The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

wvOASIS

Jump to: FORMS [Go] | Home | Personalize | Accessibility | App Help | About

Welcome, Alisha S Pettit

Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 0705 | ID: ESR05072400000006796 | 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: VS0000045664

Legal Name: Tekstad Inc

Alias/DBA: Tekstad Inc

Total Bid: $1.00

Response Date: 05/07/2024

Response Time: 10:44

Responded By User ID: tekstadinc

First Name: Surya

Last Name: Potu

Email: surya@tekstad.com

Phone: 7142709376

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 ESR05072400000006796	1

VENDOR
VS0000045664
Tekstad Inc

Solicitation Number:	CRFQ 0705 LOT2400000011				
Total Bid:	1	**Response Date:**	2024-05-07	**Response Time:**	10:44:17
Comments:					

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

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

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

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

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

Temporary IT Staffing Services

State of West Virginia

Title: Prequalification Agreements
IT Temp Staffing

CRFQ # 0705 LOT2400000011

Due Date: May 07, 2024 (1:30 EST)

SUBMITTED TO -

Attn: Toby L Welch
State of West Virginia
2019 Washington STE
Charleston WV 25305
Ph: 304-558-8802
Email: tody.l.welch@wv.gov

PREPARED BY-

Surya Teja Potu (CEO)
Tekstad, Inc
3533 Shady Pines LN.
Frederick, MD21704
PH: 714-270-9376
EMAIL: surya@tekstad.com

TABLE OF CONTENTS

TRANSMITTAL LETTER

State of West Virginia
2019 Washington STE
Charleston, WV 25305

Dear Toby L Welch,

Tekstad, Inc (referred as "Tekstad") is pleased to submit the enclosed response to the State of West Virginia (Referred as "State"), CRFQ Number: 0705 LOT2400000011, for Prequalification Agreements IT Temp Staffing.

Headquartered in Maryland, Tekstad is a certified Veteran-owned Small Business, stands as a beacon of dynamic and innovative IT and staffing services provision. Since our inception in 2019, we have remained steadfast at the forefront of technological solutions, seamlessly integrating IT staffing into our offerings. With a fervent dedication to excellence and an unwavering commitment to client triumph, we've consistently delivered top-tier services across diverse industries.

Tekstad is a natural zenith from the basic objective of providing cost effective innovative IT consulting and staffing solutions. Ever since our inception we have been providing IT consulting and staffing services by adapting to each client's agenda and becoming their partner combined with effective management understanding of their needs and goals. We have been delivering exceptional services with honesty and integrity in every day

> Tekstad has placed over 800 IT candidates Nationwide with public and private sector clients

action and we make sure we are successful in doing that. Our commitment to be transparent and straightforward throughout the placement process has helped us build solid client and contractor relationships. The principle we embrace – ―Customer Service first".

We follow ISO & ITIL methodologies, and have experienced consultants, diverse expert management team and focus on government solutions, positions us to meet State needs and requirements. Partnering with us provides clients inherent and clear advantages which result in achieving project objectives with significant cost savings. We work with our clients as partners and not just another staffing vendor. As partners we provide them extra value added with the combination of our knowledge base, our technology vendors' partnership advantage, our expert team of consultants who provide expert support to our field consultants working at client site without any extra cost to our clients. Through our company commitment and dedicated staff, Tekstad has a 100% project success rate with all of our clients, including many federal, state and county agencies.

Team Strength:
We ensure our commitment to satisfy all client requests by following these principles:
❖ Meeting all minimum requirements/commitments of the State
❖ Verifying that its staffing services meet agreed requirements
❖ Making provisions of quality assessment, testing & training for accepting market challenges

Below mentioned designated POC will serve as the primary contact for all CRFQ response related communications, including any requests for clarification or other communication needed between the State and Tekstad. Our point of contact Information is as follows:

Surya Teja Potu (President & CEO)	Email: surya@Tekstad.com
Tekstad, Inc	Phone: (714)270-9376
	Web: www.Tekstad.com

We request the State that, if after submitting our response, the State release any amendment, we will prefer opportunities to make the modifications in response according to the amendment. Tekstad makes the following certifications and guarantees regarding this proposal:

- All the information provided in this response is correct.
- We are acknowledging all two addendums posted till date.
- We are fully comply with all terms and conditions as mentioned by the State terms and conditions exhibit

I believe that our response meets the requirements as called out in this CRFQ. If the CRFQ determines that Tekstad response is deficient in any way, Tekstad respectfully requests to be promptly notified and be given the opportunity to correct any such deficiency. Below official is authorized to bind the commitment with the State on behalf of the firm.

