISE 2.1 for Profiling, Posture Checking and Remediation. Created automation script for Cisco ISE to integrate with Microsoft SCCM Server to auto remediation after full posture checking.

Integrated Cisco ISE 2.1 for Cisco Umbrella (OpenDNS), AMP and Anyconnect VPN client.

• **Cisco ASA Firewall (NGFW):** Enhanced the security of Cisco ASA Firewall rules by restricting the application ports and recommended several design changes to improve KinrossGold perimeter security.
Upgraded IOS on 38 Cisco ASA5500-X Firewalls and Cisco FirePOWER.

• **Cisco FirePOWER upgrade:** Upgraded Cisco FirePOWER OS from 6.0 to 6.1 in SourceFire module and move the policy from virtual appliance to physical appliance. Configured and recommended best policies for Cisco FirePOWER.

• **Network Monitoring:** Enhanced Kinross Gold WAN routers, Switches, ASA Firewalls and Sourcefire devices for SolarWinds network monitoring and alerts and resolved deficiencies in the current design.

Sr. Network Consultant, Global Network Engineering & Design, Scotiabank   July 2015 – October 2016

PROJECTS:
• **Cisco Wireless Implementation:** Implemented Cisco Wireless solution for BYOD using 802.1x authentication & Cisco Identity Services Engine for Scotiabank over 1100 branches and Corporate offices.
Upgraded Cisco WLC from 7.6 to 8.0 version and tested Cisco AP 3600 and AP 3700 for 2.4 & 5.0GHz.

• **F5-LTM Load Balancer:** Designed and implemented F5-LTM to load balancer for Cisco ISE appliances for high availability and application performance.

• **Cisco 3560 to 3650 switch migration:** Performed configuration and implementation of Cisco 3650 switches and upgraded Cisco 3560 switches for 1100 Scotiabank branches.
Configured QoS and Netflow in Cisco 3650 switches and participated in a proof-of-concept testing for Lancope - Stealthwatch for Network Security and Monitoring.

• **Fortigate Firewall Implementation:** Implemented FortiGate Firewall, FortiManager & FortiAnalyzer for roughly 1100 remote branches and Data Centers.

• **WAN Secondary circuit failover testing:** Performed detailed LTE circuit testing using PathView and jperf to calculate the packet loss, jitter, and path mss and bandwidth of the LTE circuit for the new branch-in-a-box requirement.

• **NetScout:** Managed NetScout & Pathview for 1100 branches and gathered statistics and performance data to manage numerous types of circuits and bandwidth utilization for applications.

• **Infoblox:** Managed Infoblox for DNS and DHCP assignments for branch BYOD provisioning and implementation.

Sr. Network Consultant, Hewlett-Packard, Mississauga June 2014 – June 2015

PROJECTS:
• **HP Data Center Migration:** Migrated several HP clients from Clegg Road Data Center to Markham Data Center. Designed, configured and Implemented Cisco & HP switch clusters. Migrated HP clients from leverage WAN to dedicated WAN. Configured multiple VRF routing on Cisco & HP routers using BGP and OSPF for Data and SAN networks with failover redundancy.
• **Core LAN Switch Upgrade:** Design and implemented H3C 5900 Series L3 switches for HP Financial client Global Payment, GPay and CIBC. Implemented Spanning-tree MST mode and re-designed OSPF routing for the redundancy between MCC and SCC Data Centers.
• **Cisco ASA-X Firewall Design:** Migrated Cisco ASA 5520 Firewall's to new Data Center. Re-designed Cisco ASA to Cisco ASA5545-X Firewall. Configured new Cisco Firewall to accommodate failover between Primary & Standby Firewall between the Data Centers.
• **Aruba Wireless:** Designed & configured Aruba Wireless network for HP client. Provided separate fully secured Guest SSID for guest access.
• **Checkpoint Firewall: Configured** Checkpoint Firewall to allow new subnets for US Steels offices and configured BGP to allow new subnets between Data Center and Remote offices.
• **DWDM extension between Data Centers:** Designed and configured LAN Extension between HP Data Centers using 10GB DWDM link. Extended production vlans and management vlan to the MCC Data Center.
• **IOS Upgrade:** Recommended the IOS for Cisco and HP routers and switches and upgraded IOS on roughly 80 switches and 12 routers to resolve IOS issue.

Sr. Network Consultant, Global Network Engineering & Design, Scotiabank Nov. 2013 – June, 2014

PROJECTS:
• **Cisco ISE and BYOD:** Designed and configured Cisco Wireless solution for BYOD using 802.1x authentication & Cisco Identity Services Engine for Scotiabank 1050 branches and Corporate offices.
Configured ISE profiling and Posture check for Windows 7 & Windows 8.1 devices using Cisco NAC Agent. Configured several options for Posture check and remediation for non-compliant devices
Customized NAC Agent for Scotiabank logo and provided messages during login for NAC Agent. Upgraded Cisco WLC from 7.4 to 7.6 version and tested Cisco AP 3600 and AP 3700 for 2.4 & 5.0GHz.

• **Fortigate Firewall Design and Implementation:** Designed & Configured FortiGate Firewall, FortiManager & FortiAnalyzer for roughly 1100 remote branches and Data Centers.

• **Cisco 3560 to 3650 switch migration:** Configured and tested Cisco 3650 switch to upgrade Cisco 3560 switch for 1100 Scotiabank branches.

Network Consulting Engineer, Cisco Systems, San Jose, CA, U.S.A July 2013 – October, 2013

PROJECTS:
• **Phillips 66 Wide Area Upgrade:** Upgraded Phillips66 Data Center Wide Area Networks and Checkpoint Firewalls to new Cisco ASA 5525-X Firewalls. Implemented fully redundant WAN and Firewall solution with minimum downtime.

• **Apple Inc.:** Designed and Implemented Cisco Identity Services Engine (ISE version 1.2) for Apple Inc. for San Jose & Palo Alto Data Centers. Installed three ISE appliances model 3495 as a PSE in a cluster for San Jose and three PSE at Palo Alto. Installed Primary & Secondary PAN and Primary & Secondary MnT in San Jose and Palo Alto Data Centers. Upgraded ISE appliances with newer code version 1.2. Configured ISE for Certificate Authority for management and EAP-TLS for client authentication. Configured authentication for both wired and wireless clients and tested ISE designed as a proof of concept (PoC) on ISE virtual appliances.

• **eBay Nexus 3K & Firewall Upgrade:** Upgraded eBay Network with Cisco Nexus 3000 switches & Cisco ASA5580 to ASA5585-X series firewall. Migrated roughly 45 VPN connections to new

firewall.

• **Google Inc.** Design & Implemented 802.1x security solutions for wired and wireless clients. Implemented Layer 2 Access control list to optimize TCAM. Resolved design limitation for MAB clients in a Critical Vlan when RADIUS Server comes back alive.

Sr. Lead Infrastructure Design, Loblaw Companies Limited, Mississauga   June 2011 – July 2013

PROJECTS:
• **PC Bank Financial network design:** Created network design for PC Bank Financial Head Office that includes Cisco 6509-E switches in VSS mode, Cisco 3750-X switches, and Cisco 2951 routers.

• **PC Bank Financial DMVPN Design:** Created dual hub DMVPN network design to replace IPSec VPN Tunnels for PC Bank vendors. Designed failover redundancy between primary and backup connections between PC Bank networks to vendor network.

• **Network Segregation for SIEM using Fortigate Firewall:** Designed Fortigate Firewall to protect SIEM Servers in Data Centers and provided the Failover configuration for both Network and Server level.

• **Nexus 7K/5K Migration:** Participated in network design with other team members to migrate Cisco 6509 core switches to Nexus 7K & 5K switches.

• **Microsoft Access and Identity Management:** Worked on a proof-of-concept for Microsoft Access and Identity Management and tested users and performance management of the clients.

• **Blue Coat WAN Acceleration:** Created Blue Coat ProxySG Appliance & Blue Coat Director design for Data centers & 27 pilot locations and participated in WAN acceleration configurations for several types of Cisco Routers and Cisco Layer 3 switches for WCCP.

• **SAP Network Infrastructure:** Created and optimized network infrastructure for the SAP applications.

• **Virtual Desktop Infrastructure (VDI):** Designed VDI Infrastructure using Citrix NetScalers 7500 and provided data center redundancy using GSLB.

• **De-NAT Network Design:** Worked on De-NAT network design for 1500 hundred banner stores and made enhancements on store design on a regular basis.

• **PCI Compliance:** Upgraded TACACS+ 4.2 Server to TACACS+ 5.2 for PCI Security compliance.
Hardened Cisco routers and switches to fulfill PCI compliance requirement.

Sr. Network & Security Architect, CGI Corp., Toronto   Aug. 2008 – May 2011

PROJECTS:
• **New Infrastructure Architect & Design:** Created new Data Center environment for one of the Banking & Investment clients and created detail design document that includes several Cisco ASA firewalls, Cisco IPS, Cisco ACE Load Balancers, WAF, Cisco 3925R routers, Cisco 6509E & 3750 switches to host Web, Application and Database Servers and provided fully redundant network design.

• **10GB Ethernet Network Design:** Created new network infrastructure for 10GB Ethernet using Cisco Nexus 5020 switches and SUN 6000 Blade Chassis using NEM modules.

• **vCloud Network Design:** Created network infrastructure for vCloud computing.

• **New Infrastructure Architect & Design:** Created new infrastructure architect for one of the Government vertical client which includes 16 remote locations using MPLS network to access SAP

Applications. The network was designed fully redundant by using EIGRP protocol between the Data Centers, and using BGP protocol at the provider end.

- **Juniper SSL VPN:** Designed and configured Juniper SSL VPN Appliance SA4500 for remote access and secure network reachability for corporate users.

- **CSS to ACE migration:** Migrated Cisco CSS Load Balancers to Cisco ACE Load Balancer ver 3.2 and moved all production urls to new ACE Load Balancer.

- **QoS for Video Conferencing:** Configured QoS for Tandberg Video devices for real time video conferencing traffic. Configured CoS to DSCP mapping and assigned priority queues on routers and switches.

- **Cisco CSM & CSS configuration:** Configured Web Servers and Application Servers for load balancing for one of the largest insurance clients. Configured sticky for SSL and cookie for session persistence on Load Balancer for specified Servers.

- **WAN Refresh:** Moved several Wide Area Network connections running on ISDN & Frame Relay to MPLS for one of the largest insurance client.

- **Cisco PIX 535 & 525 upgrade to ASA 5580:** Created detail design document and migrated Cisco PIX firewalls to ASA 5580. Identified all legacy application ports, and converted Cisco PIX conduit commands to secure access list.

- **Network Design and Implementation:** Designed and implemented completely redundant/failover network
for one of the largest financial client. Configured OSPF over T1 link and failover using MPLS through
GRE tunnel. Configured IPSec VPN Tunnel to carry secure data between two locations. Configured SNMP/Syslog for detailed monitoring and management purposes.

- **Network Disaster Recovery:** Worked on CGI's one of the largest insurance client for Network Disaster Recovery between two Data centers.

Sr. Network Consultant, Hewlett-Packard Corporation, Toronto, CANADA   (April – July, 2008)

PROJECTS:
- **Private VLAN:** Implemented Private VLAN for one of the largest financial client and hardened security on
50+ Cisco Routers and Switches.
- **IOS Upgrade:** Upgraded IOS on several Cisco L3 switches running dual Supervisor engines.
- **Virtual Terminal Security:** Implemented SSH and removed Telnet for approximately 40 Cisco Routers and Switches for PCI compliance.

Sr. Network Consultant, AudienceView (Q9 Hosting), Toronto, CANADA   Oct. 2007 – March 2008

PROJECTS:
- **Single-Arm Mode VPN design**: Designed and configured One-Arm mode VPN for AudienceView clients to connect with Web Servers using IPSec VPN that provides tickets printing facility to remote offices.
- **IBM Blade Center Switch Failover with Cisco 3750:** Successfully implemented IBM Blade Center ESM switch failover with Cisco 3750 for multiple VLANs.
- **Network switches upgrade:** Installed and configured Cisco 2950, Cisco 3750 switches to replace Dell switches.
- **Cisco ASA 5520 VPN configuration:** Configured IPSec VPN Tunnels between Cisco ASA 5520 and Fortinet firewalls at remote offices.
- **Network Security Audit:** Performed security audits for IP Hosting and Corporate Data Centers and recommended network perimeter security & Windows Server security hardening.

Senior Network Analyst, KGC Ltd, Mississauga, ON, CANADA   **January 2000 - September 2007**

PROJECTS:
- **Data Centre Merger:** Successfully build a new Data Center by merging two data centers, increasing systems support time by 30% and reducing maintenance cost by 15%.
- **Network Infrastructure Upgrade:** Installed Cisco 7200, 2600, 1811 Series routers to replace Linux based VPN Servers and 3COM routers.
- **Cisco Voice Infrastructure Design & Implementation:** Worked with IBM to design and implement voice network for roughly 600 users.
- **Network Security Implementation:** Successfully implemented network security policies at Head office,
- and in Corporate Stores on Cisco Routers and Switches, Wireless Access Points, Windows 2000/2003
- Servers & Workstations. Complied all security requirements for PCI – Payment Card Industry.
- **IBM Blade Server & SAN Implementation:** Executed a project to implement a Blade/SAN infrastructure to better manage storage and servers.
- **Active Directory Implementation:** Successfully migrated several Windows NT 4.0 Domains to Active Directory for better manageability and support.
- **RSA Server Installation:** Successfully installed and configured RSA Server on Windows 2000 Server and integrated with Active Directory using LDAP. Also, configured RSA Secure Tokens for remote authentication and used AAA configuration on all Cisco Routers, Switches and Firewalls for SSH authentication using RSA Secure Tokens.
- **Citrix Implementation:** Installed and configured Citrix MetaframeXP servers with load balancing to support the JDEdwards and IntraNet environment using NFuse.
- **VPN Implementation**: Led the organization through a series of upgrades on emerging technologies, including the replacement of obsolete technologies such as Satellites and X.25 in 750 stores with new VPN infrastructure.
- **Gigabit Ethernet**: Upgraded Cisco 4006 Supervisor II engine to Supervisor IV engine for Layer 3 and added Gigabit modules for fast and high bandwidth network. Created several VLANs to reduce broadcast domain and better network performance.
- **Network Infrastructure Re-Engineered:** Accomplished a new Corporate Network / Security Infrastructure based on Cisco devices which includes PIX, VPN, Snort IDS, routers and switches.
- **Platform Services:** Manage platform services on an enterprise basis for IBM and Compaq servers. Establish guidelines for use, control and maintenance of WinTel services across the organization for Win2K, Linux and Novell Servers. Provide 3rd level support for Cisco: switches, routers, vpn and firewall. Microsoft: IIS, SQL, and Active Directory.
- **Bussiness Security & Privacy:** Analyzed, audited and devised policies for Business Security and
- Privacy statement to comply Canada's privacy statement: Bill-C6
- **Business Continuity & Disaster Recovery:** Assisted and played a dominant role in the implementation of Business Continuity practices and Disaster Recovery policies.
- **ProNet Network:** Converted X.25 to TCP/IP network, **ProNet**, for corporate stores as well as for sister company **ProPharm**. Supervised the network for a 24x7x365 for 99.97% uptime.

IT Consultant, Technet Systems Inc., New York, USA
1996-1999

- **Novell Netware**: Performed Novell Netware v3.12 /4.11 installation and upgrade. Performed Novell Netware Network troubleshooting and management.
- **Windows NT Implementation**: Migrated Novell v3.12/4.11 Servers to Windows NT 4.0 Servers. Migrated all Users accounts and Group Policies to Windows NT 4.0 Domain Servers.
- **Remote Connectivity:** Installed and configured RAS Servers for remote connectivity and network access.
- **Routers:** Installed and configured Cisco and 3COM routers for LAN and WAN networks.
- **Backup & Disaster Recovery:** Performed fast and effective recovery of the server by implementing a daily scheduled data restores on the Backup Server to decrease the server downtime.
- **Training:** Teached A+, Cisco and 3COM routers and switches, Microsoft MCSE certification courses to Corporate Employees.

CERTIFICATIONS:
- ➢ Microsoft Certified Azure Network Associate (████████)
- ➢ Cisco Certified Network Associate (CCNA)
- ➢ Cisco Certified Network Professional (CCNP)
- ➢ Cisco Certified Internetwork Expert (CCIE – Data Center) (written)
- ➢ Cisco Certified Internetwork Expert (CCIE – R&S) (written)
- ➢ Cisco Certified Internetwork Expert (CCIE – Security) (written)
- ➢ Cisco Certified Internetwork Expert (CCIE – Service Provider) (written)
- ➢ Microsoft Certified System Engineer (MCSE 4.0)
- ➢ Cisco Certified Internetwork Expert (CCIE – EI) (written)
- ➢ Silver Peak SD-WAN Professional

COURSE COMPLETED:

- ➢ CCIE – Routing & Switching ver 4.0 Lab exam preparation
- ➢ CCIE – Data Center version 2.0/Cisco Nexus 9000 ACI Bootcamp
- ➢ Microsoft Azure Cloud
- ➢ Cisco FirePOWER installation & Configuration.
- ➢ Cisco ISE
- ➢ Cisco Viptela SD-WAN
- ➢ Cisco iWAN SD-WAN
- ➢ Blue Coat WAN Acceleration – IBM Education Center
- ➢ Securing Cisco Routers and Switches (SNRS) – IBM Education Center
- ➢ Configuring IPSec VPN – IBM Education Center
- ➢ Fortinet Firewall Training (FCNSA)
- ➢ F5 – Application Delivery Fundamentals
- ➢ Cisco Pix Firewall – Global Knowledge Training Center
- ➢ Introduction to Python
- ➢ ITIL Foundation

EDUCATION:
- ➢ **BS in Electrical Engineering (EE) - 1996**
  (Major – Telecommunication & Electronics)
  New York Institute of Technology (NYIT), New York, USA

SKILL	Network Engineer
Client	Presidio Networked Solutions
Client Reference	Name: Diana McIntosh Title: Manager Email: dmcintosh@presidio.com
Scope of Work	- As the Network Security Engineer, you will be responsible for Design and implement new solutions and improve the resilience of the current environment - Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades, and collaborating with network architects on network optimization secure network systems by establishing and enforcing policies, and defining and monitoring access support and administer firewall environments in line with IT security policy - Report network operational status by gathering and prioritizing information and managing projects - Upgrade data network equipment to the latest stable firmware releases - Provide remote support to on-site engineers and end users/customers during installation

	• Provide remote troubleshooting and fault finding if issues occur upon initial installation • Undertake capacity management and audit of IP addressing and hosted devices within data centers liaise with project management teams, third-line engineers, and service desk engineers on a regular basis • Analyzing the technology environment and documenting requirements. Integrate networks with Public Cloud providers (e.g., Azure, Google Cloud Platform) using transit VPC, IPsec, and other Secure Cloud Interconnects
Timeline Worked	**Start Date: 2017-04-01** **End Date: till Date**
Resource Profile	**Muddasir Iqbal**

Muddasir Iqbal
CCIE Voice/R&S # 34375, CCNP, CCNA, DevNet, MCSA, Network+ & Project+,
AWS Associate and Professional

Summary
A Unified Communications and Network Specialist with over 14 years of experience primarily worked in **professional services consulting and solutions architect (pre-sales)** environments, with an extensive experience in Cisco Technologies (Unified Communications / Data Network). Good Communications, project management and high customer services satisfaction skills.

Technical Skills Summary

Collaboration	Cisco Unified Communications Manager 4.x – 11.x Cisco Unity/ CUC Connection VoiceMail/Unified Messaging System 4.x – 11.x, Personal Assistant, UCC Express 4.x – 12.x Voice gateways, SRST, QoS, Cisco Emergency Responder $8f$.x – 12.x, Verint Voice Recording Application**,** PBX Integration. Call Manager Express and Unity Express 2.3.x, 3.x, 7.x, 8.x and 9.x for branch office solution. Unified Communications Solutions Design, qUnified IM &Presence 7.x & 8.x, 9.x - 11.x, Webex, Cisco Jabber, Call Center IVR, Auto-Attendant, Cisco Unified **Telepresence Solution**, **ExpressWay Core & Edge**, Social Minor Cisco Hosted Collaboration (**HCS**), Web**Ex** Calling, Web**Ex** Meeting, Web**Ex** Messaging and WebEx Contact Center
Virtualization	VMWARE ESX server 4.x, 5.x and 6.x, VMWARE server and workstation, UCS C2xx Series Servers and VDI with cisco backpack 2112
Design Skills	Knowledge and understanding of Cisco PPDIOO methodology, Understanding of Cisco IP Communications/Infrastructure Project life cycle
Microsoft	Windows Server 2003, XP Pro/Vista and 2007, Active Directory Services Win2k3
Network Services	DHCP, DNS, FTP, TFTP, SFTP
Back Office	Microsoft Exchange Server 2003, and SQL Server 2000
Signaling Protocols	H323, MGCP, SCCP and SIP
Server Hardware	Cisco MCS and UCS servers
Internetworking	Cisco routers / Switches (26xx, 28xx, 29xx, 38xx, 39xx, 37xx, 65xx, 4xxx)
Protocols	**RIP, OSPF, EIGRP, BGP**, IMAP4, Telnet, SMTP, IIS and FTP
LAN/WAN	**VLAN**, VTP, STP**, RSTP**, **HSRP**, 802.1Q, Trunks, **Ether-channel**, Ethernet **Gigabit Ethernet**, T1**, E1**, DSL, ADSL, Frame Relay, BGP and MPLS

Network Monitoring & Management	Knowledge of Cisco Unified Operations Manager, Service Monitor, Packet Capturing tools, WhatsUp Gold, Syslog, Solarwinds, AppManager (NetIQ)
Network Diagrams	Microsoft Visio

Professional Experience
Sr. UC Consultant (Contract)   April 2017 – Present

(Presidio Networked Solutions)
- Planned, designed, implemented, installed and configured UC & NETWORK solutions for customers all across Canada and the US.
- Project documentation (LLD/HLD, As-Built).
- Provides customers and account representatives with technical product advice and demonstration support during pre-sales discussions
- Develop a close relationship with sales staff in the territory and work as a team to drive the business.
- Responded to RFP's with designs and suggestions.
- Lead Engineer on implementation projects for VoIP network sites.
- Attended customer design calls and meetings, configuration and deployment requirements of all Unified Communications architecture.
- Produces accurate estimates in Cisco Commerce Workspace (CCW) and Netformx tools.
- Participated to provide cross training to other team members within the environment.
- Demonstrated an understanding of the Cisco **PPDIOO** methodology.
- Great team player with excellent communication skills.
- Developed and maintained support documentation including support guides, knowledgebase articles, procedures, and online customer information.
- Develop Cisco Contact Center scripts.
- Fundamental knowledge of Cloud Services (**IaaS, PaaS, and SaaS**)**.**
- Created/Configured zones and Dial Plans via the (VCS) to route outbound calls to other outside agencies.
- Deployed, configured, and troubleshoot TMS, VCS, Expressway Core/Edge, Video Collaboration endpoints (DX, SX, MX series).

Sr. Consultant (Contract)   Jan 2016 – Feb 2017
(Purdue Pharma – Stamford, CT)

- Provide tier 3 architectural support for networks and I.T. issues specially IPT infrastructure which includes CUCM 10.5 cluster, CUC 9.1.2 cluster, CUCCX 9.0.1 cluster with HA, CUPS 9.1.0, Supervisor Desktop/Agent Desktop, SIP/ISDN trunks, H323/MGCP/SRST gateways etc.
- Perform VOIP sector configuration and service administration.
- Ensured that all IPT implementation was conducted in accordance with customer requirements and local and state regulations.
- Conducted customer interviews/Needs Analysis.
- Develop Cisco Contact Center scripts.
- Functioned as customer technical liaison.
- Implemented and supported Cisco-Tandberg Video Conferencing solutions e.g. Cisco expressway Core (formerly known as VCS) and cisco expressway core/edge, TMS etc.
- Implemented and supported Cisco-Tandberg Video endpoints e.g. MX200/300, SX20, EX60 and cisco Jabber for Telepresence client etc.

Sr. Consultant   Jan 2015 – Dec 2015
(Arisoft Global – End Client: Loblaw Company Limited)

- Worked for Cognizant Canada to provide tier 3 support for customer networks and I.T. issues specially IPT infrastructure which includes CUCM 9.1.2 cluster, CUC 9.1.2 cluster, CUCCX 9.0.1 cluster with HA, CUPS 9.1.0, CER 9.1.2 cluster, Supervisor Desktop/Agent Desktop, SIP/ISDN trunks, H323/MGCP/SRST gateways etc.
- Performed VOIP sector configuration and service administration.

- Ensured that all IPT implementation was conducted in accordance with customer requirements and local and state regulations.
- Project documentation (LLD/HLD, As-Built).
- Conducted customer interviews/Needs Analysis.
- Engaged in writing a **statement of work** and discussed project scope with customers to provide deliverables and timelines.
- Functioned as customer technical liaison.
- Implemented and supported Cisco-Tandberg Video Conferencing solutions e.g. Cisco expressway Core (formerly known as VCS) and cisco expressway edge, TMS etc.
- Implemented and supported Cisco-Tandberg Video endpoints e.g. MX200/300, SX20, EX60 and cisco Jabber for Telepresence client etc.

Sr. UC Consultant   Nov 2012 – Dec 2014
(CompuCom Canada Inc – Cisco Partner: Gold/UC Master certified)

- Planned, designed, implemented, installed and configured UC & NETWORK solutions for customers all across Canada and the US.
- Project documentation (LLD/HLD, As-Built).
- Conducted customer interviews/Needs Analysis.
- Lead Engineer on implementation projects for VoIP network sites.
- Assessed and documented customer requirements and use it to create **Bill of Materials** (BoM).
- Worked with **Cisco VMPT** as a guideline for deployment in order to identify the required physical servers and software.
- Attended customer design calls and meetings, configuration and deployment requirements of all Unified Communications architecture.
- Experienced with Cisco Commerce Workspace (CCW) and Netformx tools as a guideline for deployment in order to identify the required physical servers and software.
- Deployed **Traditional** and **Hosted** deployments with Cisco Hosted Collaboration System (**HCS**).
- Engaged in writing a **statement of work** and discussed project scope with customers to provide deliverables and timelines.
- Participated to provide cross training to other team members within the environment.
- Demonstrated an understanding of the Cisco **PPDIOO** methodology.
- Great team player with excellent communication skills.
- Developed and maintained support documentation including support guides, knowledgebase articles, procedures, and online customer information.
- Provided **day 1 and day 2** supports to handle all level 3-service issues. No Vendors, work directly with Cisco TAC, if personally cannot resolve.
- Provided **"Train the Trainer"** and **"End user"** training to customers.

Voice Service Specialist   Nov   2011   –
Nov 2012
(Advanced Knowledge Networks - Canada)

- Planned, Designed and implemented **CUCM, CCME, CUE, Unity, UCCX** and other IP telephony solutions.
- Configured and Implemented Voice Gateways (**H323 / MGCP/SIP**), SRST for remote sites, CUCME and CUE distributed design.
- **Lead technical resource for any Cisco Partner Certification Audits.**
- Configuration changes on routers and switches in a production environment ensuring minimal down time.
- Prepared **High Level Design, Low Level Design** and **As-Built documents** for a project.
- Worked with remote offices to implement customer new LAN/WAN setup which included vlans, routing protocols, WAN configuration and co-ordination with service providers for connectivity, VoIP phone system setup etc.
- Configured and troubleshoot route/dial plan.
- Provided day 1 and day 2 support for customer networks and I.T. issues specially IPT infrastructure.
- Provided **"Train the Trainer"** and **"End user"** training to customers.
- Helped account executives in building the **BoM** for the clients by using **CCW tool**.

- Worked with **Cisco VMPT** as a guideline for deployment in order to identify the required physical servers and   software.

Systems Consultant   Sept 2008 – Oct 2011
(MTS-AllStream – Cisco Partner: Gold/UC Master)

- Design and implement Cisco Call Manager, CCME, CUE, Unity and IPCC IP telephony solutions.
- Troubleshooting Network connectivity issues, utilizing various networking tools.
- Configuration changes on routers and switches in a production environment ensuring minimal down time.
- Prepare **High Level Design, Low Level Design** and **As-Built documents** for a project.
- Responsible to ensure projects are delivered on time and within budget.
- Understand and evaluate the business goals of the customer and provide advice and direction in both operational processes and technical architectures.
- Evaluate technology opportunities for new customer service offerings.
- Installing and configuring CUCM, CUCME, Cisco Unity, CUE, CUPS, CUMA, CUCCX and other Cisco IPT applications.
- Configuring and Implementing Voice Gateways (H323 / MGCP), SRST for remote sites, CUCME and CUE distributed design.
- Installing and configuring T1 PRI's, working with US and Canadian Telcos to schedule and perform the cutovers.

IPT Systems Specialist   Jan-2006 – June 2008
(Unis Lumin Inc)

- Provide **Tier 2 support** for customer's **Data & Voice** Networks in a 24/7 Operation Centre (**NOC**).
- Troubleshooting Network connectivity issues, utilizing various networking tools.
- Design and implement Cisco Call Manager, CCME, CUE, Unity and IPCC IP telephony solutions.
- Understand and evaluate the business goals of the customer and provide advice and direction in both operational processes and technical architectures.
- Evaluate technology opportunities for new customer service offerings.
- Installing and configuring CUCM, CUCME, Cisco Unity, CUE, CUCCX and other Cisco IPT applications.
- Installing and configuring T1 PRI's, working with the Telco's to schedule and perform the cutover.
- Configure and troubleshoot route/dial plan
- Provide regular technical support for Enterprise Management Centre customers, on-call rotation and emergency support.
- Troubleshooting network connectivity issues

Professional Education & Training
- CCIE Voice/Collaboration ███████
- CCIE R&S ███████.
- **CCNP (Voice)**, Cisco certified voice professional
- Cisco Unity Implementation and Support
- Cisco IP Telephony design
- Cisco Collaboration Support Specialist
- Cisco Collaboration Field Engineer Representative
- Cisco Lifecycle Services for Advanced Unified Communications
- Cisco IP Telephony express applications – CCME and CUE
- Cisco IP Contact Centre express (Implement and support)
- Cisco Certified Network Associate (CCNA).
- Microsoft Certified System Engineer (MCSE – NT4)
- CompTia A+
- CompTia Network+
- CompTia Project+
- AWS Solution Architect – Professional
- AWS Solution Architect – Associate

- Cisco DevNet

Academic Qualification

- **BSc. IT-Network Administration**
  - Western Governors University - USA

- **Network Specialist Diploma**

  - **Trios College of Information Technology Canada**

- **International Diploma in Computer Studies**
  - National Computing Center – London UK

7. **Project Manager (3 Profiles):**

<mark>PROFILE 1:</mark>

SKILL	Project Manager
Client	State of Utah - MSP Knowledge Services
Client Reference	Name: Mark Thomas Title: MSP Account Manager Phone: 629-888-0698 Email: markt@knowledgeservices.com
Scope of Work	In order for a Project Lead to step in and work with our agile development teams, they will need the following skills: • Self starter • Project Management • Budget Management • UAT - Test Plans • Manual Testing • Acceptance Criteria • Automated Testing (preferably Cypress) • SQL Skills • Crafting of a quality test data set • Persona based testing
Timeline Worked	Start Date: 2023-11-27 End Date: Till Date
Resource Profile	Nitaya Chiv

Nitaya Chiv

Strong Project Manager with QA testing – UAT Experience, creating and maintaining testing standards with a "we first" focused mindset. Manage end-to-end QA/Test lifecycle from writing test plans and cases to documentation and delivery. Skilled in every facet of software QA process including infrastructure creation and environment setup, configuration, troubleshooting and bug fix. Highly motivated team player thriving in continuous learning, sharing success and delivering peace of mind.
- Revamped outdated Seat Management regression suite for both Google and Microsoft, and developed automated coverage for Google use cases.
- Provided domain-level expertise to product and engineering teams.
- Reduced cloud storage costs with an on-prem V-Center solution by ~$25K/year.

- Wrote 130 test cases for Hyper-Scalable PAS (on prem product).

Strengths: Problem solving, analytical, data driven, troubleshooting, persistence, patience, realistic, thorough and doing the right thing.
Leadership style: Coach and mentor, transformational, continuous learning advocate, and we-first success sharing.
Known for: Being highly motivated, emotional intelligence, positivity, helping out wherever needed, and getting things done.
SME in: Software quality assurance, server configuration, UI and backend apps testing, and documentation.
Philosophy: Integrity and honesty are everything. There's no such thing as not my job.
What drives me: Success, collaboration, looking out for my team and building trusting relationships.
Bring. It. On.

Skills & Expertise

Quality Assurance Leadership Scrum	Project Management	Agile,
Test Plans, Cases, Verification Apps, Databases	Performance, Stress, API & Scale Testing	Systems,
Training & Mentoring On-Prem, Web	Integration, Functional, E2E, Exploratory	Desktop,
Backend, UI, End-to-End Documentation	Database Creation, Server Configuration	
	Root Cause Analysis	

Systems: Windows, MacOS, Linux
Languages: Java, Python, SQL
Automation: Selenium, Maven, GitLab, Jenkins, TeamCity
Databases: MS SQL Server, PostgreSQL, Oracle, SAP ASE
Server Storage and Failover Solutions: Microsoft Failover Clustering, iSCSI and Starwind VSAN
Test Verification: SaaS Applications, Web Applications, Desktop Applications, On-Premises Solutions
API Testing: Postman, Advanced Rest Client
Performance Testing: Jmeter, Postman Collection Runner
Virtualization: VMWare/ESXi, Hyper-V, V-center
Code Check In: Git, Perforce, ReviewBoard/Swarm, SourceTree, Bitbuckets
Cloud Solutions: AWS, GCP, Azure
Directory Services: Active Directory, Google Directory Service, Azure AD, LDAP (OpenLDAP, OpenDJ, ApacheDS)
Bug Trackers: JIRA, TFS

Professional Experience

Sr. Lead QA Engineer, State of Utah   **Nov 2023 – Till Date**

Coordinating test efforts for new feature implementations for SaaS Protection from start to finish. Performed test planning, E2E testing, regression testing, refining/updating/creating manual and automated tests, and pushing new features to production.

- Lead production release activities by working with product teams, development, and QA to ensure timely releases. This includes creating the release candidate, deploying to staging, performing regressions and E2E tests as needed, monitoring logs, troubleshooting issues as they arise, and rolling out to production.
- Triage test automation failures for both front-end (Java/Selenium) and back-end (Python) automated tests collaborating with team to identify and fix failures.
- Write automated tests to cover new functionality, update existing test cases, and refactoring code as necessary.
- Participate in code reviews and paired programming sessions.
- Collaborate with scrum team and product to define acceptance criteria for testing activities.
- Perform testing activities for agile team including dev testing, regression testing, E2E testing, test planning, and root cause analysis.

Sr. Lead QA Engineer, Datto   **June 2021 – May 2023**

Coordinating test efforts for new feature implementations for SaaS Protection from start to finish. Performed test planning, E2E testing, regression testing, refining/updating/creating manual and automated tests, and pushing new features to production.

- Lead production release activities by working with product teams, development, and QA to ensure timely releases. This includes creating the release candidate, deploying to staging, performing regressions and E2E tests as needed, monitoring logs, troubleshooting issues as they arise, and rolling out to production.
- Triage test automation failures for both front-end (Java/Selenium) and back-end (Python) automated tests collaborating with team to identify and fix failures.
- Write automated tests to cover new functionality, update existing test cases, and refactoring code as necessary.
- Participate in code reviews and paired programming sessions.
- Collaborate with scrum team and product to define acceptance criteria for testing activities.
- Perform testing activities for agile team including dev testing, regression testing, E2E testing, test planning, and root cause analysis.

Sr. Lead QA Engineer, Centrify   **April 2018 –**
June 2021

Leading the QA efforts on Centrify's newest on-prem and cloud solutions, designing, developing, training, and executing QA processes. Write Test Plans and Test Cases based on business requirements and use cases. Write functional specifications and documentation. Supporting the high impact releases developed by the SDEs. Built company-adopted standards for on-prem testing configuration which included step-by-step instructions on how to set up environments.

- Write up help docs and configuration guides once initial processes have been developed.
- Demo features and newly added test cases, provide assistance with backend requirements, and assist in troubleshooting test failures for QA team.
- Held knowledge transfer sessions with QA team to ensure that testing environments and testing activites are standardized across organization.
- Work with agile team creating test plans, test cases, attending daily standups, and sprint reviews including, Regression, Black Box, White Box, Grey Box, Keyword, Data Driven and Smoke. Perform root cause analysis, deep diving into bugs and researching logs.
- Collaborate with developers and users on defects and bug replication and perform regression testing using JIRA.
- Perform end-to-end testing including functional, compatibility, UI/UX, API, integration, regression, performance, stress, exploratory and user acceptance.
- Run test verification on systems including Windows Server, Linux, and UNIX, databases, desktop applications, on-premises solutions, and web applications.
- Create and maintain high availability solutions, create virtual environments and infrastructure. Establish, maintain, and test LDAP servers to perform integration testing on newly created features. Configure federation between tenants and 3rd party directory services including Google Directory Service, Azure, and Okta.
- Build and maintain PostgreSQL databases on cloud and local platforms, creating required extensions, and performing backup and restores.
-

QA & Testing Analyst, Verisk Insurance / Xactware Solutions   **May 2015 – April 2018**

Drove & maximized test coverage for core scenarios and created runnable states for web, mobile and localization testing.

Developd strategies and scripts for UAT, automated UI testing, and exploratory manual testing for Verisk's platform.

Participated on an agile team which included daily standup, sprint retrospective, sizing, and backlog grooming. Subject knowledge expert of the regression suite - reporting the "state of the test" in daily stand-up.

- Created, implemented, and updated test plans and test cases. Logged, tracked, and verified defects using JIRA.
- Tested web application in different environments, browsers, devices, and languages.
- Tested APIs with JSON and XML using Postman.

- Created and maintained virtual environments to test for various browser and desktop application versions.
- Utilized Jenkins to run builds and restart servers needed for testing purposes. Used TeamCity to kick off automation.
- Fixed merge conflicts, reviewed code, and updated repositories using SourceTree and Bitbucket.
- Used SQL to verify data on newly created reports and report generator status.

Education
Bachelors of Science, Information Systems, University of Utah
Associates of Science, Business, Salt Lake City Community College

SKILL	Project Manager
Client	Ministry of Health
Client Reference	Name: Rajesh Satija Title: Program Manager Phone: 416-276-5301 Email: r.satija@ymail.com
Scope of Work	**Project Description:** Lab digitization is a provincial strategy to integrate Ontario's network of diagnostic laboratories with the Ontario Laboratories Information System (OLIS) services for, electronic ordering, referral and redirect services. These multi-directional lab network integrations, to connect and coordinate systems, support coordinated patient care and improved data collection to support dynamic performance reporting and surveillance. **SCOPE OF SERVICES** **KEY SKILLS:** • 4+ years of experience as PM/Project Coordinator • Preferably supporting health-related projects • Good communication and interpersonal skills, both verbal and written, capable of maintaining strong relationships • Solid organizational skills, including multitasking and time-management • Strong client-facing and teamwork skills • Excellent analytical and problem-solving abilities • Collaboration, coordinating tasks, and ensuring that everybody works together effectively **Deliverables include, but are not limited to:** 1. Client Intake, Site Profile and scheduling of activities 2. Project Co-ordination of Go-live Schedule per Clinical Site 3. Project Documentation, Deployment Reporting and Tracking 4. Support of Site/Virtual Training and Distribution of Documentation 5. Support of Site / Client Engagement as required 6. Local Registration Agent functions for the onboarding of end users to ONE ID 7. Initiate for signature of site Agreements for Ontario Health and Ministry 8. Metrics and Benefits **Responsibilities:** The Junior Project Manager/Co-coordinator will work with the Deployment Team Lead to support all site deployment activities as assigned. Duties typically include planning select milestones of the project schedule, monitoring its progress, coordinating meetings and overseeing members of the project to ensure successful and on-time deployment of clients.

	• Support the deliverables of all aspects of MORE project deployment to multiple sites, ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project • Organizing, attending, and participating in stakeholder meetings • Documenting and following up on important actions and decisions from meetings • Preparing necessary presentation materials for meetings • Ensuring project deadlines are met • Providing administrative support as needed • Toolkit / Support Documentation Updates • Undertaking project tasks as required • Client Intake/Site Scheduling • Manage Client Information Form and Site Profile data • Contractual Agreements Tracking and Execution • Supports onboarding, such as site and end-user registration into Ontario Health's Identity and Access Management System (ONEID) • Service Enrollment of organization and end users into OLIS MORE – ensuring appropriate permissions • Deployment Tracking , Monitoring, Reporting and Metrics Capture • Lessons learned tracking **Desired Skills:** • Demonstrable knowledge of project management; Knowledge and understanding of Project Management's Institute's Project Management Body of Knowledge an asset • Experience working on and delivering multiple projects • Demonstrated project management software skills and experience e.g. MS Project, MS Teams etc. • College/University undergraduate degree in Health, Computer Science, Engineering, Business or related discipline from a recognized institution or equivalent experience – desired • Knowledge and understanding of Accessibility for Ontarians with Disability Act (AODA) and related regulations and standards an asset **Experience and Skill Set Requirements:** • Minimum 4 years experience as a Project Co-ordinator supporting electronic health-related projects - 20% • Strong communication skills, demonstrating strength in presentation skills, verbal, written, active listening, conflict resolution and stress tolerance - 20% • Effective time management - 20% • Multi-tasking - 10% • Skilled in creating and maintaining comprehensive project documentation, plans and reports - 10% • Advanced experience with MS Teams document repository and advanced Excel - 10% • Experience working with health care professionals in the field - 10%
Timeline Worked	**Start Date: 2022-05-01** **End Date: 2023-10-31**
Resource Profile	**ONYINYECHI ORIEOMA OTI**

ONYINYECHI ORIEOMA OTI

PROFILE
A highly motivated and detail-oriented digital project manager with seven years of experience leading solution delivery and managing projects. Key strengths include providing resourceful project management support in a fast-paced environment to ensure business objectives and stakeholder needs are met. Able to manage all aspects of project delivery for multiple projects managing stakeholder expectations, and ensuring successful execution within budget, while meeting the desired business objectives and timelines. Seeking a challenging position that leverages project management skills, and expertise in

healthcare IT, and change management. Currently pursuing Project Management Certification (PMP) to further enhance project management expertise.

HIGHLIGHTS

- Successfully led complex digital health projects and clinical programs incorporating Scrum, Lean, and DevOps methodologies.
- Proven success overseeing multiple large projects with inter-dependencies and cross-functional impacts with the ability to inspire, lead teams and communicate objectives.
- Demonstrated organizational skills and excellence in managing all aspects of complex project planning from project initiation to closing including project scoping, documentation, resource management, budgeting, and post-deployment change management activities.
- Critical understanding of Ontario's health care environment, digital health, primary care, health systems administration, program evaluation, quality improvement, and performance measurement.
- Excellent communication, presentation and written skills, matched with strong technical, analytical, problem-solving, and negotiation skills necessary to effectively work independently, resolve conflicts, and build partnerships.
- Demonstrated excellent project leadership, insightful interpersonal skills and the ability to manage collaborative relationships with team members, senior management, and external stakeholders.
- Highly organized and able to manage multiple programs, optimize resource utilization and prioritize work to deliver on timelines and key deliverables on different platforms.
- Proficient in Agile and Waterfall methodologies, and computer software applications (MS Office, Jira, Confluence, PowerPoint, Excel etc.).

AREAS OF EXPERTISE

- Public Health
- Health Advocacy
- Project Management
- Program Management
- Change Management
- Software Development LifeCycle
- Business Process Management
- Resource Management
- Scrum/Agile Project Management
- Program Evaluation
- Budget Management
- Stakeholder Management

EDUCATION

M.D. | GREENHEART MEDICAL UNIVERSITY | JAN 2015
    Major: Doctor of Medicine
M.P.H. | UNIVERSITY OF MELBOURNE | JULY 2017
    Major: Public Health
Project Management Certification (To be completed December 2023)
PROFESSIONAL EXPERIENCE

PROJECT MANAGER| ONTARIO HEALTH (MINISTRY OF HEALTH), TORONTO | MAY 2022 – OCT 2023

- Spearheaded the successful execution of the OLIS-MORE project, involving the development and deployment of innovative vendor vendor-supplied software as part of Ontario's Digital First Strategy.
- Successfully executed projects related to IT project management, ensuring seamless vendor-supplied systems implementation and exceptional customer experience.
- Orchestrated client intake processes, site scheduling, and the tracking of contractual agreements, demonstrating a keen eye for detail and a commitment to seamless coordination and deployment activities across over 100 clinical sites.
- Played a pivotal role in stakeholder meetings, leveraging advanced communication and presentation skills to articulate technical project progress reports.
- Orchestrated effective time management and performance management strategies, consistently meeting and surpassing project deadlines.
- Provided strategic leadership and guidance to clients (health care providers), ensuring all facets of the MORE project adhered to the highest standards of project management.
- Demonstrated adaptability and versatility in business administration by undertaking various project tasks as needed, contributing to the overall success of the deployment.

- Led the onboarding process, overseeing site and end-user registration into Ontario Health's Identity and Access Management System (ONEID), with a focus on precision and compliance.
- Implemented robust tracking, monitoring, and reporting mechanisms, capturing metrics and distilling lessons learned to enhance future project endeavours.
- Leveraged advanced proficiency in project management software, including MS Project and MS Teams, to streamline document management and collaboration processes, and develop agile metrics to monitor project schedules and key performance indicators to ensure project deliverables are aligned with the project framework.
- Demonstrated excellence in analytical and problem-solving abilities, proactively addressing challenges and optimizing project outcomes.
- Collaborated seamlessly with cross-functional teams, including healthcare professionals involved in primary care, to achieve overarching project goals and milestones.

PROJECT MANAGER| HIGH PRIORITIES COMMUNITY STRATEGIES, WELLFORT | JAN 2021 – MAY 2022
- Oversaw and executed the High Priority Communities Strategy program, delivering essential healthcare, financial, and food support to underserved low-income and marginalized communities in the Bramalea and Peel regions of Toronto.
- Led and coordinated the activities and virtual training of the Community Health Ambassadors Team, Food Support Team, and Support Care Navigators across multiple sites.
- Streamlined planning, business requirements, development, implementation, project deployment, evaluation, and coordination of all aspects of the program.
- Facilitated effective teamwork and developed consensus with stakeholders using negotiation and problem-solving skills.
- Managed administrative aspects of the project, including toolkit and support documentation updates, reflecting a commitment to program quality improvement.
- Produced and presented reports from program data collection, outreach activity statistics, risk assessment, and project evaluation activities using project management software.
- Executed solutions for seamless primary care and mental healthcare with a focus on excellent service delivery, health promotion, and community development.
- Built a network of collaborative relationships and established partnerships with community stakeholders and program partners.
- Implemented robust tracking, monitoring, and reporting mechanisms, capturing metrics for continuous improvement.