Sincerely,

Surya Teja Potu (President & CEO)
Tekstad, Inc.

CENTRALIZED REQUEST FOR QUOTE PAGE V1

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof

Proc Folder:	1354530		Reason for Modification:
Doc Description:	Prequalification Agreements IT Temp Staffing		
Proc Type:	Central Master Agreement		

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-11	2024-04-25 13:30	CRFQ 0705 LOT2400000011	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000045664

Vendor Name :   Tekstad Inc

Address :

Street :   3533 Shady Pines Ln

City :   Frederick

State :   Maryland   Country : United States   Zip : 21704

Principal Contact : Surya Potu

Vendor Contact Phone: 714-270-9376   Extension:

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

Vendor
Signature X _P. Surya Potu_   FEIN# 83-3404542   DATE 04/24/2024

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

CENTRALIZED REQUEST FOR QUOTE PAGE V2

Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof	

Proc Folder:	1354530	Reason for Modification:
Doc Description: Addendum No 1 - Prequalification Agreements IT Temp Staffing		Addendum No 1 is issued to modify the bid opening date.

Proc Type:	Central Master Agreement		
Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2024-04-22	2024-05-07 13:30	CRFQ 0705 LOT2400000011	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000045664

Vendor Name :   Tekstad Inc.

Address :

Street :   3533 Shady Pines Ln.

City :   Frederick

State :   Maryland   Country : United States   Zip : 21704

Principal Contact : Surya Potu

Vendor Contact Phone: 714-270-9376   Extension:

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

Vendor
Signature X   FEIN# 83-3404542   DATE 04/24/2024

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

CENTRALIZED REQUEST FOR QUOTE PAGE V3

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof

Proc Folder:	1354530		Reason for Modification:
Doc Description:	Addendum No 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: VS0000045664

Vendor Name : TekStad, Inc

Address :

Street : 3533 ShadyPines Ln.

City : Frederick

State : MD Country : United Staes Zip : 21704

Principal Contact : Surya Potu

Vendor Contact Phone: (714)270-9376 Extension: N/A

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

Vendor Signature X _P. Suryltiil_ FEIN# 83-3404542 DATE 5/07/2024

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

DESIGNATED CONTACT

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) Surya Potu, CEO

(Address) 3533 Shady Pines Ln. Frederick MD 21704

(Phone Number) / (Fax Number) 714-270-9376/630-405-1105 (Fax)
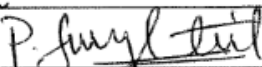
(email address) surya@tekstad.com

CERTIFICATION AND SIGNATURE

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

Tekstad Inc
(Company)

(signature)
(Signature of Authorized Representative)

Surya Teja Potu, CEO
(Printed Name and Title of Authorized Representative) (Date)

714-270-9376/630-405-1105
(Phone Number) (Fax Number)

surya@tekstad.com
(Email Address)

VENDOR MINIMUM QUALIFICATION

3.1- VENDOR EXPERIENCE PROVIDING SIMILAR SERVICES WITH EVIDENCE

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

Tekstad brings over five years of unparalleled expertise in delivering top-notch IT consulting and staffing services to a diverse range of clients in both the government and commercial sectors. With a proven track record spanning more than five years, Tekstad has established itself as a trusted partner in the ever-evolving landscape of technology staffing solutions

<p align="center"><u>Copy of incorporation document as evidence:</u></p>

State of Maryland
**Department of
Assessments and Taxation**

Charter Division

Larry Hogan
Governor

Michael L. Higgs
Acting Director

Date: 1/23/2019

SURYA TEJA POTU
3533 SHADY PINES LN
FREDRICK MD 21704

THIS LETTER IS TO CONFIRM ACCEPTANCE OF THE FOLLOWING FILING:

ENTITY NAME : TekStad, Inc.