PROJECT MANAGER |THE EIGHT FOUNDATION, NIGERIA|SEPT 2016 – DEC 2020
- Partnered with executive leadership as a Subject Matter Expert (SME) offering guidance and consulting needed to develop clinic program strategy, and operational plans, identify and assess program needs, resources, project blueprints, goals, and corresponding deadlines.
- Led, planned, and delivered the foundations' nationwide anti-sexual violence campaign projects including developing SOWs, project charters, and plans, identifying potential issues/risks, developing risk mitigation strategies, managing resources, and continuously updating internal and external stakeholders on project progress.
- Successfully managed a diverse team of 27 across all programs, streamlining all internal processes and developing process documentation for reporting and project deployment.
- Managed post-deployment reviews, and user-engagement tracking algorithms, and reported on project metrics, uptake, and results.
- Engaged and coordinated the efforts of 34 Directors and NGO managers, as well as other stakeholders in the deployment of 21 Nationwide campaigns with an average engagement rate of 80%, a 10% year-over-year increase.
- Developed collaboration pipelines between the Ministry of Health, subject matter experts, multi-disciplinary workgroups and other public administrations, while developing interpersonal relationships.
- Managed the development and deployment of an innovative sexual violence reporting mobile application:
  - Led the development of a mobile application for Nigeria's anti-sexual violence software which is stipulated to result in an over 60% increase in reporting and early response to sexual crimes.
  - Directed and coordinated with a team of 7 to develop project presentations and project deliverables spanning 3 countries.
  - Developed Requests for Proposals (RFP), conducted a requirement analysis, and developed business cases, and project charters.

PROJECT COORDINATOR | THE EIGHT FOUNDATION, NIGERIA | AUG 2013 – AUG 2015
- Provided technical and administrative support to the Project Manager.
- Facilitated presentations for clients and project members detailing project scope, progress, communication plan, and results, keeping on track to meet project milestones and goals.
- Facilitated effective and efficient knowledge management by creating and maintaining project documentation repositories.
- Supported the project team in coordinating environment setup (development, quality assurance, and performance environments) and coordinated with the service support team to resolve issues.
- Supported the creation of project documents (change requests, risk logs, schedule, issue logs, etc.).

PROJECT COORDINATOR | EQUAL COMMUNITY FOUNDATION, INDIA | MARCH 2011 – JULY 2013
- Supported all aspects of project planning, priority setting, translation and deployment of anti-violence training and education programs. Was involved in business requirement gathering and resource management to ensure projects were delivered on time, on cost, and in line with client expectations.
- Developed relationships with advocacy groups, social service agencies, primary care professionals and the general public to develop appropriate resources with the aim of supporting victims of sexual/physical violence and discrimination.
- Conducted local and international research to identify culturally appropriate and inclusive educational approaches, aimed at encouraging male participation.

<mark>PROFILE 3:</mark>

SKILL	Project Manager
Client	Ministry of Solicitor General
Client Reference	Name: Rajesh Satija Title: Program Manager Phone: 416-276-5301 Email: r.satija@ymail.com
Scope of Work	• PMP certified, 10+ years of project management experience with 3+ years of experience in managing / implementing SaaS (Salesforce Cloud) solutions and 5+ years of experience in managing / implementing in custom Java/Angular based applications • Demonstrated experience in delivering large scale projects with a budget above $2M • Experience providing senior technical expertise, project leadership and coordination of activities in the development, implementation and maintenance of technologies desired for large scale projects • Strong knowledge about Ontario I&IT Procurement directives and processes, ability to draft procurement approvals, decision notes and award documentation • Experience developing project / sprint plans and managing project schedules, deliverables, and scope as per set expectations • Experience and knowledge of the Ontario Digital Service Standard, Ontario Service Design Playbook and the Digital First Assessment product delivery approach (Pre-Discovery,

	Discovery, Alpha, Beta, Live) and/or similar digital standards and tools
	• Experience with DevOps, Microsoft tools including Visio and Project and Miro boards
	• Knowledge and understanding of digital product development, implementation and management
	• Experience in Agile, SCRUM. Lean and DevOps methodologies
	• Excellent communication, client relation and presentation skills
Timeline Worked	**Start Date: 2015-06-27** **End Date: Till Date**
Resource Profile	**Aditya Vishnukant Mishra**

Aditya Vishnukant Mishra

PROFESSIONAL SUMMARY
- Seasoned Senior Project Manager/Architect with over 19 years of progressive experience in design & delivery of large (multi-year, multi-million dollar), multi-platform, mission-critical IT projects.
- More than 10 years of hands-on experience in cloud platforms like Azure and AWS
- More than 8 years of hands-on experience in designing and implementing courts case management systems including civil and criminal justice systems - have worked on court case management applications in JTS (Justice Technology Services)
- Extensive experience in developing and maintaining 5-yr and 10-yr roadmaps for courts systems for OCJ and SCJ – have defined roadmaps for Courts, Tribunals, Criminal Justice and Corrections domain in the past.
- Recipient of multiple Amethyst and Excelsior Awards for various projects in JTS
- Extensive experience in design and development of IT solutions that utilize API and middleware platforms.
- Extensive experience in maintaining courts (OCJ and SCJ) business applications, architectures, and ensuring that development is to standard, documentation is compliant and performing application design.
- Extensive Experience in structured methodologies for the design, development, implementation, and maintenance of applications
- Extensive experience in design and development of IT solutions that utilize API and middleware platforms.
- Extensive experience in design and implementation of large-scale data migration projects to migrate data from mainframe systems to SaaS solutions including creating data migration strategy, design, planning, workshops with stakeholders, process documentation and execution.
- Extensive experience in creating enterprise level Architecture Standards and artifacts like Business Architecture Design, Information Architecture Design, Data Model Design (conceptual, logical and physical), Data Dictionary, Solution Architecture Design, Integration Architecture, and Deployment Design for enterprise systems on cloud platform.
- Expertise in designing technical and logical architecture of enterprise-wide applications involving integration with case management applications, API and middleware integrations, online portals for the public, integration with components of criminal justice, enterprise service bus middleware, and integration with cross domain applications.
- Experienced in using technical solution design and prototyping tools to assist in JAD and design sessions with stakeholders.
- Successfully designed and implemented multiple internal and public facing portal projects with cross platform integration and utilizing multi-factor authentication and integration to the CCPAY payment gateway and PCLookUp Enterprise Services
- Extensive experience in creating mappings between source and target systems, analysis of data fields required to migrate data, exchange data or to provide a data feed between internal systems and third-party applications for data migration projects.
- Experienced in working in accordance with policies and procedures of Ontario Public Service and following Ontario and GO-ITS standards.

- Hands-on experience in integrating systems using enterprise integration solutions and EiPaaS solutions like IBM ACE, Azure services for integration, spring integration, springboot, AWS Services, SAFE FME, MuleSoft, etc.
- Proficient in business processes for criminal justice, family court case management and civil court case management systems for Superior Court of Justice (SCJ) and Ontario Court of Justice (OCJ).
- Extensive experience in creating integration architecture strategy, recommending integration toolsets, defining connectivity patterns (e.g., cloud to cloud, on premise to cloud, OPS-cloud to public cloud, etc.) and integration patterns.
- Extensive Experience in creating and presenting architecture artifacts for OPS Architecture Checkpoint and Gating process.
- Extensive Experience in working with OPS Cyber Security team in reviewing privacy and security related assessment reports to ensure privacy and security considerations and concerns are addressed in the architecture artifacts.
- Significant Experience in planning and coordinating all phases of complex architecture for systems supporting both internal/external clients and stakeholders.
- Extensive experience in DevOps tools like Azure DevOps, Jenkins and Urban Code Deploy (UCD)
- Proven communication, customer facing & stakeholder management skills with extensive experience of conducting solution presentation & concept approval workshops with senior management stakeholders.
- Proven analytical, problem-solving, and decision-making skills.
- Extensive experience of working in projects using Agile, Waterfall and SDLC methodology
- Skilled mentor and team leader, with proven leadership on Enterprise Architecture artifact needs and ability to support business and other team members.
- A team player with a track record for meeting deadlines and proven communication skills and interpersonal and negotiation skills.
- Part of successful implementation of large modernizations projects for Justice Technology Services/Ministry of Solicitor General (Ontario, Canada), British Telecom (UK), Rogers (Canada) and Telstra (Australia).

PROFESSIONAL TRAINING & CERTIFICATIONS

- Azure Cloud Certified
- PMP Certified
- Completed functional and technical training of Azure, AWS, MuleSoft and Oracle.

PROFICIENCY

Frameworks	TOGAF 9, SOA, Zachman framework, eTOM
Cloud Platforms	Azure, AWS
Architecture Tools	Sparx Enterprise Architect, Power Designer, Visio, QDesigner, Axure, BPMN, System Process Maps, Functional Modelling, Wireframing, Business Cases, State Diagrams
Project Management	PMI/PMBOK, MS Project, JIRA, Trello, Microsoft Office Suite (Word, Excel, Visio, and PowerPoint), Agile, Waterfall, S/PDLC,
Standards	PCI, SAML, OPS Secure, BPS Secure, PKI, MVC & N-Tier Architecture, Object Oriented Analysis & Design, Integration Patterns, B2B & B2C Integration, MDM.
Development Tools	IBM ACE, Visual Studio, Azure Services, AWS Services, MuleSoft, Oracle BPEL, IBM Data Power, Oracle SOA Suite, MicroStrategy, Talend, Team Foundation Server (TFS), SVN, CMS, Git, OSB, DD editor, CRM Clarify Thick client, CRM ASCF, AIF,APM, Eclipse, Dreamweaver, Mainframe, DB2, IMS, COBOL, Data mapping tool 6.0/7.5, TOAD, JBuilder, MAVEN, Postman, SoapUI, XMLSpy
DevOps	Azure DevOps, Jenkins, Urban Code Deploy
Programming	Spring, Hibernate, Struts, Angular, NodeJs, Java, .NET, J2EE, web-services, APIs, SOAP based web-services,
Web Technologies	XML, XSLT, JSP, Java Script, Servlets, HTML, WSDL, Primefaces, CSS/HTML5, JQuery, JSF,
Database	Oracle 9/10/11g with SQL *PLUS, SQL Server, PL/SQL, Azure Storage

WORK EXPERIENCE (18+ years)

Jun'15 – Present	**Justice Technology Services**	**Canada**

Role: Sr. Project Manager

As the Sr. Architect, I was responsible for design and implementation of many mission-critical projects in JTS for the past 5 years and 7 months. Most of these projects used Agile methodology. Most notable projects are:

- Courts Digital Transformation (CDT) Initiative
- CJDD Integration Platform
- Criminal Justice Digital Design initiative and roadmap
- Corrections System Modernization roadmap
- ICON Modernization project
- Integrated Case Management (ICM) strategy project
- Justice Services Online Portals project
- POA Online Services Portals project
- AABS Case Management project
- AABS eFile portal

Responsibilities:

- Responsible for creating architecture artifacts for business architecture design, information architecture design, solution architecture design, data model design (conceptual, logical and physical), CRUD matrix, data dictionary, network design and deployment design for all projects.
- Responsible for creating, reviewing, and supporting artifacts and documentation required for OPS gating and checkpoint process in accordance with OPS standards.
- Responsible for creating and managing technical and functional architecture design for cloud and SaaS solutions.
- Provide leadership to lead and oversee project and development teams.
- Conducting sessions in stakeholder forums for business analysis, requirements gathering, gap analysis, JAD sessions, solution review, etc.
- Create technical and functional specifications for systems development.
- Create, define, and document the structure and relationships with applications, including the identification of re-usable components, quality level metrics, the organization and layering of software, and the determination of interfaces.
- Assist and guide integration team in designing and implementing integrations using Azure cloud platform.
- Ensure adherence to OPS policies and standards.
- Identifying architectural gaps and recommending solution/action plan to close the gaps.
- Worked closely with OPS Cyber Security team to review privacy and security related assessment reports to ensure privacy and security considerations and concerns are addressed in the architecture artifacts.
- Responsible for implementation of ICON Modernization project. This is a transformation project modernizing a mainframe-based case management system to a Cloud based case management solution using Dynamics and .Net with advanced implementation of workflow management, routing rules and notifications.
- Responsible for design, architecture and successful implementation of the Online Portals framework and multiple projects for external and internal Online Portals with cross platform integration and utilizing multi-factor authentication and integration to the CCPAY payment gateway and PCLookUp Enterprise Services
- Responsible for implementing data migration from legacy case management systems to replacement solution.
- Responsible for analysis of the impacts to business process and technology and capability roadmaps for new case management upgrade projects
- Responsible for technical design involving responsive UI technologies and online service design.
- Responsible for technical and logical architectures of enterprise-wide applications involving integration with case management applications, online portals, enterprise service bus middleware, cross domain application integration such as Java and .NET.
- Responsible for implementing application and data migration strategies.
- Responsible for creating mappings between source and target systems, analysis of data fields required to migrate data, exchange data or to provide a data feed between internal systems and third-party applications for data migration projects.
- Responsible for managing and liaising with integrated cross competency teams including business, IT, infrastructure, vendors and 3rd party applications.

- Responsible for business process re-engineering, defining logical architecture and business capability models.
- Managing projects right from project initiation through planning, execution & implementation using various project management tools like MS Project, Planner, Kanban Boards and Azure DevOps.
- Responsible for documenting current state business and technical architecture and creating capability roadmap for various projects.
- Participate in scheduled threat risk assessment (TRA) and privacy impact assessment (PIA) with the corporate security office and assist with providing collaterals supporting this activity.
- Assist in developing risk mitigation reports and other project documentation.
- Responsible for planning/forecasting and resource management for multiple concurrent projects.
- Maintaining and updating business transformation plan and technology footprint as a result of modernization projects.
- Stakeholder Management and presenting end to end solutions to senior management stakeholders & obtaining their sign off/approvals.
- Prepare presentations, status reports, briefing notes, training materials and project plans.
- Providing technical assistance, guiding, and mentoring team members.

Achievements:
- Recipient of multiple Amethyst and Excelsior Awards for various projects in JTS
- Delivered the business capability models for courts, prosecutions, and police service.
- Created the integration strategy for Criminal Justice domain after reviewing multiple integration platforms and cloud technologies.
- Prepared the Integrated Case Management (ICM) strategy for Courts and Tribunals
- Delivered the Online Service Portal framework and multiple Online Portal projects (Civil eFile, AABS eFile, Family eFile, POA eFile).
- Delivered the 3 year and 5-year IT roadmap for Criminal Justice Digital Design, Case Management and Corrections

Mar'14 – May'15	EASiCloud Corp.	Canada

Role: Sr. Manager

EASiCloud Corp. is a start-up company which provides Enterprise-grade Software in the cloud. As Sr. Manager of Enterprise Architecture group, I report into Sr. Partner of the company. My team's key responsibility is to build the Architecture Roadmap for the company and work with various teams to design, develop & approve architecture for all the projects in the company. In my role, I was also head of Project Management Office preparing business cases, project charters, project plans and various Project Management deliverables.
At EASiCloud, I worked on two main case management projects with Online Service Portal in the Cloud. The projects were multi-million-dollar projects using Agile Methodology.

Responsibilities:
- Responsible for technical design and implementation and delivery of the case management project which involved workflow management, responsive UI, online services portal, and data migration from legacy mainframe systems.
- Responsible for architecture, planning, development, evaluation and coordination of the enterprise applications and infrastructure for the organization.
- Responsible for creating and managing technical and functional architecture design for cloud and SaaS solutions.
- Defining IT Application Roadmap, Enterprise Architecture & Solution Architecture.
- Responsible for documenting current state business and technical architecture and creating capability roadmap for various projects.
- Responsible for planning/forecasting and resource management for multiple concurrent projects.
- Managing projects right from project initiation through planning, execution & implementation.
- Defining Business Process Flows, Logical/Physical Data Models, CRUD Matrix, Data Dictionary, Requirements Matrix, Gap Analysis, Costing Analysis, Business Cases, Capabilities Maps and E2E traceability.
- Ensure adherence to Project Management policies and standards.
- Develop Project Charters, Project Plans and Communications Plan in accordance with IT roadmap.
- Implement Enterprise Architecture policies, standards & best practices.
- Creation & Maintenance of Architecture Artifacts & Architecture Repository for company.

- Responsible for creating mappings between source and target systems, analysis of data fields required to migrate data for data migration projects.
- Providing technical assistance, guiding, and mentoring team members.
- Stakeholder Management and presenting end to end solutions to senior management stakeholders & obtaining their sign off/approvals.
- Prepare presentations, status reports, briefing notes, training materials and project plans.
- Providing technical assistance, guiding, and mentoring team members.
- Provide industry knowledge around various COTS products in the market.

Achievements:
- Successful implementation of two case management projects for the client including data migration from legacy mainframe systems
- Built EASiCloud Product Portfolio & a 10-year IT Application Roadmap.
- Architected & Designed Customer Management solution as a part of EASiCloud Product Portfolio.
- Architected & Designed Interaction & Case Management solution as a part of EASiCloud Product Portfolio.
- Designed & Implemented SOA based Integration Layer with 50+ Enterprise Webservices.
- Established Program/Project Management practice.
- Created a Release and Change Management framework using JIRA.
- Successful engagement with various vendors & partners.

Jan'12 – Feb'14	Public Mobile Inc.	Canada

Role: Sr. Manager

As Sr. Project Manager/Application Architect, I reported to VP of IT Architecture & Delivery. I was responsible for designing & managing the IT Roadmap for the company and working with various teams to manage implementation of all the IT projects in the company to ensure that they align with the Strategic IT Roadmap.
At Public Mobile, I worked on multiple projects for case management system implementation and Service Portals for end users. I was also responsible for creating and maintaining the technical design for these projects.

Responsibilities:
- Responsible for technical design and implementation and delivery of the case management project which involved rules engines, notifications, workflow management, responsive UI, online portal, and data migration from existing systems.
- Responsible for architecture, planning, development, evaluation and coordination of the enterprise applications and infrastructure for the organization.
- Ensure that all the projects in the organization confirm with the short-term Segment Architecture and long-term Strategic Architecture of the company.
- Evaluating & recommending vendor solutions that support and align with Enterprise Architecture Roadmap. Creating RFPs, RFIs, RFQs, etc.
- Responsible for creating design documentation like High Level Solution design, System Specifications, Functional designs and Integration designs.
- Defining Business Process Flows, Requirements Matrix, Business Analysis, Costing Analysis, Business Cases, Capabilities Maps and E2E traceability.
- Ensure adherence to Project Management policies and standards.
- Provide leadership to lead and oversee project and development teams.
- Develop Project Charters, Project Plans and Communications Plan in accordance with IT roadmap.
- Identifying architectural gaps and recommending solution/action plan to close the gaps.
- Conducting Requirement Gathering & JAD Sessions with various stakeholders.
- Creation & Maintenance of Architecture Artifacts & Architecture Repository for company.
- Conducting roadshows of live and POC systems with stakeholders at various level to gain concept approval.
- Liaise with multiple vendors to ensure timely delivery and conformance to Architecture.
- Stakeholder Management and presenting end to end solutions to senior management stakeholders & obtaining their sign off/approvals.
- Prepare presentations, status reports, briefing notes, training materials and project plans.
- Design, Develop & Maintain IT Roadmap & Project Releases for the company.
- Support QA testing and UAT testing.

- Providing technical assistance, guiding, and mentoring team members

Achievements:
- Architected an Enterprise grade Omni-Channel Case Management System to be built in-house including Channel Portals, Self Service Web/IVR/Device, CRM, Case Management, Workflow Management, SOA, Web Services, Order Management, Interaction Manager, Order Orchestration, Billing & Discounting, Service Management, Payment Center, PCI & Reporting using Weblogic, BPEL, Oracle.
- Architected and Implemented Enterprise grade Data Warehouse and Business Intelligence Reporting for Operational and Statistical Analytics, Subscriber Metrics using Microstrategy, Oracle and Talend Technologies.
- Built 10-yr IT Roadmap for the company.

Jun'07 – Dec'11	Rogers Corporation (through Amdocs)	Canada

Role: Sr. Manager

In this assignment I worked with various teams at Rogers as an Sr. Project Manager/Application Architect for customizing COTS products of Amdocs for various Modernization projects. I was responsible for preparing solution architecture, project management, integration design, project plans, process maps, end to end traceability, presenting architecture artifacts to senior management, stakeholder management, requirements gathering, identifying architectural gaps, conducting scoping & JAD sessions, obtaining stakeholder approval, preparing SOWs, project charters, project plans, WBS, cost analysis, project monitoring & control, project implementation & delivery, production rollout, quality assurance & support, change management, liaising with offshore teams & multiple vendors and status reporting.
At Rogers, I worked on multiple implementations of Case Management and Online Portal Solutions using Amdocs Portfolio products.

Responsibilities:
- Responsible for developing overall application architecture including components, interfaces, and data structures.
- Provide leadership to lead and oversee project and development teams.
- Work with various stakeholders to gather requirements and define integration architecture and obtain approvals from all stakeholders.
- Create various architecture artifacts like application design, functional design, solution design, integration design and deployment design.
- Create technical and functional specifications for systems development.
- Create business process maps, use cases, business scenarios, etc.
- Create, define, and document the structure and relationships with applications, including the identification of re-usable components, quality level metrics, the organization and layering of software, and the determination of interfaces.
- Assist and guide integration team in designing and implementing integrations using Azure cloud platform.
- Defining Business Process Flows, Requirements Matrix, Gap Analysis, Costing Analysis, Business Cases, Capabilities Maps and E2E traceability.
- Ensure adherence to Project Management policies and standards.
- Identifying architectural gaps and recommending solution/action plan to close the gaps.
- Prepare presentations, status reports, briefing notes, training materials and project plans.
- Support QA and UAT testing activities.
- Providing technical assistance, guiding, and mentoring team members

Achievements:
- Successful rollout of ICM Phase 1 & 2 for Rogers Call Centers.
- Architected Integrated Case Management solution based on Amdocs COTS products and Rogers Legacy systems (Remedy).
- I was a part of Business Transformation initiative at Rogers and created application architecture for various domains including CRM, Self-Serve, Ordering, Billing, Web Service Integration, Collection, Product Catalog and Data Management (Business Parameters & Rules).
- Designed Security Architecture for Transformation project which included PCI, Tokenization, Single Sign On (SSO), SAML (web-service integration) & Role Based Authorization.
- Developed Data Management best practices & procedure.

Jan'07 – Jun'07   **Telstra (through Amdocs)**   **India**
Role: Application Architect

This assignment involved customization of Amdocs COTS product for Telstra's Service Fulfillment platform. As the project manager, I was responsible for technical design, solution & integration architecture (both logical & physical), JAD sessions, gap analysis, working with various vendors and offshore teams, defining and managing the project plan, ensuring project delivery on time, QA support and production support. I was also Focal point for solution related question for Amdocs products on the platform.

Achievements:
- Created Business & System Process repository based on eTOM's Business Process Framework for product provisioning.
- Was instrumental in finishing technical design and capability roadmap for Telstra.

Jun'05 – Jan'07   **British Telecom (through Amdocs)**   **UK**
Role: Solution Designer

This was a Business Transformation project for BT based on agile methodology. As Solution Design, I was responsible for architecture design and development of a module based on Amdocs CRM, ASMS, Case Manager, Workflow Manager, Process Manager & multi-vendor solutions. I was responsible for requirement gathering, solution & integration design, coding, and implementation for Amdocs modules as well as focal point for all issues pertaining to our module.

Achievements:
- Successful launch of two releases of the case management solution.

Jan'04 – Jun'05   **Laurent Technologies**   **India**
Role: Solution Designer

The project involved developing a sales force application for Sales Personnel of pharma domain. I was involved in Requirements Analysis, Feasibility Study, Design, Development and Testing of the application. I was responsible for technical design and implementation of the project.

ACADEMIC PROFILE

Bachelor of Engineering in Computer Technology   Jul'05
(From Sardar Patel College of Engineering, Mumbai University)

Diploma in Computer Technology   Jun'02
(From B.V Polytechnic, Mumbai University)

8. **Quality Assurance Analyst (3 Profiles):**

PROFILE 1:

SKILL	Quality Assurance Analyst
Client	**Ministry of Solicitor General**
Client Reference	**Name: Rajesh Satija** **Title: Program Manager** **Phone: 416-276-5301** **Email: r.satija@ymail.com**
Scope of Work	
	Project Description

The Forfeited Asset Management Information System (FAMIS) has reached end of life and requires replacement. It will move from SharePoint 2013 to MS PowerApps Platform.

SCOPE OF SERVICES
To lead and manage testing for the delivery and product management lifecycle of FAMIS Replacement System project. Systems Testing\QA Specialist will be responsible for the following activities:
- Assist in the development of a test strategy, preparation of test cases / scenarios, test scripts, regression test cases/scenarios required to verify solution, system
- Managing all test activities including AODA, penetration and stress testing
- Execution of test scripts to verify solution
- Recording and tracking of system or functional defects, break/fixes identified during unit and user acceptance testing
- Communication with project manager and developers to ensure application quality and alignment with project timelines

DELIVERABLES:
The resource is responsible for creating an end-to-end test plan and test cases according to JTS testing standards which will be provided; executing the plan and managing all activities in the plan to ensure that all the objectives are met, and that the solution works as expected.
The solution should be tested in terms of functionality, performance, reliability, stability and compatibility with other existing systems.

Tasks and deliverables include:
- Developing test scripts and test data
- Executing test scripts and record software defects
- Documenting software defects and track resolution
- Development of test plans, test cases and test scripts to validate the functionality of various modules.
- Ability to test plan, test cases and test scripts to validate changes made to the application
- Provide, plan and support User Acceptance Testing and lead initial UAT sessions.
- Review user documentation and provide feedback to improve application alignment and clarity of the information.
- Management and maintenance of defect log and communication of defect related issues to PM
- Working closely with developers holding triage sessions and ensuring appropriate prioritization of defects
- Working closely with the client lead, prioritize, schedule and remediate defects

Additional Responsibilities:
- Review functional and design specifications to ensure full understanding of individual deliverables.
- Identify test requirements from specifications, map test case requirements and design test coverage plan.
- Develop, document and maintain functional test cases and other test artifacts like the test data, data validation, harness scripts and automated scripts.
- Execute and evaluate manual or automated test cases and report test results.
- Hold and facilitate test plan/case reviews with cross-functional team members.
- Identify any potential quality issues per defined process and escalate potential quality issues immediately to management.
- Ensure that validated deliverables meet functional and design specifications and requirements.
- Isolate, replicate, and report defects and verify defect fixes

	MANDATORY REQUIREMENTS:
	
	• **At least 8 years of experience**
	   • Experience in quality assurance at the specified experience level
	   • Working knowledge of SharePoint, .NET Web, Web Services, HTML, JavaScript, VBScript and related scripting technologies for automation
	   • Knowledge and experience in the use of automated test tools and version control systems on one or more platforms
	
	SKILLS AND KNOWLEDGE:
	   • Knowledge and experience in all phases of the Systems Development Life Cycle
	   • Excellent analytical, problem-solving and decision-making skills; organizational, creativity and perseverance skills, verbal and written communication skills and interpersonal skills.
	   • Product cycle (functional & non-functional) testing experience
	   • Test case design and review experience (from business requirements)
	   • Test case development experience
	   • Experience in defect tracking
	   • Test scenarios (use-cases) design and review
	   • Test execution, analysis and reporting experience
	   • Experience in writing manual and automated test scripts
	
	Functional/Technical Skills
	   • Diverse knowledge of testing to be able to provide recommendations to senior management
	   • Knowledge and experience in technical aspects of software solution being tested
	   • Business process understanding
	
	<u>CRITERIA:</u>
	
	Criteria 1 - QA Skills (35 Points)
	   • Hands on experience in developing and executing test scripts, test data, record software defects, documenting software defects and track resolution.
	   • Extensive knowledge in developing test plans, test cases and test scripts to validate the functionality of various modules and changes made to the modules.
	
	Criteria 2 - Technology and Tool Skills (30 Points)
	   • Demonstrated knowledge and experience in the use of automated test tools and version control systems on one or more platforms including DevOPS as well as experience in all phases of the Systems Development Life Cycle
	
	Criteria 3 - Business and Interpersonal Skills (30 Points)
	   • Demonstrated experience working with clients and technical teams to ensure effective resolution of defects and management of change requests are complete with excellent analytical, problem-solving and decision-making skills; organizational, creativity and perseverance skills; strong verbal and written communication skills
	
	Criteria 4 - Public Sector Experience (5 Points)
	   • Experience on testing enterprise level systems and exposure to OPS/ministry QA processes and standards- minimum of 5 years

<u>Timeline Worked</u>	**Start Date: 2022-03-01** **End Date: Till Date**
Resource Profile	**Visali Boddakayala**

SUMMARY:
- Experience in designing, developing, testing, and supporting critical applications in Finance, Insurance, Banking, Brokerage, Retail (POS), Health Care, and Provincial/Federal Government services domains. 15+ years' experience in major focus as a QA lead, 4+ years of experience as a Scrum Master/Project Manager
- Led teams of 5-12 members from technical, financial, and business disciplines and focused them on business objectives, ensuring project milestones were completed on time, on budget, and with the desired results.
- Expertise in complex testing using Waterfall, Agile, Scrum, and Continuous Integration and well-acquainted with all phases of the Software Development Life Cycle (SDLC).
- Experience in onsite interaction for requirements, formulating solutions, and guiding offshore teams, with a credential of working extensively in IT application development and project management.
- Proficient in creating comprehensive Test Plans, Test strategy, Executing Test Cases, Developing and Maintaining Test Procedures & Traceability Matrix from Business requirements (BRD), Functional requirements (FRD) documents.
- Extensive experience in performing Functional and Non-Functional testing, Integration testing, Regression testing, UAT testing, White Box, Black Box testing, Load/ Stress/Performance testing, GUI testing, Infrastructure Testing, Browser compatibility testing, Data Migration, Conversion Positive/Negative, Stress, End To End and Cross Platform testing
- Experienced using HP suite of test tools: ALM v12.5x, QTP/UFT v12.5x, Performance Centre v12.5x, SiteScope v11.2x, and Diagnostics v9.2x.
- Expertise in integrating four Quality Management modules - Requirements Management, Test Plan, Test Lab, and Defects Management using TestDirector/Quality Center.
- Experience in Data Warehouse testing and ETL testing using Informatics 8.1/7.1 (Power Center/ Power Mart, Designer) and Report testing using Cognos tools.
- Good knowledge and working experience in Data Warehouse concepts of ETL (Extract, Transform and Load), Dimensional Modeling (Star Schema), and Reporting Tools (Cognos and Crystal Reports, BOBJ) point of QA.
- Proficient in testing Salesforce.com standard objects like Reports and Dashboards, Leads, contacts, Accounts.
- Experience in testing ERDMs system using OpenText Content Server 16.x (OTCS) (Captiva), compiling inventories of records received and maintained (in any and all formats – paper, electronic, graphic, etc.).
- Experience in testing OpenText Content Server workflows, forms, reports, and custom metadata, and user access levels restrictions of individuals to access documents in OpenText Content Server.
- Provided advice and guidance on assistive technology, web accessibility tools, and assessment techniques to ensure WCAG 2.0 and AODA standards are met using tools like Wave, HI Soft.
- Strong testing experience on the OpenText Content Server 16.x (OTCS) platform (using Content Server Web Services, REST APIs) Architecture and Database schema.
- Conducted optimization tasks to enhance the performance of QlikSense applications, ensuring efficient data retrieval and responsiveness.
- Understanding of the basic principles and approaches of DevOps Continuous Integration and Continuous Deployment (CI/CD) to the team and tools (Azure DevOps) used for the same.
- Experience in CI/CD for deploying application components by leveraging DevOps tool chain – JIRA, Confluence, Git, JFrog, Artifactory, Jenkins, SonarQube, Veracode, Selenium, etc.
- Established highly effective relationships with the Release Manager, Delivery Manager, and Business/IT stakeholders to coordinate test requirements, scenarios, and project schedules.

PROFESSIONAL EXPERIENCE:

Ministry of Solicitor General (Justice Technology Services),	Nov 2023 - Till date
FlowPoint, Toronto,	Jun 2023 – Nov 2023
Ministry of Government and Consumer Services (MGCS),	Mar 2022 – Jun 2023
Canada Revenue Agency (CAR),	*Mar 2021 – Feb 2022*
City of Toronto,	*May 2019 - Jan 2021*
Finastra,	*Jan 2017 - Apr 2019*
D+H Ltd,	*Jun 2016 - Dec 2016*
Ministry of Finance,	*Feb 2016 - May 2016*
Ministry of Education,	*Oct 2015 - Jan 2016*
Ministry of Child and Youth Services,	*Sep 2014 - Sep 2015*

Shoppers Drug Mart,   *Jan 2013 - Aug 2014*
Ministry of Transportation,   *Jun 2013 - Dec 2013*
D+H Ltd,   *Mar 2012 - Mar 2013*
Capital C,   *Aug 2011 - Feb 2012*
L&T InfoTech Ltd,   *Jan 2011 - Jun 2011*
CITI Group,   *Jul 2008 - Dec 2011*

SKILLS AND COMPETENCIES:
- Testing Tools: HPQC, QTP, WinRunner, LoadRunner, Silk Test, Selenium, qTest, IBM Rational Quality Manager, IBM Rational Performance Tester, JRuleEngine, JMeter, Katalon, Cypress, Azure DevOps.
- Bug Tracking Tools: Quality Center, Test Director, Track Record, Microsoft TFS (Team Foundation Server), JIRA, Orasi Bridging, IBM ClearQuest
- Languages: C, C#, JAVA, ASP, VB.NET
- ERP Tools: Salesforce CRM, Microsoft CRM, Oracle Siebel CRM, MicroStrategy, Murex
- Scripts: PL\SQL, Shell Script, VB/JAVA Script, CGI, PHP, HTML, XML, SOAP UI, C#, Python
- AODA: AXE, WAVE, Voiceover, NVDA, Hi Sheriff
- Business Tools: Word, Excel, PPT, Visio, JIRA
- API Tools: Postman, Swagger, cURL
- Communication Tools: Microsoft Outlook, Lotus Notes Same time, Jabber.
- Documentation Tools: Documentum, Open Text, Live link, SharePoint portals
- Middleware: MQ Series, BizTalk, Web Methods, Business Objects, WebSphere, Web services
- Content Server: OpenText Content Server Suite, Captiva, Brava, Blazon, Shinydocs
- Data Warehouse: Informatica 8.1/7.1 (ETL), ODIE (Oracle Data Integrator Enterprise), Cognos v8.4 and v10.1 (Report Studio, Query Studio, Analysis Studio, Event Studio, Metric Studio, PowerPlay Studio), Crystal Reports, Oracle, Mango DB, MS SQL Server, JDBC, SQL, PL/SQL, Microsoft BI Tools.

EDUCATION AND CERTIFICATIONS:
- Professional Scrum Master (PSM)   2020
- Project Management Professional (PMP)   2020
- Master's degree in computer application (MCA), University of Madras   2001.
- Bachelor's Degree of Science (BSc.), Andhra University   1998.
- MCSE Certified   2004

FAMIS Replacement System project   Sr. QA
Analyst(Nov'23 – till date**)**
Ministry of Solicitor General (Justice
Technology Services)

JOB ACCOMPLISHMENTS:

- lead and manage testing for the delivery and product management lifecycle of FAMIS Replacement System project with power apps.
- Developed test strategy, preparation of test cases, scenarios, test scripts, regression test cases, scenarios required to verify solution and overseeing their execution to verify that software meets quality standards.
- Managing all test activities including AODA, penetration, stress, sanity, and functional testing
- Development of test plans, test cases and test scripts to validate the functionality of various modules.
- Planed and supported User Acceptance Testing and lead initial UAT sessions.
- Review user documentation and provide feedback to improve application alignment and clarity of the information.
- Management and maintenance of defect log and communication of defect related issues to PM
- Working closely with developers holding triage sessions and ensuring appropriate prioritization of defects
- Working knowledge of SharePoint, .NET Web, Web Services, HTML, JavaScript, VBScript, and related scripting technologies for automation
- Knowledge and experience in the use of automated test tools and version control systems on one or more platforms.

Reporting Request (Wealth Management)   QA Lead (Jun'23
– Nov'23)

Job Accomplishments:

- Reporting requesting project is to request Reviewed the existing MicroStrategy deployment, including customizations, workflows, and plugins to upgrade to 2016 version.
- ➢ Established and enforced quality standards, ensuring that products meet specified requirements and comply with best practices.
- ➢ Identified and documented any custom code or integrations that may be affected by the upgrade.
- ➢ Tested the migration process for data, including accounts, contacts, leads, opportunities, and custom entities.
- ➢ Verified that data relationships and dependencies are maintained during the migration.
- ➢ Tested core functionality, including lead management, opportunity management, case management, and marketing automation.
- ➢ Designed and executed comprehensive test plans for RESTful and SOAP APIs, ensuring thorough coverage of functionalities and edge cases.
- ➢ Conducted in-depth validation of API responses, handling diverse data sets to verify accuracy, reliability, and compliance with specifications.
- ➢ Implemented automated API tests using Postman and Swagger, reducing testing time by 20% and enhancing overall efficiency.
- ➢ Developed comprehensive test strategies and plans for Flow Point Reporting Request process of wealth management.
- ➢ Defined clear testing objectives, scope, and resource requirements, resulting in efficient testing processes.
- ➢ Designed detailed test cases and test scenarios based on project requirements.
- Executed manual and automated tests, ensuring comprehensive test coverage and early defect detection.
- Implemented effective defect tracking and management processes, resulting in 20% reduction in critical defects.
- Collaborated closely with cross- functional teams to resolve defects and ensure timely product releases.
- Developed effective and efficient communication with stakeholders, team and management with progress of project.

Ontario Business Registration OBR Project (Catalyst)　　　　　　　　　　　　　　　QA
Lead (Mar'22 – Jun'23)　　　　　Ministry of
Government and Consumer Services (MGCS), Toronto

Job Accomplishments:

- Led QA Team of 5 in the design and execution of comprehensive API test suites, ensuring alignment with project requirements and quality standards.
- Interact with Business Analysts to clarify the User Design and functionality of the application and suggested improvements in ICE (Individual Consolidated Evidence), Business approved and implemented through change request (CR's) in catalyst application (COTS).
- Facilitated JAD sessions using various techniques such as brainstorming, process modeling, and use case development.
- Prepared Test strategy, test plans for functional, regression and smoke testing using use cases, mockups, and technical documents in JIRA.
- Analyze Business and Functional documents and prepared test plans and test cases for upgrade application from requirement traceable matrix to cover 100% coverage in Tricentis qTest. Provided test estimations and performed testing on batch process and XML files, checked logs for Risk analysis and issues.
- mapping data structures between MicroStrategy and QlikSense, ensuring data integrity and consistency during the migration process.
- Implemented data transformations as needed to align with the QlikSense data model.
- Utilize Postman to initiate the user registration and login process by generating a new user account, incorporating email, password, and profile information through a POST request.
- Inspected API payloads, headers, and status codes to ensure data integrity and adherence to specifications.
- Worked on Web Services (REST API calls) Testing using SOAP UI/Postman and Monitor to track request and response SOAP Messages.

- Utilized tool Jenkins to automate the execution of API test suites as part of continuous integration pipelines, ensuring quick feedback on code changes.
- Conducted exploratory testing of APIs to uncover hidden defects, identify performance bottlenecks, and validate edge cases not covered by automated tests.
- Experience in writing test scripts, debugging automation scripts in Tosca for end-end scenarios.
- For AODA compliance project: Coordinate the project planning and creation of the technology roadmap to assess 16 cluster applications to ensure the public-facing websites and content are WCAG 2.0 level AA compliant.
- Provide research and environmental scans, identify, and analyze various gaps, issues and implications using specialized accessibility testing tools such as AXE, WAVE, NVDA for AODA project.
- AODA testing checked forms and interactive elements, such as buttons, links, and dropdown menus, are properly labeled and operable with assistive technologies.
- Participate in systems integration meetings and application deployment activities.
- Recorded testing results in Jira, generated reports for stakeholders.

GC Docs Project (OpenText)   OpenText API Test Lead (Mar'21 – Feb' 22)

Canada Revenue Agency (CRA), Ottawa

Job Accomplishments:
- Conducted validation of Data Security and Sharing rules in OpenText, including testing of users, profiles, role hierarchies, and permission sets based on user profile and public group.
- Validated hundreds of reports and tested dashboards based on roles and role hierarchies.
- Created new customized Landing pages and dashboards for different clients using SmartView to view daily activities and reports.
- Developed and tested role-based permissions, user groups, and metadata access to folders and documents for different clients.
- Developed and tested Live and Web Reports for clients using SQL.
- Executed test cases manually using Application Life Cycle Management and performed data validation testing while writing test cases based on business scenarios.
- Tested OpenText Content server functionalities such as RM Physical Objects, New Records, Request, borrow records Circulation, Contented Workspaces, Enterprise Search, Templates, metadata integration updates trigger events.
- Maintained ALM and updated documents on JIRA to track changes.
- Scheduled daily stand-up calls with onsite teams and performed Test Plan/Test case review meetings during the testing phase.
- Peer testing of artifacts and reports before deploying to clients.
- Established Agile methodologies, testing procedures, maintained the defect/issues logs, quality standards, and practices, and ensured their successful implementation.
- Possess strong testing experience on the OpenText Content Server platform using Content Server Web Services, REST APIs, and knowledge of architecture and database schema (IDBM).
- Worked on Web Services (REST API calls) testing using SOAP UI/Postman and Monitor to track request and response SOAP Messages.
- Skilled in evaluating options, weighing risks and benefits, and making well-informed decisions that consider the broader implications.
- Recorded testing results in Jira and generated reports for stakeholders.

Toronto Records Content Server (T-RECs)   QA Lead (May'19 – Jan'2021)

City of Toronto, Toronto

Job Accomplishments:
- Led multiple projects and managed teams of 5-10 people, ensuring software quality on client-server systems, resulting in a 15% increase in revenue.
- Mentored team scrum activities and facilitated the shift from traditional waterfall methodology to Agile Scrum, creating user stories and ceremonies.
- Disciplined Agile® Delivery (DAD) is a people-first, learning-oriented hybrid agile approach to address architecture, design, testing, programming, documentation, deployment to IT Solution delivery.

- Assisted in the complete cycle of migration from legacy systems to OpenText Content Server 16.x platform, designing OpenText folder structures for document management end-user usage with consideration of records management file plan classifications and security.
- Designed and made recommendations on the security implementation system admins, super users, managers cluster level access, supervisor level on different business applications.
- Developed and updated CIS model for security and permissions for users and groups on folder structure for business license cluster and CIMS
- Used tools like Postman and cURL to construct and execute complex API requests, covering a wide range of HTTP methods and parameters.
- Mentored QA team members on advanced API testing techniques, providing guidance on test automation, performance testing, and security testing methodologies.
- Collaborated with development and operations teams to implement continuous integration and continuous deployment (CI/CD) pipelines, automating the execution of API test suites for each code change.
- Experienced in Content Server Restful APIs to implement integration with Oracle Siebel CRM and Microsoft Office 365 applications/products.
- Tested OpenText Content Server functionalities such as RM Physical Objects, New Records, Request, borrow records Circulation, Contented Workspaces, Enterprise Search, Templates, metadata integration updates trigger events.
- Designed and implemented ERDMS rules for disposition and Content Server RSI's according to ERDMS standards.
- Educated the team on using JIRA and SharePoint to manage daily work, story points, and planning poker for Sprint planning.
- Worked with cross-functional teams, including stakeholders from different departments, to develop business architecture artifacts that align with the organization's strategic goals.
- Introduced Continuous Integration and Continuous Deployment (CI/CD) to the team and used tools such as Azure DevOps for the same.
- Delivered extensive work on Oracle Siebel CRM customization, implemented workflows, plugins, SSRS reports, SharePoint integration, and SSIS packages.
- Participated in every aspect of the implementation from analyzing the customers' business requirements to testing support and cutting over support for go-live.
- Established QA methodologies, testing procedures, quality standards, and practices across multiple projects under the City of Toronto
- Planned, arranged, and implemented AODA testing strategies for multiple projects across the organization.
- Verified all interactive elements, menus, forms, and other components are accessible and functional through keyboard commands under AODA testing.
- AODA testing validated compatibility with screen readers, such as NVDA (Nonvisual Desktop Access), ensuring that the content and functionality of digital assets are perceivable and usable for individuals with visual impairments.
- Validated the load process of ETL to transfer backfiles from DRC tables and verified updates to the record center charge in and charge out of physical records using Postman.
- Conducted functional testing and UAT testing training sessions and facilitated UAT testing with various project stakeholders.
- Recorded testing results in Jira and generated reports for stakeholders.
- Worked with client customer support representatives to assist in data set up for training and implementation.
- Created user manuals for clients and users and provided training after each release.

Canada Student Lending systems (CSLP)
QA Lead (Jan'17 – Apr' 19)

Finastra, Mississauga
Job Accomplishments:
- Involved in creating user stories for Phoenix Database development to create web services to communicate and consume different component systems like Student HUB we portal, Oracle Siebel CRM application to display loan details and interests.
- Participates in planning and executing organizational goals using strategic planning and sound management principles to accomplish organization objectives using dynamic Agile strategies.
- Experienced with requirement elicitation technics such as User interviews, Workshops, JAD facilitation and interpretation of business needs into system design requirements.

- understanding and application of various agile techniques and practices, such as user stories, backlog management, sprint planning, continuous integration, and test-driven development (TDD), within the DAD framework.
- develop Test Strategies, Test Plans, Test Scenarios, and Test Cases, including obtaining sign-off from the Product Owners (Stakeholders).
- The agile process is created under Kanban board in Rally CA Agile tool to create daily objectives and user stories and to create backlogs for the next 2 sprints.
- Creation and maintenance of user stories in Version One and update/review the actual effort spent on daily basis for the team members.
- Facilitate all Scrum ceremonies (e.g., sprint planning, daily stand-ups, sprint reviews and sprint
- Prepared the agenda of the session and circulated it with all the participants before the session begins.
- Experience in Microsoft Technologies in building enterprise solutions around web, CRM, Case management
- Experience with migrating systems and applications from On-premises to Online
- Experience in Analysis and Design on large systems integration project with multiple projects
- Experience working with formal SDLCs, business analysis methodologies and major project management methodologies (Agile, Waterfall, etc.)
- Reported progress to stakeholders as per the defined communication plan and presented individual Iteration burn-down reports.
- Supported offshore team members for the critical requirements by performing business analysis and developed user stories based on the requirements gathered from all the subject matter stake holders.
- Conducted business scenarios identification workshops and created the master test scripts.
- Involved with Infrastructure team to creating and preparing, environment and data for release presentation (RC environment) to client (Federal government, Ottawa).
- Experience in testing and operational support of Web Reports in Content Server to sustain in different environments and devices.
- Worked on Web Services (REST API calls) Testing using SOAP UI/Postman and Monitor to track request and response SOAP Messages.
- Created and maintained automated scripts for sprint stories and regression testing scripts using Selenium IDE.
- Proficient in writing Selenium Web Driver automation scripts in Java using Maven, Cucumber for Web Applications.
- Experience in writing test automation scripts in Selenium Web Driver using Java, PHP, JUnit and TestNG.
- Integrated API test automation into Jenkins, fostering a culture of automation-first within the development and QA teams.
- Planning and Performed testing ERDMs system using OpenText Content Server 16.x (OTCS), compiling inventories of records received and maintained (in any and all formats – paper, electronic, graphic etc.)
- Designing and making recommendations on the security implementation of users like System admins, Super users on different business applications like Content Server, Captiva, Reports (users, groups and permissions) of Content Server.
- Preparing Office of the Secretary records for retirement either to the Federal Records Center or to the National Archives and Records Administration (for permanent storage).
- Triage and manage issue resolution, maintain the defect/issues logs, define severity and priority for each defect with BA & Developers to resolve test bugs.
- Receptive to constructive feedback and continuously seeking opportunities for growth and improvement. Provides constructive input to others when necessary.
- Built Reports and Intelligent Cubes using MicroStrategy Desktop dashboard development and maintenance.

Canadian Registry services   **QA Lead/Scrum Master (Jun'16 – Dec'16)**

D+H LTD, Mississauga

Job Accomplishments:
- Serve as the scrum master for 2 teams. Provide oversight for Kanban team(s) working from a bug backlog.

- Scrum Master responsibilities include coaching on scrum principles, mentoring peers, conducting the morning stand-up, organizing, and facilitating the scrum ceremonies (stand-up, sprint planning, sprint retrospective, sprint demo), loosely overseeing offshore resources assigned to team(s) and providing organizational updates on team progress.
- Serve as a consultant on the formation of organizational scrum standards. Participate in organizational release planning walkthrough.
- Communicate designs to business, development, testing, and training teams.
- Provide insight into designs, verify test conditions, and assist with User Acceptance Testing and Demonstrations
- Updating documents on JIRA and maintain ALM to track changes.
- Established Agile methodologies, testing procedures, maintain the defect/issues logs, quality standards and practices and ensured their successful implementation.
- Leading offshore and onsite teams to achieve daily objectives and get accepted user stories by Product owners (PO).
- Facilitated the Scrum ceremonies - Look Ahead, Sprint Planning, Daily Stand Ups, Demo and Retrospective.
- Led and coordinated both Development and QA offshore teams, assigning the task and reviewing the deliverables and reporting status/issues to client.
- Understand business requirements and translate them into functional requirements.
- Verify that the application matches requirements and ensure the application meets end user expectations.
- Involved in gathering requirements and updating CIS Model for Security and permissions for users and groups on Folder structure for Registry services.
- Involved in Design and implementing ERDMS rules for disposition and Content Server RSI's according to ERDMS Standards.
- Experience is developing, deploying and operational support of Web Reports in Content Server for client records pending for registry.
- Content Server and designing OpenText Folder Structures for Document Management end user usage with consideration of the Records Management File Plan Classifications and Security.
- designing and making recommendations on the security implementation on Folders with permissions add, update, and delete (users, groups, and permissions) of Content Server.
- Responsible for preparing the estimation time lines document for creation, execution and maintenance of the scripts and identifying the problem logs in the application and logging it in the quality center.
- Manage defect triage and management activities during internal and external testing events.
- Plan and perform quality reviews of project deliverables prior to release.
- Created data points for automation testing using Katalon suite.
- Develop and maintain detailed functional knowledge of Salesforce CRM and the Case Management System.
- Performed functional, regression, exploratory and user acceptance testing, Smoke and Sanity checks for all the projects.
- Used JIRA and ClearQuest to track bugs and maintained the flow of iterations.
- Expert experience in developing and conducting all types of tests of n-tier computer applications based in IBM® WebSphere®, Java™ and Oracle®, and object-oriented designed applications and systems infrastructure.
- Tested Complex ETL Mappings based on Business requirements and business rules to load data from legacy source flat files and Microsoft SQL Server tables to target tables.
- Validated Microsoft SSRS reports and ETL testing with use of complex SQL queries. Performed data validation of reports created by SSRS.
- Document business requirements and facilitate requirement sign-off with appropriate business stakeholders.

ERDMS & Info-GO Projects
QA Lead **(Feb'16 – May'16)**

Treasury Board Secretariat
Job Accomplishments:
- Collaborates with business stakeholders and subject matter experts to gather requirements and bridge any gaps in understanding.
- Utilizes various techniques such as JAD sessions, interviews, and mockups to facilitate effective requirements gathering.

- Created process and performed manual functional, positive, negative, integration, UAT/BAT, smoke, grey box and regression testing on multi-tiered web-based application.
- Prepared document for issues and concerns related to assignment deliverables for team lead and Project manager.
- Performed testing user access levels of individual to access documents in OpenText Content Server.
- designing and making recommendations on the security implementation users, groups, and permissions to add, edit and delete items of Content Server.
- Gathering requirements, developing, and updating CIS Model for Security and permissions for users and groups on Folder structure for physical records of cluster.
- Created user profiles according to organization levels and perform backup and recovery data and data sets, and day-today computer systems operations.
- Experience in testing of Web Reports in Content Server.
- Acquired good understanding of system and business by interacting with BA's, use cases and mockup.
- QA expertise in finding gaps and aligning QA process for ERDMS project.
- Created technical documents, traceability matrix and prepared test cases, test plans using use cases, mock up's, business documents and technical documents.
- Prepared Test strategy, test plans for database and regression using use cases, mockups, and technical documents.

OEDW Project (IBM Cúram)   Sr.QA Analyst **(Oct'15 – Jan 16)**

Ministry of Education (CSC)
Job Accomplishments:
- Performs business modeling, including use case modeling, conceptual and logical data modeling, and process and data flow modeling.
- Defines business rules and non-functional requirements for assigned projects.
- Creating manual and automated Oracle SQL scripts for regression testing for release to test Load Count (LC), Field Accuracy (FA) and Referential Integrity (RI)
- Preparing testing strategies to test Dimensional and Fact tables and updating existing scripts according to newly changed business rules.
- Experience in analysis, designing, developing, testing, and implementing Extracting, Transforming, loading data using Informatica PowerCenter components like source qualifier, various transformations/lookups.
- Validated the load process of ETL to make sure the target tables are populated according to the data mapping that satisfies the transformation rules when testing Cognos reports.
- Proficiency in desktop tools (MS Office, MS Visio, MS Project, Outlook) to commence work fast.

DSCIS Project (IBM Cúram)   Sr.QA Analyst   **(Feb'15 – Sep'15)**

Ministry of
Child and Youth Serviecs
Job Accomplishments:
- Interacted with Business Analysts to clarify the User Design and functionality of the application and suggested improvements in ICE (Individual Consolidated Evidence), Business approved and implemented through change request (CR's) (COTS).
- Prepared Test strategy, test plans for functional, regression and smoke testing using use cases, mockups, and technical documents.
- Lead team of 4 in upgrade **IBM Cúram** (case management application) from V3.2 to V6.0.5 and analyze Business and Functional documents and prepared test plans and test cases for V6 upgrade application from requirement traceable matrix to cover 100% coverage. Provided test estimations and performed testing on batch process and XML files, checked logs for Risk analysis and issues.
- Tested specifications to integrate new types of content into an existing global online portal.
- Validated the load process of ETL to make sure the target tables are populated according to the data mapping that satisfies the transformation rules when testing Cognos reports.
- For AODA compliance project: Coordinate the project planning and creation of the technology roadmap to assess 16 cluster applications to ensure the public-facing websites and content are WCAG 2.0 level AA compliant.

- Provide research and environmental scans, identify, and analyze various gaps, issues and implications for AODA project.

SAMS Retrofit Project Sr.QA Analyst **(Sep'14 – Jan'15)**

Ministry of Community and Social Serviecs
Job Accomplishments:
- Acquired good understanding of **IBM Cúram** social assistance applications system and business by interacting with BA's, use cases and mockup.
- Reviewed technical document, traceability matrix and prepared test cases, test plans using use cases, mock up's, business documents and technical documents in HP ALM.
- Performed manual functional, positive, negative, integration, UAT/BAT, smoke, grey box and regression testing on multi-tiered web-based application.
- Participate in systems integration meetings and application deployment activities.

WMS Project /Data warehouse
QA Lead **(Jan'14 – Aug'14)**

Shoppers Drug Mart, North York
Job Accomplishments:
- Engaged with business stakeholders, subject matter experts, application systems analysts & developers to process blueprints on all aspects of warehousing design for all Inbound and Outbound operations of warehouse management system (COTS).
- Tested Complex ETL Mappings based on Business requirements and business rules to load data from legacy source flat files and RDBMS tables to target tables.
- Responsible for coordinating script execution between numerous functional areas and executing tasks pertaining to the warehouse management system.
- Organized Use Acceptance Testing (UAT) by supporting the end user groups by creating UAT scenarios and UAT test cases.
- Build and executed complex SQL queries using JOINS, UNION and SELECT statements to validate source data to migrate from source to staging database.

RSMP (O/O) Sr.QA Analyst **(Jun '13 – Dec' 13)**

Ministry of Transportation (MTO), North York
Job Accomplishments:
- Analyzed Business and Functional documents and prepared test plans and test cases for OO application from requirement traceable matrix to cover 100% coverage.
- Prepared documents and data for performance testing to ensure that performance testing and test results meet performance metrics.
- Developed test cases for payment gateway functionalities for payments (MPG/EPS) using Mainframe tools (TSO/SPF)
- Performed different types of testing like sanity, integration, functional, regression, boundary conditions and performance testing on Registration Licensing System of Ontario (RLSO) and Licensing and Control system (LCS).
- Ensure web accessibility for the AODA Alliance websites using WCAG 2.0 standards.
- Provide mock-ups and wireframes to design a new web interface to develop the new web application for the AODA Alliance website.
- Evaluate defects found during reviews to determine root cause and report to Celtic and prepare report for defect repository management.
- Evaluate defects found during reviews to determine root cause and report to Celtic and prepare report for defect repository management.

Stream Loan Data Migration QA Lead **(Mar'12 – Mar '13)**

D+H LTD, Mississauga **Job Accomplishments:**
- Managed a team of 6 consultants supporting development and testing for the migration projects.
- Reviewed technical document, traceability matrix and prepared test cases, test plans for StreamLoan Migration utility, StreamLoan, match and kill process and registry testing.

- Involved in the process of shifting from traditional waterflow methodology to Agile scrum through mentoring team scrum activates, creating user stories, ceremonies, and Work with the Product Owner to ensure that the that goals are understood by everyone on the team.
- Experience in Test Plan & Test Strategy preparation, Requirements analysis, Test case Design, Test case Execution and Defect reporting using HPQC/ALM tool, TFS and MTM.
- Performed manual functional, positive, negative, integration, UAT/BAT, smoke, grey box and regression testing on multi-tiered web-based application "StreamLoan Migration utility and StreamLoan".
- Build and executed complex SQL queries to validate source data to migrate from source to staging database.
- Performed validation check on data on staging database for final migration to StreamLoan application in the ETL process.
- Assess web accessibility issues and conduct evaluations to ensure compliance with AODA and WCAG 2.0 standards.
- Logged the valid defects and interacted with the application development teams to resolve the issues through defect calls. Provided in-depth detailed information to developers to resolve defects from defect repository.

Facebook Applications
QA Lead (Jul'11 – Apr'12)

Capital C, Toronto
Job Accomplishments:
- Led team of 5 testers in the development & execution QA strategy & test plans of all Capital C projects.
- Allocate tasks to team members and explain to them the requirement/changes.
- Coordinating between business and QA team for requirements discussion and gaps resolution.
- Performed testing Web Content Accessibility Guidelines (AODA) compliancy integration on web applications.
- Review project Business and Functional documentation and create detailed test plans, test cases, and traceability matrix and test scripts to ensure the application performs as defined in the Business and Functional requirements using Test Manager.

Project Phoenix
QA Lead (Jan'11 – Jun'11)

L&T

InfoTech Ltd, Mississauga.
Job Accomplishments:
- Mentor and Lead team of 8 tester from offshore and on-site of 4 testers.
- Coordinate with various teams on the test impacts and project the metrics to the management.
- Build and execute complex SQL queries to perform data completeness, correctness, data transformation and data quality testing for source to target mapping within BI/data warehouse.
- Created automation test scripts for regression and sanity testing using HP QTP.
- Created central data storage in Share point for test plans from flat files and text data files, Documents and deployment track records and reports.
- Create and maintain excel sheets for team meetings and testing status using excel functions.

Screen Replacement Project (SRP)
QA Lead (Jul'08 – Dec'10)

CITI Group, Mississauga.
Job Accomplishments:
- Lead team of 8 testers from offshore and on-site of 4 testers.
- Provided coaching, development, succession, recruitment, resource management and overall team leadership for team members and provided regular input into team members' assessment of performance and development plans.
- Involved in the process of shifting from traditional waterflow methodology to Agile scrum through mentoring team scrum activates, creating user stories, ceremonies, and Work with the Product Owner to ensure that the that goals are understood by everyone on the team.
- Review QA team traceability test matrix to ensure full test coverage based on risk mitigation functions of Capital marketing and mutual funds.

- Actively supported production support team to resolve pre-stage and production issues.
- Prepared the Business (BRD) and Functional (FRD) requirement documents and traceability matrix, translated into Test cases according to the established standards for all releases (1, 2, 3 and 4).
- Experience and very good understanding of SDLC and PMLC
- Performed Shell scripting on UNIX platform.
- Prepared documents, test plans and test cases to execute by offshore and on-site team.
- Provide advice and guidance about assistive technology, web accessibility tools and assessment techniques to ensure WCAG 2.0 and AODA standards are met.
- Develop technical guidelines on web accessibility for online courses and web applications to ensure consistency.
- Research industry usability and web accessibility standards, guidelines, best practices, tools, and technologies to develop web applications that work across multiple devices and assistive technologies.
- Research industry usability and web accessibility standards, guidelines, best practices, tools, and technologies to develop web applications that work across multiple devices and assistive technologies.
- Tested data quality check for accuracy, completeness like missing data, invalid data, and inconsistencies in the ETL process using flat file and text data files.

WirlessWatchDog (Manhattan WMS)   **Sr.QA Analyst (Dec'07 – April'08)**

Job Accomplishments: **BD, Oakville.**

- Engaged with business stakeholders, subject matter experts, and application systems analysts & developers for process blueprints on all aspects of warehousing design for all Inbound and Outbound functional of Manhattan WMOS.
- Involved in testing various Inbound process functionalities as Interfaces, Receiving, Put away, Cycle Counting and Vendor Performance and the Outbound process functionalities as Waves and Wave Management, Replenishment, Allocation, Picking and Packing and Transportation of WMOS. Tested RF devices functionality.
- Test management with HP QC (Quality Center), Managed test planning and designing, developing, and executing manual tests and suites, prepared for automated testing, Determined and report test results.
- Created data driven scripts to be used with various data / test cases for positive and negative testing of the application. Developed performance test strategies and test scripts in LoadRunner.
- Performed regression testing to prove that the new code has no adverse effect upon the current system particularly the corrupting data used by different applications.

<mark>**PROFILE 2:**</mark>

SKILL	Quality Assurance Analyst
Client	**Ministry of Public and Business Service Delivery (former MGCS)**
Client Reference	**Name: Rajesh Satija** **Title: Program Manager** **Phone: 416-276-5301** **Email: r.satija@ymail.com**
Scope of Work	**Description:** **Responsibilities:** • Provides advice on the testing strategy, test plans, the selection of testing tools, and the identification of resources required for testing Plans and organizes testing efforts for large systems in Graphical User Interface (GUI) and non-Graphical User Interface (GUI) environments, including the execution of systems integration tests, specialized tests, and user acceptance testing (e.g., stress tests). • The Quality Assurance Specialist is responsible for the development of test plans, test scripts and test cases and executing these against the various components. The tester will work with the testing lead and

	IT lead of each project as well as the project team members in the analysis, design, development, implementation and ongoing support of the required systems
	General Skills:
	• Experience in planning, organizing and implementing testing efforts at the specified experience level
	• Knowledge of structured methodologies for the development, design, implementation and maintenance of applications
	• Knowledge and experience in the use of Computer Aided Software Engineering (CASE) tools and data query tools to aid in the development of test cases
	• Knowledge and experience in the use of automated test tools and version control systems on one or more platforms
	• Experience executing functional tests, non-functional tests and systems level integration tests
	• Experience supporting user acceptance testing and participating in UAT activities
	• Experience with quality assurance principles, practices, tools and structured methodologies
	• Experience creating testing strategy documentation, test plans, test cases and test data for various types and phases of testing, including technical and business functional validation
	• Experience in quality assurance and testing, including unit testing, integration testing, load testing, performance testing, etc.
	• Knowledge and experience in all phases of the Systems Development Life Cycle
	• Excellent analytical, problem-solving and decision-making skills; organizational, creativity and perseverance skills; verbal and written communication skills; and interpersonal skills
	• A team player with a track record for meeting deadlines
	• Knowledge of one or more automated testing tools
	Desirable Skills:
	• Knowledge and experience in at least one programming language
	• Experience in the use of information retrieval packages
	• Knowledge and understanding of testing methods in an object-oriented environment
	• Knowledge and understanding of Information Management principles, concepts, policies and practices.
	• Knowledge and understanding of Accessibility for Ontarians with Disability Act (AODA) and related regulations and standards
	• Experience planning and organizing testing efforts for both large and small systems
	• Experience coding automated test scripts to produce sets of automated test cases
	• Experience testing Commercial Off-the Shelf Applications (COTS)
Timeline Worked	**Start Date: 2020-12-20** **End Date: Till Date**
Resource Profile	**Lai Bun Kwan**

Lai Bun Kwan
JOB OBJECTIVE: Siebel Consultant / QA Analyst

HIGHLIGHT:
- Over 10+ years' experience with Oracle Siebel product (Admin and User) - Siebel technical configuration/ design / development / integration
- 5+ years of experience with Siebel IP18 with a focus on Admin/configuring/ UAT.
- Working on Siebel CRM Product (Customer Relationship Management) starting from Initial Phase until Post Implementation phase.

- QA Team Leader (Saville System, GSC, BMO)
- Thorough understanding of Test Methodology, SDLC, PLC Life Cycle
- Supervise different ministries during UAT (CCM project in GSC)
- Over 7 years' experience with Automation
- Over 15 years Testing Experience (Banks, Telecom, Mutual Fund, Transportation etc.)
- MVP   2006: QA Environment Support Achievement Award
- Award 2003: Outstanding Teamwork Achievement
- CSTE 2003: Certified Software Test Engineer

EDUCATION BACKGROUND:

- Concordia University, Montreal
  Bachelor of Science
  Major in Applied Mathematics
  Minor in Computer Science

- Certified Software Test Engineer
  QAI - (Quality Assurance Institute Worldwide)

WORKING EXPERIENCE:
SIEBEL QUALITY ASSURANCE - SENIOR CONSULTANT
Dec. 2020 – Present
Ministry of Public and Business Service Delivery (former MGCS)
TPON (Transfer Payment Ontario) – Ontario Autism Funding Project, Priorities and Partnerships
                Funding Project

- Working on Government Funding Program on TPON system, Grants include (COVID-19) Funding Programs and Ontario School Board Funding Programs for the current year.
- Working on Ontario Autism Program's Determination of Needs
- Testing involve Application Forms, Funding Application Process, Transfer Payment Process with consist of Funding Programs, Programs Budget, Programs Payment Plans, Program Agreement Contracts and Programs Reports.
- Testing Oracle Siebel CRM also involve Internal and External Approval Process on Funding Programs.
- Once Approved and Authorized, Funding will transfer directly to the recipients according to the payment schedules (end to end testing)
- Integrating Oracle Siebel CRM with Adobe AEM, Azure, J2EE, OBIEE, PowerBI etc.

Data Technology Consultant
May 2019 – Present   Emmanuel Property Management Ltd

- Property Management solution support - Create automated tools and provide support of existing Property Management process and workflow
- PC Support – Support software and hardware upgrade and troubleshooting

Education and Training - Selenium Web Application
Protractor Web Application

Aug. 2018 - May 2019   Udemy for Business

- Automate Web application using Selenium WebDriver with Java
- Automate Angular Web application using Protractor using Java Script
- Familiar TESTNG Framework, Database Testing, Batch Testing, SVN, APPIUM
- Familiar Cucumber BDD Framework, JQUERY, JSON configuration file
- Automate Testing with HP UFT {QTP)
- Familiar with Protractor Framework
- Familiar with Jenkins, Git, Github, Jasmine, NodeJS
- Configuring Selenium and Protractor and running tests on all browsers
- Techniques to automate using web elements, locators, data driven etc.
- Design distributed systems that manage "Big Data" using Hadoop
- Use Pig and Spark to create scripts to process data on a Hadoop cluster in more complex ways.
- Build Dimensional Model
- Data Integration and ETL
- DW/BI/ETL

QUALITY ASSURANCE SENIOR CONSULTANT
Feb. 2017 – July 2018   Ministry of Education (CSC) – SFIS Modernization Project
IT QA Consultant

- Working on IBM TRIRIGA platform 3.5.2 IWMS (Integrated Workplace Management System)
- Write manual test scripts for AODA using WCAG 2.0 standard
- Use Compliance Sheriff on TRIRIGA platform to test Web contents on SFIS Modernization Project under WCAG 2.0 Level AA guidelines (AODA compliance)
- Use JAWS TTS (text-to-speech) to test SFIS Modernization Project
- Use ALM (HPQC) to store, run (manually) test cases and log defects
- Test client GUI, TRIRIGA Application Server and Oracle DB Server 3/N-tier application daily
- Familiar with Automation Testing, HP QTP, Selenium IDE, WebDriver.
- Data Driven automation with Excel
- Test SFIS Modernization Project which consist of many different components: Inventory Management, Occupancy Management, Planning Areas, PAR (aka ARC), Facility Space Template (FST) and Funding Request (FR) in TRIRIGA platform
- Test Geographic Info. System (GIS) integrated product on TRIRIGA platform
- Test Computer-Aided Design (CAD) Integrator integrated product on TRIRIGA platform
- Extensive knowledge of setting up and testing ECIS Organization Structure such as Login ID and Security Matrix
- Extensive knowledge of testing Search Form (Campus, Land, Building, TA)
- Wrote TRIRIGA UDQ (User Defined Queries) to test Search Form
- Wrote Report artifacts and test different types of Reports (BIRT report, Ad-Hoc Report, Manager Query Report, System dump Report etc.)

SIEBEL QUALITY ASSURANCE SENIOR CONSULTANT
Jan. 2016 – Feb. 2017   BANK OF MONTREAL
IT QA Consultant
Siebel Customer Relationship Management Project (Optimizer)

- Siebel 7.5.3 to Siebel 8 Upgrade (Customer Relationship Management application)
- Siebel Administrator on 2 environments
- UAT testing setup for UAT testing include ids, roles/ Responsibilities, workstations
- Coordinate and support Business users during UAT for application or environmental issues
- Log defects and review using HP QC defect management tool
- Obtain UAT sign off letter after UAT completion
- Working on requirements with User and Business Analyst

SIEBEL QUALITY ASSURANCE SENIOR CONSULTANT
Aug. 2014 – Mar. 2015   BANK OF MONTREAL
SIEBEL Consultant / UAT Lead.
- Lead UAT testing
- Generate daily status report. Self-written VB script
- Test and write Test Documents (Test Plan, Test Matrix, Test Scripts, Test Execution) on applications and record bugs using HP Quality Center
- Test Branch Cheques Image Capture Project
- Test Interface with Optimizer (Siebel) product
- Test Workflow – Verify workflow data, verify Data Completeness ad Correctness
- Regression testing on Saving, Chequing Account and Plans enhancement. Pay As You Go project

Project Management and Project System Training
Dec 2012 – Jun 2013
Project Management Training
- PMP training
- Familiarize and Review on Project Management Body of Knowledge (PMBOK)

QUALITY ASSURANCE SENIOR CONSULTANT / Co - LEADER
Feb 2011 – Jun 2012   Ministry of Government Services (GSC)
Contact Center Modernization Project (CCM).

- Lead and Support UAT testing

- Support users testing during UAT from 10 different ministries
- Collect results each day and compile data to management as a report (e.g. # of Pass and Fail)
- Obtain Sign off letter when testing is done
- Review and Analyze Business Requirement Document, Program Design Document, QA Test Plan document and Vendor product.
- Participate on Test Strategy and Test Plan process on the Project
- Plan Integration Testing, Functional Testing and System Testing, Performance Testing under specific time line on the project.
- Design and Write Test Packages for different Ministries
- Manage testers from different ministries
- Review and Prioritize defects using HP Quality Center and Excel spread sheet
- Create daily summary report using self-written VB script

SIEBEL QUALITY ASSURANCE SENIOR CONSULTANT
Sept. 2010 – Nov. 2010   BANK OF MONTREAL
Siebel CRM Commercial and Retail Banking: Smart Form and Branch Report Project

- Siebel 7.5.3 to Siebel 8 Upgrade (Customer Relationship Management application)
- Siebel Administrator on 2 environments
- Write and Test automated scripts using QTP
- Web Service Based Testing on CRM product
- Maintenance and Support the testing environment.
- Using different tools: IBM MQ, Siebel EIM, Toad, SQL, AQT
- Using HP QC , VSTS Defect Management Tool to log defects
- Web services Testing using Parasoft SOA test

SIEBEL QUALITY ASSURANCE SENIOR CONSULTANT
Jan. 2010 – Sept. 2010   BANK OF MONTREAL
BMO.com Internet /Intranet Project
- Test Web Applications (BMO.com)
- Support Production and Maintain BMO.com Site Testing
- Use Content Management Tools (Vignette) to publish to BMO Web Site.
- Familiar with using different tools namely: IBM MQ, Siebel EIM, Toad, SQL, AQT
- Using Quality Center and VSTS Defect Management Tool to log defects

SIEBEL SENIOR CONSULTANT
Feb. 2008 – Jan. 2010   BANK OF MONTREAL
Siebel 8 Upgrades Project, (Customer Relationship Management application)
- Siebel 7.5.3 to Siebel 8 Upgrade (Customer Relationship Management application)
- Siebel Administrator on 2 environments
- Test SQL Loader – Verify Staging data correctness and completeness to Siebel Base Tables
- Test Web Services transaction are working, deposit, payment and data query
- Test Database migration from Oracle to IBM DB2
- Data migration - Data Extraction testing, Data Transform and Data Load testing, data structure testing
- Build SQL Query

QUALITY ASSURANCE CONSULTANT
Sept. 2007 – Dec. 2007   Royal Bank of Canada
GIC Early Redemption project

- Test TIS (Term Investment System)
- Connect to Critix Meta frame to run application (TIS)

QUALITY ASSURANCE CONSULTANT
Feb. 2007 – Aug. 2007   TD Waterhouse (Wealth Management)
Integrated Desktop Project
- Test IVR/CTI on a Contact Centre Environment (TeleMax, TalkBroker, PA, RMA etc.)
- Utilize Cisco IPCC CTI and Bell Nuance Biometric voice print technology.
- Test Soft phone
- Test Call Prompter
- Write Functional test scripts on IVR (Interactive Voice Response) according to the Call flow flowchart
- Use Clear Quest Defect Tracking System (Web version) to log defects

SIEBEL QUALITY ASSURANCE CONSULTANT (CSTE)
March 2000 – Jan 2007   BANK OF MONTREAL
Siebel CRM Commercial and Retail Banking Call Center Project

- Obtained **Certified Software Test Engineer** designation (Quality Assurance Institute Worldwide)
- Setup CRM Organization using Siebel Product,
- Siebel Administrator for CRM organization, eg. Position, Responsibility, Views, LOV, Employee etc.
- Siebel Administrator for Call Center, Teleset Configuration
- Siebel Administrator for Data Transfer, Excel, EIM, Base table
- Familiar with SQL , Toad, AQT, DB2 client types of product tools
- Familiar with Siebel Tools, Object Manager (OM), EAI, WAS, Resonate Load Balance Server,
- Oracle and DB2 database
- Verint Administrator. Setup QA Data, Corporate Structure
- Verint Administrator: support QA testers
- Test Verint Voice recording and Quality Coaching
- Test Verint Reporting
- Test CTI Call Center Vendor Products – Gensys, Verint, Dragon, Symposium, etc.
- Write Test Design and Test Execution to meet bank quality standard, ISO9000 process
- UAT environment setup and support
- Demo to users during pre UAT

Siebel CRM Commercial and Retail Banking Project
- Working on Siebel CRM Product (Customer Relationship Management) starting from Initial Phase until Post Implementation phase.
- Test interface from Siebel client to Mainframe IBCCAPS CICS application.
- Black box testing on online interface using Web Services to ensure data are correct between IBM Main Frame (OCIF) and Siebel Client environment
- End to End Testing online interface using Mid-Tier application IBM Web Sphere to IBM Main Frame
- Familiar with Microsoft Active Directory Service (AD), domain controllers, to setup ids utilize by CRM application
- Automated testing using (Mercury Winrunner), by written a data driven program to drive testing tool to execute script using a predefined input data sheet.
- Test Web Portal under BMO Home page to facilitate information across the whole organization.
- UAT environment setup and support
- Demo to users during pre UAT

SENIOR BUSINESS ANALYST (UAT)
July 1999 - Dec 1999   SPRINT CANADA
Local and International Telecommunication Project
- UAT on Local Exchange Project which consists of Customer Care, Traffic, Billing and Post Billing
- Write Test Design and Test Execution to test above 4 categories
- Write AS/400 Query

SKILL	**Quality Assurance Analyst**
Client	**Ministry of Health**
Client Reference	**Name: Rajesh Satija** **Title: Program Manager** **Phone: 416-276-5301** **Email: r.satija@ymail.com**
Scope of Work	**SCOPE OF SERVICES** **Description:** • Participate in business requirements walkthroughs. • Analyze business requirements documentation including Use Cases and non-functional requirements.

	• Contribute to the testing strategy and create systems test plan and test suites (including test cases).
	• Analyze test data requirements and create appropriate test data to support the test strategy.
	• Execute system and user acceptance tests adhering to HSC Test Methodology.
	• Verify actual results meet expected results. Examine test databases using SQL. Analyze and log test results. Document and monitor resolution of system variances using an automated problem management system.
	• Provide recommendations to the Project Manager as to the acceptance or rejection of any changed system components.
	• Weekly reporting on status, progress, and key issue/concerns as directed by the Project Lead or Sr. Project Manager.
	• Transfer skills and knowledge to selected OPS staff.
	• The resource may be required to do similar work related to the role, for other initiatives within PRS, as directed by the manager.
	Experience and Skill Set Requirements:
	Testing Experience:
	· Recent (within last year) experience in systems testing
	· Excellent knowledge of system testing methodology, execute system and user acceptance tests
	· Ability to understand and analyze business requirements, and systems response documents, to design and execute test plans to ensure the system functions and meets the business requirements
	· Verify actual results meet expected results. Examine test databases using SQL and JCL. Analyze and log test results. Document and monitor resolution of system variances using an automated problem management system (e.g. Clear Quest).
	· Ability to write test plans and test cases that are well-structured, easy to maintain, and easily understood by both developers and business analysts and clients
	Technology Experience:
	· Continuous, significant experience as a tester in an MVS/COBOL/DB2 environment
	· Significant experience with SQL and JCL
	· Experience with, and understanding of, relational databases
	Analytical Skills:
	· Proven and demonstrable troubleshooting and analytical experience
	· Demonstrated excellent problem solving and decision making skills
	· Experience analyzing business requirements documentation including Use Cases and non-functional requirements
	· Experience analyzing test data requirements and create appropriate test data to support the test strategy
	Communications Skills:
	· Strong verbal and written communications skills
	· Strong Interpersonal and negotiation skills
	· Strong consulting skills to engage with all stakeholders
	· A demonstrated team player with a track record for meeting deadline
	· Demonstrated success in working productively with business clients, developers, and technical specialists such as DBAs
Timeline Worked	**Start Date: 2021-04-01** **End Date: Till Date**
Resource Profile	**Madhusudhanrao Kannuri**

Madhusudhanrao Kannuri

Experience Summary

Having 25**+** years of extensive IT experience, out of which **18+** years of testing experience as Sr.QA/QC/QM/Lead analyst and 6+ years of Sr. Systems/Programmer analyst in the domains of telecom, banking, finance, insurance, Media and Provincial/Federal **Government** services.

- ➤ Well versed with **Waterfall** and Iterative (**Agile**) Methodologies in Telecom Billing, Provisioning (**AMDOCS, Mainframes**), Supply Chain-Inventory, Order mgmt. (**Oracle EBS**), Banking**,** Financial Services **(CyGuard),** Insurance, Digital Media, Retail, Oil & Gas industry (**SAP**), Social Assistance Program (**Curam, Siebel**)
- ➤ Expertise in each of the major testing types including **Unit**, **Smoke/Sanity, Integration, System, Functional (**White Box, Black Box**), Performance, Regression, Usability, UAT, BAT** and **Data Warehousing (migration/conversion)** testing
- ➤ Solid understanding of SQA project involvement, have experience working with **Waterfall**, **DevOps**, **Agile,** SOA, V-Model and Spiral **SDLC** Methodologies.
- ➤ Extensive experience in creating/executing **Test plans, Test cases,** and **Traceability matrix** based on Business requirements (**BRD**), Functional Requirement (**FRD/SSD/SRS**) documents, Unified Modelling Language (**UML**) diagrams and Design Use cases ((**DUC**)
- ➤ Excellent knowledge of testing methods in **Object oriented** environment and hands on experience with Enterprise Content/Document management systems (Drupal, SharePoint)
- ➤ Ability to create complex **SQL queries** in Oracle, SQL server, **DB2** and MS Access with or without **CASE** tools (TOAD, SQL developer, XPEDITER)
- ➤ Expertise in development and testing activities of **Mainframes** environment **(MVS, TSO/ISPF, JCL, COBOL, IMS, DB2, SPUFI**, **VSAM**, File-AID, Abend-Aid**, XPEDITER)**
- ➤ Experience in use of **automated testing tools** for the purposes of testing web services in an ESB (WSDL, SOAP, XML) related environment(SoapUI**)** and **COTS/CRM** applications
- ➤ Strong **Organizational**, **Analytical**, **Interpersonal** skills with the ability to communicate technically, both written and verbal

Technology

- ➤ **Testing Tools**: RQM 4.0 (Rational Quality Manager), **RCQ**, RFT 8.2.1, RPT **8.2** QC (10,0), ALM (11.5) QTP (9.2,10.0, 11.0), UFT 11.5, Load Runner (11.5), SOAPUI, JIRA, Selenium (IDE, RC), Bromine, XPATH, Bugzilla 4, JAWS, MS TFS, Kissmatrics, Test Link, Mantis, GitLab, Cucumber
- ➤ **Data Base/Tools**: TOAD, SQL Server, MYSQL, Oracle (Sql developer), **DB2**, IMS
- ➤ **Operating System:** Windows XP/7/NT/2000, Sun Solaris, MS-DOS, UNIX, LINUX, **MVS**
- ➤ **Languages:** C, C-Sharp, Java, VB, VC++, ABAP Web Technologies: Servlets, JDBC, EJB, JSP, ASP, MS SharePoint 2008
- ➤ **Middleware:** MQ Series, BizTalk, Web Methods, Websphere, Weblogic
- ➤ **Scripting**: Shell Script, VB script, Java Script, CGI, PHP, HTML, XML, SOAP and WSDL
- ➤ **Software Products**: Oracle EBiz suite 11i: SAP, **Siebel 8.1**, IBM **Curam** 6, MS **Dynamics**
- ➤ **Data Warehousing:** Informatica (PC), **Cognos (DM, BI)**, Data mart, OLAP, OLTP
- ➤ **Methodologies:** Waterfall, Agile, V Model and Customer Specific Methodologies

Education

- ➤ B.Sc Computer Science & Engineering, Belgaum, KU (1990 - 1994)
- ➤ ABAP/4 course from SAP AMERICA, Philadelphia, USA (1999)
- ➤ SDLC Methodology course from Washington University, USA (2002)

Security Clearance: Reliability and **Secret Level II** Statuses (10 Years)

Career Profile

From - To	Organization	Designation / Role
April 2021 to Present	**Ministry of Health** – Provincial Govt.	Sr. Systems Testing/QA Specialist
Sept 2015 to April 2020	**Environment** Canada – Federal Govt.	QA Lead/Tester
May 2015 to July 2015	Rogers **Communications** Inc.	ETL Test **Lead**

July 2013 to Jan 2015	**Ministry** of Child, Youth & Social Services	Sr.QA Consultant
Jan 2012 to Apr 2013	**Suncor** Energy Inc.	Sr. QM Consultant
Sep 2011 to Jan 2012	Rogers **Media Inc.**	QA **Manager**
Jun 2010 to Sep 2011	**Davis** + Henderson	Sr. QC/QA Analyst
Jun 2005 to Oct 2008	**Rogers** Communications Inc.	Sr. QA Analyst (Test Prime)
Apr 2003 to May 2004	Bancorp **Investment** Inc.	Sr. QA Analyst (Test lead)
Oct 1997 to Feb 2002 (Development profile)	**USA Department of Labour,** Verizon Inc. International Paper, USF&G, **Bell Atlantic**	Sr. Systems/Programmer Analyst (Legacy Systems, COBOL, DB2, VSAM)

Testing Assignments

Assignment - I
Client: Ministry of Health & Long-Term Care,   **Duration**: April 2021 to Present
Position: Systems Testing/QA Specialist**,** Level 3
Project Description: Payment & Registration I&IT Solutions (PRS) is an integral part of Ministry of Health Services I&IT Cluster (Cluster/HSC) which is the IT department offering OHIP services to Ontarians and Medical Practitioners in accordance with the Regulatory Compliance standards like OHRC, AODA. The purpose of this department is to develop products, provide services to the Medical Associations/Physicians which deals with Claims processing, generating payment as per the architected rules by the Government Legislature. Feeding in other interfacing applications for the purpose generating periodical statements for the Reconciliation process. Along with the claims processing, settlement of financials there are other functionalities which deals with Registration and Drug benefits coordination for Ontarians.

  ➢ Currently performing as **System Tester** responsible for end-to-end testing activities to ensure the business requirements are met and the system performs as expected without impact to current business processing.
  ➢ The following are the key responsibilities during my tenure
      o Participate in business/System requirements (SR) **walkthroughs**.
      o **Analyze** business/System requirements documentation including Use Cases and non-functional requirements.
      o Contribute to the testing **strategy** and create systems **test plan** and test suites (including **test cases**).
      o Analyze test data requirements and create appropriate **test data** to support the test strategy.
      o Execute system and **user acceptance tests** adhering to HSC Test Methodology.
      o Verify actual **results** meet expected results. Examine test databases using SQL. Analyze and log test results. Document and monitor resolution of system variances using an automated problem management system.
      o Provide recommendations to the Project Manager as to the acceptance or rejection of any changed system components.
      o Weekly **reporting** on status, progress, and key issue/concerns as directed by the Project Lead or Sr. Project Manager.
      o Demonstrated team player with a track record for meeting deadlines and successful collaboration with business clients, developers, and technical specialists
▪ **Solution Environment:** MVS, **JCL**, **COBOL**, VSAM, IMS, **DB2**, FILE-AID, SPUFI, IBM Cognos, Princeton Softech Tools, IBM Hourglass. IBM Rational Tools RFT, RQM, ClearQuest.

Assignment - II
Client: Environment Canada. Toronto ON   **Duration**: Sept 2015 to April 2020
Position: QA Lead/Tester Level 3

Project Description: WPR project is an in-house efficient future forecasting system aimed to support a multi-hazard, multi-scale, multichannel public alerting system in Canada. The new **Geo spatial** application allows forecasters to create/share/publish frame sequences consist of key frames made of Meteorologist objects called MetObjects.

➢ Performing as **QA Lead/Tester** in testing of NinJo based WPR Project.
➢ Planning, Coordination, Execution and **Mentoring** (Co-Op Students) on Quality assurance methods, standards and best practices.
➢ Developed and Reviewed **test plan**, **test cases**, **traceability** matrix using **Test Link** by analysing the business requirements, project documentation, and design use cases (**DUC**)
➢ Carried out **object-oriented** (Method, Class, Cluster level) and system testing of event based alert messaging system (Ninjo) build using **Java** and Java FX.
➢ Validated **XML** mappings of referential/application data of MR/DMS using case tools
➢ **Waterfall** methodology is adopted initially, then switched to **Agile** methodology and produced continuous working solutions (CI/CD). Currently transitioning to **DevOps** methodology and setting up pipelines using Jenkins to automate the deployment.
➢ **Mantis**/**GitLab** tools were used for defect logging/resolution/retesting and triaging
➢ Participated in **status calls/meetings** with key ECCC stakeholders (Managers, Leads, Forecasters, BA's, Developers, DBA) to update and track status and resolve any dependencies

Solution Environment: NinJo client 1.9, Test Link 1.9, Mantis 1.2, Linux 3.2, Oracle, Jenkins, cucumber, GitLab, Java, Java FX, TOAD

Assignment - III
Client: Rogers Communications Inc. Brampton ON   **Duration**: May 2015 to July 2015
Position: ETL Test Lead (Informatica, Control-M, Oracle, Interfaces to ResponseTek)
Project Description: NPS Expansion and Evolution project [Phase 3 of Customer Satisfaction Measurement system called (CMP)] resulted from gaps found during the original implementation of CMP project.

➢ Performed as an **ETL Test Lead** in testing/mentoring of 12 ETL feeds of CMP Project.
➢ **Resource** planning for test execution and mitigation plan for resource ramp up when additional resources required for test execution. **Mentor** new resources as required.
➢ Developed and Reviewed **test plan**, **test cases**, **traceability** matrix using Rational Quality Management (RQM 4.0) based on **data warehouse/BI** requirements, mapping documents. Rational **Clearquest** (RCQ) used for bug/defect tracking.
➢ Coordinated the QA Environment setup, which includes the **Control**-M configuration, **Informatica** workflow setups, **UNIX** access, **and DB**/**Schema/Tables (Oracle)** creation thru **SQL**(DDLs.)
➢ Tested the end to end (system integration) flow of Random Sample CHATR feed merging into Rogers/Fido feed. i.e. Verification of XML **mappings/mapplets** for transformation rules by executing the **Informatica** workflows via **Control-M**.
➢ Verified Records counts, unique sequence generator and mandatory field populations along with Data feed indicator before generating ResponseTek external **interface** file using case tools (**SQL** Developer).
➢ **Rational ClearQuest (RCQ 7.1)** used for defect logging/resolution/retest.
➢ Participated in **daily status calls and weekly status calls** with key Rogers stakeholders (project Managers, third-party vendors and Rogers IT) to update and track status and dependencies

Solution Environment: Informatica Power Centre 9.5, RQM 4.0, **RCQ** 7.1, Oracle 12, SQL Developer 4.1, UNIX, Control-M Enterprise Manager 7.0, SQL Developer

Assignment - IV
Client: Ministry of Child, Youth & Social Services (MCSS)
Duration: July 2013 to Jan 2015
Position: Sr.QA Consultant (ETL/Reporting/Interfaces/Curam)
Project Description: SSSMP is a self-sustain modernized solution of social assistance services, which includes the complete replacement of the Ministry's legacy/**mainframe** system (SDMT) functionality with IBM **Cúram and Siebel** (**COTS**). The current Iteration is focusing on interfaces with FRO, CRA, Banks (RBC), RFC updates, defect fixes, Go-Secure (PKI) implementation, Web, GUI, Reports, Letters, System Integration and end-to-end testing
Responsibilities:

- ➢ Responsible for **test planning, analysis, design** and **execution** on a very complex rule-based system called SAMS (Social Assistance Management Services) having both internal (**Mainframes**) and external interfaces (RBC, CRA) to and from **OPS** and financial institutions.
- ➢ Performed as a **QM** consultant (testing of SAMS Financial Reports & Letters), and SME on Curam **Financial** (Payments, Cheque **Reconciliation**, Ledgers, EFT), Case management workflows. Evidence (Business Rule configuration) resolution.
- ➢ Review EUR **documentation, create test plans, test cases, traceability matrix,** and **test scripts** to ensure the **business intelligence Reports**/Letters/Interfaces performs as defined in the business and system **requirements**.
- ➢ Verify Go-**Secure** functional testing which includes authentication and integration of **PKI** (Secure logins of internal SAMS users)
- ➢ Review and recommend best practice for **data warehouse (Conversion/Migration)** testing against the back-end DB (**DB2**, **Oracle)** systems. Applied **agile** methodology throughout Migration.
- ➢ Responsible for accessibility compliance testing (**AODA**) using **WCAG** 2.0, Level AA standards. Verification of **WAI-ARIA** attributes usage for screen reader (JAWS) compatibility.
- ➢ Execution/Validation of the entire cycle of **ETL (Informatica)** process.
- ➢ Design complex **SQL** queries during preparation of **test data** for **ETL reports** testing.
- ➢ Setup and execution of Daily and monthly Mainframe batch processes (**JCL/PROC**) to feed the payment data into staging database for further verification.
- ➢ Created Visual Basic **Macros (automation scripts)** while validating the **payment** (Daily/Monthly) **batches** and other interface feeds that are loaded in to staging database as per the schemas and ensured the transformed data loaded into reporting database for **BI reports** (Cognos 10) generation
- ➢ Design Test Cases, Executing Test Cases, **Defect** management/retesting the fixes and carrying out End to end/Regression testing using **HP QC/ALM/UFT tools.**
- ➢ Create reusable test templates and **coach/mentor** testing activities to business users & peers.