DEPARTMENT ID	: D19366921
TYPE OF REQUEST	: Articles of Incorporation
DATE FILED	: 1/18/2019
TIME FILED	: 7:35 PM
FILING NUMBER	: 5000000002313871
CUSTOMER ID	: 5000300186
WORK ORDER NUMBER	: I901800476

PLEASE VERIFY THE INFORMATION CONTAINED IN THIS LETTER. NOTIFY THIS
DEPARTMENT IN WRITING IF ANY INFORMATION IS INCORRECT. INCLUDE THE
CUSTOMER ID AND THE WORK ORDER NUMBER ON ANY INQUIRIES. EVERY YEAR
THIS ENTITY MUST FILE AN ANNUAL REPORT/PERSONAL PROPERTY RETURN IN
ORDER TO MAINTAIN ITS EXISTENCE EVEN IF IT DOES NOT OWN PERSONAL
PROPERTY. THE RETURN IS FOUND ON THE SDAT WEBSITE.

3.1.1- GENERAL COMPANY OVERVIEW

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

General Overview of TekStad:

Established in January 2019, Tekstad Inc is a certified Veteran Owned digital services firm with over five years of experience in providing innovative information technology, IT consulting, and staffing services. Our offerings span across project management, portfolio management, product engineering, agile coaching, product management, Human-Centred Design, Cloud computing, Robotic Process Automation, Data Engineering, and Data Science.

We manage the best IT talent across the US with focus on providing local professionals to its clients. We have flexible, scalable, and customizable talent optimization programs in partnership with many of the world's best- known brands. We have placed over 800 candidates in the last 12 months for our public and commercial sector client's programs and have one and half decades of experience providing Information technology staffing support services to various public and private sector entities. We are one of the top suppliers to Aroha for the last consecutive five years and have provided quality talent for the IT staffing needs including some large projects that needed multiple resources in a short turnaround time.

We maintain small business intimacy through our agility, flexibility, and personal contact with our customers while bringing depth, industry expertise, and reach back. Tekstad main focus is on customer service and satisfaction above all else. We have been recognized for pervasive excellence in service to State and Commercial customers with numerous awards and countless customer accolades.

Our ability to excel is due to our most valuable asset, our employees. Whether in the back office, executive leadership positions or on contracts providing daily support, Tekstad has the agility, experience, and infrastructure to successfully transition, implement, and deliver State projects on schedule and on budget.

Our Commitment:
- The Right Talent, at the Right Time, at an Affordable Price
- At the Customer, For the Customer delivery model (ACFC) ensures our team is focused on your needs
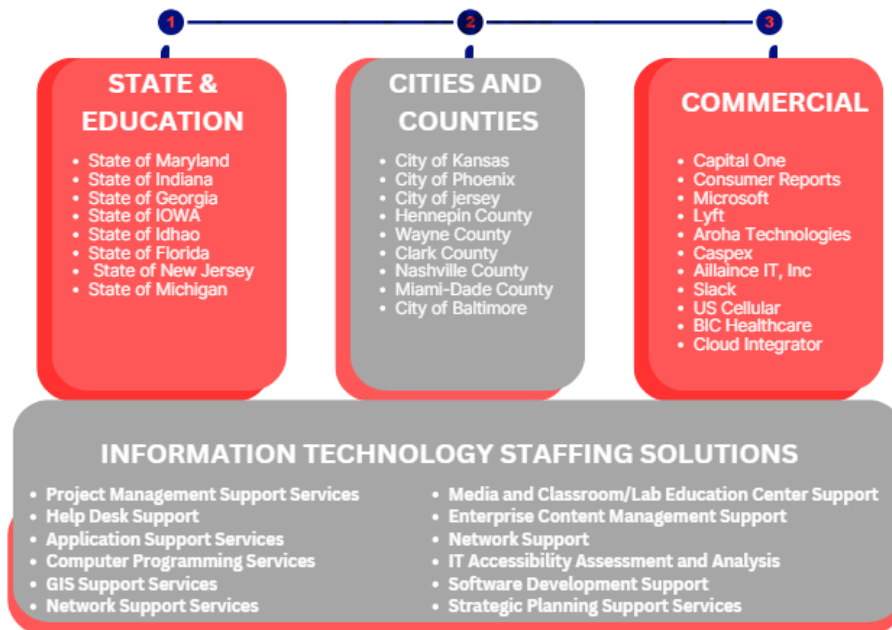
Our Experience and Strengths:
- With over five-year history, we have achieved better than industry attrition rate of less than 1.5% due to performance issues
- Prime contractor on Aroha IT Resources
- Successfully staffed over 800 resources for Federal, State and Local customers
- Maintain an internally curated resume database of over 700,000 candidates many of which map to the requirements of this job classification as section 4.2.
- We have met SLAs in providing qualified resources in as little as 4 days, or finding and onboarding resources within 10 days
- The overall average rating of the resources placed for our customers is 4 out of 5, with a significant percentage of those resources receiving ratings of 5 out of 5—100% satisfaction