Solution Environment: MS Office 2010, Visio, SharePoint, Oracle 11g, **EBS**, WebSphere, Linux 5.3, SQL Developer, IVR, HP QC 10.0, ALM 11.5, QTP 11.0, UFT 11.5, Load Runner 11.5, Informatica, COGNOS 10, ESP and Mainframes (**MVS, JCL, COBOL, DB2, VSAM**), **CRM IBM Curam 6.0**, **Siebel 8.**1, HTML 4/5, CSS 2/3, **JAWS,**

Assignment - V
Client: Suncor Energy Inc. (Petro Canada), Toronto ON
Duration: Jan 2012 to Apr 2013   **Position**: Sr. QM Consultant
Project Description: PICASSO is a new retail fuel pricing solution (COTS) using VISTAAR price management software, replacing in-house, custom developed, legacy (**Mainframes** JCL/COBOLDB2/CICS) system (PIC). It is the core application to enable retail fuel pricing at Petro Canada sites, as well as determining the "Buy Price" for independent dealers. It is a composite system with 30+ interfaces which enables (i) recording of competitor fuel prices via 3rd party Surveys (Data Stream), (ii) price determination engine, (iii) decision support system, (iv) price change authorization and price execution.
Responsibilities:
- ➢ Performed as a **QM** consultant on various in-house agile Projects in Suncor.
- ➢ Responsible for test **planning**, analysis, design and execution on a very complex system called PICASSO (Retail Fuel Pricing system) with external feeds from POS credit card sales, Real time transaction data from BizTalk, 3rd party Surveys from Data Stream etc.,
- ➢ Review project **documentation**, Gap Analysis and create test plans, test cases, traceability matrix, and test scripts to ensure the application performs as defined in the business and system requirements.
- ➢ Implemented **agile** methodology, attended **scrum** meetings and updated product catalogue and maintained **collaboration** between all team members and stakeholders
- ➢ Writing Test Cases, Executing Test Cases and System Integration, End to end testing.
- ➢ Co-ordinated with **offshore vendors** (CompuCom, Vistaar) for successful client software **installation**/configuration **set-up** of test environment and validating with **users**, in partnership with design, **development** teams and business focus group.

- ➢ Validated successful message transmission thru **Web Services (XML)** between PICASSO and Inbound/ Outbound (**IVR**, Bulloch, **SAP** BW) **interfaces**, thru Enterprise Service Bus (**ESB**) using **Web Methods (Web Services)** and **SoapUl.**
- ➢ Performed **Data mapping** testing against the back End (**Mainframe**) systems
- ➢ Tested the entire life cycle of **ETL** process during data conversion phase. Verified the **mainframe** batch (**JCL**) job outputs and other interface feeds are loaded in to staging **DB2** database as per the schemas and ensured the **transformed** data loaded into final oracle database. Used Case tools such as **TOAD, SQL** XPEDITER etc.,
- ➢ Designed complex **SQL** queries for **data warehouse/conversion/migration** testing.
- ➢ Thorough testing carried out on reports generated by SAS and **Informatica** using data fed by the Picasso application.
- ➢ Generated reports and graphs from **HP Quality Center** to project and report Test Effort in the Test Case Creation phase and Test Execution phase.

Solution Environment: Excel 2010, **SharePoint** 2008, Oracle 11, JRE 1.6.0, .NET 4.0, IE 8, Middleware (Orbacus 64 bit), Webmethods), JDK 6, Redhat Enterprise Linux 5.3, TOAD, XML SPY, CISCO Call Centre (IVR), SAP (IPR, BW), Bulloch (POS), , HP Quality Centre 10.0, TSYS, Informatica, Attachmate, XPEDITER, COBOL, CICS, JCL, DB2, IMS, IDMS, Loquendo (text to audio),

<u>Assignment - VI</u>
Client: Rogers Digital Media Inc., Toronto ON   **Duration**: Sept 2011 to Jan 2012
Position: QA Lead/Acting Manager

Project Description: Web & Mobile apps (Spsortsnet, LouLou, Rdeals, Citytv, Radio sites [Kiss92.5])

- ➢ **Migration of UUMS:** Migration of UUMS (*my.chatelaine.com, my.citytv.com, my.sportsnet.ca, inscription.lactualite.com*) from ITS/All stream to Rogers Digital infrastructure.
- ➢ **Rdeals:** Rdeals is a brand-new group deal/discount AODA compliance website to allow users to take advantage of discount pricing on collection of deals, restaurants, fashion, activities etc. for a limited time on the Rdeals website. Users will have the ability to:
  - Create and manage customer profiles
  - Make online transactions (**OLTP**) using credit cards and mobile devices.
  - Subscribe to newsletters, daily promotional emails
  - Social Media sharing (Face book, Twitter, etc)
- ➢ **Mobile testing** (*City TV video, Rogers Radio*) these mobile applications are developed for mobile devices (I phone, I pad, Playbook, Blackberry, Android).

Responsibilities:

- ➢ Performed as an Acting **Manager**/QA lead in testing of various in-house Project in Rogers digital media
- ➢ Attended the **kick off meetings** to understand business and functional requirements of upcoming Project
- ➢ Developed and Reviewed **test plan**, **test cases**, **traceability** matrix, **Scope** layout doc using Jira.   **Daily**/**Weekly** execution **summary** report, Sign-off notes with Rogers IT Business, development teams and obtained approvals.
- ➢ Involved in post migration validation with business **users**, in partnership with design team, development team and customer focus group
- ➢ Provided assistance/**training** to **Load/Performance** testing team using **Load Runner/ Browsermob** where parameterization is required (feeding the user id's, credit cards, etc)
- ➢ Prepared test strategies using **agile methodology** for **mobile** apps by segregating functional, Integration, compatibility testing focusing on systems integrity and user experience.
- ➢ Provided analytics (**Kissmatrics**) for the RDeals portal (ASP.**NET**) to track website visitors, analyse the traffic sources, measure sales and conversions
- ➢ Created **automation** test scripts (**QTP/UFT** and **Selenium IDE**) of the major applications in the **Regression Suit** for several releases and maintained and executed via HP **ALM**
- ➢ Participated in **daily status calls and weekly status calls** with key Rogers stakeholders (project Managers, third-party vendors and Rogers IT) to update and track status and dependencies
- ➢ Documented the changes to existing process (**Confluence**) according to the established standards

Solution Environment: MYSQL, WordPress, Selenium IDE, Selenium RC, Apache Server, Linux, Bromine, PHP, XPATH, JIRA. PC: Windows XP – IE 7, FF 3.6.18, Mac: OSX – FF 3.6.18, Safari 5, Mobile – BB, Iphone, Android, Tablets – Playbook/IPad, TSYS, Websphere Application Server, HTML 4/5 and CSS 2/3, HP ALM 11.5, QTP 11.0, UFT 11.5, Load Runner 11.5, Kissmatrics, MS Visual Studio, ASP.NET, SDLC, **JAWS**

Assignment - VII

Clients: D+H, Provincial Governments (Registry Services) **Duration**: Jun 2010 to Sep 2011
Position: Sr. Quality Control Analyst

Project Description

➢ **CyGuard** is a comprehensive solution providing customers the means to facilitate and manage various **Provincial government registry** transactions ((13 provincial registry interfaces). The application based on the ExpressOS platform at D+H. Creation and maintenance of Assets Lien **registrations**, **amendments** (renewals, discharges) across all the provinces in both USA/Canada.

➢ **National Student Loan Management – (Migration of MS Dynamics 4.0 to 2011)** is a comprehensive solution providing students loan applications, disbursement, repayment, interest relief, debt management. The CRM programs modules were **migrated** successfully from MS Dynamics 4.0 to 2011 version.

Responsibilities:

➢ Lead and trained PQA (Offshore QA resources) on PPSA project

➢ Guided project team and implemented '**QA Test Cycles'**, Walkthroughs and Defect review meetings into the project plan

➢ Created Master Test plan and provided QA **estimation** for each Change Request

➢ Analyse **BRDs** to determine business scenarios, Test Conditions and Test data

➢ Created and maintained Smoke, Functional and **Regression** Test Cases in HP Quality Centre (QC) and **automation** test suites in **Quick Test Pro (QTP)**

➢ Writing Test Cases, Executing Test Cases and System Integration, End to end testing.

➢ Established **Traceability** between Requirements, Test Cases and Defects

➢ Tested the complete cycle of **EDM** (Creation, Uploading, Generation and Emailing of documents)

➢ Successfully tested the full **migration/implementation** cycle of **CRM** modules Canada Student Loans (CSLP), **OSAP**, **NSLSC** and external interfaces to **government** applications.

➢ Used **Parasoft** to perform **SOA** testing such as validating XMLs and SOAP Messages in integrated **Web Services** traffic (through both backend and front end)

➢ Developed and executed SQL queries to perform **Database** (SQL Server) testing

➢ XML mapping validations carried between **interfacing** applications

Solution Environment: HP Quality Centre 10.0, QTP, Windows XP/NT, SQL Server 2005, BizTalk, MS Visual studio (VSTS) 2010, Team Foundation Server (TFS), **CRM MS Dynamics** 4.0, 2011, .Net, C#, **Web sphere** MQ, UNIX/AIX, SDLC.

Assignment - VIII

Client: Rogers Communications Inc., Toronto ON   **Duration**: June 2005 to Oct' 2008
Position: Sr. Quality Assurance Analyst (Test prime)

Project Description: Following are the various Telecom assignments (Supply chain, Provisioning, Billing, Reporting, Oracle Migration) carried at Rogers

➢ NRIS Rogers Communications Inc. has extended footprint of **Oracle** E-Business suites to support common supply chain processes across Wireless, General Inventory (GI) and Home Terminal Device (HTD) businesses. SCM processes comprise of Order capture in Order Channels, fulfilment and shipment of orders (Tracking) and inventory managements. The following are few systems under the scope of this project for Internet/Cable (GI and HTD) and TITAN(**Mainframes**), for Wireless V21(Amdocs), Fulfilment Application (FA), Vendor Phone File (VPF), Super System (SGI) and other third-party applications like warehouse management system Resolve, Scan code (AMG) and Q-Logitech.

➢ Sales Central (Fido/Rogers) application is one of the order channels that allow retailers to place orders for new and existing customers. Enhancements made to this application are providing Fido dollars access, ETL's extension for product catalogue updates, cable products provisioning etc.

Responsibilities:

- ➢ Performed as a Senior/Lead QA Analyst in testing of various in-house Project in Rogers/Fido
- ➢ Attended the **workshops with Rogers business primes** to understand business and functional requirements of SCM Project
- ➢ Acted as **SME for the Supply Chain Management** Project and assisted/**mentored** other downstream QA teams
- ➢ Developed and Reviewed test plan and test case documents with Rogers IT, Business, development teams and obtained **sign-off**
- ➢ Assisted in **architect responsibilities** for analysis, design, technical guidance and impact analysis. Involved in collateral template designs (**EDM**) and testing
- ➢ Implemented **Testing Methodologies (Oracle Unified Methodology), Framework, Procedures and Standards** for SCM, CSM(V21), DOAT, Zone Client, TOE Project
- ➢ Identified functional and performance issues, including **deadlock conditions**, database (**Oracle**) connectivity problems, and system crashes under load.
- ➢ Tested both inbound and outbound **web services** between SCM and external applications by validating XML files using **SOAP UI**
- ➢ Carried out **AODA** compliance testing using **JAWS** and Compliance **Sheriff** such as validation of Text Alternatives, Keyboard Accessibility, Readability, Predictability, Seizures, Compatibility and Adaptability.
- ➢ Provided assistance to Automation team using **HP QTP** for NRIS project
- ➢ Participated in Creation of Transactions for Performance Testing using **Load Runner**
- ➢ Writing Test Cases, Executing Test Cases and System Integration, End to end testing.
- ➢ Created and Maintained the **Regression Suit** using HP QC and **IBM Clear Quest** for SCM Project for several releases
- ➢ Provided **assistance** to **UAT team** in test Plan/cases creation, test execution and result validations
- ➢ Tested Ad-Hoc Reports using Cognos **Query Studio** and Complex Reports (consists of Lists, Charts, Cross tabs, Images, Logos and Dimension view) using **Report Studio**
- ➢ Created/maintained **JCL** jobs to extract production data (modems, MAC addresses) for preparation of **test data** from SGI system (**Mainframes**, TSO/ISPF, **COBOL**, **DB2**, CICS, VSAM, File-Aid, Endevor, XPEDITER)

Solution Environment: AMDOCS (**CSM, V21, MPS**), SQL Server 2005, Oracle 9i, Oracle E-Biz 11i (OM, INV, Purchasing), **Cognos**, Java, UNIX/AIX, **Mainframes** (MVS, File-Aid, DB2, IMS, TSO/ ISPF, CA Endevor) TOAD, QTP, Load Runner 8.0, **RFT 8.2.1**, **RQM 4.0, RPT 8.2,** IBM MQ Series, IBM WebSphere Application Server, HTML 4/5 and CSS 2/3, **Oracle CRM Siebel 8.1,** SDLC, **OUM**, **JAWS, Compliance Sheriff, HP QC 10,** QTP 10.0, Load Runner 10, SOAP UI

Client Specific Systems: Super System/SGI (Cable/Internet), WEB Applications: TOE, Rogers.com, and Fido.ca.

Assignment - IX

Client: U.S. Bancorp Investments Inc.   **Duration**: April 2003 to May 2004
Position: Sr. Quality Assurance Analyst (Test Lead)

Project Description: Share Holder Management System

- ➢ The Work log is an online database that facilitates the tracking and resolution of issues that our business partners encounter on a day-to-day basis. Dealing with **Mutual funds**, **Brokerage,** third party and client's accounts.

Responsibilities:

- ➢ Responsible for **Test Planning, Execution and Analysis** on a very complex system called SMS with external feed from **FundServ**.
- ➢ Review project **documentation** and create **test plans, test cases, and test scripts** to ensure the system performs as defined in the business and system requirements.
- ➢ Created Gap analysis, user evaluation documents and captured/maintained the feedback from relevant **distributed** project teams.
- ➢ Implemented **Testing Methodologies, Framework**, Procedures and Standards.
- ➢ Involved in **Project Planning, Workflow Analysis, Review, Quality, Implementation,** and Communicating with other departments.
- ➢ Executing Test Cases and System Integration, End to end testing.

- Dealing with **wire order entry, financial** and non-financial updates**, purchase,** redemption**, switch** and **transfer** of test accounts.

Solution Environment: HP Quality Centre10, QTP, Windows NT, Oracle, IBM (Web Sphere, MQ Series), UNIX/AIX, SDLC

Development Assignments

Assignment – X
Client: Verizon Wireless Inc. Arlington-VA   **Position**: Sr. Systems Analyst

Project Description: CLEC - Verizon is a local telephone service and wireless provider. Verizon provides ordering and pre-ordering services to competitive local exchange carriers (CLEC). The following three CLEC's (LSI, CORBA & EDI) used to enter orders.

Responsibilities:
- Responsible for System analysis, design and development of order entry system (JCL, **COBOL**, CICS, **DB2**, IMS)
- Scheduling of mainframe jobs and services, batch service setup using CA7 in production environment.
- Level 1 supervision of Post migration **production support**, Batch services monitoring and abend resolutions
- Create and support **JCL**/PROCS, setup Batch Jobs in **QA**/UAT/SIT environments.
- Participated in daily and weekly **status calls** with key stakeholders (project Managers, third-party vendors and Business Analysts) to update and track status project implementation.

Solution Environment: Mainframes (**MVS**, File-Aid, XPEDITER, CICS, DB2, SPUFI, IMS) Informatics, Endevor, Harvest, Sun Solaris (UNIX).

Assignment –XI
Client: International Paper Inc. Memphis-TN   **Position**: Sr. Systems Analyst

Project Description: Project Viking is HR transformation conversion & migration project of IP to replace existing HR/Payroll systems by SAP HR/Payroll.

Responsibilities:
- Responsible for analysis, design, develop, test and implementation of data transformation modules between mainframe applications (MVS, JCL, COBOL, **VSAM**, IMS, IDMS, DB2) SAP HR modules.
- Created and scheduled batch jobs that produce Bi weekly/monthly payroll files fed into BDC (interface modules of SAP payroll applications)
- Created complex queries using **SQL** to generate reports comparing payment details across **DB2** (Mainframes) and Oracle (SAP)
- Onsite-offshore coordination, gap analysis, workload distribution between migration and support teams.

Solution Environment: MVS, JCL, COBOL, VSAM, IMS, DB2, IMS, IDMS, Endevor, Oracle, Web Sphere, SAP HR

Assignment –XII
Client: USA Ministry of Labour, Connecticut CT   **Position**: Business Systems Analyst

Project Description: (DRS Migration of UNYSIS to IBM platform**)**   DRS (Dispute Resolution Services) provides neutral third party assistance to trade unions and employers through collective agreement conciliation

Responsibilities:
- Responsible for analysis, design, and create data mapping solutions for SADS xp which converts Unisys Cobol/DMSII applications to the IBM/DB2
- Create and update master **copybooks** in order support conversion modules
- Analyse, troubleshoot and resolve both user/system **abends** (SYSMDUMP, SYSABEND). Expertise in fixing SOC7's (Data exceptions errors)

Solution Environnent: Mainframe (COBOL, DMSII, DB2, JCL, File-Aid, XPEDITER, Endevor), IBM MQ Series, Curam.

9. **Security Analyst (3 Profiles):**

PROFILE 1:

SKILL	Security Analyst
Client	**Delta Dental of California**
Client Reference	**Name: Venkata Suresh** **Title: Manager, Tranzeal Incorporated** **Phone: 408.884.0357** **Email: sureshs@tranzeal.com**
Scope of Work	- Design and implement long-term strategic goals and short-term tactical plans for managing and maintaining corporate systems, data and network. - Assist in auditing computer systems to ensure they are operating securely and that data is protected from both internal and external attacks. Will perform security scans using vendor utility tools. - Design audits of computer systems to ensure they are operating securely and that data is protected from both internal and external attack. Make recommendations for preventive measures as necessary. - Ensure that proposed and existing systems architectures are aligned with required security goals and objectives. - Provide security expertise, technical leadership, and assistance to Business Analysts, Network Technicians, Systems Architects, and software development teams. - Document the company's existing security systems portfolio; make recommendations for improvements and/or alternatives. - Develop, document, and communicate plans for investing in system security, including analysis of cost reduction opportunities. - Conduct research on emerging security technologies in support of systems development efforts, and recommend technologies that will increase cost effectiveness and systems flexibility in a holistically secure environment. - Review new and existing systems design projects and procurement or outsourcing plans for compliance with standards and architectural plans. - Develop, document, communicate, and enforce a policy for standardizing systems and software as necessary. - Lead investigations of security violations and breaches and recommends solutions; prepares reports on intrusions as necessary and provides analysis summary to management.
Timeline Worked	**Start Date: 2021-09-01** **End Date: 2023-02-28**
Resource Profile	**Harwinder Samra**

HARWINDER SAMRA

PROFILE:
- A results-driven **IT Professional and Technology Architect**, with around **20 years of experience**, skilled in managing infrastructure components. Skilled in partnering with project teams and others

to better understand security requirements for applications and how to best implement them. Adept at working with engineering teams in the development of the technical design and documentation.

- Able to evaluate and manage vendors for new technologies, and changes to existing technology.
- Possesses a solid history of performance excellence in network engineering, architecture design, and information security. Well-versed in managing projects, and in implementing, deploying, leading, and developing IT security solutions.
- Recognized for superior communication and team collaboration abilities and for the ability to effectively leverage analytical and critical thinking to deliver reliable and consistent results.

AREAS OF EXPERTISE:

- Proven experience in designing, implementing and operating large-scale security architecture solutions within large and complex multi-supplier/multi-platform environment
- An experienced Cloud Services professional with wide experience in multiple cloud platforms including Microsoft Azure, Amazon AWS, EC2 and others. Strong background in IaaS, PaaS and SaaS solutions in the cloud. Strong experience with Azure Active Directory, Azure AD Connect, Azure Multi-Factor Authentication (MFA), Microsoft Enterprise Mobility Security (EMS), Microsoft Intune, Microsoft Mobile Applications Management (MAM) as well as Azure Networking Stack and Azure Migrations as well as assessing and designing/deploying Azure network security.
- Good knowledge of CI/CD with Jenkins, Git, SVN, Terraform, CloudFormation, and Chef.
- An experienced security architect with in-depth security analysis and design experience in infrastructure security, application security, data security, and security behavior analysis. Experienced in Microsoft Information Protection (MIP), Azure Information Protection (AIP), Microsoft Cloud app Security (MCAS), Azure Sentinel, Azure Data Loss Prevention (DLP) as well as various types of legal and litigation holds and data integrity preservation.
- Developed, maintained, and monitored information security policies, standards, procedures, and control techniques to address all applicable requirements.
- Excellent knowledge and experience in designing and building a security posture based on industry best practices and frameworks like NIST CSF, ISO 27000 series, TOGAF, ITIL, and CSA controls.
- An experienced and highly skilled IT Security Professional with versatile skills in all aspects of IT server design, security design, architecture, and implementation of Infrastructure Components such as Systems, Network, Storage as well as applications and middleware. Experienced with IT security auditing, security validation and testing, Authentication, Authorization and Accounting (AAA) best practices and Data Loss Prevention (DLP) best practices.
- An experienced and highly skilled Microsoft Active Directory professional with excellent design, implementation and troubleshooting skills in medium to large scale enterprise environments. Highly experienced in Active Directory consolidation, migration, and separation in large scale enterprise environments with 12+ years of Microsoft Active Directory experience. The experience and skills include Active Directory related components such as DNS, DHCP, DFS replication etc.
- Well-rounded background in host, network, database and application security.
- Experience in writing shell scripts to automation and monitoring using shell, PowerShell, Python, and Bash.
- A team player as a team member and as a team leader.

PROFESSIONAL CERTIFICATIONS:

- AWS Certified Solutions Architect Associate (███████████████)
- AWS Certified Security Specialty (███████████████)
- Microsoft Azure Architect Technologies (███████)
- Microsoft Azure Security Technologies (███████)
- Certified Information Systems Security Professional (██████████)
- SABSA Chartered Security Architect SCF ()
- Certified Information Security Auditor (██████████)
- Information Technology Infrastructure Library Certification (███████████████)
- The Open Group Architecture Framework Certified (█████████████)
- Cisco Certified Network Associate (███████████)

- Microsoft Certified Solutions Expert (▮▮▮▮▮▮▮▮▮▮▮▮)

EDUCATION:
- **Bachelor of Engineering-Electrical and Computer Engineering**
  University of Victoria, Victoria, BC
- **Diploma, Electronics Engineering Technologist**
  Electronics Engineering Bridge Program, Camosun College, Victoria, BC
- **Applied Software Development (ASD),**
  British Columbia Institute of Technology, Vancouver, BC

PROFESSIONAL EXPERIENCE:

Cognizant Technologies   **March 2023 – Current**
Senior Manager – Cyber Security Architecture (FTE)

Participated on multiple internal security projects, evaluated and deployed cloud security technologies. Helped defined, designed and secured infrastructure application architectures within primary tenants of Availability, Integrity and Confidentiality.

Calabrio
Senior Manager - Security Architecture
Technical Scope:
- Conduct gap analysis for existing tenancy and provide recommendations to mitigate gaps.
- Provide security design and architecture expertise to Calabrio.
- Provide IaC (Azure Bicep) to deploy and test security controls i.e., Azure firewalls, NSGs and UDRs.
- Ensure Calabrio tenancy meets GPDR, PCI, SOX framework requirements.

Newcrest Mining
Senior Manager – Transition Technical Lead
- Document processes and procedures for Service Desk transition from Newcrest to Cognizant
- Lead and Plan knowledge transfer sessions

Premera Blue Cross
Senior Manager – Security Architecture
Technical Scope:
- Provide subject matter expertise to build out security architecture for Premera Blue Cross Azure primary and secondary landing zones.
- Architect landing zone security for Premera Hybrid Azure Cloud.
- Perform gap analysis on existing controls and recommend security controls to mitigate control risks.
- Provide IaC to deploy and test security controls i.e., Azure firewalls, NSGs and UDRs.
- Validate security architecture compliance with Premera accepted framework and controls library.
- Provide security patterns for securing PHI and PII data

TMG-HCSC
Senior Manager – Cyber Security Architecture
Technical Scope:
- Lead Security Architecture Team
- Recommend and implement instrumentation for use in monitoring and alerting with Security Operations Centre.
- Create policy, processes, procedures and training for SOC support teams to support monitoring and alerting.
- Responsible for cloud security architecture, reviewed internal and external IT projects and applications for risk and adherence to security policies, standards, and industry best practices.
- Participated in system specification review process to ensure system requirements can be translated into valid software architecture.
- Create Bicep scripts to deploy Azure Infrastructure as Code (IAC)

Molina Healthcare
Senior Manager – Security Architect
Technical Scope:
- Participated in system specification review process to ensure system requirements can be translated into valid software architecture.
- Managed multiple security initiatives across multiple platforms, networks and applied security technologies. Experienced using an enterprise architecture methodology (STRIDE Framework & TOGAF)
- Responsible for cloud security architecture, reviewed internal and external IT projects and applications for risk and adherence to security policies, standards, and industry best practices.
- Create Terraform scripts for deploying Azure Infrastructure as Code (IaC)

Walgreens
Senior Manager - Security Architect
Technical Scope:
- Provide subject matter expertise to build out security architecture for Walgreens customer facing C-IAM (Customer Identity and Management) platform.
- Provide design patterns for SIEM integration with Azure services as well as external services such as Okta, APIGEE, Ping Identity.
- Provide security input on application integrations patterns.
- Validate compliance with Walgreens internal controls.
- Provide security patterns for securing PHI and PII data.

Delta Dental of California.   September 2021 – February 2023
Cyber Security Engineer (Contract)
Technical Scope:
- Participated on multiple internal security projects, provided security expertise to application development teams.
- Helped define, design and secure infrastructure application architectures within primary tenants of Availability, Integrity and Confidentiality. Actively promote security awareness and advise members of development teams on company security standards, including secure coding guidelines based on methodologies including OWASP Secure SDLC, MS-SDLC, Agile SAFe.
- Working with product owners, developers, penetration testers and other security architectures on efforts to mitigate identified risks in existing products.
- Conduct Security Threat and Risk Assessments on application and tooling being developed internally.
- Provide subject matter expertise for assessment and mitigation of findings from automated security testing tools (DAST/SAST)
- Work with developers on secure coding principles and security best practices
- Advise on secure architectures related to web applications, and cloud computing as it relates to core products and services
- Work with teams to plan the resolution of any identified vulnerabilities/issues.
- Create, review and guide with security design patterns to support architecture.

Concentra Bank, Regina, Saskatchewan   January 2020 – September 2022
Enterprise Security Architect (FTE)

Technical Scope: IAM Roadmap, Cybersecurity Framework, Cloud Governance Framework, API Security Governance
Provide subject matter expertise to build out Concentra Banks IAM Roadmap and Strategy, Cybersecurity Framework, and Cloud Governance. Map NIST CSF to Concentra's OSFI requirements and implement controls to comply with regulatory requirements.
- Supported with designing, testing, and implementation of complex security solutions to meet security and regulatory requirements for cloud environments. Contributed and acted as author, for cloud security documentation including standards, specifications, and Security Reference Architectures.

- Decoupled Identity & Access Management from MSP forest into standalone domain and integrate with Azure AD to align with cloud first strategy.
- Design PAM architecture for on-premises and leverage Azure PIM for cloud.
- Work with developers to architect security design and controls for digital banking applications both retail and back office.
- Consult on work of 3rd party developers to build security into Digital Banking platform to ensure Application Security and API Security.
- Work with SOC partners to develop a robust Auditing & Monitoring scheme for domain assets.
- Design Network Architecture (zoning) for new data center and Azure cloud infrastructure to ensure proper network segmentation and access control.
- Ensure secure implementation of Robot Automation Process (RPA) platform.
- Work with Solution Architects to implement and template build, change and versioning of infrastructure with automation tools such Terraform, Ansible, ARM.

Coast Capital Savings, Surrey, BC   **December 2019 – September 2020**
Security Solutions Architect (Contract)

Technical Scope: Amazon AWS, Microsoft Azure, 0365, Splunk SIEM, Tenable IO, Demisto XSOAR, PIM, IAM, API Security
Charged with planning and developing IT system, network, and data security measures. Collaborated with Enterprise Architects to develop security solution architecture documents in line with the banks' defined frameworks and design patterns. Supported initiatives and identified security improvements to reduce enterprise risk and to maximize protections for member data.
- Delivered Cloud Security Architecture on assigned projects using AWS & Azure. Built cloud architecture with Azure, using Azure Resource Manager, Azure IaaS, PaaS offerings and services in Azure Commercial offerings and the AWS equivalent products and services.
- Delivered AWS Cloud Security projects and managed delivery teams within scope of capabilities defined for Practices and Statement of Works (SOW)
- Assess, recommend, and design security products and services from anti-virus, firewalls, DLP, SIEM, Web Security Gateways, and email spam.
- Instrumental in Designing, developing, implementing, and information technology hardware, software, and networks to optimize internal security.
- Resolved security vulnerabilities and recommend necessary changes through the development and implementation of risk mitigation plans.
- Enhanced internal information and asset security by understanding security trends of existing, new, and emerging technologies.
- Design and implement information security architecture strategy and technology roadmap improving the balance of security, efficiency, effectiveness, and scalability.

<u>Projects -</u>
<u>Tenable.io</u> - Design a detailed security architecture document for converting the on-premises Nessus vulnerability scanner to a SaaS platform. Migrate current scanning profiles to new SaaS design. Ensure new platform was able to support current scanning of on-premises workloads as well as workloads in AWS. Apply proper RBAC polices to limit access to correct roles, integrate with Azure AD for PIM and SSO requiring MFA.
<u>Splunk Cloud</u> – Create solution document for transitioning on-premises Splunk services to Splunk cloud SaaS. Ensure log aggregation from on-premises as well AWS CloudTrail, CloudWatch and system event logs were being properly collected. Integrate with EA established privilege access management (PIM) leveraging Azure AD.
<u>Cortex XSOAR</u> – Architect the deployment of a SOAR system to SecOps team. Reviewed market assessment document with enterprise architecture and decided to implement Cortex XSOAR based on best alignment to CCS requirements. Completed design document in accordance with EA desired design patterns for system integration with existing platforms on premises as well as AWS and Azure.
<u>Microsoft Office 365 Migration</u> – Determine security architecture for integration teams for migrating Exchange online and rolling out Microsoft Office 365. Solution included Microsoft CASB and DLP.

Vancouver International Airport (YVR), Richmond, BC   **October 2018 to September 2019**
Information Security Specialist (FTE)

Technical Scope: Splunk, CyberArk PSM, Rapid7 InsightVM, Duo MFA, Varonis Datadvantage, Redhat Enterprise, Sourcefire IPS/IDS, Trend Micro Deep Security, VMWare, Indegy SCADA/PLC, MDM

Charged with YVR information security infrastructure planning, implementations, and maintenance. Scrutinize, evaluate, and oversee the implementation of infrastructure security enhancements. Collaborated with enterprise teams in the design, planning and development of security standards for systems, networks, and the enterprise security architecture.

Plan and execute responses to security incidents; convey risk and remediation procedures, and guide mitigation activities. Coordinate with managed service providers on PCI-DSS compliance, and on monitoring/reporting anomalous actives from SIEM logs.

- Partnered with the team to develop an incident response plan and playbooks to counter threats against airport information security.
- Deployed multi-factor authentication; used CyberArk to set up identity access management.
- Deployed Duo MFAs across the enterprise and external vendors across company resources on-premises and in the public cloud.
- Worked with Datacenter and Endpoint teams to leverage PowerShell to automate administrative tasks, such as user account creation/deletion, managing VM snapshots, cleaning up and hardening AD user/admin permissions.
- Successfully coordinated an incident response tabletop exercise to build playbooks and to test IR plans.

4Refuel, Langley, BC   **April   2018   - October 2018**
Information Security Architect (Contract)

Technical Scope: Amazon AWS, Azure, 0365, VPN, Cisco, Meraki, IDS/IPS, LDAP, Radius, Duo MFA, Proofpoint Anti-SPAM, RootSecure Vulnerability Scanner, Zenedge WAF, N2W Cloud Protection Manager, TrendMicro AV, SIEM

Tasked with founding the company's enterprise information security strategy; with defining the infrastructure framework and architecture; and with developing the long-term management roadmap. Define cybersecurity standards and data security policies.

Guided the formulation, development, implementation, and execution of enterprise information security programs such as IT risk management, threat intelligence, security detection, security incident responses, vulnerability management, and identity/access management. Facilitated training and mentorship for team members on deployed technologies and business processes.

- Provided technical expertise and guidance on AWS security tools for Information Security teams. This include decisions about how cybersecurity and vulnerability monitoring will be performed, using/integrating both cloud-native and third-party security tools and controls.
- Designed/implemented a sophisticated network upgrade that included hardened firewalls, switches, and routers following a significant network security breach.
- Effectively implemented network and information security protocols for a hybrid on-premises and cloud (Amazon AWS, Azure, O365) datacenter; successfully linked 25+ branch offices across Canada and the US to enable central management of resource access and network traffic.
- Collaborated internally in the facilitation of an RFP for securing MSP services, supporting a SIEM solution, and delivering after-hours coverage for network threat mitigation.
- Consistently acknowledged for success in the deployment of remote access for clients using VPN technologies and integrating control methods into deployed MFA control planes.
- Led vulnerability and penetration testing for host, network, and perimeter devices and mitigated identified vulnerabilities.
- Led effort to automate network stack leveraging Python, to administer network gear, such as switches, routers, and APs.

HP Advanced Solutions, Victoria, BC   **November   2016   to April 2017**
Senior Security Engineer (Contract)

Technical Scope: ArcSight, LogRhythm, Cisco ASA, Cisco Sourcefire IPS/IDS, Tipping Point IPS/IDS, Intel McAfee NSP IPS

Charged with planning/implementing IT system security measures, the network, and data. Observed and examined network traffic to identify potential incidents. Prevented data loss and service interruptions and generated event logs. Formed partnerships to strategize risk mitigation techniques and controls.

- Expertise with security technologies in general, at host and the enterprise domain.
- Support HP SOC tier 1, 2 and 3 teams as an escalation.

- Mentor and provide training, document/create methods and procedures for NOC staff.
- Process escalation tickets by diagnosing and resolving raised alerts from lower support tiers.
- Perform network monitoring and capacity planning, ensure network performance and security meet SLAs.
- Conduct industry research on security trends, goals of potential adversaries to better prepare for security incidents.
- Successfully built customized rule sets for the Sourcefire intrusion prevention system and tuned the Sourcefire system to bring it up to current patch levels.
- Conducted malware investigations and coordinated vulnerability assessments and policy scanning activities on Windows platforms.
- Built and executed custom Snort rules for Sourcefire IPS to mitigate potential network attacks.

Victoria Conference Center, Victoria, BC   **February 2014 to September 2016**
IT Manager (Contract)

Technical Scope: IPS/IDS, LAN Infrastructure; Switches, Routers, Telephony, Meraki Switches/APs, Palo Alto Firewalls
Successfully established and effectively managed the IS budget for capital projects; supported initiatives; and identified process improvements and cost efficiencies to maximize the budget spend. Used advanced skills and knowledge to provide help desk support services. Improved infrastructures; reviewed VCC requirements; and recommended changes in support of VCC IS plan.
- Effectively consolidated/retired obsolete servers and installed two new virtual hosts; purchased new hardware for their support and to provide stronger network system security/stability.
- Architected an internal VCC network and a client wireless network.
- Implemented cybersecurity controls leveraging O365 and Azure AD
- Processed RFPs and evaluated/selected the top vendor for a new Wi-Fi infrastructure for conference attendees; conducted wireless site surveys for access point deployment for optimization of wireless coverage, signal weakening, and signal dead zone mitigation.
- Revamped and instituted a new administrative LAN infrastructure including switches, routers, telephony, and wireless access points.

Consumer Protection BC, Victoria, BC   **2007 to 2013**
Infrastructure Administrator (Contract)

Technical Scope: VoIP, Windows Server, IDS, Microsoft Hyper-V, Microsoft Exchange
Charged with installing, configuring, and maintaining infrastructure, servers, printers, and applications; with maintaining multi-site Exchange failover clusters and Microsoft Lync pools; and with monitoring network security and recommended changes to mitigate potential threats. Completed data backups and recoveries. Checked system performance and utilization. Configured and maintained routers, switches, and VoIP telephony equipment to support interoffice data and VoIP traffic between branch offices.
- Directed the successful migration of the data center from reliance on physical servers to virtualization; achieved significant cost savings.
- Successfully redesigned network infrastructure architecture to better support branch offices by replacing ageing HP switches/routers to Cisco.
- Authored and implemented standard procedural protocols focused on data backups, server/desktop patching, and eliminating spam.
- Developed documentation/tutorials for the technical staff on troubleshooting/resolving issues.

Ministry of Justice, Victoria BC
2005 - 2006
Project Technical Lead (Contract)

Developed the token-based Public Key Infrastructure (PKI) authentication and pre-boot encryption portions of the Identity and Access Management (IAM) project. Resolved technical issues related to security and compatibility in collaboration with vendors, developers, and other technical staff. Assessed and evaluated vendor hardware. Provided ongoing user support.
- Established procedures for software deployment and trained deployment teams.
- Created technical support guidelines and procedures for use by support staff.

PREVIOUS EXPERIENCE:
- Network Administrator | Stressgen Biotechnologies | 2001 – 2005
- Network Technician | CompuSmart McLeod Trail | 2000 - 2001

SKILL	Security Analyst
Client	World Wide Technology Holding CO., LLC
Client Reference	Name: Manjunath Goparapu Title: Manager Phone: 314-301-2431 Email: manjunath.goparapu@wwt.com
Scope of Work	• The Ideal candidate is a continual learner, a self-starter, has a strong work ethic and a healthy attitude of cooperation and collaboration. • The environment includes: Palo Alto On Prem Firewalls, SIEM (Splunk), Cisco networking infrastructure. • Has functional working experience with AWS networking (AWS certified advanced networking cert preferred) • Has experience with building, operating, and supporting Palo Alto Firewalls • Nice to have: Certification such as CCNA, CCNP, PCNSE, • Bachelor's Degree in Computer Science, Information Systems, or Engineering will be considered based on experience. • Experience with automating virtual network infrastructure (Terraform / Ansible) • Responsibilities Responsibilities: • As part of the Network Security team, the Network Security Engineer is responsible for analyzing, designing, installing, configuring, maintaining, and repairing of network security infrastructure and application components. • The candidate will provide primary support and operation of the network security controls at SVB. • Familiarity with Palo Alto Firewalls and AWS hosting environments are the primary skillsets desired by this role, as well as a well-rounded network engineering background. • As a member of the Security organization, the candidate will also be expected to understand and enforce Security best practices within an enterprise environment.
Timeline Worked	Start Date: 2022-50-01 End Date: Till Date
Resource Profile	Henry Thomas D'Souza

HENRY THOMAS D'SOUZA

Computer System Analyst.
PCNSE/ACE 6 & 7 & 8/CCP-N (Citrix-Netscaler)/PSE-DC/SCPU6.3 (Splunk)/NSE4/Azure Architect – 900 – 103 – 500 - 303
Measuring Risk and Promoting Compliance
"Design secure support and audit networks that improve operational proficiency and reduce total costs of ownership by risk mitigation."
View me on LinkedIn: http://ca.linkedin.com/in/dsouzahenry

SKILL SETS

- **Cloud: Azure / AWS deployment and Security.**
- **Network Security** –Palo Alto Firewalls, Cisco ASA 5505, Checkpoint, Cisco NAC, Net screen, Nokia 560,1220 and 1260 implementation and support. Cisco PIX implementation and support. Use of Nessus, Nexpose, GFI Languard.for vulnerability scanning.
- **Information Security** - Risk Assessments, Vulnerability management, incident management, Cyber threat management

- **Network Authentication** – CNAC, ACS, Tacacs and Active Directory integration with Remote Access, Wireless and Easy VPN.

- **Network Administration** – Layer 3 Routing EIGRP, BGP, RIP, OSPF and protocol fine tuning, Layer 2 Switching with Cisco 3750 , 4500 and 3400 Metro   switches in a switched environment, Wireless AP and WLC WCS implementation and support with ACS and AD integration. System Administration, UNIX, NT, DNS, DHCP, Active directory and ACS Tacacs administration. DevOps Security.

- **Network Optimization** – Cisco Content Switching, Application performance, Security, QOS and routing protocol tuning and Network Admission Control.

- **Remote Access**- Site to Site IPSec VPN, Easy VPN implementation and integration with Cisco ASA and Cisco VPN concentrators, TACAC and Active Directory and NAC solutions for admission control for Remote users.

- **Network Help Desk Management** - To assist end-users with networking technology to ensure the effective use of technology for optimum productivity and ROI.

- **Supervision and Team building**.
- **Training and instruction** - Equipping the users to achieve a high productivity experience, documentation, and awareness.

Credentials, Trainings and Certifications
AWS Cloud practitioner/Network Security Specialist/Security Specialist Certification

- Azure AZ-900/104/500/303 cloud - Architect. - Certified
- Palo Alto Certified PCNSE / ACE 6 & 7 & 8 - Certified
- Palo Alto Certified System Engineer Associate – Datacenter (PSE 6) - Certified
- Citrix NetScaler (CCPN) - Certified
- Fortinet Certified NSE4/NSE5- Certified
- Cisco ASA Security and Remote access. 2008, Global Knowledge.
- NHIN Security Workshop, 2011, NHIN institute, Waterloo University.
- Cisco Content Switching, CSSCS 2008, Global Knowledge.
- Cisco Network Admission Control (CNAC) 2009 Global Knowledge.
- Blue Coat Proxy SG, 2014, 2005.
- Checkpoint Firewall, 2005.
- Cisco VPN Concentrator, 2006.
- Compaq certified Tandem Communication product, 2000. Compaq certified Tandem Communication product - Tandem Inc USA
- UNIX & HP Administration, 1999, UNIX Administration - Network Inc., Mumbai India, Certified and Trained.
- Networking & administration NT 4.0, 1998. CMS, Networking & administration NT 4.0 Certified and Trained.
- CCIE – Boot camp Routing & Switching. -2008.
- CCNA/CCNP – 1996.
- Nokia Firewall with Checkpoint implementation, 2005.
- Networking Tech and Principals of Communication, 2004.
  Expert Rating Global Communication - Certified and Trained.
- Compaq certified Tandem Field supports S series, 2000.
  Tandem Compaq - USA Certified and Trained
- NHIN Security Workshop, NHIN inc., Waterloo University, 2011.
- VMWARE Training – Dell Inc. – 2010
- Network Forensic Analysis – 2014 – CIRI-IRIC - Net runner Inc.
- GNS3 Development and contributor.
- MacAfee SIEM Administration.
- Splunk Certified Power User.
- GCP – Google Cloud Certified
- NSE7- SDWAN certified.

CAREER HISTORY

Worldwide Technology – WWT.

05/2022 - Current:

Project Freddie Mac – Virginia

- Palo Alto Consulting and deployment Engineer for Prisma and MPAC
- Migrations and implementation from Legacy Cisco to NGFW Palo Alto technologies.
- AWS/Azure Cloud Security with NGFW Palo alto and Fortinet technologies.
- Migration of Legacy VPN and Remote Access to Palo Alto
- Panaroma migration and Prisma migration for M300 and M500s

Project – Bank of Melon London UK
- Palo Alto Consulting and deployment Engineer.
- Migrations and implementation from Legacy Juniper to NGFW Palo Alto technologies.
- AWS/Azure Cloud Security with NGFW technologies.
- Migration of Legacy VPN and Remote Access to Palo Alto

Project – DaVita Healthcare – USA

- ■ Migrated the core and Perimeter Cisco ASA and Firepower to Palo Alto firewalls.
- ■ Migrated the VPN and Remote Access to Prisma access Palo Alto.

2022 – 04/2023 - Nice Inc

- ■ Palo Alto and Sofus consulting and deployment Engineer.
- ■ Migrations and implementation from Legacy Sofos to NGFW Palo Alto technologies.
- ■ AWS/Azure Cloud Security with NGFW sofus/palo/aws technologies.
- ■ Migration of Legacy VPN and Remote Access to Palo Alto
- ■ Use of VOIP over IPSEC and AWS with Palo SDWAN/Prisma solution

2018 – 04/2022-Dimension Data/NTT
Current projects. **NTT**

Extensive work on Prisma / Cortex XDR / Cortex Data Lake / Panaroma / Migrations/SDWAN / FirePower / Fortinet .
- ■ University of Pittsburg Medical Center (Pittsburg)
  - ▪ Migration of Juniper to Palo Alto across the campuses**.**
- ■ 20th Century Fox (California)
  - ▪ Palo Alto Panaroma and firewall refresh
- ■ Millicom International (Florida)
  - ▪ Palo Alto Panaroma and firewall refresh and AWS Cloud Security.
- ■ Southern Wines and Glaciers (Florida)
  - ▪ Palo Alto Panaroma and firewall refresh with Global Protect deployment.
- ■ Cox Automotive – Checkpoint Migration to Palo Alto
- ■ Brookfield Properties – Remote Access ASA/ISE/F5 solution
- ■ Millicom Internationals – Greenfield Palo IPSEC network across globe.
- ■ SCJ International – Palo Alto and ACI integration**.**
- ■ Town Sport International – Cisco Firepower implementation
- ■ Radio Free Europe – Cisco Firepower implementation.
- ■ Lloyd Chemicals – Palo and Network Assessment**.**

2017-18 - Kaiser Permanente - Security Analyst (Contract) (California) KAISER PERMANENTE.
- ■ Remote firewall migrations of Cisco ASA and Checkpoint to Palo alto firewalls
- ■ Off hours High Incident support and troubleshooting with PCI Process.
- ■ Firewall rules clean up after migration using Splunk and Tufin
- ■ Weekly Firewall CRQ deployments and verifications.
- ■ Weekly Work Order scripting, verifications and deployments.
- ■ Assisted in daily operations and normal functional requirements

2016-July17   **Palo Alto Networks –**

  - (Contract Position) Powered by U.S.Cellular Freddie Mac (Chicago/Virginia)

- Project Carrier DMZ 7500 PAN were physically installed at each equinox site at Atlanta Ashburn, Chicago and San Jose datacenters.
- Project Carrier DMZ 7500 PAN upgraded, configured and integrated with Panorama (device groups and Templates)
- Project Carrier DMZ 7500 PAN integrated with the US Cellular external and internal network successfully.
- Project Carrier DMZ 7500 PAN assisted in creation of LLD (low level design) and HLD (High Level design) documentations.
- Part of design meetings for the Carrier DMZ project since January 2017
- All Panorama were successfully upgraded to 7.1.9.
- ENET Duplicate Virtual Panorama was decommissioned and firewalls were migrated to the standby Panorama.
- BMS/Business Vertical/3G/Carrier DMZ firewalls were successfully migrated and integrated with the M100 Panorama.
- Reconfiguration using proper device groups and templates were completed along with on the job training provided to US Cellular engineers.
- Three Training sessions were conducted for Panorama and Palo Alto PA200 configuration and management.
- Palo Alto Virtual Labs were created for the training sessions for basics operation and advanced troubleshooting sessions.
- Palo Alto Firewalls BMS/3G/Business Veridical/ PCI were upgraded to 7.1.8 Code.
- Content upgrade (backlogged for last 6 month) was performed on all firewall updating the latest contents on all firewalls.
- Assisted in DDOS attack by building access -list using regions and country blocks.
- Out of Band Project Proof of Concepts was done and a Lab demonstration was completed.
- Out of Band Project installation for replacement of Sonic wall FW with PA200
- BMS PA200 firewall replacement due to an issue with certain bugs (in progress) (12 Palo Alto firewall swap out).
- M100 Panorama replacement of the old M100 was performed successfully.
- Configured Threat filters on all the Palo Alto Firewall for Wanna Cry Ransomware. (Provided recommendation on providing response pages and DNS Sinkholes).
- Tiffin VMWARE for PCI Compliance and Rules cleanup
- PANOPTIC VMWARE for Palo Alto firewall management
- High CPU issues due to High Volume of logging was reconfigured to provide relief on CPU.
- Performance analysis for 3G firewall was completed and the results were summited to Management for review, with the recommendation
- To migrate 3G traffic to the PAN 7500 in the carrier hotel DMZ.
- Firewall Logging and streamline design was proposed with 2 M100 for Panorama Configuration management and two M500 for pure logging.
- Palo Alto MIBS and Alarm specs were worked on with the monitoring team

- Dynamic Block List was configured on ENET firewalls, integrating with Log Rhythm SIEM for dynamically blocking malicious websites.
- Assisted in troubleshooting Wisconsin Call Center VOIP call drops issue, by configuring SIP profile ALG options.
- Helped clean up the Palo Alto Inventories for all firewall location and serial wise.
- Assisted in daily operations and normal functional requirements

2013-2015   **Blake's Cassel & Graydon - Security Analyst** *Blakes* (Toronto)
- Risk Assessment/Threat Management/Vulnerability assessment & remediation.
- Risk mitigation strategy, Cyber threat response, Server hardening and risk management.
- Risk mitigation/reduction using access layer controls such as Bit9/Safend technologies.
- Compliance derivate and polices enforcement
- Network/computer basic Forensics analysis.
- Citrix Netscaler deployment (Load balancing & Application Firewall).
- Patch Management using GFI, Nessus, WSUS. Bluecoat administration.
- DMVPN based secure networking.
- Perimeter design and consolidation.
- Palo Alto and Cisco ASA firewall Management.
- Incident management

2012-2013   **McCain foods - Sr. Project/Network Engineer** McCain
- Implemented Cisco WAAS globally resulting in cost saving of more than $100k in Bell MPLS savings.
- Implemented UTM Unified Threat management globally using fortigate for local security.
- Implemented VOIP lab using ASA 5540 and 3750 for testing global UC Project.
- Designed and did vendor negotiation for South Africa LAN remediation project.

2009 – 2012   **The Scarborough Hospital**, **Network & Security Specialist** (Full-Time) The Scarborough Hospital
- Implemented the first Firewall 5520 with Redundancy where none existed before.
- Saved $110K in vendor negotiation for purchase of networking equipment.
- Implemented Cisco intrusion prevention system to inspect traffic coming and leaving the organization.
- Implemented Web sense in order to block unwanted usage of internet increasing productivity and protecting the organization against security threats from unsecure sites.
- Implemented VSS 6509 Cores to guaranteed fault tolerance and redundancy giving TSH 99.99 % Uptime.
- Implemented Web sense Proxy V5000 from the threat assessment mandate policy.
- Created & Implemented BIG IP F5 for Remote Access for allowing access to remote user.
- Implemented VPN IPSec setup for vendor support and transcriptions support to the hospital.
- Implemented VMWARE 4.1
- Migrated 70 Servers to VMWARE retiring existing Physical creating more physical space in the DC.
- Implemented Wireless with 8 Controllers and 1 WCS with 325 AP are increasing productivity & Mobility.
- Implemented Encryption MacAfee EPO for 350 Laptops as per the ehealth Govt mandate.

■ All the above implantation was done without hiring <u>professional services saving the hospital over $75k</u>.

2008 - 2009 **UNIS LUMIN - Network Analyst -** UNIS LUMIN

 UNIS LUMIN is a Gold Certified Partner of CISCO, with a main business of providing a complete life cycle of consulting, integration, support and managed services in application development, communications (voice, video and data), security, and storage and data center management.
■ Provided escalated telephone and email support for customer network issues (Routing/Switching/Security/Wireless/CNAC/CSSCS and partially on Voice.)
■ Provided onsite technical support for clients, IOS upgrades, part changes, and implementation. Processed Cisco RMA's, Licensing and Warranties,
■ EMC Supporting Clients for Security, Routing, Switching and Wireless, Cisco Load balancers, Cisco ASA, Wireless Controllers for almost 120 different client across Ontario and Canada.
■ In-house projects and network refreshes for client like Laxness Inc, JBMH, Ornge, CPAC, Omers, and Cancer care Ontario, Blue Waters etc.
■ Sniffers like wire shark and Opt view traffic analyzers for networking performance tuning,
■ Packetters and F5 for Load balancing and traffic analysis and monitoring.
■ Orion Net flow Traffic Analyzer for monitoring and QOS applications.
■ Call Manager Administration.
■ Project – UL – Cisco ASA and Remote access, Site to Site VPN.
■ Project – Laxness Inc. Sarnia – Network Upgrade, ACS upgrade, Wireless implementation.
■ Project – CPAC – Wireless implementation.
■ Project – Ornge – Wireless WLC WCS and CNAC implementation OOB NAC and NMAR.
■ Project – Sherburne health center – Wireless implementation.
■ Project – PWC – Content switching implementation.
■ Project –JBMH – Site to Site VPN and ASA implementation.
■ Bloor view – Wireless implementation.
■ CCO – Implementation of Cisco ASA 5520 for Firewall, Remote access and Easy VPN.
■ Blue water Sarnia – Cisco PIX IOS upgrades for primary and secondary PIX.
■ Active directory and Call Manager Administration.

2007 – 2008 **TELEGLOBE INC**. – (Contract via **TCS**) TELEGLOBE
Senior Network Administrator - Montreal (One-year contract- Project aka TCS Inc).
■ Extensive work on Cisco 6500, 4500 and 3750 switching environments.
■ VPN concentrators and 3400 Metro Switches.
■ EIGRP, RIP and BGP routing mixed environments.
■ Was instrumental in various network migration projects globally for Turin implementations.
■ Layer 2 and 3 escalation calls in operations for 24*7 Support
■ Improvements in network performance.
■ Wrote, designed and produced Procedures and network documentation.
■ Prepared flowcharts and Visio diagrams to illustrate sequence of steps project must follow to describe logical operations involved.
■ Monitoring Tools: Cisco works2000, HP Open View, and Solar Winds, what's UP.
■ Wire shark Sniffers and Picketers traffic analyzers for networking performance tuning,

- Turin's and Sonus Transmission implementations.
- Call Manager Administration.
- Active Directory Administration.

2005 – 2007   **BIO-RAD LABORATORIES INC.** – (Contract via **TCS**)   BIO·RAD
Senior Network Administrator - California (Contract-Three-year Project aka TCS Inc).
- Extensive work experience on Cisco 6500, 4500 and 3750 switching environments.
- Extensive experience on Cisco 1841, Cisco 3845, VXR 7200 routers for the routing on Frame Relay, MPLS and VPN network.
- Good experience on EIGRP and BGP routing in MPLS environments.
- Was instrumental in various network migration projects globally for Bio-Rad labs.
- Successfully handled Layer 2 and 3 escalation calls in operations.
- Successfully handled co-ordination with various ISPs like AT&T and Equant.
- Made recommendations for improvements in network performance.
- Developed work goals and department projects.
- Wrote, designed, and produced Procedures and network documentation.
- Successfully handled migration and integration of acquisition done by the organizations on MPLS, Frame Relay and VPN solutions.
- Assigned and coordinated work projects such as converting to new hardware and software.
- Prepared flowcharts and Visio diagrams to illustrate sequence of steps project must follow and to describe logical operations involved.
- Orion Net flow, Packeeter Traffic Analyzer with sniffers like wire shark for network tuning.
- Call Manager and Active Directory Administration.
- Hardware Platforms: Cisco, 3600, 7206 VRX, Switch Catalyst 5500, 6500 Cisco Probes, PIX firewalls, Net flows, Cisco Probes, Cisco Aironet.
- Monitoring Tools: Concord, Cisco works2000, WLSE, HP Open View, and Solar Winds.

2002 - 2005   **GENERAL ELECTRIC - HEALTH CARE INC.** – (Contract via **TCS**)   GE Healthcare
Senior Network Administrator Wisconsin. (Contract-Four-year Project aka TCS Inc).
- Cisco PIX and Checkpoint on Nokia Firewall support across GE medical system.
- Executed daily operations of Network Support.
- Proactively monitored the network with monitoring tools like Cisco works2000, Concord HPOV to achieve 100 percent uptime.
- Successfully handled Surveys & installation of Wireless Networks using Ayaya and Cisco 802.1b/g & WLSE at various GEMS location to enhance productivity.
- Spearheaded the Installation of robots to measure network Performance globally to maintain the business SLA.
- Successfully handled the Installation of high-end routers and switches in redundancy to achieve 100% uptime with no business impact.
- Successfully handled and supported the Installation of Blue Coat Proxy SG, Checkpoint and Nokia appliances to achieve network security for the organization.
- Extensive work experience on Cisco 6500, 7200 VRX, Cisco 1841, Cisco 3845, and Cisco 4500 in a switched and routed environment.

- Successfully handled migration and integration for acquisition done by the organizations on MPLS, Frame Relay and VPN solutions.
- Packetters for traffic shaping and Network analyzer for network performance tuning.
- Active Directory Administration.
- Wrote, designed and produced Procedures and network Documentation.
- Hardware Platforms: Intensive work on Cisco 6500, 7200 VXR, Cisco 1841, Cisco 3845, content
- Switching. Cisco 4500, MPLS, Frame Relay, VPN devices.
- Monitoring Tools**:** Concord, Cisco works2000, WLSE, HP Open View.

1999 – 2002   TCS INC. (Above projects were contracts from TCS)
Senior Network Administrator

- Executed daily operations of Network Support
- Was instrumental in implementation of remote Access and site to site VPN networks for TCS global.
- Spearheaded the Web Hosting for clients at TCS Datacenter with recommendations for improvements in network performance in fully redundant environment.
- Reviewed completed projects to ensure that goals were met.
- Successfully managed an 8-person team in supporting the TCS internal LAN and WAN networks.
- Supervised and managed the implementation of Tandem Labs for a Compaq firm at TCS offshore location in a secure and redundant network environment.
- Successfully handled the implementation of DHCP and DNS.
- Wrote, Procedures and network Documentation for the network helpdesk.
- Read manuals, periodicals, and technical reports to learn ways to develop programs and scripts that met user requirements.

EDUCATION & CERTIFICATIONS:

Bachelor's Degree, Electronics and Computer Science
D.Y. Patil College of Engineering and Technology, 1992
Shivaji University, 1988

- Azure Architect – ▮▮▮▮▮
- Azure Administrator ▮▮▮▮▮
- Azure Security – ▮▮▮▮
- Azure Fundamental – ▮▮▮▮▮
- Fortinet NSE4 and NSE5.
- Citrix NetScaler Certification June 20 -2015 (CCP-N),
- ACE6 / ACE7 and ACE8– Palo Alto Networks. (May 2017)
- PCNSE6 (Palo Alto). (December 2015)
- PCNSE7 (Palo Alto Networks) (May 2017)
- PSE – Datacenter certified (July 2017)

- CEH (Certified Ethical Hacker) **http://www.eccouncil.org/**
- Working on CISSP and Checkpoint CCSA

PROFILE 3:

SKILL	Security Analyst
Client	**SC Johnson, Racine, WI**
Client Reference	**Name: Wasim Chaudhry, SPHR** **Title: Director Recruiting, Pegasus Knowledge Solutions Inc.** **Phone: 847-995-1100 x 4013** **Email: wasim@pksi.com**
Scope of Work	**Required Experience:** · Ability to provide technical direction and act as a subject matter expert as it relates to cybersecurity · Knowledge of countermeasures against common attacks on web applications, app servers, databases, the HTTP protocol, SSL, DNS, certificates, credentials, forms, web sessions, cookies, tokens, XML, JavaScript, AJAX, JSON, Flash, SFTP, PKI and symmetric crypto, wireless & wired networks, and related Internet technologies · Able to perform both automated and manual security assessments for applications · Ability to technically evaluate cybersecurity technologies and provide feasibility assessments · Able to articulate common risk modeling methods and secure architecture patterns · Ability to write and/interpret clear system requirements and test plans · Identify security issues and risks, and develop mitigation plans and recommendations · Architect, design, implement, support, and evaluate security-focused tools and services while acting as the Cybersecurity project lead

	· Interpret information security vulnerabilities, risks, policies, and procedures to Company Business lines and IT teams · Perform Security Risk Assessments on large and medium programs and projects · Experience with security frameworks such as NIST 800-53r4, NISTIR 7628, NIST Cybersecurity Framework, CIS Critical Controls · Evaluate and recommend new and emerging security products and technologies · Participate in projects that develop new intellectual property and ensure security policies, requirements, best practices, etc. are applied · Evangelize security within Company and be an advocate for customer trust · Knowledge of implementing security controls for Microsoft Office 365 is HIGHLY desired
Timeline Worked	**Start Date: 2019-11-01** **End Date: Present**
Resource Profile	**Joe Wu**

Joe Wu
CISSP, CEH, GIAC GREM, GSNA

Highlights of Qualifications and Skills:
- Cyber Security professional with 18+ years' information security experience, worked with banking and telecommunication on 20+ information security projects development, architecture, infrastructure, implementation, vulnerability assessment, penetration testing, POC, security investigation. Hands on in Threat Risk Assessment, vulnerability research, reverse engineering, Malware analysis, forensics, application security, endpoint security, SIEM, APT, OWASP
- Proven communication, documentation, and problem solving skills
- Master of Internetworking at Dalhousie University with CISSP, CEH, GIAC GREM, GSNA,
- Speaker of TASK 2019 on cyber security vulnerability exploitation

Work Experience:
SC Johnson, Racine, WI   **2019/11 – Present**

Sr Security Consultant/ Architect
- Conducted ethical hacking, penetration tests and adversary breach attack simulation to evaluate company security protection against emerging threats, actors and the techniques, tactics, and procedures used, test network, infrastructure, Azure AWS cloud, endpoints, web applications, DevOps SDLC security with monthly metrics that reported to senior management board for visibility, trending and governance.
- Architected and built Verodin Mandiant Security Validation system, developed roadmap for breach attack simulation with project phase goals, success metrics, globalization coverage, maturity level, baseline, operation and value added services.
- Conducted forensic, threat hunting and incident investigation to determine if real attacks happened in network, endpoint, cloud, IoT, OT, ICS. Reverse engineering malware, wrote .Net, powershell, Python samples and custom test cases to simulate attack scenarios, and replay artifacts collected from forensics and incident investigations. Achieved root cause analysis and remediation.
- Research emerging threats, intelligence, industry-themed actors, and attack techniques they use such as evasion, anti-VM, anti-debugging for targeted attack prevention. Conducted POC to evaluate security technologies and solutions for business decision, including Infoblox, Crowdstrike, Microsoft Hololens, EPP comparison with McAfee ENS, Trellix HX, MS Defender ATP, AI based chat bot.
- Provided presentation on adversary simulation, presentation on ransomware attack analysis for cross function teams, business unit and management. Demo on Windows remote exploit and control. Achieved audience engagement and security awareness. Trained juniors and interns, achieved team development.

Bank of Montreal   **2016/11 – 2019/7**
Sr Security Consultant/ Architecture
- Conducted cybersecurity strategy and architecture review and Threat Risk Assessment to enterprise endpoint security solutions, controls, including McAfee, Fireeye, Carbon Black, Symantec, SIEM Splunk, Arcsight, CyberArk, DLP, HIPS, using MITRE ATT&CK, NIST, SANS frameworks, OWASP, established matrix of threat tactics, techniques verses protection capabilities, remediation, coverage, gap, network, and platforms. The work helped in identifying security gaps in the bank in SOC, penetration tests, and providing suggestions to department of security strategy, architecture and innovation.
- Evaluated Next Generation Anti-Virus product suites including FireEye, McAfee, Cylance, Windows 10 Defender, to make recommendation for enterprise strategic planning. Designed unique test methodology to evaluate NGAV product capability in a layered structure. Designed 25 PoC test cases to break down NGAV product capabilities into specific threat technology protection, such as anti-exploit, encryption, fileless..Created scorecard and metrics for the success of evaluation. Wrote testing script codes and C++ malware simulating programs based on reverse engineering malware binaries. The test cases are to test particular malware evasion technology one by one and not mixing them up. The test cases were reviewed by faculties from IANS, and Gartner consulting, and they are "very impressive", "probably more thorough than most companies that are paid to do the same work". My test codes and cases were executed in NSS private lab. The findings provided a view to the strength and weakness of the products and provided a foundation for business decisions.
- Conducted POC on security technologies and solutions, including Mobile security POC with Symantec SEP, Lookout, Zimperium; Container security POC with Twistlock, NeuVector, Qualys. DLP and data classification POC with McAfee and Titus. Reviewed virtualization security with Morphisec, Bromium, Analyzed BMO requirements, evaluated vendor products on efficacy, function, performance, fitness and integration with the

bank, contributed to product selection criteria. Reported and presented recommendations to management. Provided awareness training to clients. Improved BCP and DevOpsSec operation.

- Analyzed and documented banks status on security controls, policies, guidelines, deployments, and procedures, including encryption, Bitlocker, forensics, FTK, penetration test, vulnerability assessment, bug bounty, Aruba NAC, powershell logging for SIEM. Developed incident response plan, disaster recovery plan, and playbooks. Documented vulnerability remediation, security best practices. Hands on with security solution implementations. Traced and researched on security trends and technologies, including machine learning, AI, Analytics, MTD, cloud security AWS, Azure. Software development for security POC including writing IOS applications with Apple Swift, Xcode, Android apps with Andriod Studio, SDK and API, Docker, Kubernetes, Github, Jenkins, CI/CD, using Agile, Kanban, Jira. Provided analysis reports and recommendations.

Deloitte   **2015/6 – 2016/9**
Sr Security Consultant / Forensic Investigator, Reverse Engineer
- Triaged and performed in-depth L3 investigation of IT security alerts received from various security technologies including SIEM Arcsight, IPS/IDS, VA scanner, proxy, Web Application Firewall, Fireeye, VPN, RSA SA, email encryption, and AV with a focus on determining whether a security incident has occurred, performed threat risk vulnerability assessment, penetration test, OWASP in SOC environment, identified the root cause and provided appropriate recommendations for remediation and risk management.
- Provided subject matter expertise on reverse engineering vulnerability exploit/malware, PoC testing, and EnCase FTK forensics, Credant disk decryption. Reverse engineered App exploit of RCE, XSS, XSRF, SqlI. Extracted malware hidden IOCs that are not seen from normal sandbox analysis. Defeated malware anti-analysis, obfuscation, encryption, and anti-debugging with IDA Pro, OllyDbg, Fiddler, Burp Suite, Metasploit, Kali, Nessus and memory forensic. Extracted IOCs such as Trojan C&C communication protocol. Created custom signatures for IPS, endpoint security controls to detect and block malware. Achieved protection from malware data exfiltration and targeted attacks.
- Conducted forensics examinations on user malware infections, employee misconduct, and suspicious external threats to servers. Examined user hard disks destroyed by ransomware Cryptowall to find root cause of user infection. Examined evidences with EnCase and FTK. Decrypted enterprise Credant and McAfee encryption. Performed malware sample footprinting and timeline analysis. Disclosed the root cause of Malvertising and drive-by downloads due to Angler Exploit Kit exploiting Silverlight vulnerability.
- Architecture review to enterprise security controls and solutions. Tuned and developed SIEM use cases and correlation rules to reduce false positives and enhance threat detection capability. Achieved detection of emerging threats with custom signatures that not only detect specific malware, but also unknown malware that exploit the same vulnerability in flash file and word documents.
- Built knowledge base and trained client on cybersecurity threat landscape to adapt investigation techniques. Provided multiple presentations for clients, senior executives, such as: How flash files exploit free-after-use vulnerability and bypass DEP and ASLR; How I did forensic investigations on Cryptowall; Malware code injection techniques – DLL injection, process hollowing/RunPE, hooking, and APC injections. Achieved client engagement and exceedance of client's expectation.
- Conducted threat hunting via proactively identifying adversaries in collected events, data and logs from across the enterprise network and web applications, Oracle, Cisco, Unix, MySQL. Established a baseline of what is normal. Correlated indicators of compromise, detected anomalies to chain potential suspicious activities together. Based on my manual analysis of suspicious IDS events, malware analysis, and combining

with threat intelligence, and vulnerability scans, I have found malicious actors using malware Eagle and obfuscated RTF exploit code to attack enterprise network and to evade AV, IDS detection. Based on my analysis, I have developed custom signatures for automated alerts and endpoint remediation.

D+H Financial Solutions   **2014/12 – 2015/6**
Sr. Security Consultant
- Conducted vulnerability assessment and penetration test, assessed vulnerability scan results for projects to evaluate network and applications, ensured PCI compliance. Identified security risks with IBM AppScan, Nessus, McAfee vulnerability manager, Qualys, Ncircle. source code static scan for Java and .Net with HP Fortify, manual test and verify using Fiddler and Burp Suite, wrote PoC, conducted Demo to project management and developers on reproducing the attacks and trained user on how to fix. Ranked the risk as critical/high/medium/low based on assessment and standard. Wrote technical and executive summary reports.
- Conducted incident investigation and forensics for virus infections, reverse engineered malware, using McAfee ePO, ATD, IPS, NSM, Qualys, Tanium, APT prevention, CyberArk, Palo Alto, Cisco, ASA, Tufin. Achieved accurate root cause analysis, quality reports and service enhancement.
- Provided consulting for the emerging trends, APTs, latest vulnerabilities, SSL, POODLE, Heartbleed, Java Struts Zero-Day, mobile, PoC and remediation, DMZ security designs, industry best practice of cipher suite and encryption, two factor authentication various options and their pros and cons, identity and access management. Achieved client focused and value proven solutions.
- Architected, implemented and enhanced SIEM Arcsight services and tools, flex connectors, loggers in SOC in 7x24x365 environment, correlated and tuned Arcsight rules, filters, and channels to whitelist noises and detect security attacks globally and locally. Documented policies and procedures, wrote technical analysis reports, evidence gathering for PCI compliance.

Munich Reinsurance
Security Consultant / Penetration tester   **2013/10 – 2014/12**
- Conducted threat risk vulnerability assessment, penetration test, risk management, security architecture review to more than 20 international sites for the network and applications, including SaaS, PKI, Palo Alto. Assessed with Appdetective, Nessus, GFI LanGuard, Acunetix, Burp Suite, Metasploit, and Kali. Eliminated false positives with manual reviews.
- Wrote proof of concept POC exploit to demonstrate to clients of the attacks. Helped clients to understand security risks and raise security awareness. Achieved accurate detection of various vulnerabilities such as SQL injection (Oracle, MySQL, DB2), Cross Site Scripting (SAP), Request Forgery, weak password, directory traversal. Completed the tasks within deadlines and with competing priorities.
- Conducted kickoff presentation to prepare the clients for penetration tests and touchdown meeting to present the findings to clients. After a presentation of my finding on how the company's internal servers could be attacked using their website without login and password, the client shutdown their website immediately and implement my recommendation for remediation. The client is happy that we found the security hole before potential attackers.
- Wrote detailed technical reports as well as executive report summarizing the impact, risk and recommendations for the management. Achieved clarity, accuracy, informational, logicality in the reports.

Bank of Montreal,
Sr Security Analyst **2007/10-2013/10**

- Monitored security events, incident response and forensics in the SOC. Malware analysis and cleaning, IPS custom signature writing and deployment, vulnerability scan, analyze security events, and correlate to find attacks, achieved accurate root cause analysis and timely delivery results.
- Conducted vulnerability assessment and penetration test with McAfee, AppScan, AppDetective, Burp suite, Metasploit, Kali. Participated in project development of Security technologies, including SiteProtector IDS, proventia IPS, Malware Lab with IDA Pro, Metasploit, MySQL, SIEM Arcsight, Oracle, Web Application Firewall, Juniper Security System Gateway, Network access control with Cisco ASA, Identity Access Management. Built vulnerability management program with enterprise discovery scan, weekly production, QA, DEV vulnerability scan, remediation tracking. Evaluation, process defining, implementation, testing, troubleshooting, and documentation, enhanced protection for bank infrastructure.
- Designed and programmed PERL script to automate phishing incident handling. The script reads mailbox, collects phishing links, writes web pages and sends emails automatically to third company for them to take legal action to shutdown phishing sites. The script saved 4 team members daily manual work with enhanced efficiency.
- Supported security applications and Linux, Unix, Windows, Cisco multiplatform security control systems, maintain, update, documentation, policies, procedures, annual Business Continuity Procedure tests, prepare for audits, assured fault free operation.

TELUS Security Solution
Vulnerability Research Specialist **2005/8 - 2007/10**

- Researched vulnerability on network and applications to provide threatens assessment reports along with IDS detection signatures, reverse engineered network protocols, software, stack, heap based overflow, shellcode, exploit, ASLR, DEP bypassing, fuzzer, researched VoIP Cisco routing, switching, image file, provided in depth analysis of mechanism and remediation;
- Ongoing tracing spyware including adware, backdoor, hijacker, keylogger, trickler, trackware, worm, virus, P2P, and other technologies; maintained database of more than 500 spyware. Enhanced production by utilizing scripting languages and tools such as Python, Unix shell, MySQL, PhP.
- Wrote technical reports that described 400 network security details (Cisco IOS, OSPF, BGP, SNMP, HTTP, FTP, SSL, LDAP), system security (Windows, Linux, AIX, shellcode), and software vulnerability (Java, .Net, Active Directory, IIS, Exchange, Outlook, etc), finished the project within short time by using ticket system.
- Installed and setup network and servers for team to do security research, using Cisco router, switch, VoIP, Call manager, firewall, IPS, Vmware, various Unix, various software, achieved fast pacing

CHINA FOREIGN EXCHANGE TRADE SYSTEM

Software Engineer 1994 - 2004

- Developed Digital Signature system based on PKI Public-Key Cryptography. My work on designing algorithm, protocol, and coding 10000 lines in C++ & X86 Assembler has led the replacement of the traditional telegraphic test key in bank transactions, and cut costs by 2/3.
- Designed and implemented web application for online transaction using Java, XML, load balancing, BEA

Weblogic, Tuxedo, IBM DB2, AIX, UML. System was used by more than 5000 financial institutions.

Education:
- Master of Engineering in Internetworking   2004 - 2006
  Dalhousie University, Halifax, Nova Scotia

- Bachelor of Engineering   1988 - 1992
  Beijing Institute of Technology, China

Certificates and Awards:
- CISSP 2008
- GIAC GSNA Certified System & Network Auditor 2013
- GIAC GREM Reverse Engineering Malware   2010
- CEH Certified Ethical Hacker   2009
- CCNP   2005
- CCIE   2006
- Arcsight ESM and use case course 2014
- HP OpenView Network Management certification
- IBM AIX, DB2, Visual Age C, HP UX course
- Project Management Professional (PMP) certification

10. Software Developer/Engineer (3 Profiles):

<mark>PROFILE 1:</mark>

SKILL	Software Developer/Engineer
Client	**State of Utah - MSP Knowledge Services**
Client Reference	**Name: Mark Thomas** **Title: MSP Account Manager** **Phone: 629-888-0698** **Email: markt@knowledgeservices.com**
Scope of Work	**SCOPE OF WORK** **DATA ENGINEER FOR USBE UTAH SCHOOLS INFORMATION MANAGEMENT SYSTEM (USIMS)** **SOLICITATION #USBE-AH22103-DO** **Summary:** The Utah State Board of Education IT department is working on a comprehensive modernization initiative referred to as the Utah Schools Information Management System (USIMS). We are replacing the current legacy system data collection and associated reporting applications and reports from the ground up. We are looking for a

high-energy, adaptive team player with a great work ethic to join our Information Technology (IT) team as a Data Engineer, reporting to the USIMS Program Manager/Chief Product Owner. The Data Engineer is accountable for the architecting and solutioning of our data pipeline.

The Ideal Candidate:
The ideal candidate for this position has experience in Azure, data pipelines, data architecture and warehousing, and has dabbled in machine learning. They are a Data Engineer with a passion for data, and for making peoples' lives easier. They enjoy both philosophical discussions and physical deployments and are comfortable working with multiple teams.

Principal Duties:
As a Data Engineer, your responsibilities will include:
▪ Develops and maintains scalable data pipelines and builds out new API integrations to support continuing increases in data volume and complexity.
▪ Collaborates with analytics and business teams to improve data models that feed business intelligence tools, increasing data accessibility and fostering data-driven decision making across the organization.
▪ Implements processes and systems to monitor data quality, ensuring production data is always accurate and available for key stakeholders and business processes that depend on it.
▪ Performs data analysis required to troubleshoot data related issues and assist in the resolution of data issues.
▪ Works closely with a team of engineers, product managers, and analysts.
▪ Defines company data assets (data models), jobs to populate data models.
▪ Designs data integrations and data quality framework.
▪ Designs and evaluates open source and vendor tools for data lineage.
▪ Works closely with all business units and engineering teams to develop strategy for long term data platform architecture.
▪ Other duties as assigned.

Requirements:
A. Degree – Candidate must possess a bachelor's degree from an accredited college in Computer Science, Information Technology, Business, or equivalent experience.
B. Functional Experience – Candidates must have 3+ years of experience with large sets of regulated data.
C. Interpersonal Relationships – Candidates must demonstrate the ability to work well with others of all personality types while demonstrating problem-solving and the ability to prioritize tasks.
D. Communication – Candidates must demonstrate the ability to communicate in verbal and written form with both technical and non-technical personnel.

	E. Initiative – Candidates must demonstrate success as a self-starting, hardworking and inquisitive worker. F. Teamwork – Candidates must demonstrate the ability to work with cross-functional teams to deliver on a common goal. G. Agile/Scrum – Candidates must demonstrate experience in an agile product environment to include deep understanding and experience with agile methodologies. H. Data Lake and/or Date Warehousing – Experience with planning and implementing a data warehouse, data lake, or other data repositories is required. **Bonus Skills:** A. Certifications – Azure Data Engineering, Azure DBA, Azure Developer or others related to the position B. Domain Driven Design – Understanding and experience with Domain Driven Design C. Financial or Education Domains – Ed-Fi, CEDS, SIF, GAAP, etc.
Timeline Worked	**Start Date: 2022-06-22** **End Date: Till Date**
Resource Profile	**Satyanarayana Vydyanadham Babu Draksharam**

Satyanarayana Vydyanadham Babu Draksharam

Around 14 years of IT experience as ETL Tech Lead & **Azure Data Engineer** Cloud in Design, Development, Migration, Testing & Production support professional.

- Around 3 yrs. as Azure Data engineering Testing and Data warehouse. Working on ADF, DataBricks, PySpark. 11 yrs Proficient in End-to-End Data Warehouse Design, Enhancements & Maintenance.
  Involved in the Data warehouse designing and maintenance for the assignments. Having good TechnoFunctional Knowledge in Data warehousing. Excellent Knowledge Retail, Utilities, Logistics, Banking, Automobile, Telecom domains. Worked on ETL Design, Admin, development using **IBM IIS Data Stage PX 11.7**. Possess decent knowledge on reporting tools (QlikView, SSIS. Power BI). Possess extensive knowledge on **Azure (ADF, Data Bricks, Synapse Analytics)**, Python for Data Engineering.
- Have been to Onsite Finland-Helsinki, Sweden-Helsingborg, Manchester-United Kingdom, Dublin, Ireland. **Current Location:** Atlanta, Georgia, USA on **H1B valid till Sep 2023.** Well Experienced in Delivering Quality Support to Customers & Client.

Roles & Responsibilities:
- Worked on Developing Azure Data Factory for developing pipelines.

- Worked on Azure DevOps for checking in the code to Github and Deploying the pipelines, notebooks, Store Procs to multiple environments.
- Worked on Azure DataBricks notebooks using PySpark, Sql
- Worked on Hybrid model for Automobile and Telecom data.
- Worked on Creating multiple Store Procs and developing Framework to migrating the data to cloud.
- Worked as **IIS(Datastage) Admin for 4 yrs** for 11.5 and above versions.
- Certified Azure fundamentals and having good experience using cloud environment.
- Used version controlling tool SVN, Serena Business Manager, Dimension for code repository. • Responsible for Scheduling jobs using DataStage, Control M, Cron tab
- Well-Practiced ITIL Process using 3rd Party Tool BMC Remedy Tool.
- Implemented VM board, SPRINT, AGILE process.
- Practiced DEVOPS methodology using various tools like GITHUB, JENIKINS for automation.

Education
- Bachelor of Engineering from University of Madras, Tamilnadu.
- 10+2 from BIE Board, Andhra Pradesh.

Certifications:
- Certified in using Agile methodology.
- Completed Certification in Azure Foundation AZ-900
- Completed Certification in IBM InfoSphere Datastage 11.5

Technical Skills :
- **RDBMS**   : Db2 9.7, Oracle 12C
- **Cloud**   : Azure ADF, DataBricks, Synapse Analytics
- **Cloud DB**   : Snowflake
- **ETL Tools**   **:** IBM IIS Datastage PX 11.7, Microsoft BI 2008,2012
- **Schedulers**   : Control-M 7.0, Crontab, SQL Server Agent 2008
- **Reporting**   : Microstrategy 9.2.1 (MSTR), QlikView 11.20 SR6, Qliksense,
                           Power BI
- **3rd Party Tools**   : BMC Remedy, TOAD, Squirrel SQL Client, Data Studio, DB
                           Visualizer, HPSM,   Active Directory, HP ALM, Trello, Kanban Board.
- **Data Modeling**   : TOAD Data Modeler, ERWIN, Visio2000
- **Version Control**   : SVN Tortoise, GIT, Serena Dimension/Manager
- **DEVOPS**   : GITHUB, JENKINS, MAVAN.

Professional Experience:

Organization	Designation	Duration
State of Utah	**Sr. Software Engineer**	**Jun. 2022 – Till Date**
Capgemini America, USA	Data Engineer	Sep. 2021-Jun. 2022
Capgemini Technology Services India Ltd., Hyderabad	Sr. Consultant	Dec. 2010 - Aug 2021
XIlinks IT Solutions Pvt. Ltd., Hyderabad	Sr. Software Engineer	May. 2007-Nov. 2010

Project #1:

Project Name	: **USBE UTAH SCHOOLS INFORMATION MANAGEMENT SYSTEM (USIMS)**	Client: State of Utah	
Role	: Sr. Data Engineer	Environment	: Azure, Snowflake, PL-Sql, Azure Devops
Team Size	:15	Duration	: Jun 2022– Till Date

Roles & Responsibilities:
- Develops and maintains scalable data pipelines and builds out new API integrations to support continuing increases in data volume and complexity.
- Collaborates with analytics and business teams to improve data models that feed business intelligence tools, increasing data accessibility and fostering data-driven decision making across the organization.
- Implements processes and systems to monitor data quality, ensuring production data is always accurate and available for key stakeholders and business processes that depend on it.
- Performs data analysis required to troubleshoot data related issues and assist in the resolution of data issues.
- Works closely with a team of engineers, product managers, and analysts.
- Defines company data assets (data models), jobs to populate data models.
- Designs data integrations and data quality framework.
- Designs and evaluates open source and vendor tools for data lineage.
- Works closely with all business units and engineering teams to develop strategy for long term data platform architecture.

Project #2:

Project Name	: Care Migration	Client	: Tmobile, Telecom , USA
Role	: Sr.Data Engineer	Environment	: Azure, Snowflake, PL-Sql, Azure Devops
Team Size	:10	Duration	: Jan 2020– Till Date

Project Description: Tmobile is the biggest Telecom Network in USA. We have been migrating the data from legacy systems on-premise to Cloud DB using Azure (Datafactory, Pyspark, Databricks, Synapse Analytics)

Roles & Responsibilities:
1. Responsible for using Azure Data Factory to ingest, egress, and transform data from multiple sources.
2. Collaborate with business stakeholders to identify and meet data requirements.
3. Responsible for developing DataBricks Notebooks using PySpark and Sql.
4. Develop the generic framework which can be used for any data extractions.
5. Responsible for developing Generic Stored Procs.
6. Creating Data Factory pipelines for on-cloud ETL processing; copy activity, custom Azure development.
7. Responsible for developing the notebooks to extract data from OnPrem to Datalake and load the same data from delta lake to OnPrem for business.
8. Responsible for testing the running the notebooks, scheduling and creating dependencies.
9. Having extensive knowledge using Azure DevOps for deploying Notebooks and Pipelines.
10. Responsible for validating the data after moving to Datalake i.e, data reconciliation.
11. Responsible in Creating user stories in Jira board, track, update till the closer.

Project #3:

Project Name	: PSA	Client	: PSA Automobile, France
Role	: Data Engineer	Environment	: Azure Data Factory, PySpark
Team Size	:25	Duration	: Jan 2019– Dec 2020

Project Description: Daimler is the biggest producers of premium cars and the world's biggest manufacturer of commercial vehicles with a global reach. We provide financing, leasing, fleet management, insurance and innovative mobility services.

Roles & Responsibilities:
1. Responsible for requirement gathering from business.
2. Creating Mapping documents and business glossary.
3. Develop Pipelines in Azure using ADF, for data extractions and transformation.
4. Responsible for developing DataBricks Notebooks using PySpark and Sql.
5. Develop the generic framework which can be used for any data extractions.

6. Responsible for testing the running the notebooks, scheduling and creating dependencies.
7. Responsible for validating the data after moving to Datalake i.e, data reconciliation.
8. Responsible in Creating user stories in Jira board, track, update till the closer.

Project #4:

Project Name	: Daimler	Client	: Daimler Singapore(In 22 Countries)
Role	: IIS Admin & DEVELOPER	Environment	: IBM Datastage 11.5, Oracle 12c, DB2 GIT, Infosphere Information Analyzer, Quality stages.
Team Size	:45	Duration	: March 2018– Dec 2018

Project Description:
Daimler is the biggest producers of premium cars and the world's biggest manufacturer of commercial vehicles with a global reach. We provide financing, leasing, fleet management, insurance and innovative mobility services.

Project #5:

Project Name	: KBCI	Client	: KBC Bank, Dublin, Ireland
Role	: Sr.Datastage Developer	Environment	: IBM Datastage 11.5, Oracle 12c, Temenos T24, SQL Server 2012, Serena Dimension.
Team Size	:8	Duration	: Jan 2017– Feb 2018

Project Description:
KBC Bank have we been providing banking services in Ireland for 40 years, we're also part of the KBC Group, one of Europe's most recognizable financial institutions.

Project #6:

Project Name	: Meaningful Membership Prog	Client	: Co-Operative, Manchester, UK
Role	: ETL Developer, UK	Environment	: IBM Datastage 11.5, Oracle 12c, SQL
Team Size	:30	Duration	: June 2015– Dec2017

Project Description:
The Co-operative Group is the UK's largest family of businesses, we're one of the UK's biggest food retailers, a major insurance provider, the UK's number one funeral services provider, and a growing legal services provider.

Project #7:

Project Name	: OneIT	Client	: Posten Bring, Norway-Sweden

Role : ETL Developer	Environment : Datastage, QlikView 11.20 SR6, SqlServer2008R2, BPW(Business Performance Warehousing)
Team Size :15	Duration : Aug 2013– May2015

Project Description:
Bring is Norway Post's brand aimed at business customers within mail and logistics in the Nordic area. Bring consists of business areas with different key skills.

Project #8:

Project Name : TAHTI & CERTUS	Client : S-Group, Finland.
Role : ETL Developer	Environment : Db2 9.7 DataStage 8.1, 8.5,Work Load Manager(WLM), DIVER, Control M 7.0, MSTR 9.2, Datastudio, DB Visualizer.
Team Size :25	Duration : Dec 2010 – July 2013

Project Description:
This main scope of this project is to make performance tuning for Retail application (OLTP & OLAP) system. The S Group (Finnish: S-ryhmä) is a Finnish retailing cooperative organization with its head office in Helsinki. S Group has businesses in Finland, Estonia, Latvia, Lithuania and Russia.

Project #9:

Project Name : FDM	Client : Fujitsu, Pune
Role : ETL Testing	Environment : Db2 9.7 DataStage 8.1, HPALM
Team Size :9	Duration : May 2007 – Nov 2010

Project Description:
Fujitsu Data Management workflow majorly focus on extracting the data from POS machines, bundle the data and feeds the place holder servers to hold the files and also push the data to Messaging channels in message format. FDM project also handles Master data management, supply chain management data, replenishment, Out of stock data.

PROFILE 2:

SKILL	Software Developer/Engineer
Client	State of Utah - MSP Knowledge Services
Client Reference	Name: Mark Thomas Title: MSP Account Manager Phone: 629-888-0698

	Email: markt@knowledgeservices.com
Scope of Work	**SCOPE OF WORK** **SENIOR SOFTWARE DEVELOPER FOR USBE UTAH SCHOOLS INFORMATION MANAGEMENT SYSTEM (USIMS)** **SOLICITATION #USBE-AH22104-DO** **Summary:** The Utah State Board of Education (USBE) is seeking up to four strong Senior Software Developers to work on a new event driven microservices designed system which will impact every student and teacher in Utah. We are looking for highly motivated individuals experienced in secure coding practices, Test Driven Development, Domain Driven Design, microservices design, and with the ability to incorporate/integrate data visualization capabilities into web applications. **The Ideal Candidate:** The ideal candidate for this position is a highly skilled and motivated full stack developer. They have extensive experience with C#, .NET, CSS and Angular and are highly familiar with Kubernetes, Azure, and CosmosDB. They are passionate about microservices, Domain Driven Design, containerization, and event driven architecture with knowledge of how these affect security and coding standards throughout the environment. They've worked in TDD and understand the purpose of testing while developing. They understand and drive conversations for improvement, are enthusiastic about new technologies, and love to impart this knowledge and enthusiasm with others. **Principal Duties:** As a Senior Software Developer, your responsibilities will include: Microservices development including domain modeling. Utilize software development best practices. Implement secure coding standards and practices. Develop web applications using technologies such as .NET, C#, CSS, Angular, and Azure. Collaborate and communicate effectively in an agile environment. Apply an engineering mindset. Contribute to the team in analysis, design, and testing within a Selenium framework. Apply systems engineering concepts, such as structured design, supportability, reliability, scalability, and maintainability to ensure that applications are optimized and loosely coupled. Experience with container orchestration and building apps in containers. Desire and ability to communicate and collaborate at a high level. Strong customer service and customer relations skills. Excellent communication skills.

We sniff out the best talent

	Able to identify and develop creative solutions to problems. Strong understanding of data collections and data flow. Other duties as assigned. **Requirements:** A. Degree – B.S. in Computer Science, Information Technology, or equivalent experience. B. **Functional Experience – 5+ years' experience with .NET, C#, CSS, Angular, Kubernetes, Azure, Typescript, SCSS, Selenium, SpecFlow, CosmosDB, microservices design, and other technologies and tools.** C. Functional Experience – 7+ years' experience using secure coding practices, Test Driven Development, Domain Driven Design, and implementation. D. Agile/Scrum – Candidates must demonstrate experience in an agile product environment to include deep understanding and experience with agile methodologies. E. Interpersonal Relationships – Candidates must demonstrate the ability to work well with others of all personality types while demonstrating problem-solving and the ability to prioritize tasks. F. Communication – Candidates must demonstrate the ability to communicate in verbal and written form with both technical and non-technical personnel. G. Initiative – Candidates must demonstrate success as a self-starting, hardworking and inquisitive worker. H. Teamwork – Candidates must demonstrate the ability to work with cross-functional teams to deliver on a common goal.
Timeline Worked	**Start Date: 2023-04-10** **End Date: Till Date**
Resource Profile	**Srikar Chowknis**

SRIKAR CHOWKNIS

Professional Summary:

- 13 years of experience in Analysis, Design, Development, Maintenance and Implementation of various engineering applications, client-servers, web based and n-tier applications using Microsoft .Net technologies.
- Experienced in all Software Engineering phases including Requirements gathering, Design, Coding and Unit Testing, System and User Acceptance testing support Postproduction support.
- Proficient in C#, ASP.NET Core, ASP.NET SignalR, WEB API, Entity Framework, LINQ, ADO.NET, MVC, Angular, ReactJS, XAML, MVVM, WPF, SQL Server, SSIS, SSRS, Azure Paas/Iaas, Azure Functions, Azure Storage.
- Deep knowledge in Various Domains (Ship Building Design, HealthCare, Property Data, Ecommerce).
- Well versed in OOD principles and patterns such as SOLID and Design patterns to create robust and maintainable web applications.
- Experienced in application Architecture and High-level application design of new applications from scratch.
- Good understanding of designing Business Models using UML (Class, ER, Use Cases, Scenarios, Sequence diagrams, Flow Charts etc.) with the help of MS Visio 2010.
- Good Knowledge of ORM, IOC, Dependency Injection & N-Tier Architecture.
- Expert in developing and enhancing applications using Microsoft .Net Framework 4.0, Microsoft Visual Studio 10/12 and Object-Oriented Programming Concepts.
- Solid experience in DB design (SQL DDL & DML), procedural programming (stored procedures, triggers), T SQL, storage, index and configuration.
- Experienced in supporting source code versioning methodology using TFS, SVN and VSS.
- Familiar with various coding standards and experienced in developing under CMMI Level 5 procedures.
- Ability to write high performance/optimized code.
- Experience in managing Onsite/Offshore work and have the ability to understand the holistic view/perspective at Enterprise level. Have good client interaction skills. Involved in Requirements Gathering, Proof of Concepts (POC) / Feasibility Study.
- Experience in each phases of Software Development Life Cycle (SDLC), concept to full implementation, and software design life cycle management implementation with Agile Scrum iterative and sprint Methodologies.
- Focused on working smart by creating multiple "value adding" project utilities for repetitive tasks in addition to regular work that help boost team productivity.
- Having a strong sense of commitment and loyalty along with a high degree of adaptability.
- Strong problem solving, strategic planning and organizational skills.
- Excellent communication & presentation skills.