Our Quality:
- Followed ISO 9001:2015 standards for a repeatable and disciplined recruitment process
- Followed ISO 10002:2015 for enhancing customer delight Standards

Tekstad will employ a CMMI and ISO-driven approach on this State project, proven successful for many customers, of which a small sample is shown in figure below:

Please see next page

TEKSTAD

STATE & EDUCATION
- State of Maryland
- State of Indiana
- State of Georgia
- State of IOWA
- State of Idhao
- State of Florida
- State of New Jersey
- State of Michigan

CITIES AND COUNTIES
- City of Kansas
- City of Phoenix
- City of jersey
- Hennepin County
- Wayne County
- Clark County
- Nashville County
- Miami-Dade County
- City of Baltimore

COMMERCIAL
- Capital One
- Consumer Reports
- Microsoft
- Lyft
- Aroha Technologies
- Caspex
- Aillaince IT, Inc
- Slack
- US Cellular
- BIC Healthcare
- Cloud Integrator

INFORMATION TECHNOLOGY STAFFING SOLUTIONS
- Project Management Support Services
- Help Desk Support
- Application Support Services
- Computer Programming Services
- GIS Support Services
- Network Support Services
- Media and Classroom/Lab Education Center Support
- Enterprise Content Management Support
- Network Support
- IT Accessibility Assessment and Analysis
- Software Development Support
- Strategic Planning Support Services

Tekstad brings proven delivery expertise to multiple Information Technology Staffing projects, where we will bid on task orders to exceed cost management, customer service, and operational reliability goals of the clients, delivering high quality services with speed and agility. Our approach to IT staffing is flexible and incorporates client feedback upon award and throughout the life of the contract to ensure we meet, if not exceed, expectations. On this contract, we will promote the following:

- **Visibility and Open Communication:** Tekstad will foster collaborative, open communications with the State throughout the duration of the contract. We will maintain a constant flow of communication and reporting. To maximize project control, we will use our ATS Portal especially designed to provide an effective and efficient update on personnel placed. This portal offers timesheets of consultant's work of hour, attendance and performance etc. We will make this accessible for State management.

- **Core personnel located onsite/offsite, providing the State with an unmatched responsive, collaborative partnership:** Tekstad is flexible to the needs of State, and will provide on-site core personnel as required to fulfil task order requirements. Should task orders require off-site work, Tekstad is also prepared to house any project staff needed to support back-end tasks such as programming and development. Our objective is to increase efficiency, productivity and enhance communication, resulting in a superior quality of deliverables and lower cost to the State.

- **Information Technology Professional Contingency Position Requirements Analysis:** Tekstad will conduct a thorough review of the position requirements outlined in the CRFQ to determine:
  - Knowledge, experience, and skills required for the position.
  - Supervisory controls associated with the position.
  - Guidelines available for the execution of the work of the position.
  - Complexity of the work.
  - Scope and effect of the position.