Education:

- Bachelor of Engineering, Computer Science, Osmania University, Hyderabad, Telangana, India, August - 2008

Certification:
- Brain Bench Certification in C# 5.0
- AZ-104: Microsoft Azure Administrator Associate
- AZ-305: Microsoft Azure Solutions Architect Expert
- AZ-400: Microsoft Azure DevOps Engineer Expert
- AZ-500: Microsoft Azure Security Engineer Associate
- AZ-204: Microsoft Azure Developer Associate
- SC-200: Microsoft Security Operations Analyst Associate

Technical Summary:

.NET Technologies	C#.NET, ASP.NET 4.0/4.5/5.0, Core, WCF, ASP.NET MVC 4, ADO.NET, WEB API, Entity Framework/Core, LINQ, WPF, IIS, Azure Paas & Azure Iaas
Programming skills	C#, Python, XAML, C, C++, SQL, T-SQL, PL/SQL
Web Technologies	React, Angular, HTML, DHTML, CSS, XML, Jquery, XSL, XSLT, JavaScript
Design Methods	Design Patterns, UML, XML, OOD, XSD
Databases	SQL Server 05/08/14 /16
Development Tools	Visual Studio.NET 05/10/12/15/17/19/22, VS Code, SSMS
Source Control	Visual Source Safe, TFS, SVN, Azure DevOps
Reporting Tools	Aspose Words, iTextSharp, FO.NET, SSRS
Operating Systems	Windows Server 2003, Windows 10, RHEL, CentOS
Modeling Tools	MS Visio 2010, Enterprise Architect.
Third Party Tools	Infragistics, Dev Express, Kendo UI for Angular, InstallSheld, Crypto Obfuscator, ANT Controls

Professional Experience: -

Client: State of Utah   **Apr 2023 to Current**
Project: USBE UTAH SCHOOLS INFORMATION MANAGEMENT SYSTEM (USIMS)
Role: Lead .NET Developer

- **Principal Duties:**
  As a Senior Software Developer, your responsibilities will include:
- Microservices development including domain modeling.
- Utilize software development best practices.

- Implement secure coding standards and practices.
- Develop web applications using technologies such as .NET, C#, CSS, Angular, and Azure.
- Collaborate and communicate effectively in an agile environment.
- Apply an engineering mindset.
- Contribute to the team in analysis, design, and testing within a Selenium framework.
- Apply systems engineering concepts, such as structured design, supportability, reliability, scalability, and maintainability to ensure that applications are optimized and loosely coupled.
- Experience with container orchestration and building apps in containers.
- Desire and ability to communicate and collaborate at a high level.
- Strong customer service and customer relations skills.
- Excellent communication skills.
- Able to identify and develop creative solutions to problems.
- Strong understanding of data collections and data flow.

Environment: Visual studio 2019, VS Code, React, C#, ASP.NET Core WEB API, OIDC, EF Core, Seq, Docker Desktop, Azure Devops, terraform, Azure Functions, Azure Storage, Azure SQL, Azure Web App, Azure Container Instance, Agile Scrum.

Client: CoreLogic, Irving, TX　　　　　　　　　　　　　　　　　　**Apr 2021 to April 2023**
Project: THOR
Role: Lead .NET Developer
Company: Adaequare Info Pvt. Ltd

Project Description: THOR project is used to get real property information, mortgage information, and consumer information. This information is augmented by data from other public and non-public sources, allowing the identification of physical property characteristics.

Responsibilities:
- Implemented OIDC for authentication and authorization using C#.
- Worked with Senior Architect to implement Microservices based ASP.NET Core API Services.
- Implemented common react components for use across projects.
- Worked on ReactJS components, Forms, Events, and Router.
- Implemented Azure service bus for asynchronous messaging between different services.
- Worked on DB design for different microservices.
- Create Docker images for microservice deployments and upload it to azure container registry.
- Used terraform to create virtual machines in azure dev test labs.
- Lead a team of 8 .NET engineers in developing multiple application features.
- Worked on creating technical roadmaps for the project based on the interactions with Product Owner.
- Implemented Seq for logging and observability of the services.

Environment: Visual studio 2019, VS Code, React, C#, ASP.NET Core WEB API, OIDC, EF Core, Seq, Docker Desktop, Azure Devops, terraform, Azure Functions, Azure Storage, Azure SQL, Azure Web App, Azure Container Instance, Agile Scrum.

Client: PreCheck, Houston, Tx   **Mar 2020 to Mar 2021**
Project: Scrapy Cluster Automation
Role: Senior .NET Developer
Company: Adaequare Info Pvt. Ltd

Project Description: PreCheck is a Background Verification service provider with specific focus on healthcare sector in US. Precheck wanted to build an in-house automation tool for license verification, which can scale based on the demand and end users can have the ability to create new automation script when a site gets added.

Responsibilities:

- Worked on Scrapy Framework POC & Implementation.
- Analyze existing Mozenda agents and creating new scrapy spiders in python and selenium.
- Designed and developed a monitoring application which indicates the status of agents.
- Designed and developed WEB API to support the monitoring application and receive the data from external scheduler.
- Monitor the RHEL based scrapy cluster framework consisting of kafka, zookeeper and Redis server using linux commands.
- Develop UI components in angular for monitoring app.
- Created a C# based windows service to read the scrapped data published to kafka topic.

Environment: Visual studio 2017, Apache Kafka, ZooKeeper, Redis Server, Nginx, Angular 8, Python, C#.NET, Entity Framework 6.0 (Database First), SQL Server 2016, IIS, LINQ, PostMan, ASP.NET Web API 2.0, Ninject, Log4net, OAuth, Azure DevOps, Agile-Scrum, Windows Service.

Client: Precheck, Houston, Tx   **Oct 2018 to Feb 2020**
Project: License Manager Pro Application Rewrite
Role: Senior .NET Developer

Company: Adaequare Info Pvt. Ltd

Project Description: PreCheck is a background verification service provider with specific focus on health care in US. Built new web-based application to make the workflow process smooth and efficient to improve operations efficiency thereby reducing the cost of operation and increasing profitability.

Responsibilities:

- Understanding the business requirements and providing a technical solution to meet them.
- Involved in analysis, preparing technical design document, and presenting to COE team.
- Implemented OAuth 2.0 for ASP.NET WEB API, so that the APIs can be consumed by Manager and Client Applications.
- Extensively involved in Developing Components for Business Layer and Data Layer in C# using Entity Framework, Linq.
- Worked on creating SQL stored procs, functions.
- Developed UI components for Client Application using Angular.
- Worked on Template driven forms and their Validations.
- Using Kendo Grids with sorting and paging for displaying data and Collecting user input.
- Using open source Ninject as the dependency injector for the application.
- Used Azure Devops for source control, sprint dashboards, bugs etc.
- Created SSIS packages for migrating the existing licenses from legacy system to new system.
- Developed RDL report files for SSRS Reports.

Environment: Visual studio 2017, Angular 6, C#.NET, Entity Framework 6.0 (Database First), SQL Server 2016, IIS, LINQ, Telerik Kendo Angular UI, PostMan, ASP.NET Web API 2.0, Ninject, Log4net, SVN, Azure IaaS, SSRS, SSIS, OAuth 2.0, ASP.NET SignalR, Azure DevOps, Agile-Scrum, WCF.

Client: Precheck, Houston, Tx   **July 2016 - September 2018**
Role: Senior .NET Developer

Company: Adaequare Info Pvt. Ltd

License Requirement Table (LRT):LRT is a part of License Manager Pro. This application provides interface to manage the license requirement of a job. When any client (Healthcare firms) registers into precheck, with this application precheck decides the license requirement of each job position starting from a surgeon to pharmacist.

Invoice Billing System: Invoice Billing System: The proposed solution is a web application that allows Precheck to record and report all B2B and B2C transactions.

Responsibilities:

- Worked on ASP.NET MVC 4 architecture for view, the controller and model layers and were coded using C#.NET.
- Developed using ASP.NET MVC4 (Razor), Jquery, and JavaScript.
- Using Entity Framework 6 (Database First) as an ORM to build the model for SQL Server 2014.
- Using LINQ to query for accessing database model as per the business requirements.
- Implementing RESTFul APIs using ASP.NET WEB API 2.0.
- Worked on creating SQL stored procs for report generation.

- Using open source Ninject as the dependency injector for the application.
- Using Dev Express Grids with sorting and paging for displaying data and Collecting user input.
- Used TFS as the code repository source control.
- Implemented Azure function using C#, to send daily usage reports.
- Used Azure Storage Queues to send email notifications or invoices to end clients.

Environment: Visual studio 2015, ASP.NET MVC 4 (Razor), C#.NET, Entity Framework 6.0 (Database First), SQL Server 2014, IIS, LINQ, Jquery, JavaScript, Dev Express ASP.NET MVC Controls, Auto Mapper, PostMan, ASP.NET Web API 2.0, Ninject, Nlog, TFS, Azure PaaS, IaaS, Azure Functions, Azure Cosmos (Mongo API), Azure Storage.

Company: L&T Infotech (LTI), India   **Dec 2009 - Jun 2016**
Client: - CSR Software, Houston, TX
Role: Senior .NET Developer/.NET Developer

CSR FE Analysis Product [Nov 2014-Jun 2016]: - CSR FE ANALYSIS is a windows desktop application used by engineers in ship building industry for design approval of ship construction using finite elements analysis.

CSR Prescriptive Analysis Product [Aug 2011-Nov 2014]: This project is about gathering the requirements from the end users and producing Functional Specifications for re-design the existing software and develop next generation product using these requirements.

RulesCalc & SSC Enhancements [Jan 2011-Jul 2011]: RulesCalc & SSC are bespoke systems used to verify compliance of ship designs against LR rules. This project involves fixing and testing of issues (VIs) identified by end users in RulesCalc and SSC. And Development of RulesCalc for FOI.
CSR Stage 1 Enhancement [Dec 2009-Dec 2010]: The project involves enhancements that would be required to the reports generated from CSR Stage 1 for BC and DHOT ship types.

Responsibilities:

- Capturing the user requirements in the form of requirement notes.
- Preparing the Use case documentation for the captured requirements.
- Creating Wireframes based on use cases.
- Preparing Detail Functional specification.
- Worked with client architect for developing a proof of concept for the project.
- Used MVVM, Visitor, Factory Method, Mediator patterns.
- Worked with business users in finalizing the requirements for the Sprint tasks/epics.
- Worked on creating a detailed design document for the module.
- Created various screens using XAML. Used PRISM regions for view navigation, layouts, Converters, styles, WPF controls.
- Used Entity Framework for Data Persistence in SQLITE. Serialization using JSON.NET.
- Worked on LINQ to query for accessing database model.
- Worked on code obfuscation using crypto obfuscator.

- Used Aspose Words, iTextSharp to create word reports using word templates and PDF report.
- Worked on InstallShield for packaging.
- Used Nunit to test rule engine procedures, formulae.
- Used VS profiler to identify performance and memory bottlenecks. Identified the areas of improvement and recorded the finding as a part of code review check list.
- Gathering requirements, Analysis, Design, functional & technical specification, Coding, testing.
- Interaction with Subject matter experts (SME) for query clarifications.
- Implementing new rule procedures in C++ for FOI.
- GUI Modifications to implement FOI specific rules.
- Created a dialog for gathering the user selection using C++.
- Parse the XML file and populate the selection list for dialog.
- Modify existing data model, procedures to add fields required for reports.
- Creating the XSL-FO templates.
- Used Xpath to populate the data from the xml file.
- Used IPC to call C# exe by passing user selection from C++ application.
- Implementing the module required for the PDF generation using C#.net and FO.NET.
- Incorporated the structured error exceptional handling try catch blocks all throughout the development to handle exceptions and log.

Environment: C#, WPF, PRISM, XAML, Entity Framework, LINQ, Design Patterns, TPL, C++, SQL, SQLITE, XML, XPath, XSLT, FO.Net, Visual Studio 2005/2010, Patran, Infragistics, iTextSharp, ASPOSE WORDS, JSON, TFS, Visual SourceSafe, Microsoft Visio, Blend, Nunit, Profiler, Obfuscator, InstallSheild, Software Planner, Agile Scrum, SharePoint.

PROFILE 3:

SKILL	Software Developer/Engineer
Client	State of Utah - MSP Knowledge Services
Client Reference	Name: Mark Thomas Title: MSP Account Manager Phone: 629-888-0698 Email: markt@knowledgeservices.com
Scope of Work	SCOPE OF WORK SENIOR SOFTWARE DEVELOPER FOR USBE UTAH SCHOOLS INFORMATION MANAGEMENT SYSTEM (USIMS) SOLICITATION #USBE-AH22104-DO

Summary:
The Utah State Board of Education (USBE) is seeking up to four strong Senior Software Developers to work on a new event driven microservices designed system which will impact every student and teacher in Utah. We are looking for highly motivated individuals experienced in secure coding practices, Test Driven Development, Domain Driven Design, microservices design, and with the ability to incorporate/integrate data visualization capabilities into web applications.

The Ideal Candidate:
The ideal candidate for this position is a highly skilled and motivated full stack developer. They have extensive experience with C#, .NET, CSS and Angular and are highly familiar with Kubernetes, Azure, and CosmosDB. They are passionate about microservices, Domain Driven Design, containerization, and event driven architecture with knowledge of how these affect security and coding standards throughout the environment. They've worked in TDD and understand the purpose of testing while developing. They understand and drive conversations for improvement, are enthusiastic about new technologies, and love to impart this knowledge and enthusiasm with others.

Principal Duties:
As a Senior Software Developer, your responsibilities will include:
Microservices development including domain modeling.
Utilize software development best practices.
Implement secure coding standards and practices.
Develop web applications using technologies such as .NET, C#, CSS, Angular, and Azure.
Collaborate and communicate effectively in an agile environment.
Apply an engineering mindset.
Contribute to the team in analysis, design, and testing within a Selenium framework.
Apply systems engineering concepts, such as structured design, supportability, reliability, scalability, and maintainability to ensure that applications are optimized and loosely coupled.
Experience with container orchestration and building apps in containers.
Desire and ability to communicate and collaborate at a high level.
Strong customer service and customer relations skills.
Excellent communication skills.
Able to identify and develop creative solutions to problems.
Strong understanding of data collections and data flow.
Other duties as assigned.

- **Requirements:**
  A. Degree – B.S. in Computer Science, Information Technology, or equivalent experience.

	B. **Functional Experience – 5+ years' experience with .NET, C#, CSS, Angular, Kubernetes, Azure, Typescript, SCSS, Selenium, SpecFlow, CosmosDB, microservices design, and other technologies and tools.** C. Functional Experience – 7+ years' experience using secure coding practices, Test Driven Development, Domain Driven Design, and implementation. D. Agile/Scrum – Candidates must demonstrate experience in an agile product environment to include deep understanding and experience with agile methodologies. E. Interpersonal Relationships – Candidates must demonstrate the ability to work well with others of all personality types while demonstrating problem-solving and the ability to prioritize tasks. F. Communication – Candidates must demonstrate the ability to communicate in verbal and written form with both technical and non-technical personnel. G. Initiative – Candidates must demonstrate success as a self-starting, hardworking and inquisitive worker. H. Teamwork – Candidates must demonstrate the ability to work with cross-functional teams to deliver on a common goal.
Timeline Worked	**Start Date: 2023-07-27** **End Date: Till Date**
Resource Profile	**Bhavani Yellamelli**

Bhavani Yellamelli

Bhavani Yellamelli is an IT professional with 10+ years of experience developing, delivering software projects across multiple domains.

Areas of Expertise
- **Delivery and Development:** Successful delivery of scalable software applications coupled with proven team management skills.
- **Team Management and Mentoring:** Efficiently led a team of Developers, QAs, and Product Owners. Provided technical/strategic guidance on solution implementation.
- **Collaboration:** Collaborated with various teams including PO, Engineers, DBAs, Testing, Operations, Product Managers, Stakeholders for on-time deliverables using a traditional waterfall/agile, scaled agile and safe methodologies.
- **Quality Control:** Performed Code reviews according to Standards and Guidelines.

Technical skills

Core Strengths	Tools and Technology	Industries/Domains

- Object Oriented Design
- Layered Architecture
- N-Tier Architecture
- Microservices based Architecture.
- Service Oriented Architecture
- Design Patterns
- Event Flow Framework
- Active Directory, Authorization
- Component Model (.NET)
- Dependency Inversion patterns
- Domain Driven Design, Event Driven Development
- Globalization & Localization
- WinForms
- Test Driven Development
- Azure DevOps
- Microsoft Azure
- Outbox Pattern

- ASP.NET Core, ASP.NET MVC & Web Forms, Web API, ADO.NET, Microsoft Azure.
- C#, VB.NET, Visual Basic, C++.
- MVVM, MVP Patterns.
- WCF, SOAP and REST API Services.
- LINQ, TSQL, PL/SQL.
- AJAX, JSON, Angular, XML/XSL/XSLT, HTML/DHTML.
- JavaScript, VBScript, PowerShell.
- Entity Framework, Telerik Open access.
- SQL Server, No-SQL, Oracle, Cosmos, Event Store Database, MS Access.
- SSIS Integration, SSRS Reports, Crystal Reports.
- Azure Devops, Team Foundation Server, SVN Subversion, VSS, CVS, Git.
- Visual Studio, IIS.
- Telerik Kendo UI, Telerik Rad Controls, ABCPDF, iTextSharp.
- NUnit, XUnit, ReSharper.
- Postman, Fiddler.
- Autofac Dependency Injector.
- RabbitMQ.
- Grafana for observability
- Fortify and Sonar Qube
- App Insights, Log Analytics
- Dynatrace for performance metrics
- Source Tree
- Launch Darkly
- CQRS Pattern
- Saga
- Event flow framework
- Jams Scheduler
- Send Grid
- Azure Event Hub
- Azure Key Vault
- Azure Function app
- Azure application configuration
- Azure Storage (Blob and Table)
- Azure Service Bus
- Azure Redis Cache

- Education
- Finance Services
- Health Care
- Automotive
- Mortgage

Client: State of Utah   **Jul 2023 to Current**
Project: USBE UTAH SCHOOLS INFORMATION MANAGEMENT SYSTEM (USIMS)
Role: Lead .NET Developer

- **Principal Duties:**
  As a Senior Software Developer, your responsibilities will include:
- Microservices development including domain modeling.
- Utilize software development best practices.
- Implement secure coding standards and practices.
- Develop web applications using technologies such as .NET, C#, CSS, Angular, and Azure.
- Collaborate and communicate effectively in an agile environment.
- Apply an engineering mindset.
- Contribute to the team in analysis, design, and testing within a Selenium framework.
- Apply systems engineering concepts, such as structured design, supportability, reliability, scalability, and maintainability to ensure that applications are optimized and loosely coupled.
- Experience with container orchestration and building apps in containers.
- Desire and ability to communicate and collaborate at a high level.
- Strong customer service and customer relations skills.
- Excellent communication skills.
- Able to identify and develop creative solutions to problems.
- Strong understanding of data collections and data flow.

Environment: Visual studio 2019, VS Code, React, C#, ASP.NET Core WEB API, OIDC, EF Core, Seq, Docker Desktop, Azure Devops, terraform, Azure Functions, Azure Storage, Azure SQL, Azure Web App, Azure Container Instance, Agile Scrum.

AvidXchange Inc   Nov 2015 - Present
Senior Software Engineer, Domain Lead for Money Movement Domain

Payment's domain is a collection of payment focused business capabilities required to deliver a seamless payment experience for AvidXchange's buyers, suppliers, and partners. The payment capabilities are centered around AvidXchange's ability to process and fund payment events, for multiple modalities and with multiple processing partners, from the initial payment request to the final acknowledgment that the payment is closed, and funding has reconciled.

The domain is a collection of platform microservices and APIs that are separated by clear bounded contexts, which:

- Provide an accurate payment lifecycle related to the invoice and supplier.

- Provide the ability for other platforms to consume payments in a seamless manner, agnostic of payment processor.

Responsibilities:

- As an Sr Developer, was responsible for designing Microservices based API architecture for web applications, involved in re-writing some of our legacy applications to modern design using .Net Core/Azure.
- Extensive experience in developing loosely coupled applications using Dependency Injection Frameworks.
- Implemented software applications using latest technologies in Microsoft Stack such as Azure, Cosmos DB,
     SQL Azure, Azure Blob/Table storage, Azure Event Hub, Services, Azure function app, C#, ASP.NET Core etc.,
- Use of agile- safe methodologies.
- Developed Application Program Interfaces (API's) that are used to exchange data between distributed software.
- systems.
- Developed and Consumed Web Services (Rest and Soap) using C#, ASP.NET and .Net XML class library.
- Implemented AES algorithm to encrypt data and SQL column encryption with automation of key rotation.
- Used Launch Darkly for feature flagging and feature delivery.
- Integrated with Send Grid for delivering emails over SMPT or HTTP.
- Implemented messaging with RabbitMQ (AMQA server), Service Bus and Event Hub for different project use cases.
- Event Driven Architecture was implemented to capture various events happening in the system and reacting to
- them in real-time using asynchronous pattern via Azure Functions.
- **Created Stored Procedures to manipulate the database and to apply business logic according to the user's specifications.**
- **Integrated with many services internal and external.**
- **Created Single Page Applications using just AngularJS, HTML5, and CSS3**
- Used Entity Framework, database first and code first approaches.
- Used LINQ for data querying capabilities.
- Implemented Distributed Caching using Reddi's cache to get better throughput.
- Implemented observability, capturing telemetry for all the critical use cases, and built dashboards in Grafana for operations teams to leverage and act.
- Implemented change tracking in SQL, used Outbox Pattern and leveraged Function App and Azure SQL Triggers to emit events to EventHub.
- Created Build & Release CI/CD pipelines using Azure DevOps, tokenized transformation config files for release management.
- Implemented Terraform modules for deploying resources and set up needed for Key Vault, App config, Blob Storage, Function app, App Service deployment etc.
- Implemented various OAuth workflows to authenticate client applications.
- Used Moq for unit testing to isolate class under test from its dependencies and ensure that the proper methods on the dependent objects are being called and Wire Mock for HTTP-based APIs for service virtualization tool or a mock server.

Environment: C#, .Net Core, API Development, Azure , SQL, Azure SQL, Cosmos DB, Azure Blob Storage, Azure Redis Cache, Function app, Azure application configuration, Azure Key Vault, Rabbit MQ, Azure Service Bus, Azure Event Hub, SendGrid, CI/CD, Entity Frame Work, LINQ, Launch Darkly, Grafana, Moq, Wire Mock, Angular, HTML, CSS, Visual Studio, Visual Studio Code, Rest and Soap Web Services, Outbox Pattern, SQL Change Tracking, AES Encryption, Event Flow, CQRS Pattern, Saga, Spec flow, Domain Driven Design, Event Architecture, ,Xml, Json, Json Schemas, NUnit Testing, Git, Azure Devops, Ado .Net, OAuth, Postman, SourceTree.

Rockwell Automation, Cedar Rapids, IA   **May 2015 – Oct 2015**
Senior Developer (Contractor)

DDMS (Device Database Management System I II III)
The DDMS project and all related products use human readable JSON files to provide configuration and constant information. A software tool is to be created to streamline the editing, updating, adding, and removing of these JSON files. The application uses MVP architectural pattern.

Responsibilities:
- **Designed and developed various abstract classes, interfaces, classes to construct the business logic using C# .NET.**
- **Dynamically generated data input form in the UI.**
- **Integrated MS Help (CHM) to the help hooks.**
- **Implemented dynamic addition of array rows on forms and structures.**
- **Provided support for dynamically adding and deleting objects.**
- **Worked on third party libraries for validating and coloring.**
- **Involved in the debugging load issues for large json files.**
- Implemented business, data access, UI layers using C#, MVP architectural pattern.
- **Worked on providing a way to import from excel and export for excel.**
- **Worked on Custom exceptions and their calls.**
- **Worked on automated unit tests for everything outside the UI.**
- **Documented all the sprint release documents for every sprint release.**
- **Leading the team as the Agile Scrum Master for daily stand ups.**
- **Dedicated to test the overall application prior to every client sprint review.**
- **Actively participated in Sprint Retrospectives and New feature proposals.**
- **Created around 150 Json schemas (simple, nested as well as arrays of primitive types and for array of objects) for our internal testing.**
- **Worked with controls like Menu bar, Tool bar, Status bar, Splitters, Tree views, List box, Rich Textboxes etc.**
- **Worked on remembering the states of the application, last location, window states and sizes etc.**
- **Create pull request for each task, code review with peers to discuss approach etc.**

Environment: C#, Win forms, MVP Pattern, Json, Json Schemas, NUnit Testing, Acceptance Testing- Fitnesse, ReSharper, TDD, GIT, SVN, MS Help.

Pearson, Iowa City, IA   **Aug 2014**
– Apr 2015
Software Engineer (Contractor)

PARCC (The Partnership for Assessment of Readiness for College and Careers):
Parcc- Conversion is a next generation online assessment platform designed and developed for States, School Districts that want to execute Standard-based assessments, online scoring, manage and monitor candidate information effectively. Assessment significantly incorporates Information Model, which briefly has Interaction and Evaluation, into an Assessment Item. An Assessment Item encompasses the information that is presented to the candidate in an assessment. Developed items are uploaded into the online tenants for further reviews and approval. Approved items are published to end user platforms.

Responsibilities:
- Implemented Windows Forms for numerous modules using C#.
- Created various re-usable User Controls.
- Implemented business, data access, UI layers using C#, ADO.NET, ASP.NET, MVC respectively.
- Developed and Consumed Web Services (Rest and Soap) using C#, ASP.NET and .Net XML class library.
- Styling of Items has been implemented extensively using HTML, CSS.
- Involved in designing screens Graphical User Interface (GUI).
- **Used LINQ Data source for the database connectivity through the application.**
- **Created Stored Procedures to manipulate the database and to apply business logic according to the user's specifications.**
- **Developed the Generic Classes, which includes the frequently used functionality, so that it can be reusable.**
- Involving in team meetings and working with Project Architect and Technology.
- Managers to discuss new interaction types and resolving functionality-based issues.
- Developing of assessment items with wide variety of interaction types using Xml, MathML, HTML and jQuery.
- Worked closely with marketing team and other IT teams to gather all the business requirements.
- Performing cross browsing testing for assessing and validating performance of Items.
- Debugging and resolving issues during development and production phases.
- Publishing the approved items in the form of Tests to the customers.

Environment: Visual Studio 2010, ADO.NET, SQL Server 2008, ASP.NET, C#, CSS, HTML5, Java Script, ASP.NET MVC, jQuery, CSS, SQL Server 2008, Windows 7, Xml, Html, IIS, Rest and Soap Web Services, WCF, AJAX, ITextSharp, TFS, Telerik Rad Controls for ASP.NET and AJAX, Telerik Reporting.

Synapse Development Group
Jul 2011 – Aug 2014
Software Developer

LILAH (Living Independent Life at Home):
Lilah is a Telehealth system that allows Family Members and Caregivers to remotely monitor the health of a loved one/patient. Lilah is a Web as well as windows-based application, custom designed to fit the individual

needs of patients. It is based around a touchscreen device that is configured to each patient's need. It reminds patients when to check their vitals and when to take medication. It also allows patients to video chat with a medical professional when the need arises. It provides SMS/Phone /Email Health Notifications when a patient reading is outside of their preferred health range. And is built with custom created patient reminders that notify patients when they have an appointment or remind patients to do household tasks. Every LILAH patient will have a package based on their assessment of medical needs. It also includes social features in addition to the medical features such as Games, Local weather, Personal Photo Gallery and social media.

Responsibilities:
- **Implemented the project according to the Software Development Life Cycle (SDLC).**
- **Worked with jQuery to make client-side AJAX calls to WCF and Web Services.**
- **Worked with Entity Framework 4.0 to develop both code first and database first approaches and to create Object Relational Mapping.**
- **Designed Reports using Crystal Reports 2008.**
- **ITextSharp for generating pdf templates and for dynamically populating content.**
- **Worked with Telerik tools to create data grids and panels.**
- **Designed and developed various abstract classes, interfaces, classes to construct the business logic using C# .NET and SQL.**
- **Created Stored Procedures to manipulate the database and to apply business logic according to the user's specifications.**
- **Developed the Generic Classes, which includes the frequently used functionality, so that it can be reusable.**
- **Developed Web Services to communicate with the active directory and Database, to generate emails etc.**
- **Created WCF Service to retrieve and send information from client side without Post Back and consuming existing Web Services using SOAP, HTTP and WSDL.**
- **Worked with Log4net for writing output log statements.**
- **Designed and developed dynamic ASPX web pages using C#, ASP.NET, HTML, Java Script.**
- **Worked with SSL Certificates for creating secure web sites in IIS.**
- **Used Sessions to store the user-specific information throughout the Web Application.**
- **Extensively made use of Grid view, List view, Repeater Control, and Drop-down List for displaying the data in a clear and pleasant format.**
- **Created Web.Config files for setting up of the application by writing database connections.**
- **Used Cascading Style Sheets (CSS) to attain uniformity of all web pages and to control the layout and look of the page easily.**
- **Extensively used Master Pages, Web User and Custom Controls in developing the front-end application.**
- **Used LINQ Data source for the database connectivity through the application.**
- **Worked with .NET Login Controls (Create User Wizard, Password Recovery, Login View, Login and Login Status) and Custom Controls.**
- **Used ASP.NET AJAX Toolkit controls like Script Manager, Update Panel and Modal Popup Extender within some web pages.**
- **Exception Management mechanism using Exception Handling Application Blocks to handle the exceptions.**
- **Created Test Cases and performed Unit Testing of components to ASP.NET Analyzed requirements, contributed to architecture design, and developed UML Diagrams**

- **Involved in Debugging and fixing the bugs in maintenance phase.**
- **Worked on Integrating Third Party Services like Call-Em-All for Automated Messaging Service, Microsoft Health Vault with our application.**
- **Worked with SQL Site Map Provider to generate custom menus.**
- **Responsible for migrating the Application source code across Environments from Development to Beta and Production.**
- **Design Pattern used is MVVM, Singleton.**

Environment: Silverlight 4.0/3.0, Windows Mobile 8 Professional SDK, SQL SERVER COMPACT 3.5 SP1, Visual Studio 2010/2012, ADO.NET, SQL Server 2008, ASP.NET, CSS, HTML5, LINQ, Java Script, WPF, MVVM, Singleton, jQuery, C#, TFS, IIS, Rest and Soap Web Services, WCF, AJAX, ITextSharp, Telerik Rad Controls for ASP.NET and Ajax, Telerik Reporting, Log4net1.2, .Net Migrations.

LILAH - Single Patient Application and Multi Patient Application (Windows Version):

Responsibilities:
- **Worked on WPF/C#, MS SQL Server to build the patient application using MVVM. Pattern.**
- **Implemented PRISM and MVVM light for interactions and message passing between View Model.**
- **Worked on connecting Bluetooth medical devices to the application and take a reading. from the devices.**
- **Used WPF Multiple Document Interface (MDI).**
- **Update readings to the central server via the Restful API.**
- **Implemented WyBuild and WyUpdate to automatic silent update the latest build to the Units.**
- **Used Merge Replication to sync the database between the patient application and the central database.**

Master's Final Project   **Jan 2010 – May 2011**

Education

- Masters in computer science, Baton Rouge, Louisiana.
- Bachelors in information technology, Hyderabad, India.

   11. **Systems Administrator (3 Profiles):**

PROFILE 1:

SKILL	Systems Administrator
Client	Orange County, Goshen NY

Client Reference	**Name: Bernie Lederer** **Title: Director of Technology, Operations and Service Delivery, UTC Associates** **Phone: 302-293-5847** **Email: blederer@UTCAssociates.com**
Scope of Work	• As the Network Security Engineer, you will be responsible for Design and implement new solutions and improve the resilience of the current environment • Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades, and collaborating with network architects on network optimization secure network systems by establishing and enforcing policies, and defining and monitoring access support and administer firewall environments in line with IT security policy • Report network operational status by gathering and prioritizing information and managing projects • Upgrade data network equipment to the latest stable firmware releases • Provide remote support to on-site engineers and end users/customers during installation • Provide remote troubleshooting and fault finding if issues occur upon initial installation • Undertake capacity management and audit of IP addressing and hosted devices within data centers liaise with project management teams, third-line engineers, and service desk engineers on a regular basis • Analyzing the technology environment and documenting requirements. Integrate networks with Public Cloud providers (e.g., Azure, Google Cloud Platform) using transit VPC, IPsec, and other Secure Cloud Interconnects
Timeline Worked	**Start Date: 2022-12-01** **End Date: 2024-01-25**
Resource Profile	**Shafi Faruk**

SHAFI FARUK

SKILLS

• Cisco SD-WAN

- Cisco LAN/WAN design
- Cisco Wireless LAN (WLC)
- Routing/switching
- Firewall – Cisco/Meraki NGFW | Juniper | Paloalto
- VPN: Point2Point | SSL
- Wireless radios
- Cisco VOIP (Call Manager)
- Cisco CCW
- Cisco Meraki

EDUCATION
BSc in Computer Science
Moscow Power Engineering Institute (Technical University).
Moscow Russia (09-1997-06/2001)

CERTIFICATIONS
- CCNP Security (SCOR 350-701) - 07/2020
- CCNP Collaboration (CIPTv1) - 09/2015
- CCNP (Routing & Switching) – 09/2012
- Cisco SMB Product and Positioning Technical Overview (700-751) – 05/2020
- Palo Alto Networks Accredited Systems Engineer - 09/2019
- Foundation Certificate in IT Service Management - 04/2009

SUMMARY
I am qualified Cisco Network Engineer and have experience in managing corporate IT infrastructure. Flexible and a skilled team player with an open and approachable nature, being able to operate in a dynamic environment. Have excellent communication skills approach and solve problems in an analytical and logical manner. Work closely and effectively with all levels of management to achieve my targets.

EXPERIENCE

Network Analyst
Orange County | Goshen NY
December 2022 – January 2024

- Supporting the existing network and with its expansion using different Cisco network devices including router/switches.
- Upgrading and maintaining existing LAN/WAN network.
- Supporting Infoblox, F5 (VIP/Pools/Certs renewal)
- Cisco wireless using 5520 WLC and Cisco Prime.
- Fortinet firewall installation, upgrading and joining with fort-manager/analyser.
- Analysing Splunk logs for troubleshooting.

Systems Consultant/Architect | Canadian Western Bank
Edmonton Alberta Canada T5HJ3G1
December 2021 – November 2022

- Supporting the existing network and with its expansion using different Cisco network devices including router/switches, Aruba (for wireless) etc.
- Actively involved with wifi installation across the branches.
- Testing, evaluating and implementing Fortinet SD-WAN across branches.
- Project: Datacenter migration to a new location using mainly Paloalto firewalls. Nexus Switches, virtual controllers, routers and other server side devices.
- Upgrade firewall/router IOS, create change and implementation upon approval.
- Aruba wireless network: Airwave/AP configuration, expanding to new branches and managing the existing network with clearpass.

Systems Consultant | Long View Systems
10235 101 St NW #2700, Edmonton Alberta Canada T5HJ3G1
December 2020 – December 2021

- Multivendor network support for multiple clients: Cisco, Cisco Meraki, Paloalto, HPE, Sonicawall, Juniper mainly for data-centre design/support with Cisco Nexus 9K, 7K and 5Ks. (also worked with 6500, 4500 Series switches)
- SD-WAN support for Cisco Viptela, Cato.
- Security support | Cisco ASA-Firepower (FMC/ASDM), Meraki MX series, Paloalto (Panaroma), FortiGate, Sophos with Cisco ISE, DNS Center, (VPN site-2-site, remote access etc)
- Cisco Umbrella, Titan-HQ, Cisco WSA for Web-filtering and malware protection:
- Tools used for day to day work: Logic Monitor/ BMC Remedy/ Solarwinds etc
- Wireless solution using : Cisco | Aruba | Meraki

Network Manager/Architect | 3C Information Solutions
10366 65 Avenue, Edmonton Alberta Canada T6H1T9
July 2019 – December 2020

- Network design for customers using Spine and leaf topology with Cisco Nexus 9Ks and 7ks. Hardware selection and implementation as per their business needs and to budget.
- Security solutions for our customers using Cisco NGFW Firepower, Meraki MX, Paloalto, Cisco DUO, Cisco Umbrella and Web Titan.
- Supervise team with the design configuration and implementation with various projects.

Senior Network Analyst -Team Lead | Servus Credit Union
Karl Clark Road - Edmonton Alberta Canada T6N1H5
September 2013 – June 2019

- Security product setup, configuration and management: Firewall: Cisco FirePower, ASA, WSA, Cisco ISE, Cisco DNA Center | Juniper | Checkpoint
- Router/Switch/ASR (Data-centre design using: Cisco 65xx/45xx/29xx/37xx/36xx/NEXUS 7k/5K/2K series devices)
- F5 – Load Balancer (LTM – GTM)
- Network design: migrating from 3 layer topology to Spine-leaf to architecture. Implementation, documentation | network monitoring | Packet capture & analysis etc.
- Technology: Cisco VOIP Call-Manager | Cisco Wireless Controller | Cisco WAAS | SD-WAN | VPN | Routing protocol – OSPF/BGP/EIGRP | Layer 2 switching.
- On call after hour Support | Shift rotation | supervising junior team members | training co-ordination etc.

Network Analyst | Syncrude Canada Ltd.
Fort McMurray Canada.
May 2013 – August 2013

- Providing support with existing network setup and maintenance with following routing and switch platform:
    - Cisco Router (series 7200, 3800 and 2900), ASR (1000 Series)
    - Catalyst Switches (6500/29xx/37xx/36xx)
    - NEXUS (7k/5K/2K)

Senior Network Specialist – Team Lead | Rotherham Doncaster & S Humber NHS Trust
St. Catherines Hospital, Tickhill Road, Doncaster UK DN4 8QN
July 2011 – April 2013

- Design, configuration and implementation of wireless network using AeroHive Ap and HiveManager.
- Secured network using Cisco ASA/Checkpoint firewall by implementing ACL/NAT/SSL & IPSec VPN.
- Switching and Routing; Routing protocols: EIGRP and OSPF.
- Servers: Tacacs+, Radius, DHCP, DNS etc.

Network Administrator
SW London & St. Georges MH NHS Trust
Springfield University hospital. 61 Glemburnie Road, London UK SW17 7DJ
June 2006 - April 2011

- Designed and deployed wireless network using Cisco Wireless Control System (WCS), Cisco Wireless Lan Controller (4402, 5508) and light weight APs (LAP).
- Design, installation, configuration and implementation of LAN & WAN connectivity for 68 different sites.
- Secured network using Cisco IPS and ASA firewall by implementing ACL/NAT/SSL-VPN.
- Experience in routing protocols such as EIGRP and OSPF.

Use Tacacs+, DHCP, DNS Server, Solarwinds, Cisco works for security and monitoring.

PROFILE 2:

SKILL	Systems Administrator
Client	**Edward Jones (WWT)**
Client Reference	**Name: Srikanth Kongara** **Title: Team Lead - Global Talent Acquisition & Strategic Resourcing** **Phone: 314-212-1823** **Email: Srikanth.kongara@wwt.com**
Scope of Work	- Oversee planning, design, implementation, and operation of systems and network infrastructure projects and participate in the specification of business requirements and implementation plans for technically advanced internetworking solutions; - Manage implementation of systems and network infrastructure projects, from both technical and communication aspects; - Review systems and network design for security and other risks during course of projects; - Serve as a liaison to vendors and/or third-party providers as assigned; - Provide on-site and remote technical assistance to other resources and to customers; - Provide infrastructure design, implementation planning, deployment support, software strategy, system troubleshooting, performance engineering and optimization, maintenance strategy; - Provide technical guidance, knowledge transfer and mentorship to internal engineering peers as required and lead technical staff responsibilities; - Establish networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards;

	- Maximize network performance by monitoring performance: troubleshooting network problems and outages; scheduling upgrades; collaborating with other team on network optimization; - Secures network and server systems by establishing and enforcing policies; defining and monitoring access; - Accomplish information systems and organization mission by completing related results as needed; and - Report network operational status by gathering, prioritizing information.
Timeline Worked	**Start Date: 2019-09-01** **End Date: Till Date**
Resource Profile	**Syed Ahmed**

SYED AHMED
Senior Network & Security Consultant
Proven Technical and Team Lead Expertise in a career spanning 24+ years

SUMMARY OF EXPERIENCE:
Experienced CCNP, CCIE (wr) & MCSE Network Engineer with over 24+ years of related IT experience ranging through the different layers of the OSI model. Specialized in Network design and implementation to take the lead in numerous projects and troubleshooting occasions for legacy and current protocols. Excellent communication skills combined with strong leadership and exceptional motivational abilities. Proven track record of high performance and initiatives.

HIGHLIGHTS OF QUALIFICATIONS:
- In-depth knowledge of Network Architecture and hardware in TCP/IP LAN/WAN environment.
- 20+ year experience in managing and troubleshooting Wide Area Network based on Cisco and 3COM routers using TCP/IP, T1, T3, Dark Fiber, Frame relay, ADSL, DWDM, ISDN, and X.25.
- Configured and managed BGP, OSPF, EIGRP, RIP and IP SLA on various types of routers and switches. Configured essential SNMP MIBS to monitor hardware and various routing protocols.
- Managed Cisco ASR 1004, ASR 1001, Cisco 7201, 7204, 3640, 2911, 2611, 1841, 1811 routers, Cisco
- Nexus 7000, 5000, 3000, 2K Extenders, Cisco 6513, 6509-E, 4507R, 4006, 2951, 2851, 3750, 3650, 3560 and 2960 series L2/L3 switches.
- Migrated Nortel 5520 switches to Cisco 3750 series switches.
- Configured QoS on LAN switches and WAN Routers for Voice and Video Conferencing devices.
- Managed Cisco Secure PIX 535, PIX 525, ASA5585-X, ASA5550, ASA5540, ASA5520, ASA5525-X, ASA5545-X, Checkpoint NGX R65, Palo Alto & Fortigate Firewalls.
- Designed and managed MPLS infrastructure & VRF lite on Cisco routers and switches.
- Managed Cisco IPS and ASA 5510, ASA 5540 appliance for intrusion prevention.
- Managed Cisco Content Switch Module (CSM) and CSS, & ACE for Load Balancing.
- Managed Cisco Altiga 3030 VPN Gateway for LAN-to-LAN Tunnels and Remote VPN Clients.

- Installed and Configured Cisco switches and configured AutoQoS on Cisco 3560 switches, 4006, 3750 and 4507R switches.
- Configured and managed Juniper SRX1500 appliance and created security zones and policy.
- Designed and Tested proof-of-concept using F5 LTM to Load Balance Cisco ISE Policy Server Nodes.
- Migrated Cisco ASA 5520 Firewall to Palo Alto Firewall appliance.
- Designed and managed Symantec Endpoint Protection for Corporate and Remote branch/office users.
- Managed Cisco Call Manager and Cisco Unity Servers and resolved issues related to network devices.
- Installed and configured Cisco RADIUS and TACACS+ Server 5.2 for AAA Authentication.
- Established Access Control list and RADIUS security for Cisco hardware.
- Installed and configured Cisco, Aruba and Rockus Wireless Access Points and Controllers.
- Designed and implemented Virtual Private Network using Cisco Altiga 3030 and Nortel VPN
- Concentrator and 105 remote Clients.
- Established security for VPN clients, Citrix, Cisco Routers and Switches and MS Windows Clients using RSA Keys.
- Worked with IBM to merge and integrate Corporate Data Centers.
- 10 years hands-on experience in Microsoft Windows NT /2000/2003 Servers.
- Migrated Windows NT multi-domains to Windows 2003 Active Directory Infrastructure.
- Designed and managed DHCP, DNS, DDNS, WINS and FTP and SFTP Servers.
- Managed and provided support for FreeSwan VPN using Red Hat Linux 7.2 for over 750 remote locations.
- Designed Windows 2000, Windows 2003 Advanced Servers Cluster and Windows Network Load
- Balancing.
- Managed Juniper Network SA 4000 for remote access using SSL VPN.
- Implemented various STP parameters such as Root Bridge priority, BPDU Guard, and PortFast etc.
- Managed IBM Blade Center HS20, HS21and DS4700 Storage Area Network.
- Implemented VLANs, Trunk and EtherChannel in various network environments.
- Provided 24x7 support coverage for Colocation and Corporate Data Centers.
- Tracked progress of project by maintaining constant communication with senior management staff within client's company and internally.
- Applied basic management principles to tasks in order to better optimize time management and achieve goals.
- Experienced in all project phases using "Waterfall and Agile Methodologies"
- Collaborated with other members of the Data Center team to build the new environment.
- Created and maintained project tasks and schedules.
- Provided high level alternative approach, identified potential problems and recommended alternative solutions.

RELEVANT SKILLS AND EXPERIENCE:

Sr. Network Architect / Engineer, Cleo Consulting   Sept. 2019 – Till Date

PROJECTS:

• **Cisco 9000 Switch:** Created new configuration template for Cisco 9300, 9400, and 9500 switches. Created stackwise design for Cisco 9300 switches as well stackwise-virtual for Cisco 9500 switches.

• **Cisco DNAC 2.2.1.3:** Onboarded Cisco Wireless 9800 Controllers for 28 Campuses and added Cisco AP 9130AX
in Cisco DNA Centers. Upgraded the Cisco WLC 9800 controllers IOS and using Cisco DNA Center.

• **Silver Peak SD-WAN:** Performed implementation of Silver Peak SD-WAN migration from Cisco 2921 to Cisco ENCS platform running Silver Peak virtual appliance.

• **Network Assessment for Infrastructure Upgrade:** Worked with Infrastructure team to assess the current hardware for Branch and Campus network and proposed the new hardware for fault-tolerance and SD-WAN readiness.

• **Cisco Prime Infrastructure 3.8:** Created new configuration templates using Velocity Acceleration for Cisco switches and routers on Cisco Prime Infrastructure 3.8. Created multiple GreenField & BrownField templates for several regions with options to choose from and keeping low variety of template for easy management. Created templates for Cisco Stackwise switches with several unique combinations. Also, performed IOS-XE upgrade in bundle mode and install mode for Cisco 9300 switches.

• **Cisco DNAC 2.2.1.3:** Performed PoC for Cisco DNAC Appliance for Cisco 9K switches and migrated templates from Cisco Prime 3.8 to DNA Center. Performed onboarding for Cisco Wireless Access Points and Sensor.

• **Cisco Viptela SD-WAN:** Performed implementation of Cisco Viptela SD-WAN and migrated from Cisco 2921 routers to Cisco vEdge 1000 series routers. Participated in the design discussion with Cisco to come up with final design using vManage, vSmart & vBond.

Sr. Network & Security Architect, Viacom Inc., New York, USA   **Jan. 2019 – Aug. 2019**

PROJECTS:
• **Microsoft Azure Cloud Project:** Configured Site to Site VPN and implemented Express Route configuration. Configured Network Security Groups (NSG) in Azure as a Firewall. Deployed Azure load balancer with NAT services. Experience in Azure Cloud IaaS, SaaS and PaaS model. Implemented and configured Azure VMs. Setting properties of the VMs. Scale up and scale down VM sizes, deploy ARM VM Scale Sets (VMSS), configure ARM VMSS auto-scale. Implemented Virtual networks. Configured and modified Virtual Networks.

• **Network Assessment for Cloud migration:** Performed detailed network assessment for one of the enterprise clients for cloud-based Office 365, Box.com, SAP and MS Teams applications. Created Low-Level-

Design document to modify routing for remote offices to local egress for better performance and reduced latency.

• **DMVPN & Core Routing migration:** Performed Low-Level-Design document for DMVPN & Core routing changes for Corning Inc. for 120 remote offices and manufacturing plants. Performed detailed analysis of Corning WAN and LAN networks and provided recommendation for Core routing changes and DMVPN phase II to Phase III migration.

• **Cisco ISE Infrastructure Architect & Design:** Designed Cisco ISE 2.4 in a distributed environment for port based and wireless access and authentication.

• **PaloAlto & Checkpoint Firewall:** Performed detailed analysis of Palo Alto and Checkpoint firewalls for East-to-West traffic and North-to-South bound traffic and proposed firewall design changes for improved security and easier management. Created firewall rules for Cloud based MS O365, Box.com, and SAP application migration.

Sr. Network & Security Architect, World Wide Technology, St. Louis, MO, USA   July 2018 – Jan. 2019

PROJECTS:
• **Network Infrastructure Refresh:** Implemented network infrastructure refresh for one of the WWT largest technological client. Installed Cisco 3850 as core and Cisco 4500 as access switches. Implemented Cisco WLC 3504 in HA mode for roughly 50 access Points. Performed WAN migration for Cisco ASR1001 for MPLS and internet connection using DMVPN.

• **Cisco 4500 Core to Nexus Migration:** Design and implemented Cisco 4500 core switches configuration to Cisco Nexus 7K.

• **Cisco Viptela SD-WAN:** Implemented Cisco Viptela SD-WAN solution for one of the largest retail client. Participated in the client discussion for the design solution for 650 retail stores and roughly 40 warehouses.

• **ACS to ISE Migration:** Performed migration from Cisco ACS 5.2 to Cisco ISE 2.4. Build new Cisco ISE 2.4 infrastructure in high availability mode in Cisco ISE distributed design. Configured several Cisco Routers, Switches and ASA Firewalls for Radius and TACACS+ configuration changes to migrate to Cisco ISE 2.4.

• **Cisco Infrastructure Architect & Design:** Created LAN and Wireless design for WWT's one of the largest retail client. The design involves Cisco 9500 Core switches and Cisco 9300 and 2960-XR access switches. Created multiple VRF's on Cisco 9500 to keep the layer 3 routing separate. Cisco Wireless design involved two Cisco WLC 5520 Controllers in High Availability mode and roughly 82 Access Points.

Sr. Network & Security Consultant, Data CM, Brampton, ON   May 2017 – April 2018

PROJECTS:

- **Network Infrastructure Assessment & New Data Center Architect & Design:** Performed detailed network and security assessment for the current Data Center and 19 Remote offices and presented the analysis of current state assessment to senior management. Created and proposed new Data Center Architecture including 19 Remote offices and provided detailed network & security design based on high availability and performance. Migrated Data CM HP 5308xl Core switches to Cisco 3850 Core stack switches.

- **Cisco Nexus 9000 ACI Design:** Created high-level architect for Cisco ACI for Data CM. Created PoC lab for Nexus 9K switches using 2 Spines and 2 Leafs and 3 APIC Controllers. Created Tenants, VRF's, Application Profiles, Bridge Domains, EPG's, Contracts, Subjects and Filters.

- **Cisco Catalyst 9300:** Design and build new Cisco Catalyst 9300 stack for users' access and migrated configurations from existing HP 5304xl switches to Cisco 9300 stack switches.

- **Cisco ISE Infrastructure Architect & Design:** Presented architect and design of Cisco ISE to Data CM senior management for both 802.1x security for wired and wireless networks for 19 remote branches and Head office.

- **Cisco Meraki Wireless Design and Implementation:** Migrated Data CM Rockus Wireless network to Cisco Meraki wireless network and provided Guest access to wireless guest users and contractors.

- **Cisco ASA Firewall:** Configured Cisco ASA Firewall rules for DMZ Server moves and enhanced firewall security for all Data CM Cisco ASA firewalls for RADIUS Authentication using MS NPS Server.

- **Cisco ASA Firewall VPN:** Reconfigured Cisco ASA Firewall for IPSec Tunnel with MS Azure Cloud using IKEv2 to enhance data security. Conducted training sessions for Cisco ASA firewall to Data CM network & security team. Created training & troubleshooting documents and presented to the Data CM team.

- **SOC Compliance:** Performed security auditing for SOC compliance for Firewalls, Routers and Servers and performed remedy to mitigate those security vulnerabilities. Review documents from Data CM clients and answered any questions regarding SOC compliance.

Sr. Security Consultant, Kinross Gold Corporation, Toronto, ON   **Nov. 2016 – May 2017**

PROJECTS:

- **Cisco ISE Infrastructure Architect & Design:** Architect and designed KinrossGold 802.1x large scale new infrastructure using Cisco ISE 2.1 which span to roughly 25 countries in 4 different continents. Implemented 802.1x design for Wired and Wireless users on different models of Cisco switches & Wireless controllers such as Cisco 3850, Cisco 3700-X Cisco 2960, Nexus 3000 switches and Cisco Wireless

Controllers. Designed and configured Guest Portals for Guest Users & Contractors. Provided front desk kiosk solution for self-signed guest registration and visitor's card printing.

Configured Cisco ISE 2.1 for Profiling, Posture Checking and Remediation. Created automation script for Cisco ISE to integrate with Microsoft SCCM Server to auto remediation after full posture checking.

Integrated Cisco ISE 2.1 for Cisco Umbrella (OpenDNS), AMP and Anyconnect VPN client.

• **Cisco ASA Firewall (NGFW):** Enhanced the security of Cisco ASA Firewall rules by restricting the application ports and recommended several design changes to improve KinrossGold perimeter security. Upgraded IOS on 38 Cisco ASA5500-X Firewalls and Cisco FirePOWER.

• **Cisco FirePOWER upgrade:** Upgraded Cisco FirePOWER OS from 6.0 to 6.1 in SourceFire module and move the policy from virtual appliance to physical appliance. Configured and recommended best policies for Cisco FirePOWER.

• **Network Monitoring:** Enhanced Kinross Gold WAN routers, Switches, ASA Firewalls and Sourcefire devices for SolarWinds network monitoring and alerts and resolved deficiencies in the current design.

Sr. Network Consultant, Global Network Engineering & Design, Scotiabank   July 2015 – October 2016

PROJECTS:
• **Cisco Wireless Implementation:** Implemented Cisco Wireless solution for BYOD using 802.1x authentication & Cisco Identity Services Engine for Scotiabank over 1100 branches and Corporate offices. Upgraded Cisco WLC from 7.6 to 8.0 version and tested Cisco AP 3600 and AP 3700 for 2.4 & 5.0GHz.

• **F5-LTM Load Balancer:** Designed and implemented F5-LTM to load balancer for Cisco ISE appliances for high availability and application performance.

• **Cisco 3560 to 3650 switch migration:** Performed configuration and implementation of Cisco 3650 switches and upgraded Cisco 3560 switches for 1100 Scotiabank branches.
Configured QoS and Netflow in Cisco 3650 switches and participated in a proof-of-concept testing for Lancope - Stealthwatch for Network Security and Monitoring.

• **Fortigate Firewall Implementation:** Implemented FortiGate Firewall, FortiManager & FortiAnalyzer for roughly 1100 remote branches and Data Centers.

• **WAN Secondary circuit failover testing:** Performed detailed LTE circuit testing using PathView and jperf to calculate the packet loss, jitter, and path mss and bandwidth of the LTE circuit for the new branch-in-a-box requirement.

- **NetScout:** Managed NetScout & Pathview for 1100 branches and gathered statistics and performance data to manage numerous types of circuits and bandwidth utilization for applications.

- **Infoblox:** Managed Infoblox for DNS and DHCP assignments for branch BYOD provisioning and implementation.

Sr. Network Consultant, Hewlett-Packard, Mississauga	June 2014 – June 2015

PROJECTS:
- **HP Data Center Migration:** Migrated several HP clients from Clegg Road Data Center to Markham Data Center. Designed, configured and Implemented Cisco & HP switch clusters. Migrated HP clients from leverage WAN to dedicated WAN. Configured multiple VRF routing on Cisco & HP routers using BGP and OSPF for Data and SAN networks with failover redundancy.
- **Core LAN Switch Upgrade:** Design and implemented H3C 5900 Series L3 switches for HP Financial client Global Payment, GPay and CIBC. Implemented Spanning-tree MST mode and re-designed OSPF routing for the redundancy between MCC and SCC Data Centers.
- **Cisco ASA-X Firewall Design:** Migrated Cisco ASA 5520 Firewall's to new Data Center. Re-designed Cisco ASA to Cisco ASA5545-X Firewall. Configured new Cisco Firewall to accommodate failover between Primary & Standby Firewall between the Data Centers.
- **Aruba Wireless:** Designed & configured Aruba Wireless network for HP client. Provided separate fully secured Guest SSID for guest access.
- **Checkpoint Firewall: Configured** Checkpoint Firewall to allow new subnets for US Steels offices and configured BGP to allow new subnets between Data Center and Remote offices.
- **DWDM extension between Data Centers:** Designed and configured LAN Extension between HP Data Centers using 10GB DWDM link. Extended production vlans and management vlan to the MCC Data Center.
- **IOS Upgrade:** Recommended the IOS for Cisco and HP routers and switches and upgraded IOS on roughly 80 switches and 12 routers to resolve IOS issue.

Sr. Network Consultant, Global Network Engineering & Design, Scotiabank	Nov. 2013 – June, 2014

PROJECTS:
- **Cisco ISE and BYOD:** Designed and configured Cisco Wireless solution for BYOD using 802.1x authentication & Cisco Identity Services Engine for Scotiabank 1050 branches and Corporate offices. Configured ISE profiling and Posture check for Windows 7 & Windows 8.1 devices using Cisco NAC Agent. Configured several options for Posture check and remediation for non-compliant devices Customized NAC Agent for Scotiabank logo and provided messages during login for NAC Agent. Upgraded Cisco WLC from 7.4 to 7.6 version and tested Cisco AP 3600 and AP 3700 for 2.4 & 5.0GHz.

- **Fortigate Firewall Design and Implementation:** Designed & Configured FortiGate Firewall, FortiManager & FortiAnalyzer for roughly 1100 remote branches and Data Centers.

- **Cisco 3560 to 3650 switch migration:** Configured and tested Cisco 3650 switch to upgrade Cisco 3560 switch for 1100 Scotiabank branches.

Network Consulting Engineer, Cisco Systems, San Jose, CA, U.S.A   July 2013 – October, 2013

PROJECTS:
- **Phillips 66 Wide Area Upgrade:** Upgraded Phillips66 Data Center Wide Area Networks and Checkpoint Firewalls to new Cisco ASA 5525-X Firewalls. Implemented fully redundant WAN and Firewall solution with minimum downtime.

- **Apple Inc.:** Designed and Implemented Cisco Identity Services Engine (ISE version 1.2) for Apple Inc. for San Jose & Palo Alto Data Centers. Installed three ISE appliances model 3495 as a PSE in a cluster for San Jose and three PSE at Palo Alto. Installed Primary & Secondary PAN and Primary & Secondary MnT in San Jose and Palo Alto Data Centers. Upgraded ISE appliances with newer code version 1.2. Configured ISE for Certificate Authority for management and EAP-TLS for client authentication. Configured authentication for both wired and wireless clients and tested ISE designed as a proof of concept (PoC) on ISE virtual appliances.

- **eBay Nexus 3K & Firewall Upgrade:** Upgraded eBay Network with Cisco Nexus 3000 switches & Cisco ASA5580 to ASA5585-X series firewall. Migrated roughly 45 VPN connections to new firewall.

- **Google Inc.** Design & Implemented 802.1x security solutions for wired and wireless clients. Implemented Layer 2 Access control list to optimize TCAM. Resolved design limitation for MAB clients in a Critical Vlan when RADIUS Server comes back alive.

Sr. Lead Infrastructure Design, Loblaw Companies Limited, Mississauga   June 2011 – July 2013

PROJECTS:
- **PC Bank Financial network design:** Created network design for PC Bank Financial Head Office that includes Cisco 6509-E switches in VSS mode, Cisco 3750-X switches, and Cisco 2951 routers.

- **PC Bank Financial DMVPN Design:** Created dual hub DMVPN network design to replace IPSec VPN Tunnels for PC Bank vendors. Designed failover redundancy between primary and backup connections between PC Bank networks to vendor network.

- **Network Segregation for SIEM using Fortigate Firewall:** Designed Fortigate Firewall to protect SIEM Servers in Data Centers and provided the Failover configuration for both Network and Server level.

- **Nexus 7K/5K Migration:** Participated in network design with other team members to migrate Cisco 6509 core switches to Nexus 7K & 5K switches.

- **Microsoft Access and Identity Management:** Worked on a proof-of-concept for Microsoft Access and Identity Management and tested users and performance management of the clients.

- **Blue Coat WAN Acceleration:** Created Blue Coat ProxySG Appliance & Blue Coat Director design for Data centers & 27 pilot locations and participated in WAN acceleration configurations for several types of Cisco Routers and Cisco Layer 3 switches for WCCP.

- **SAP Network Infrastructure:** Created and optimized network infrastructure for the SAP applications.

- **Virtual Desktop Infrastructure (VDI):** Designed VDI Infrastructure using Citrix NetScalers 7500 and provided data center redundancy using GSLB.

- **De-NAT Network Design:** Worked on De-NAT network design for 1500 hundred banner stores and made enhancements on store design on a regular basis.

- **PCI Compliance:** Upgraded TACACS+ 4.2 Server to TACACS+ 5.2 for PCI Security compliance. Hardened Cisco routers and switches to fulfill PCI compliance requirement.

Sr. Network & Security Architect, CGI Corp., Toronto	Aug. 2008 – May 2011

PROJECTS:

- **New Infrastructure Architect & Design:** Created new Data Center environment for one of the Banking & Investment clients and created detail design document that includes several Cisco ASA firewalls, Cisco IPS, Cisco ACE Load Balancers, WAF, Cisco 3925R routers, Cisco 6509E & 3750 switches to host Web, Application and Database Servers and provided fully redundant network design.

- **10GB Ethernet Network Design:** Created new network infrastructure for 10GB Ethernet using Cisco Nexus 5020 switches and SUN 6000 Blade Chassis using NEM modules.

- **vCloud Network Design:** Created network infrastructure for vCloud computing.

- **New Infrastructure Architect & Design:** Created new infrastructure architect for one of the Government vertical client which includes 16 remote locations using MPLS network to access SAP Applications. The network was designed fully redundant by using EIGRP protocol between the Data Centers, and using BGP protocol at the provider end.

- **Juniper SSL VPN:** Designed and configured Juniper SSL VPN Appliance SA4500 for remote access and secure network reachability for corporate users.

- **CSS to ACE migration:** Migrated Cisco CSS Load Balancers to Cisco ACE Load Balancer ver 3.2 and moved all production urls to new ACE Load Balancer.

- **QoS for Video Conferencing:** Configured QoS for Tandberg Video devices for real time video conferencing traffic. Configured CoS to DSCP mapping and assigned priority queues on routers and switches.

- **Cisco CSM & CSS configuration:** Configured Web Servers and Application Servers for load balancing for one of the largest insurance clients. Configured sticky for SSL and cookie for session persistence on Load Balancer for specified Servers.

- **WAN Refresh:** Moved several Wide Area Network connections running on ISDN & Frame Relay to MPLS for one of the largest insurance client.

- **Cisco PIX 535 & 525 upgrade to ASA 5580:** Created detail design document and migrated Cisco PIX firewalls to ASA 5580. Identified all legacy application ports, and converted Cisco PIX conduit commands to secure access list.

- **Network Design and Implementation:** Designed and implemented completely redundant/failover network for one of the largest financial client. Configured OSPF over T1 link and failover using MPLS through GRE tunnel. Configured IPSec VPN Tunnel to carry secure data between two locations. Configured SNMP/Syslog for detailed monitoring and management purposes.

- **Network Disaster Recovery:** Worked on CGI's one of the largest insurance client for Network Disaster Recovery between two Data centers.

Sr. Network Consultant, Hewlett-Packard Corporation, Toronto, CANADA   (April – July, 2008)

PROJECTS:
- **Private VLAN:** Implemented Private VLAN for one of the largest financial client and hardened security on 50+ Cisco Routers and Switches.
- **IOS Upgrade:** Upgraded IOS on several Cisco L3 switches running dual Supervisor engines.
- **Virtual Terminal Security:** Implemented SSH and removed Telnet for approximately 40 Cisco Routers and Switches for PCI compliance.

Sr. Network Consultant, AudienceView (Q9 Hosting),   Toronto, CANADA   Oct. 2007 – March 2008

PROJECTS:
- **Single-Arm Mode VPN design**: Designed and configured One-Arm mode VPN for AudienceView clients to connect with Web Servers using IPSec VPN that provides tickets printing facility to remote offices.
- **IBM Blade Center Switch Failover with Cisco 3750:** Successfully implemented IBM Blade Center ESM switch failover with Cisco 3750 for multiple VLANs.
- **Network switches upgrade:** Installed and configured Cisco 2950, Cisco 3750 switches to replace Dell switches.
- **Cisco ASA 5520 VPN configuration:** Configured IPSec VPN Tunnels between Cisco ASA 5520 and Fortinet firewalls at remote offices.
- **Network Security Audit:** Performed security audits for IP Hosting and Corporate Data Centers and recommended network perimeter security & Windows Server security hardening.

Senior Network Analyst, KGC Ltd, Mississauga, ON, CANADA   **January 2000 - September 2007**

PROJECTS:

- **Data Centre Merger:** Successfully build a new Data Center by merging two data centers, increasing systems support time by 30% and reducing maintenance cost by 15%.
- **Network Infrastructure Upgrade:** Installed Cisco 7200, 2600, 1811 Series routers to replace Linux based VPN Servers and 3COM routers.
- **Cisco Voice Infrastructure Design & Implementation:** Worked with IBM to design and implement voice network for roughly 600 users.
- **Network Security Implementation:** Successfully implemented network security policies at Head office,
- and in Corporate Stores on Cisco Routers and Switches, Wireless Access Points, Windows 2000/2003
- Servers & Workstations. Complied all security requirements for PCI – Payment Card Industry.
- **IBM Blade Server & SAN Implementation:** Executed a project to implement a Blade/SAN infrastructure to better manage storage and servers.
- **Active Directory Implementation:** Successfully migrated several Windows NT 4.0 Domains to Active Directory for better manageability and support.
- **RSA Server Installation:** Successfully installed and configured RSA Server on Windows 2000 Server and integrated with Active Directory using LDAP. Also, configured RSA Secure Tokens for remote authentication and used AAA configuration on all Cisco Routers, Switches and Firewalls for SSH authentication using RSA Secure Tokens.
- **Citrix Implementation:** Installed and configured Citrix MetaframeXP servers with load balancing to support the JDEdwards and IntraNet environment using NFuse.
- **VPN Implementation**: Led the organization through a series of upgrades on emerging technologies, including the replacement of obsolete technologies such as Satellites and X.25 in 750 stores with new VPN infrastructure.
- **Gigabit Ethernet**: Upgraded Cisco 4006 Supervisor II engine to Supervisor IV engine for Layer 3 and added Gigabit modules for fast and high bandwidth network. Created several VLANs to reduce broadcast domain and better network performance.
- **Network Infrastructure Re-Engineered:** Accomplished a new Corporate Network / Security Infrastructure based on Cisco devices which includes PIX, VPN, Snort IDS, routers and switches.
- **Platform Services:** Manage platform services on an enterprise basis for IBM and Compaq servers. Establish guidelines for use, control and maintenance of WinTel services across the organization for Win2K, Linux and Novell Servers. Provide 3rd level support for Cisco: switches, routers, vpn and firewall. Microsoft: IIS, SQL, and Active Directory.
- **Bussiness Security & Privacy:** Analyzed, audited and devised policies for Business Security and
- Privacy statement to comply Canada's privacy statement: Bill-C6
- **Business Continuity & Disaster Recovery:** Assisted and played a dominant role in the implementation of Business Continuity practices and Disaster Recovery policies.
- **ProNet Network:** Converted X.25 to TCP/IP network, **ProNet**, for corporate stores as well as for sister company **ProPharm**. Supervised the network for a 24x7x365 for 99.97% uptime.

IT Consultant, Technet Systems Inc., New York, USA   **1996-1999**

- **Novell Netware**: Performed Novell Netware v3.12 /4.11 installation and upgrade. Performed Novell Netware Network troubleshooting and management.
- **Windows NT Implementation**: Migrated Novell v3.12/4.11 Servers to Windows NT 4.0 Servers. Migrated all Users accounts and Group Policies to Windows NT 4.0 Domain Servers.
- **Remote Connectivity:** Installed and configured RAS Servers for remote connectivity and network access.
- **Routers:** Installed and configured Cisco and 3COM routers for LAN and WAN networks.
- **Backup & Disaster Recovery:** Performed fast and effective recovery of the server by implementing a daily scheduled data restores on the Backup Server to decrease the server downtime.
- **Training:** Teached A+, Cisco and 3COM routers and switches, Microsoft MCSE certification courses to Corporate Employees.

CERTIFICATIONS:
- Microsoft Certified Azure Network Associate (AZ-700)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Internetwork Expert (CCIE – Data Center) (written)
- Cisco Certified Internetwork Expert (CCIE – R&S) (written)
- Cisco Certified Internetwork Expert (CCIE – Security) (written)
- Cisco Certified Internetwork Expert (CCIE – Service Provider) (written)
- Microsoft Certified System Engineer (MCSE 4.0)
- Cisco Certified Internetwork Expert (CCIE – EI) (written)
- Silver Peak SD-WAN Professional

COURSE COMPLETED:

- CCIE – Routing & Switching ver 4.0 Lab exam preparation
- CCIE – Data Center version 2.0/Cisco Nexus 9000 ACI Bootcamp
- Microsoft Azure Cloud
- Cisco FirePOWER installation & Configuration.
- Cisco ISE
- Cisco Viptela SD-WAN
- Cisco iWAN SD-WAN
- Blue Coat WAN Acceleration – IBM Education Center
- Securing Cisco Routers and Switches (SNRS) – IBM Education Center
- Configuring IPSec VPN – IBM Education Center
- Fortinet Firewall Training (FCNSA)
- F5 – Application Delivery Fundamentals
- Cisco Pix Firewall – Global Knowledge Training Center
- Introduction to Python
- ITIL Foundation

EDUCATION:
- **BS in Electrical Engineering (EE) - 1996**
  (Major – Telecommunication & Electronics)
  New York Institute of Technology (NYIT), New York, USA

PROFILE 3:

SKILL	Systems Administrator
Client	Presidio Networked Solutions
Client Reference	Name: Diana McIntosh Title: Manager Email: dmcintosh@presidio.com
Scope of Work	- As the Network Security Engineer, you will be responsible for Design and implement new solutions and improve the resilience of the current environment - Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades, and collaborating with network architects on network optimization secure network systems by establishing and enforcing policies, and defining and monitoring access support and administer firewall environments in line with IT security policy - Report network operational status by gathering and prioritizing information and managing projects - Upgrade data network equipment to the latest stable firmware releases - Provide remote support to on-site engineers and end users/customers during installation - Provide remote troubleshooting and fault finding if issues occur upon initial installation - Undertake capacity management and audit of IP addressing and hosted devices within data centers liaise with project management teams, third-line engineers, and service desk engineers on a regular basis - Analyzing the technology environment and documenting requirements. Integrate networks with Public Cloud providers (e.g., Azure, Google Cloud Platform) using transit VPC, IPsec, and other Secure Cloud Interconnects
Timeline Worked	Start Date: 2017-04-01 End Date: till Date
Resource Profile	Muddasir Iqbal

Muddasir Iqbal
CCIE Voice/R&S # 34375, CCNP, CCNA, DevNet, MCSA, Network+ & Project+,
AWS Associate and Professional

Summary
A Unified Communications and Network Specialist with over 14 years of experience primarily worked in **professional services consulting and solutions architect (pre-sales)** environments, with an extensive experience in Cisco Technologies (Unified Communications / Data Network). Good Communications, project management and high customer services satisfaction skills.

Technical Skills Summary

Collaboration	Cisco Unified Communications Manager 4.x – 11.x Cisco Unity/ CUC Connection VoiceMail/Unified Messaging System 4.x – 11.x, Personal Assistant, UCC Express 4.x – 12.x Voice gateways, SRST, QoS, Cisco Emergency Responder $8f$.x – 12.x, Verint Voice Recording Application, PBX Integration. Call Manager Express and Unity Express 2.3.x, 3.x, 7.x, 8.x and 9.x for branch office solution. Unified Communications Solutions Design, qUnified IM &Presence 7.x & 8.x, 9.x - 11.x, Webex, Cisco Jabber, Call Center IVR, Auto-Attendant, Cisco Unified **Telepresence Solution**, **ExpressWay Core & Edge**, Social Minor Cisco Hosted Collaboration (**HCS**), Web**Ex** Calling, Web**Ex** Meeting, Web**Ex** Messaging and WebEx Contact Center
Virtualization	VMWARE ESX server 4.x, 5.x and 6.x, VMWARE server and workstation, UCS C2xx Series Servers and VDI with cisco backpack 2112
Design Skills	Knowledge and understanding of Cisco PPDIOO methodology, Understanding of Cisco IP Communications/Infrastructure Project life cycle
Microsoft	Windows Server 2003, XP Pro/Vista and 2007, Active Directory Services Win2k3
Network Services **Back Office**	DHCP, DNS, FTP, TFTP, SFTP Microsoft Exchange Server 2003, and SQL Server 2000
Signaling Protocols	H323, MGCP, SCCP and SIP
Server Hardware	Cisco MCS and UCS servers
Internetworking	Cisco routers / Switches (26xx, 28xx, 29xx, 38xx, 39xx, 37xx, 65xx, 4xxx)

Protocols	**RIP, OSPF, EIGRP, BGP**, IMAP4, Telnet, SMTP, IIS and FTP
LAN/WAN	**VLAN**, VTP, STP, **RSTP**, **HSRP**, 802.1Q, Trunks, **Ether-channel**, Ethernet **Gigabit Ethernet**, T1**, E1**, DSL, ADSL, Frame Relay, BGP and MPLS
Network Monitoring & Management	Knowledge of Cisco Unified Operations Manager, Service Monitor, Packet Capturing tools, WhatsUp Gold, Syslog, Solarwinds, AppManager (NetIQ)
Network Diagrams	Microsoft Visio

Professional Experience

Sr. UC Consultant (Contract)   April 2017 – Present
(Presidio Networked Solutions)

- Planned, designed, implemented, installed and configured UC & NETWORK solutions for customers all across Canada and the US.
- Project documentation (LLD/HLD, As-Built).
- Provides customers and account representatives with technical product advice and demonstration support during pre-sales discussions
- Develop a close relationship with sales staff in the territory and work as a team to drive the business.
- Responded to RFP's with designs and suggestions.
- Lead Engineer on implementation projects for VoIP network sites.
- Attended customer design calls and meetings, configuration and deployment requirements of all Unified Communications architecture.
- Produces accurate estimates in Cisco Commerce Workspace (CCW) and Netformx tools.
- Participated to provide cross training to other team members within the environment.
- Demonstrated an understanding of the Cisco **PPDIOO** methodology.
- Great team player with excellent communication skills.
- Developed and maintained support documentation including support guides, knowledgebase articles, procedures, and online customer information.
- Develop Cisco Contact Center scripts.
- Fundamental knowledge of Cloud Services (**IaaS, PaaS, and SaaS**)**.**
- Created/Configured zones and Dial Plans via the (VCS) to route outbound calls to other outside agencies.
- Deployed, configured, and troubleshoot TMS, VCS, Expressway Core/Edge, Video Collaboration endpoints (DX, SX, MX series).

Sr. Consultant (Contract)   Jan 2016 – Feb 2017
(Purdue Pharma – Stamford, CT)

- Provide tier 3 architectural support for networks and I.T. issues specially IPT infrastructure which includes CUCM 10.5 cluster, CUC 9.1.2 cluster, CUCCX 9.0.1 cluster with HA, CUPS 9.1.0, Supervisor Desktop/Agent Desktop, SIP/ISDN trunks, H323/MGCP/SRST gateways etc.

- Perform VOIP sector configuration and service administration.
- Ensured that all IPT implementation was conducted in accordance with customer requirements and local and state regulations.
- Conducted customer interviews/Needs Analysis.
- Develop Cisco Contact Center scripts.
- Functioned as customer technical liaison.
- Implemented and supported Cisco-Tandberg Video Conferencing solutions e.g. Cisco expressway Core (formerly known as VCS) and cisco expressway core/edge, TMS etc.
- Implemented and supported Cisco-Tandberg Video endpoints e.g. MX200/300, SX20, EX60 and cisco Jabber for Telepresence client etc.

Sr. Consultant   Jan 2015 – Dec 2015
(Arisoft Global – End Client: Loblaw Company Limited)

- Worked for Cognizant Canada to provide tier 3 support for customer networks and I.T. issues specially IPT infrastructure which includes CUCM 9.1.2 cluster, CUC 9.1.2 cluster, CUCCX 9.0.1 cluster with HA, CUPS 9.1.0, CER 9.1.2 cluster, Supervisor Desktop/Agent Desktop, SIP/ISDN trunks, H323/MGCP/SRST gateways etc.
- Performed VOIP sector configuration and service administration.
- Ensured that all IPT implementation was conducted in accordance with customer requirements and local and state regulations.
- Project documentation (LLD/HLD, As-Built).
- Conducted customer interviews/Needs Analysis.
- Engaged in writing a **statement of work** and discussed project scope with customers to provide deliverables and timelines.
- Functioned as customer technical liaison.
- Implemented and supported Cisco-Tandberg Video Conferencing solutions e.g. Cisco expressway Core (formerly known as VCS) and cisco expressway edge, TMS etc.
- Implemented and supported Cisco-Tandberg Video endpoints e.g. MX200/300, SX20, EX60 and cisco Jabber for Telepresence client etc.

Sr. UC Consultant   Nov 2012 – Dec 2014
(CompuCom Canada Inc – Cisco Partner: Gold/UC Master certified)

- Planned, designed, implemented, installed and configured UC & NETWORK solutions for customers all across Canada and the US.
- Project documentation (LLD/HLD, As-Built).
- Conducted customer interviews/Needs Analysis.
- Lead Engineer on implementation projects for VoIP network sites.
- Assessed and documented customer requirements and use it to create **Bill of Materials** (BoM).

- Worked with **Cisco VMPT** as a guideline for deployment in order to identify the required physical servers and software.
- Attended customer design calls and meetings, configuration and deployment requirements of all Unified Communications architecture.
- Experienced with Cisco Commerce Workspace (CCW) and Netformx tools as a guideline for deployment in order to identify the required physical servers and software.
- Deployed **Traditional** and **Hosted** deployments with Cisco Hosted Collaboration System (**HCS**).
- Engaged in writing a **statement of work** and discussed project scope with customers to provide deliverables and timelines.
- Participated to provide cross training to other team members within the environment.
- Demonstrated an understanding of the Cisco **PPDIOO** methodology.
- Great team player with excellent communication skills.
- Developed and maintained support documentation including support guides, knowledgebase articles, procedures, and online customer information.
- Provided **day 1 and day 2** supports to handle all level 3-service issues. No Vendors, work directly with Cisco TAC, if personally cannot resolve.
- Provided **"Train the Trainer"** and **"End user"** training to customers.

Voice Service Specialist   Nov 2011 – Nov 2012
(Advanced Knowledge Networks - Canada)

- Planned, Designed and implemented **CUCM, CCME, CUE, Unity, UCCX** and other IP telephony solutions.
- Configured and Implemented Voice Gateways (**H323 / MGCP/SIP**), SRST for remote sites, CUCME and CUE distributed design.
- **Lead technical resource for any Cisco Partner Certification Audits.**
- Configuration changes on routers and switches in a production environment ensuring minimal down time.
- Prepared **High Level Design, Low Level Design** and **As-Built documents** for a project.
- Worked with remote offices to implement customer new LAN/WAN setup which included vlans, routing protocols, WAN configuration and co-ordination with service providers for connectivity, VoIP phone system setup etc.
- Configured and troubleshoot route/dial plan.
- Provided day 1 and day 2 support for customer networks and I.T. issues specially IPT infrastructure.
- Provided **"Train the Trainer"** and **"End user"** training to customers.
- Helped account executives in building the **BoM** for the clients by using **CCW tool**.
- Worked with **Cisco VMPT** as a guideline for deployment in order to identify the required physical servers and software.

Systems Consultant   Sept 2008 – Oct 2011
(MTS-AllStream – Cisco Partner: Gold/UC Master)

- Design and implement Cisco Call Manager, CCME, CUE, Unity and IPCC IP telephony solutions.

- Troubleshooting Network connectivity issues, utilizing various networking tools.
- Configuration changes on routers and switches in a production environment ensuring minimal down time.
- Prepare **High Level Design, Low Level Design** and **As-Built documents** for a project.
- Responsible to ensure projects are delivered on time and within budget.
- Understand and evaluate the business goals of the customer and provide advice and direction in both operational processes and technical architectures.
- Evaluate technology opportunities for new customer service offerings.
- Installing and configuring CUCM, CUCME, Cisco Unity, CUE, CUPS, CUMA, CUCCX and other Cisco IPT applications.
- Configuring and Implementing Voice Gateways (H323 / MGCP), SRST for remote sites, CUCME and CUE distributed design.
- Installing and configuring T1 PRI's, working with US and Canadian Telcos to schedule and perform the cutovers.

IPT Systems Specialist Jan-2006 – June 2008
(Unis Lumin Inc)

- Provide **Tier 2 support** for customer's **Data & Voice** Networks in a 24/7 Operation Centre (**NOC**).
- Troubleshooting Network connectivity issues, utilizing various networking tools.
- Design and implement Cisco Call Manager, CCME, CUE, Unity and IPCC IP telephony solutions.
- Understand and evaluate the business goals of the customer and provide advice and direction in both operational processes and technical architectures.
- Evaluate technology opportunities for new customer service offerings.
- Installing and configuring CUCM, CUCME, Cisco Unity, CUE, CUCCX and other Cisco IPT applications.
- Installing and configuring T1 PRI's, working with the Telco's to schedule and perform the cutover.
- Configure and troubleshoot route/dial plan
- Provide regular technical support for Enterprise Management Centre customers, on-call rotation and emergency support.
- Troubleshooting network connectivity issues

Professional Education & Training
- CCIE Voice/Collaboration ▮▮▮▮▮
- CCIE R&S ▮▮▮▮▮.
- **CCNP (Voice)**, Cisco certified voice professional
- Cisco Unity Implementation and Support
- Cisco IP Telephony design
- Cisco Collaboration Support Specialist
- Cisco Collaboration Field Engineer Representative
- Cisco Lifecycle Services for Advanced Unified Communications

- Cisco IP Telephony express applications – CCME and CUE
- Cisco IP Contact Centre express (Implement and support)
- Cisco Certified Network Associate (CCNA).
- Microsoft Certified System Engineer (MCSE – NT4)
- CompTia A+
- CompTia Network+
- CompTia Project+
- AWS Solution Architect – Professional
- AWS Solution Architect – Associate
- Cisco DevNet

Academic Qualification

- **BSc. IT-Network Administration**
  - Western Governors University - USA

- **Network Specialist Diploma**

    - **Trios College of Information Technology Canada**

- **International Diploma in Computer Studies**
  - o National Computing Center – London UK

12. **Technical Writer (3 Profiles):**

PROFILE 1:

SKILL	Technical Writer
Client	Ministry of Health
Client Reference	Name: Rajesh Satija Title: Program Manager Phone: 416-276-5301 Email: r.satija@ymail.com
Scope of Work	Role: Business Analyst - Senior SCOPE OF SERVICES Requisition Title: IT21 1580 French Language Health Services Data Coll. BA L3

Job Description:
- Support the CSIM Branch in developing and implementing new solutions such as French Language Health Services Data Collection and other initiatives
- Lead and conduct business and system analysis in order to assess client's business problems/opportunities and document the business/system requirements in such a way that I&IT solutions can be designed.
- Conduct analysis at varying levels of detail, appropriate to the project and phases of project, aligning with OPS standards
- Liaise between Business Areas and the IT Development and Testing teams to clarify business requirements and translate them into system requirements
- Conduct business modeling; use case modeling; conceptual and logical data modeling; process and data flow modeling; use case surveys; business rules definition and non-functional requirements definitions for assigned projects, including screen specifications, business rules, data migration requirements, etc.
- Produce/update documentation which will allow future support of the implemented solutions

Skills: Experience and Skill Set Requirements

Business Analysis Experience (50%)
- Experience leading and conducting business and system analysis in order to assess client's business problems/opportunities and document the business/system requirements in such a way that I&IT solutions can be designed.
- Experience conducting analyses at varying levels of detail, appropriate to the project and phases of project, aligning with OPS standards
- Experience conducting business modeling; use case modeling; conceptual and logical data modeling; process and data flow modeling; use case surveys; business rules definition and non-functional requirements definitions for assigned projects, including screen specifications, business rules, data migration requirements, etc.
- Some working knowledge/experience with Cloud technology based solutioning would be an asset
- Experience with Microsoft PowerApps solutions (Dynamics 365, Power BI etc.) development projects would be an asset

IT/SDLC Experience (30%)
- 10+ years of experience working on projects involving large, complex, mission critical applications
- 10+ years of experience in business requirements, business modeling; use case modeling; conceptual and logical data modeling; process and data flow modeling; use case surveys; business rules definition and non-functional requirements definitions for assigned projects

	• Experience in both agile and waterfall project management methodologies **Consulting skills (15%)** • Experience consulting and coordinating between Business Areas and the IT Development and Testing teams to clarify business requirements and translate them into system requirements • Critical thinking, analytical and problem-solving skills • Excellent verbal and written communication skills • Proven ability to engage with stakeholders and build strong working relationships • Excellent customer service skills, including tact and diplomacy to ensure client needs are managed effectively • A motivated, flexible, creative team player with perseverance, excellent multi-tasking abilities and a proven track record for meeting strict deadlines **OPS Experience (5%)** • Familiar with OPS Enterprise Architecture artifacts (or similar) and has ability to produce technical documentation which comply with industry standard practices • Knowledge of Project Management Institute (PMI) and OPS I&IT project management methodologies Experience with OPS Health related projects
Timeline Worked	**Start Date: 2021-11-01** **End Date: 2024-03-31**
Resource Profile	**FERESHTEH HAMIDIAN**

Fereshteh Hamidian, PMP®, CBAP®

OBJECTIVE: **Seeking a Career in Project Leadership/Business Systems Analysis/Business Analysis**

PROFILE:

- A dedicated Business Architecture, Business Analysis, Project Management, and Quality Assurance professional with a background in applications development, network administration, and configuration/release management

- Extensive working experience in operational and strategic business transformation projects deploying new technologies to improve operational models and introduce new metrics to measure organizational performance by re-engineering existing processes or recommending new processes

- Participated in the entire software development life cycle and project management being directly responsible for the project's Scope, Time, Communication, and Quality in both private sector and public sector adhering to Ontario Public Sector (OPS) directive, standards, and Zachman framework

- Experience in eliciting and analysing GIS business requirements according to the City of Toronto and municipal standards and required service levels, investigating ESRI ArcGIS functionality to interface with Enterprise applications and mobile GPS solutions

- Experience in implementing infrastructure projects including SharePoint server farm and desktop infrastructure, implementing grounds up software development and COTS applications, end-to-end Enterprise Architecture initiatives adhering to OPS Enterprise Architecture Principles

- Responsible for the development of major project artefacts including RFPs, RFQs, business cases, project charters, project plans, process models, data models, Use Cases, functional specifications, business requirements, detailed design documents, test strategies, and test plans

- Responsible for coaching and training other BA and QA personnel and coordinating BA/QA activities. Also responsible for development and improvement of training material for the end-users and providing on-site train-the-trainer sessions as required by project

- Extensive working knowledge of software engineering standards published by IEEE Computer Society, and translating the standards into policies, procedures, guidelines, and templates using the IEEE SWEBOK (IEEE Software Engineering Body of Knowledge)

- Over 17 years of IT experience utilizing both plan-driven and change-driven approaches to software development and project management, and using numerous types of development methodologies, models, and processes in the spectrum of Waterfall to Agile with focus on object-oriented analysis and design, as well as structured development methodology

- Excellent communication, leadership and crisis management skills developed by undertaking high profile projects and communicating with management, development teams and client team being on call in fast paced environments and traveling to North American and international cities

- Led User Acceptance Testing (UAT) efforts and managed UAT sessions at an international level, led a team of individuals responsible for the development and maintenance of automated and manual test scripts to test back-end and front-end processes

TECHNOLOGY (HARDWARE & SOFTWARE):

OS: SunOS Unix, HP Unix, AIX, Windows NT, Tandem/Guardian, Windows Server 2003

Databases:	Oracle, Sybase, Informix, ObjectStore, Microsoft Access, Microsoft SQL (Enterprise Manager)
Languages:	Perl, PL/SQL, Unix Shell, Java, HTML, XML, Lotus Notes, C, Rexx, C# and VB within Microsoft Visual Studio .NET 2003, UML
Tools:	Microsoft SharePoint, Microsoft Project Portfolio Server 2007, Primavera P6 Professional Project Management, Blueprint, ArisExpress, Enterprise Architect Sparx, Balsamiq Mock-ups, Microsoft Commerce Server, Microsoft Content Management Server, Microsoft Project, Visual Studio in a .NET environment, Exceed, Seagate Crystal Reports, Cognos Reports, Visio, WinRunner, LoadRunner, Quick Test Pro, Test Director, QARun, Test Partner, SQA Manager, SQA Robot, SQA LoadTest, SQL PLUS, PL/SQL, Install Builder, INTERSOLV PVCS Version Manager, Application Centre Test (ACT) as a WAST (Web Application Stress Testing), TOAD, Jira, Confluence, Axure Cloud (UI and UX Design)
Application Servers:	WebLogic, WebSphere, J2EE, Jboss, PowerDesigner

EDUCATION

York University, Toronto
Master of Business Administration (MBA) (partially completed)

University of Guelph, Ryerson University
Bachelor's Degree in Computer Science

WORK HISTORY

Ministry of Health   **November 2021 – Present**
 Senior Business Analyst

Responsibilities and Accomplishments
- Leading business analysis efforts for the implementation of French Language Health Services Data Collection (FLHSD) in a Microsoft Power Apps, and Dynamics 365 cloud solution in an agile environment
- Leading business analysis efforts for the implementation of a Cognos Business Intelligence application for The Compliance Assistance and Regulatory Enforcement System (CARES) developed in a Salesforce cloud environment
- Defining requirements for and designing dashboards and reports in PowerBI
- Assessing, clarifying, and documenting new business needs and requirements, as well as required changes to existing functionality and business processes using DevOps
- Liaising and coordinating with business stakeholders, developers, and test team members to ensure correct implementation of requirements and change requests
- Creating business analysis artifacts, and process models using Office products and Visio

- Analyzing raw data (SAS tables) and data models in PowerDesigner to ensure they have the required base data for Cognos packages and Cognos reports
- Defining and documenting business requirements for Cognos BI reporting for Intellihealth portal, creating Cognos data dictionary and modifying database data dictionary in PowerDesigner
- Determining the scope and maintaining project schedule

The Office of Public Guardian and Trustee (OPGT)   **January 2020 – September 2021**
Senior Business Analyst

Responsibilities and Accomplishments
- Leading analysis of business needs, stakeholder needs, project needs, and vendor communication needs (RFS and Architecture documents using Zackman framework)
- Reviewing GO-ITS 56, GO-ITS 25, Ontario Digital Service Standards and AODA Act as well as AODA compliance checklist to develop a number of enterprise architecture documents to submit to the Ontario Architecture Review Board (ARB)
- Performing in-depth analysis of current state of all OPGT systems, applications, integration points, data warehouses, current pain-points, required strategic and technological changes, reviewing, and editing existing business case and providing advice on resource needs, project/BA methodology and BA tools and techniques
- Administering Jira and Confluence and setting up a structure in Jira to manage business requirements, epics, features, user stories while maintaining business analysis best practices
- Developing business analysis templates and guidelines, and participating in planning, work definitions and work assignments
- Facilitating workshops and working closely with a range of stakeholders to develop current state of services, functions, processes, and developing future state functions, and processes after studying hundreds of documents and analyzing Key Performance Indicators (KPIs)
- Developing visual representations of functional areas containing architectural elements, business events, and external and internal interfaces to address current strategic pain-points
- Creating business analysis documents and artifacts, extensive BPMN process models, requirement definitions (business, stakeholder, functional and non-functional requirements, as well as epics, features, user stories and use case scenarios), data flow diagrams, and business rules using Jira and Confluence
- Developing demo packages and mock-ups using PowerPoint with VB scripting, also using Balsamiq Cloud and Axure Cloud

KPMG   **April 2019 – October 2019**
Senior Business Analyst

Responsibilities and Accomplishments
- Facilitating workshops and focus groups to develop current and future business transformation processes using BPMN and PowerDesigner for deployment of Coupa procurement system, investigating Accounts Payable and

Accounts Receivable functionality in SAP financials and develop interface specifications for SAP and Coupa invoicing
- Researching and recommending new information to be captured for KMPG's new clients to manage risks associated with new clients, designing a new business process, new tables for SQL database, and a new form in ServiceNow to capture new information, creating reports and dashboards in ServiceNow for the newly captured information
- Creating business analysis documents and artifact, process models, requirement definitions, data flow diagrams, wireframes (UI), and business rules catalogues for KPMG's Delivery Centres

Environment and Climate Change Canada   **November 2017 – April 2019**
Senior Business Architect

Responsibilities and Accomplishments
- Developing requirements, process maps (BPMN), data models (ERD) and decision trees (DMN) for Microsoft Dynamics 2016 CRM (Customer Relationship and Case Management System) and its integration with a public facing "Contact Us" page using Sparx EA tool, configuring Dynamics reports and dashboards, developing screen mock-up for the "Contact Us" page using PowerPoint and VB scripting, developing ER data model for Microsoft SQL, creating UAT plan and running UAT sessions with stakeholders
- Identifying existing functionality of Dynamics 2016 impacted by migration to Dynamics 365 CRM as part of Office 365 deployment, participating in inventorying existing systems (internal portals, meetings, and messaging systems) as part of initial Office 365 deployment and its integration with Azure AD as SaaS, existing Windows Server AD and Microsoft Intune
- Managing epics, features, user stories and work items in Microsoft Team Foundation Sever (TFS) for Climate Change portal using Adobe AEM as a content management and prototyping platform, documenting business constraints (imposed by federal government) and business/application rules within a rule engine in TFS
- Participating in the creation and verification of Domain Models (UML Classes) in Sparx EA to document and explain key concepts and terminology (traced to statements from documentary sources or meeting minutes).
- Participating in the identification and documentation of Business Objects, climate data and products, and other datasets that are provided by ECCC or other federal partners
- Reviewing source documents, identifying architectural elements, and participating in the creation of business architecture models using ArchiMate and BPMN 2.0 modeling language in Enterprise Architect Sparx
- Creating Use Cases in Sparx along with UI and UX non-functional requirements based on Government of Canada's standard on web usability, developing prototypes for UIs (VB scripting in PowerPoint)
- Developing requirements and high-level process models (using Enterprise Architect Sparx) for both RFI and RFP for Greenhouse Gas Pollution Pricing Act and Regulation. Involved in reviewing and evaluating vendor responses to RFIs.

Metrolinx   **May 2017– November 2017**
Business Analyst

Responsibilities and Accomplishments
- Leading business analysis efforts for the upgrade of fare systems devices at Metrolinx

- Investigating existing fare inspection processes at GO Transit and UP Express with focus on automating manual process and improving existing processes
- Demonstrating design options for the new user interfaces (UI and UX) on devices using interactive PowerPoint prototypes (clickable wireframes), managing options as features in Team Foundation Server (TFS)
- Interacting with various business stakeholders at GO Transit and UP Express building consensus for requirements and prototypes

Environment and Climate Change Canada   **December 2016 – April 2017**
Management Consultant

Responsibilities and Accomplishments
- Investigating the current business analysis practices and assessing the maturity of the business analysis team at enterprise level and provide recommendations to improve the processes and practices.
- Studying the software development methodology of Agile Scrum and Agile Lean, reviewing product catalogue and sprint documentation in Enterprise Architect Sparx to recommend improvements
- Creating presentations, high level business capability model and reporting the findings and recommendations to the executives using PowerPoint and models created in Enterprise Architect Sparx

Metrolinx   **December 2016– January 2017**
Business Analyst

Responsibilities and Accomplishments
- Performed documentation analysis for the Enterprise Asset Management (EAM) and Geographic Information Systems (GIS) to develop business a business case.

City of Toronto   **July 2014 – October 2016**
Business Transformation/Architecture Consultant

Responsibilities and Accomplishments
- Eliciting requirements, developing user stories, Use Cases, and business rules for collaboration of project sites, document management system, and workflows to automate document approval process for the upgrade of intranet portals to SharePoint 2013
- Administering team sites and assigning permission levels for all users of the site as well as configuring document libraries, custom lists, discussions, and other collaboration tools in SharePoint 2013
- Eliciting requirements for the enhancements to the existing Work Management System (TMMS), playing the role of a Product Owner within an Agile KanBan framework, modifying existing Web Service APIs to submit data from mobile applications to the existing work management system, verifying with users and user groups in Windows Server Active Directory, modifying Accounts Payable and Accounts Receivables calculations and processes in TMMS
- Reviewing the City of Toronto's 5-year divisional strategy and developing a project charter and a high-level implementation roadmap for the strategic business transformation and deployment of a new Enterprise Work/Asset Management System for four districts within Transportation Services Division of the City of Toronto, developing asset life cycle, asset registry and asset digitization requirements for one of City of Toronto Divisions

- Performing stakeholder analysis, developing Requirements Management Strategy, leading, and mentoring other Business Analysts and providing BPMN 2.0 and Blueprint training, scoping out efforts and providing estimates and work packages for BA work
- Studying existing Road Operations scenarios including road resurfacing, snow ploughing, and many more scenarios to reduce the amount of paperwork and automate workflow among various departments to be deployed within a Work Management System
- Developing and presenting current and future business and service capability models using Zachman framework adhering to Ontario Public Sector directive and standards, eliciting and documenting business requirements, functional, non-functional and transition requirements from various cross-functional stakeholder groups through interviews, focus groups, and workshops (using Blueprint Business Architecture tool)
- Facilitating Joint Application Design (JAD) sessions and working closely with business architect and end-users to develop integration options between work management system and many other City's applications, developing Web Service API specifications for data exchanges between work management system and other applications
- Reviewing municipal standards, By-laws, contracts, and City's internally developed artefacts to ensure alignment with regulations, standards, and frequencies of provided services

Shoppers Drug Mart   **March 2013 – June 2014**
Lead Business Analyst

Responsibilities and Accomplishments
- Leading business analysis efforts for the operational business transformation initiative and managing scope, time, and quality for the infrastructure upgrade of Shoppers Drug Mart Distribution Centres and ensuring the efforts and activities are aligned with program strategy and adhere to tailored Zachman framework and existing business capability model
- Eliciting business requirements from various stakeholder groups through interviews, focus groups, workshops, conference calls, JAD sessions developing Balsamiq mock-ups (for SDM online shopping channel), and reviewing Standard Operating Procedures (SOPs), building codes, electrical codes, and municipal codes
- Reviewing financial data, developing cost benefit, risk, and feasibility analysis for upgrade options, developing charters, risk-based functional and non-functional requirements, and many other project artefacts
- Assisting with the upgrade of intranet portal to SharePoint 2010, building SharePoint applications for internal clients using Agile Lean framework, creating, and configuring project team sites, document libraries and meeting workspaces in SharePoint
- Optimizing business processes and workflows, developing data models for variety of Distribution Centre operations, workflows, and tasks in BPMN notation using ArisExpress and Sparx Enterprise Architect (CASE)
- Involved in translating functional requirements into architectural solutions and designs, designing UI and UX interactive wireframes (clickable prototypes) for an online shopping application using Adobe Experience and Content Management (Adobe AEM)
- Improving test and Quality Assurance related documents and monitoring QA activities (MS Project)

Toronto Hydro   **November 2011 – March 2013**
Lead Business Analyst

Responsibilities and Accomplishments

- Led and managed BA efforts, coached and trained other BAs, co-op students, and QA staff to ensure project milestones and deadlines are met (MS Project) according to business capability model
- Developed Requirements Management Plan, Business Analysis Work Plan, Test Strategy document (administrating and using QA Center/Test Director) and provided estimates for work packages
- Analysed financial data and developed a comprehensive Business Case and Feasibility Analysis Report for the implementation of company wide application and its interface with corporate ERP (MS Project Server, Visio, Sybase, and SQL databases (using TOAD), and variety of other tools)
- Interfaced with a variety of stakeholder groups to develop high level business requirements to be included in the RFP, current and future business processes, Impact and Gap Analysis reports, business workflows, user stories, Use Cases and ER (Entity Relationship) diagrams
- Solved issues arising from differences in processes, templates, and operations by bringing together the divergent stakeholders and the vendor and driving them towards consensus through negotiations.
- Identified and analyzed reporting requirements, participated in data modeling and ETL design sessions, identified appropriate data elements and their sources for COTS applications and also an in-house .NET application
- Led variety of workshops, focus groups, interviews and JAD sessions to elicit and document functional and non-functional business requirements to automate time reporting and reduce paper usage for various union employees, designing GUIs and screen mock-ups for some applications

KPMG   **April 2011 – October 2011**
Lead Business Systems Analyst

Responsibilities and Accomplishments

- Leading business analysis efforts for operational business transformation of 20 KPMG departments for knowledge and information sharing through upgraded portals (from SharePoint 2007 to SharePoint 2010), modelling current and future processes using an Agile Scrum framework with weekly sprints
- Assessing work requests to provide scope and effort estimates for BSA services, developing Work Breakdown Structure and work package plans for BSA deliverables
- Identifying, analyzing and documenting business, functional/non-functional requirements, and use cases using RUP methodology and UML modelling language within Blueprint BA tool, designing GUIs and screen mock-ups for some applications using Java, JSP pages, ASP.NET and other technologies
- Developing configuration scenarios for the upgrade of Exchange Server and deployment of FirePass and Outlook Web Access, managing scenarios and test cases in HP QC
- Assessing sever virtualization capabilities, hardware cost saving, and investigated migration of applications that can run on virtual servers rather than physical environments

Direct Energy   **October 2010 – April 2011**
Senior Business Systems Analyst

Responsibilities and Accomplishments

- Responsible for documentation of current processes in Amdocs Clarify CRM, future processes in Siebel CRM, its integration of accounts payables and receivables with Moneris, and elicit business requirements through running

focus groups, workshops, and walkthroughs to document requirements and future CRM processes and workflows using Blueprint, designed SharePoint forms to documented Use Cases
- Responsible for analyzing Direct Energy Call Centre for cost efficiency and proposing CRM solutions aligned with overall strategy and direction of the organization
- Facilitating JAD sessions for requirement, designing GUIs and screen mock-ups for some applications, feasibility, and risk analysis with various stakeholders, including designers, developers, business users, and management to identify critical and high-risk areas of the web and mobile applications
- Responsible to manage process and customer experience improvement projects and identify measurements to evaluate the impact of project implementation on the existing CRM components
- Acting as a liaison between business users and developers to submit requirements and changes, clarify questions and issues, SAP ERP configuration changes
- Manage users, requirements, functional, non-functional, test scenarios and test cases in HP QC

Toronto Transit Commission   **May 2008 – September 2010**
Senior Business Systems Analyst

Responsibilities and Accomplishments
- Involved in enterprise analysis, development of RFP, vendor analysis, and solution analysis to ensure compliance of selected solutions with existing technology and infrastructure at the TTC
- Gathered TTC's internal user's requirements for the upgrade of Exchange Server features and assisted with the development of Exchange Server Upgrade step-by-step deployment guide and checklist
- Developing functional specifications and other system related documentation to implement a SharePoint server farm and SharePoint user environments (SharePoint 2007)
- Working with many different TTC departments and client groups to determine site collections objectives, structure and taxonomy, content management, document management, user groups and access levels, department collaboration needs and overall governance for deployment of SharePoint 2007
- Developed business cases for the upgrade of MS Project Server 2007 and SharePoint 2007 to MS Project Server 2010 and MS SharePoint Server 2010
- Designed Cognos BI reports on TTC usages, transportation, traffic, and revenue management to automate the manual processes of report generation
- Managing client expectations and translating business needs into workable SharePoint solutions and capabilities
- Investigated capabilities of Maximo Asset Management and Work Management System and elicited requirements for the upgrade of Maximo
- Ensuring that project management methodology is followed, and all project related documentation are compliant with the established standards

Toronto Transit Commission   **April 2006 - April 2008**
Business Analysis and Process Improvement Consultant

Responsibilities and Accomplishments
- Reviewing and improving Quality Assurance Policy, Quality Assurance Procedures and Guidelines, QA templates used by all QA members

- Ensuring that quality is built into the deliverables of several different projects in a UNIX, Windows XP, Oracle 9i platform and using SQL Navigator and Compuware test automation tools
- Managing day-to-day quality related activities
- Organizing and running project meetings and attending all user and status meetings
- Coordinating and managing end-to-end testing including migration, functional, user acceptance and performance/stress testing, ensuring compliance of many projects including conversion, GIS technology and others to standards and procedures
- Creating Quality Assurance Plan (QAP), Master Test Plan and numerous other QA related documents
- Participating in the evaluation of products and vendors to ensure conformance to the TTC's standards
- Participating in both writing and reviewing the project plan
- Monitoring QA processes and activities in HP QC to ensure that project plan is correctly carried out
- Coordinating configuration management activities and the software development library

Canadian Tire Corporation   **December 2005 - April 2006**
Business Analyst

- **Responsibilities and Accomplishments**
- Defining and managing BA and QA related activities and milestones using Microsoft Project
- Performing extensive documentation review and analyzing Customs Self Assessment (CSA) requirements to ensure that Canadian Tire Corporation obtains CSA certification from CBSA (Canada Border Services Agency)
- Performing process modelling and data modelling of on-going trade activities
- Leading a team of four QA consultants responsible for preparation of all test related documents for integration and performance testing phases of the CATT (Customs Audit Tracking Tool)
- Developing Test Strategy, reviewing and approving test cases, and assessing the performance of team members

T4G Limited   **August 2004 - November 2005**
Business Analyst/Quality Assurance Manager

Responsibilities and Accomplishments
- Responsible for verification, validation, and editing of Use Case diagrams, ER diagrams, activity diagrams, sequence and state diagrams in an Agile Scrum and Object-Oriented Environment
- Defining and establishing Quality Assurance methodology and presenting QA best practices using a combination of Microsoft Solutions Framework (MSF), Microsoft Content Management Server (CMS), and Rational Unified Process (RUP), Rational Modeller and ArisExpress for process maps and workflows
- Establishing test team objectives, assigning QA tasks, managing project schedules and monitoring team performance
- Issue Management by defining processes for reporting, logging, tracking, and escalating all project related issues on a .NET project for Tourism British Columbia (TBC), and hellobc.com
- Change Management by analyzing Change Requests and their impacts on the original scope, providing time and resource estimates, and communicating them to project team members and stakeholders
- Leading Unit testing (C# in .NET), functional testing, and UAT efforts and managing UAT sessions involving user community

- Leading a team of five QA resources responsible for testing various applications in different project phases

Bell Canada   **May 2004 - July 2004**
Senior Business Analyst

Responsibilities and Accomplishments
- Working with other Business Analysts and end-users to develop new business requirements and test cases for the most recent Change Requests for the NM1 project
- Writing test plans and test strategies and configuring TestDirector (HP QC) to maintain requirements, test cases, test scripts and defects for NM1 project

DWL   **January 2004 - April 2004**
Senior Business Analyst

Responsibilities and Accomplishments
- Leading a team of 2 testers
- Interpreting business rules for the Atlantic Blue Cross group life and health insurance system to ensure readiness for the final User Acceptance Test (UAT) of a multi-tier web-based application in a Sun Solaris, MS Windows and IBM WebSphere environment using Java, HTML, Oracle, and XML technology
- Working with e-Business developers and business specialists to define business requirements, test strategies, requirements coverage and test coverage matrices
- Recording variances using PR-Tracker tool and assist developers in providing proper solutions

Amdocs Canada   **January 2000 - December 2003**
Project Lead/UAT Manager

Responsibilities and Accomplishments
- As the project lead, UAT lead, and primary contact person for the project, established and managed a working relationship with the client to streamline Joint Application Design sessions (JADs), and QA processes
- Managed day-to-day client interaction, and client expectations, project scope, project schedule and project quality on the job site and with client's participation
- Managed regular UAT status meetings providing detailed analysis of the defects and resolution methods on the job site and for international customers in Test Director (HP QC) for several Amdocs modules including CRM, data collection, billing, message processing, financials, and general ledgers, etc.
- Examined Oracle 8i data model from a performance point of view and improved performance by optimizing embedded SQL code and insuring proper index utilization by all SQL queries
- Scheduled and coordinated code drops on client's site, installed, and configured new releases and performed sanity and environment testing on a SunOS, and Windows NT/2000 environments using HTML, Oracle SQL, and Java technologies
- Defined, created, and implemented test strategy and test plan, and conducted end-to-end testing of any type of customization to the IAF (Internet Administration Framework) on a per client basis.

- Developed automated test scripts using LoadRunner 7.02 and Perl 5.6, developed HTML pages and Perl CGI scripts to facilitate customer testing
- Defined defect tracking and reporting processes and participated in a joint defect tracking process using Test Director 7.x and other Web-based defect tracking tools

ISM, IBM Global Services   **May 1999 - January 2000**
Quality Assurance and Release Manager

Responsibilities and Accomplishments
- Managed releases and controlled the quality of the Digital Trading Facility (DTF) within a Tandem, Windows NT 4.0, Windows 95, Informix 7.31, and Gupta 7.50 environment
- Defined and developed test strategy and test plan, conducted functional, system, integration, and Y2K testing on a Tandem computer using Guardian Operating System D45, ViewPoint, Pathway, SQL, and ENFORM
- Created run time reports connecting to Gupta and Informix databases using Seagate Crystal reports and ODBC drivers

Rogers Cantel   **August 1998 - May 1999**
Quality Assurance Team Lead

Responsibilities and Accomplishments
- Led the Quality Assurance team consisting of five Quality Assurance analysts responsible to test the Customer Service Management (CSM) module of the Client/Server billing system Vision21 within a HP UNIX 11.00, Tuxedo, Oracle8, and Windows 95 environment
- Designed test plans and test strategies to test the Customer Service Management (CSM) as the main interactive tool used in maintaining the Customer database in Vision21 billing system
- Created and managed project plans to define the goals, tasks, and schedule for the CSM team using Microsoft Project 98, created, and maintained test scripts using QARUN 4.5
- Tested the real-time interface between the Vision21 and the Address Validation System where the customer data is matched to the Canada Post database via an API call
- Tested the non-real-time interface between the Vision21 and the Computer Telephony Integration System (CTI) using Exceed 6.1, SQL PLUS 8.0, File-Aid/CS 2.0 where the customer data is automatically displayed to sales representatives by the time the call is forwarded to the representatives
- Tested the non-real-time interface between the Vision21 and the Voice Response Unit System (VRU) using Exceed 6.1, SQL PLUS 8.0, File-Aid/CS 2.0 where customer accounts are updated by calling customers
- Tested the real time interface between the Vision21 and the Authentication System using Exceed 6.1, SQL PLUS 8.0, File-Aid/CS 2.0 where the identity of a phone is validated, and the unauthorized use of wireless networks is reduced

The Bank of Nova Scotia   **April 1997 - August 1998**
Systems Integrator

Responsibilities and Accomplishments

- Designed, validated, configured, documented and version controlled the Client/Server financial application CARDS (Credit Authorization Reporting and Documentation System) within a AIX 4.2.1, Sybase 11.0.2, and Windows 95 environment
- Compiled source code, produced executable files, authorized a release, published release highlights, and implemented the release in the production environment using PowerBuilder 5.0.04 and Install Builder 5.0.
- Designed and established source control procedures, configured INTERSOLV PVCS Version Manager 5.3 to maintain archives for the source code
- Designed, developed, and conducted validation and acceptance tests cases using SQA Manager 6.0 and SQA Robot 6.0
- Designed and performed stress and multi-user tests using SQA LoadTest 6.0
- Developed and executed Year 2000 compliance test plan for CARDS

June 1993 - April 1997

Bell SYGMA
Developer/Network Administrator/Systems Integrator

Responsibilities and Accomplishments
- As a key member of the Highway 407 Test and Implementation team participated in the design of the product validation test plan and system acceptance test plan for the Highway 407 Revenue Management System (RMS)
- Developed, conducted, and documented manual and automated Validation and Acceptance test cases using UNIX Shell scripts and WinRunner 4.0 scripts within a AIX 4.1, Windows NT 4.0 and Exceed 6.0 environment
- Designed and developed a PC application using Microsoft Access 2.0
- Designed and developed a Lotus Notes 3.5 application, provided support for other Lotus Notes 3.5 applications
- Modified and enhanced existing VM applications using Rexx
- Provided general support for PC and VM applications using InfoList, InfoDBM and Rexx
- Administered OS/2 server and installed and configured numerous OS/2 2.1 workstations

PROFILE 2:

SKILL	Technical Writer
Client	**Ministry of Solicitor General**
Client Reference	**Name: Aditya Mishra** **Title: Solution Architect/Program Manager** **Phone: 647-765-4610** **Email: aditya.mishra@hotmail.ca**
Scope of Work	**Role: Business Analyst** **SCOPE OF SERVICES** **Scope:** • Translation of business and functional requirements into system specifications.

- Creation of detailed project plan, project governance, and risk mitigation processes.
- Creation of project quality assurance process for system implementation.
- Work with the project team in completing all relevant and required documentation in alignment with OPS standards.

Deliverables:
- Design, implement and work with the project team in completing all relevant and required documentation in alignment with OPS standards
- Develop a project quality assurance assessment framework
- Undertake special assignments/sub-projects as assigned
- Deploy agile methodology in providing coordination and support
- Conduct, assess, evaluate and document stakeholder interests and business needs
- Create and validate business scenarios and use cases
- Produce visual depiction of use cases and process flows; ensure alignment with the program area and associated business architecture, as well as traceability to solution logical and physical architectures
- Evaluate, analyze and assess compatibilities of MS Dynamics solutions and applications to meet business needs
- Create system and user interface design and modifications (data & screen) as required
- Review all test scenarios to ensure the requirements are met; establish traceability matrix to monitor output
- Ensure alignment and adherence to Ministry of Government Services' processes and standards
- Support the testing team during system and UAT testing
- Participate in Knowledge transfer

Experience and Skill Set Requirements
Skills and Knowledge:
- Knowledge of Microsoft Dynamics 365 functionalities and capabilities
- Knowledge of implementing Microsoft Dynamics 365 F&O - Finance and Operations solution
- Knowledge of native capabilities of the system that needs to provide the functionality (e.g., Dynamics 365 or any other system)
- Knowledge of available financial and accounting applications commonly used in the market
- Knowledge or certification in finance or accounting (e.g., CPA, CFA, CGA, MBA)
- End to end including Requirement Gathering, Fit-Gap analysis, Functional mapping and design, Functional testing, UAT and User training.
- Creating detailed business analysis documents
- Outlining problems, opportunities and solutions for a business

	• Knowledge of Budgeting and Forecasting
Timeline Worked	**Start Date: 2021-07-26** **End Date: 2022-03-31**
Resource Profile	**Samer Al-Jammal**

Samer Al-Jammal

Profile

IT Business Analyst and ERP Consultant having extensive experience in ERP solutions with excellent business knowledge across different functional areas including Finance, Supply Chain Management, and Human Resources Management, I worked in a variety of different roles in IT Business Solutions including Presales, Applications development, Implementations, and Business Analysis. I have worked with multiple ERP systems including Microsoft Dynamics 365 FO, Baan, and NetSuite.

Skills

- Responsible, focused and highly adaptable professional.
- Skilled in managing multiple tasks in an analytical, organized, and decisive manner.
- A self starter who analyzes problems and develops effective solutions.
- Outstanding interpersonal skills, with ability to interact well with colleagues generating trust and rapport.
- Ability to work with customers to understand and analyze their business applications requirements to prototype and demonstrate technical solutions which address customers' business drivers and needs.

ERP Competencies and Professional Certificates

- Microsoft Dynamics AX2009, AX 2012, D365 FO Finance Certified
- Microsoft Dynamics AX2009, AX 2012, D365 FO Trade and Logistics Certified

Work Experience

Quisitive   **March 2022 – Date**
Sr. Finance Consultant   **Remote**

- Performing all D365 FO Finance consultations including gathering requirements workshops, fit gap analysis, writing functional design documents and testing scripts, modules setups and configurations, conducting business process workshops and end users training sessions.

Office of the Public Guardian and Trustee (OPGT)
Ministry of the Attorney General – Ontario
Sr. Business Analyst – Contract   **August 2021 – March 2022**

- Supporting the project team engaged in the modernization and transformation initiative aimed to replace the ERP legacy system with Microsoft Dynamics 365 FO and CRM

- Gathering business requirements for D365 FO Implementation, helping in configuration and setup of D365 FO, doing Fit-Gap analysis, and mapping the business requirements with D365 FO standard Finance functionalities including GL, AP, AR, Cash and Bank management…etc.
- Providing full range of business analysis initiatives aimed to document the current state and future state for Corporate Finance and Trust accounting
- Developing business analysis artefacts, such as user stories, business requirements, use cases, process maps, and data flow diagrams.

Brookfield   **November 2019 – July 2021**
Sr. Business Analyst   **Toronto, Canada**

- Ensuring quality and timely delivery of support to end users
- Participating in all phases of the Solution Delivery Life Cycle including planning, requirements definition, solution design, test execution, and implementation of business applications.
- Validating the business needs and requirements
- Complete applicable project-related documentation, including design specifications, application test plans, test cases and scripts, as well as end-user and system admin guides.
- Managing small to medium-sized solutions, such as minor enhancements, reports development, and application of hot fixes for MS Dynamics 365 FO.

Alithya (Edgewater – Fullscope)   **October 2016 – October 2019**
Sr. Consultant   **Toronto, Canada**

- D365FO Functional consultations, including gathering requirements and gaps analysis, conducting business process workshops and end users training, modules setups and configurations, writing functional design documents and testing scripts.

NetSuite   **September 2014 – Oct 2016**
Consultant   **Toronto, Canada**

- Implemented and Supported NetSuite Cloud Based ERP for clients in different business sectors.
- Performed business requirements gathering, and created required project documents (BRD, DRD, etc.)
- Performed all modules configurations, functional Consultations, data migration, and preparing for trainings and UAT.

Hitachi Solutions – Canada   **July 2011- August 2014**
Consultant   **Toronto, Canada**

- Worked on one of the largest Dynamics AX Projects (Suncor Retail Back Office (prism) - 650 companies). The scope of the project was to implement MS Dynamics AX for Petro-Canada's Retail business.
- Performed Business Analysis, Business Requirements Gathering, Ax Customizations and Functional Consultations, Configuration and setup of the application, Fit-Gap analysis, design and testing

- Generated Development Requirement Documents (DRDs) for many customizations functions and building new AX Modules like the Vendor Rebate Module and Product Change Request management
- Tested the new development and Bugs fixes and implemented the newly developed modules and customizations.
- Worked on building new modules to handle interfaces to other legacy Systems

Education

PSUT (Princess Sumayya University for Technology)	**1992-1996**
B. Sc Degree in Computer Science	**Amman, Jordan**

The Arab College (Intermediate Community College)	**1989-1991**
Diploma in Accounting	**Amman, Jordan**

PROFILE 3:

SKILL	**Technical Writer**
Client	**Ministry of Solicitor General**
Client Reference	**Name: Aditya Mishra** **Title: Solution Architect/Program Manager** **Phone: 647-765-4610** **Email: aditya.mishra@hotmail.ca**
Scope of Work	**SCOPE OF SERVICES** **Scope:** • The Justice Technology Services - MAG requires an intermediate Business Architect to create architecture artifacts and develop architectural checkpoint deliverables for the Tribunals Ontario Modernization stream of work. Business Architect will be responsible for the following activities: • Create architecture documents such as data models for the TO Modernization project, a SaaS implementation, including integration of applications and information as required. • Identify business processes that cross solutions and ensure integration points are identified and included in the design/architecture artifacts. • Work with the project team (internal & vendor) in completing all relevant and required documentation in alignment with OPS standards. **Deliverables:** • Develop/review business architecture artifacts as part of the Enterprise Information Architecture Federated Framework and ensures that these are integrated.

	• Create, review, provide input and support of Enterprise Architecture artifacts for all corporate checkpoints as required • Create architecture documents such as data models (Conceptual/Logical/Physical) including integration of applications and information as required. • Models business at enterprise and/or core business levels - Design capability models and related architectural solutions of business tasks, mapping capability functionality to the internal and external resources • Develop and maintain architectural controls that are in alignment and adherence to Ministry of Government Services' processes and standards • Review standards and document the business process flows, business logic, code dependencies, etc • Perform required analysis - business requirements, prepare functional/non-functional specifications & detail designs • Create use cases and process flows; ensure alignment with the program area and associated business architecture, as well as traceability to solution logical and physical architectures. • Consults with appropriate teams on specific business architecture elements and conducts focused group meetings to meet the deliverables. • Participate in Knowledge transfer
Timeline Worked	**Start Date: 2021-05-15** **End Date: 2024-01-22**
Resource Profile	**Rishi Dave**

RISHI DAVE, MBA
SENIOR BUSINESS ANALYST/ARCHITECT

- ✧ Accomplished, multilingual **Senior Business Analyst/Architect** respected for 13+ years of providing key analytic insights, including achievements with an F100 company (USAA).
- ✧ A seasoned architect who excels in gathering requirements, developing business architecture, performing testing, facilitating product development, and implementing projects from start to finish.
- ✧ Forges and maintains lasting relationships, driving stakeholder engagement and project collaboration under heavy workload.
- ✧ Exemplary educational qualifications include an MBA from the Hult International Business School, combined with industry-leading training.
- ✧ Out-of-the-box thinker committed to building and improving processes, ensuring excellent business results.

SKILLS & EXPERTISE

Business Architecture
Solution Architecture
Project Management
Product Management
Requirements Gathering
Database Analysis
Process Engineering
Stakeholder engagement
Agile & Waterfall
Spring Planning
Integration Architecture
Workshops & JAD sessions

PROFESSIONAL SUMMARY

- ✧ Extensive experience working as a Sr. Business Architect, design business architecture and delivering architectural artifacts for all checkpoints of the project
- ✧ Worked for more than 9 years in agile projects as a Product Owner and Business Architect.
- ✧ Extensive experience in Salesforce implementation projects
- ✧ Extensive experience in facilitating and conducting Joint Requirement Planning (JRP) sessions and Joint Application Development (JAD) sessions with business groups, senior management, and IT groups.
- ✧ Demonstrated expertise in creating architecture artifacts like Business Requirements Document, Functional Requirement Documents, Business Architecture Design, System Design Document and Product Strategy documents
- ✧ Experienced in creating conceptual, logical, and physical data model design
- ✧ Experienced in created business process maps for as-is and to-be processes
- ✧ Technical skills include working with SSIS, SSRS report, Tableau, Power BI reports.
- ✧ Created and maintained Use Case diagrams, Test case diagrams, Activity diagrams, Sequence diagrams, workflow diagrams, state chart diagrams and data process flows using UML Tools like MS Visio and Rational Rose.
- ✧ Experience with clients from USA, UK, Singapore, Hong Kong, India across Retail, Emerging Corporate, Trade Finance & Verticals.
- ✧ Designed, Implemented TC Microservices using JAX-RS API REST web services and spring boot.
- ✧ Responsible for building re-usable generic CI/CD pipelines for Microservices using spring Boot & Spring Cloud.
- ✧ Expertise in UML (Use case Diagrams, User Stories, Sequence diagrams and Activity Diagram) as a business analysis methodology to define the business model using Rational Rose and MS Visio.
- ✧ Treasury Responsible for providing mitigation to maintain integrity and consistency of financial data across various components in the platform.
- ✧ Skilled in domestic and international payments like SWIFT, ACH, Fedwire, Domestic clearing, ISO 20022
- ✧ Developed Data Mapping (Tibco Source-to-Target Mapping) and gained knowledge of Data Warehouse.
- ✧ Wrote simple SQL Queries to produce data streams to support ETL processes.

- ✧ Excellent verbal/written communication skills.
- ✧ Effectively works in a cross-cultural environment in diverse teams. Performs well in pressure-environments & either independently or as a team player.

CAREER HIGHLIGHTS

- ✧ Achieved 70% client service improvement after leading end-to-end implementation transaction dispute functionality in mobile application with USAA, using approaches that are now gold standard.
- ✧ Headed time-sensitive automation of Reconciliation report, increasing resource productivity without compromising overall goals.
- ✧ Attained record $3.75M profit at Columbia Petro after creating and optimizing a one-of-a-kind hedging process. Earned promotion to Senior Manager.
- ✧ Cut interest cost via a structured short-term borrowing process.
- ✧ Reduced processing time 50% and increased client satisfaction to 97% at IndusInd Bank, collaborating with the Trade Finance Operations team and streamlining all aspects of the LC Processing process to improve accountability.

CERTIFICATIONS

Scrum.Org – Professional Scrum Product Owner (PSPO)
Centennial College – Project Management Graduate Certificate Program
IIBA – *Certified Business Analysis Professional (CBAP)*
PMI – *Project Procurement Management, Project Stakeholder Management, Agile in Program Management Office, Project Management Beginners*
The London Institute of Banking & Finance – *Certified Documentary Credit Specialist (CDCS)*
NIIT – *Advance Trade Finance & Foreign Exchange Certified*

PROFESSIONAL EXPERIENCE

Ministry of Solicitor General (Justice Technology Services)   **May'21–Jan'24**

 Sr. Business Analyst/Architect

- ✧ The Tribunal Ontario is consolidating the Environment Tribunal (ELTO), Social Justice Tribunal (SJTO) and Standards Tribunal (SLASTO) in a single organization called Tribunals Ontario. To modernize the operations, Ministry selected SaaS - Salesforce as the CRM solution and implemented the solutions through PricewaterHouseCoopers (PwC). The platform supports all the solution exploring options and Dispute resolution options for the public.
- ✧ As a Business Architect, I am involved in stakeholder discussions, created the roadmap, landscape and technology framework, creating the Business Architecture Document, Information Architecture Document, Solution Architecture Document, and Solution Requirement Document and creating other architecture artifacts following required by the OPS checkpoints and gating process.
- ✧ Created the Architecture solutions from end to end, given solutions to sink the Siemio Public secure SSO solution, Azure AD authentication process, solution considerations, environment considerations, solution dependencies, information privacy and security constraints, creating architectures on application, Data, Technology and Security, all the component models, integrations, interfaces, audit and logging, session

management, solution performance measurement, disaster management and recovery, data privacy and controls, accessibility options and cybersecurity assessment.

✧ Created the Business case and class models for the Tribunal Ontario Modernization project successfully
✧ Created the Business Architecture Document (BAD) and analyzed all the Business goals, Objectives, Business functions, Business services
✧ Created all the Business processes including measures and deliverables including business roles.
✧ Created architecture artifacts following OPS architecture checkpoints and gating process
✧ Successfully created Business data models, Business functional models, Business process models and Business Network models.
✧ Successfully created the Business roadmap, technology roadmap and data strategy for the new application.
✧ All Service Integration and Accountability models created identifying the program profile, service profile and enterprise context models.
✧ All the CDM and LDM mapping models are created for all the Tribunals integrating all the tribunal requirements with customized entities.
✧ All the data exchanges are identified within salesforce cloud and other cloud-based utilities with on-prim packages and solutions. The Web services, Soap services, REST API services are properly defined with different data formats (JSON,XML etc.)
✧ Solution requirements are documented for all the functional and non-functional requirements and defined the infrastructure and deployment, data requirements, security, privacy, accessibility details.
✧ All the scalability, interoperability, availability, recoverability, reusability, and supportability options are identified and defined in the solution requirements
✧ All the interfaces, reusable components, development methodology and application design are added properly in the solutions requirements
✧ All the reporting requirements, Licensing and copy rights are discussed with the vendors and documented successfully.
✧ All the Business Intelligence and reporting requirements are clearly defined for the solution implementation.
✧ The application design, data view, technology design and security design is implemented for the application successfully.
✧ The application specifications, Integrations, traceability metrics, all the interfaces, components are analysed and implemented properly in salesforce cloud.
✧ All the security features with SSO authentication, Audit and logging, Encryption, decryptions, on-transit and at rest security features are added.
✧ The business recovery and disaster recovery options are added using SaaS - Salesforce cloud and AWS cloud features.

United Services Automobile Association (USAA)	2019 – Oct 2022

Senior Business Analyst/Architect

Use best practices to distill requirements, assess feasibility, and provide superior solutions across all stages of the project lifecycle. Create business architecture, logical and physical data-models, context model, service models, business process diagrams, and wireframes for UI design. Leverage in-depth understanding of digital banking.

✧ Lead the Enterprise Architect team in developing the application architecture artifacts, design architecture framework standards and best practices for enterprise solution.

- ✧ Responsible for the overall architecture that constitutes the Architectural framework and guide the development and implementation of application, infrastructure and design of solutions which are innovative, cost effective and high quality and ensure timely delivery services.
- ✧ Align IT solution with business, with reference to Future state architecture document and Enterprise Information.
- ✧ Responsible for the analysis, design and documentation of end-to-end architecture solution, ensuring stated requirements are met and scope in controlled.
- ✧ Create all architectural artifacts for business and solution architecture
- ✧ Work with project management office for review and approval of project architecture through various project checkpoints
- ✧ In Mobile banking (Digital Transformation) Ph1 & Ph2 application project worked as Senior Business Architect on major features like virtual card, card activation, transaction dispute, Report lost /stolen.
- ✧ Experience with Cloud Technologies such as AWS (EC2, S3, VPC, RDS. Redshift, Data Pipeline, cloud formation etc.)
- ✧ Engage with teams and colleagues on an ongoing basis to ensure business continuity as a part of knowledge transfer.
- ✧ Worked closely with Six-Sigma expert, to detail the business process, organizational role, data models and key performance indicators KPI / measures based on SIX SIGMA DMAIC methodology to identify minimize errors / defects and SOA best practices for service optimization. , accuracy and efficiency.
- ✧ Experience with SaaS Application (Salesforce)
- ✧ Noted for essential contributions to a major core transformation project from Fiserv to FIS
- ✧ Extensively designed SWAGGER documentation for Microservices using Ignite tool.
- ✧ While working on Core transformation project, I have prepared and presented functional documents (FRD) and system requirement specification (SRS) to Management and stake holders.
- ✧ Conducted feasibility studies and performed impact analysis for proposed enhancements by understanding the AS-IS system and the TO-BE- system requirements from SME's using JAD session as a requirement elicitation tool.
- ✧ Support Apigee proxies implemented for all Microservices.
- ✧ Used Postman for examining and validating the external APIs USED in the project.
- ✧ Worked on re-designing and changing page layout and configuration for Call Center transaction Dispute page.
- ✧ Built out unique features on mobile banking surrounding claims as a subject matter expert.
- ✧ Established well-received dashboards using tools like advance excel using pivot, macros, and lookups (V, H & X), SSIS, Power BI & Tableau for KPI tracking and analysis to support key strategy development.
- ✧ Reduced schedule variance through Agile/SCRUM and PMI methodologies.
- ✧ Attended as well as conduct all four scrum ceremonies (Sprint planning, Daily hurdle, sprint review and sprint retrospective).
- ✧ Designed web-based system EAI architecture for a real time system to create and update Commercial loan transactions, interact with the USAA loan accounting system ACBS on AS/ 400 system and other legacy mainframe applications with USAA
- ✧ Analyzed ATM debit card processes and other requirements to ensure quality outcomes.
- ✧ Instituted SQL queries for testing and report/data validation that are now used as the baseline for all future development. Improved methods to track and address UAT issues/bugs.
- ✧ Received commendations for input and oversight surrounding end-to-end customer and technical design, offering deliverables that became templates for other analytic efforts.

- ✧ Worked with QA members to create Acceptance Testing Driven Development (ATDDs) for testing APIs and functionalities and assisted team members in resolving their issues and concerns.
- ✧ Performed the AS-IS and TO-BE analysis of the applications which need to be re-written and documented with all the changes.
- ✧ Actively worked and documented in Data Mapping for various Schemas like star Schema and snowflake Schema and data migration from OLTP to OLAP database.
- ✧ Conducted meetings with Business stakeholders, development team and technical team to gather, verify and validate the requirements.

Columbia Petro Chem Pvt. Ltd   **2012 – 2017**
 Senior Business Architect

Owned team's key operating procedures, credit exposure to FI clients, and KYC surrounding Trade Finance including Swift. Established a wide array of business forecasts providing positive impacts to millions in new revenue.

- ✧ Worked as a Sr. Business Architect on various features including Enhancing Cash Workflows, Swift message routing, Dashboards.
- ✧ Monitored MHS Software and IT development centers and facilitated Knowledge transfer of SOA Policies, Procedures, Techniques and selection of software tools and hardware.
- ✧ Responsible for conducting JAD sessions with business stakeholders to gather requirements
- ✧ Responsible for developing and maintaining architecture artifacts
- ✧ Worked on Swift application to release MT messages including series 100, 200, 700 & 900 and also on ISO 20022 MX messages.
- ✧ Responsible for overall FX product portfolios including Spot, OTC, Forwards, Swap, NDF, Options, Cash Management, Nostro reconciliation, PL, Accounting. and, for middle and back office.
- ✧ Engage Business and clients via prototype demos to ensure team is building right product and is aligned with overall all platform strategy.
- ✧ Detailed the business process, organizational roles, entity data architecture models based project scope, Business Model System.
- ✧ Spearheaded turnaround of Treasury Dept. from loss of $800K to profit of $3.75M YOY. Selected to support steering committees with overall development vision and structuring.
- ✧ Reduced TAT and discrepancies on Letter of credit issuance, boosting profitability despite significant operational challenges. Ranked amongst the top of all managers companywide.
- ✧ Evaluate AS-IS Business rules and define TO-BE to guide system logic.
- ✧ Provided Wireframes/ Mockups/ Prototype for specific requirements using MS Visio, Power Designer, Balsamiq & Figma.
- ✧ Engaged clients and achieved $8.5M in additional revenue.
- ✧ Sound understanding of existing SOAP and REST webservices, REST APIs and request and response methods, client -side Validation, Server -Side Validation and Database Validation for various functionalities of the system.
- ✧ Set out the budgeting plan and based on the estimates present weekly updates to sponsors of the project.
- ✧ Instituted cash flow projection mechanism that reduced annual interest cost $400K. Provided internal consulting to other managers on building out similar mechanisms.
- ✧ Implemented order to cash life cycle (OTC) for order management process, scheduling process, Pricing process, logistics process, receivable process, and cash management process.

IndusInd Bank **2011 – 2012**

Deputy Manager (SME) – Trade Finance Specialist

Offered valuable insights to confidential/sanctions for review of escalated cases and adverse media cases. Trained and mentored incoming hires on trade finance and various banking standards. Acted as the primary knowledge point for trade finance products (inward/outward remittance, L/C, LCBG, etc.).

- ✧ Revamped multiple procedures, including testing, to improve workflow.
- ✧ Contributed to/launched Foreign Currency rate booking platform for bank external clients ahead of schedule. Performed review to inform future process improvement.
- ✧ Streamlined internal forms to boost productivity, efficiency, and quality across all metrics. Increased knowledge surrounding related technologies and processes.
- ✧ Ensure compliance with all relevant Internal and external regulatory requirements , including the management of operational risk and adherence to enterprise standard of ethical behavior.

Icici Bank Ltd **2008 – 2011**

SME – Trade Finance Officer

Designated as the main liaison with customers, stakeholders, and other teams to provide best-in-class service and solutions surrounding onboarding, transaction structuring, and execution.

- ✧ Interacted with users for verifying requirements, managing change control process, and updating existing documentation.
- ✧ Updated tag 53B (Account number only) on MT202 and tag 53A (Account numbers / Swift codes) on MT 300/200
- ✧ Implemented Swift MT2XX for interbank settlement and MT3XX for interbank confirmations.
- ✧ Supported audits, reviewed reports, and collaborated with address time-sensitive risks.
- ✧ Provided relevant test scenarios for the testing team and ensured testing results corresponded to the business expectation.

EDUCATION & CERTIFICATIONS

Hult International Business School	Master of Business Administration (MBA)
Institution of Finance Banking and Insurance	Post-Graduation Diploma in Banking Operations
University of Mumbai	Bachelor of Commerce

Proc Folder:	1354530	Reason for Modification:
Doc Description:	Prequalification Agreements IT Temp Staffing	

Proc Type:	Central Master Agreement	

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

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name : CLEO CONSULTING INC.

Address : 1879 WHITEHAVEN ROAD, SUITE C,

Street :

City : GRAND ISLAND

State : NEW YORK   Country : USA   Zip : 14072

Principal Contact : VIKAS JOSHI

Vendor Contact Phone: 716-775-7232   Extension:

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

Vendor
Signature X _Vikas Joshi_   FEIN# 46-3447729   DATE 05/06/2024

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

ADDITIONAL INFORMATION

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

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

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

	Document Phase	Document Description	Page 3
LOT2400000011	Final	Prequalification Agreements IT Temp Staffing	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ LOT24*011

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

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

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

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

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

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

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

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

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

CLEO CONSULTING INC.
Company

Khris John
Authorized Signature

_05/06/2024_
Date

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

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

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

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name : CLEO CONSULTING INC.

Address : 1879 Whitehaven Road, Suite C

Street :

City : GRAND ISLAND

State : NEW YORK   Country : USA   Zip : 14072

Principal Contact : VIKAS JOSHI

Vendor Contact Phone: 716-775-7232   Extension:

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

Vendor Signature X _Vikas Joshi_   FEIN# 46-3447729   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 CHARLESTON WV US	LOTTERY 900 PENNSYLVANIA AVE 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

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

	Document Phase	Document Description	Page 3
LOT2400000011	Final	Addendum No 1 - Prequalification Agreements IT Temp Staffing	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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.

Revised 6/8/2012

Proc Folder:	1354530		Reason for Modification:
Doc Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing			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 : CLEO CONSULTING INC.

Address : 1879 Whitehaven Road, Suite C

Street :

City : GRAND ISLAND

State : NEW YORK   Country : USA   Zip : 14072

Principal Contact : VIKAS JOSHI

Vendor Contact Phone: 716-775-7232   Extension:

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

Vendor Signature X _Vikas Joshi_   FEIN# 46-3447729   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		LOTTERY	
PO BOX 2067		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

Line	Event	Event Date
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)

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

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

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

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

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

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

CLEO CONSULTING INC.
Company

Khris John
Authorized Signature

_05/06/2024_
Date

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

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

(Printed Name and Title) _VIKAS JOSHI, PRESIDENT_

(Address) _1879 WHITEHAVEN, ROAD, GRAND ISLAND, NY 14072_
SUITE C

(Phone Number) / (Fax Number) _716-775-7232_

(email address) _VJ @ CLEO CONSULT. 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.

CLEO CONSULTING INC.
(Company)

Vikas Joshi
(Signature of Authorized Representative)

VIKAS JOSHI, PRESIDENT (05/06/2024)
(Printed Name and Title of Authorized Representative) (Date)

_716-775-7232_
(Phone Number) (Fax Number)

VJ @ CLEO CONSULT. COM
(Email Address)