- **A Partner for Mission-Driven Innovation and Value:** Tekstad will introduce innovative concepts and fully leverage CMMI standards to lower operating costs while improving software quality and customer satisfaction. We will work with the State to identify, define, and implement strategies that consist of proven technology innovations, clearly defined enterprise architecture, and streamlined industry best practices in IT staffing services solutions to enable the organization and State to accomplish their missions as efficiently as possible.

EXPERIENCE:

Tekstad boasts over five years of unparalleled expertise in delivering top-tier Information Technology Staff Augmentation Services to public sector clients. With a track record encompassing more than 70 similar projects, our seasoned management team and skilled professionals have adeptly supported public and private initiatives both on-site and offsite. As a leading IT staffing and consulting firm, we cater to a diverse array of industries and functional disciplines, ensuring comprehensive coverage for all IT technology staffing needs. Drawing from best practices honed over years of managing personnel across varied roles and responsibilities, Tekstad excels in meeting the demands of large-scale IT professional requirements, no matter how complex or challenging.

Our Experience:
- *More than Five years of experience*
- *More than 800 placements*
- *More than 50 contracts*

Our Strengths:
- *100% success in filling requisitions*
- *100% achievement of SLAs*
- *Attrition rates at <1% due to performance*
- *Recruiting competencies across 45 labor categories*
- *Internally curated resume database of over 700,000 candidates*

Our experience is underpinned by meticulous long-term strategic management planning, which serves as a guiding force for the core team at Tekstad, enabling us to consistently deliver exceptional results. Tekstad has been providing IT technical support services in a variety of different areas and specialties, including:

The table below shows a summary of mapping of our experience providing IT staffing services from the last five years:

Service Area	Caspex Inc	Aroha	State of Maryland	Alliance IT	Cloud Integrator
Application Support Services	✓	✓	✓	✓	✓
Infrastructure Support	✓	✓	✓	✓	✓
IT security Support	✓	✓	✓	✓	✓
Business Analyst Support	✓	✓	✓	✓	✓
Database Management Services	✓	✓	✓	✓	✓
Desktop Support Services	✓	✓	✓	✓	✓
Electronic Commerce/EDI Services	✓	✓	✓	✓	✓
GIS Support Services	✓	✓	✓	✓	✓
Help Desk Support Services	✓	✓	✓	✓	✓
IT Business Analyst Services	✓	✓	✓	✓	✓
IT Support Staff Services (Operations)	✓	✓	✓	✓	✓
IT Technical Writer	✓	✓	✓	✓	✓
IT Training Services	✓	✓	✓	✓	✓
Network Support Services	✓	✓	✓	✓	✓
Project Management Services	✓	✓	✓	✓	✓
Quality Assurance Support Services	✓	✓	✓	✓	✓
Report Writing/Development Services	✓	✓	✓	✓	✓
Strategic Planning Support Services	✓	✓	✓	✓	✓
Technology Contract Administrator	✓	✓	✓	✓	✓
Telecommunications Services	✓	✓	✓	✓	✓
Unix Administration Support Services	✓	✓	✓	✓	✓

Website Administration and Content Management Support Services	✓	✓	✓	✓	✓
Windows Administration Support Services	✓	✓	✓	✓	✓
Wireless Networking Services	✓	✓	✓	✓	✓

Our comprehensive understanding of diverse work domains empowers us to offer holistic solutions for our clients' IT professional and outsourcing requirements. Tekstad has consistently excelled in delivering services across various **onsite and offsite** engagements, encompassing a range of crucial roles, including:

Type of Resources we placed for Onsite and Offsite	Caspex Inc	Aroha	State of Maryland	AllianceIT	Cloud Integrator
Geographic Information Systems Analyst	✓	✓	✓	✓	✓
Business Analysts	✓	✓	✓	✓	✓
DevOps Engineer	✓	✓	✓	✓	✓
Cloud Solutions Architect	✓	✓	✓		✓
Software Developers	✓	✓	✓	✓	✓
Software Architects	✓	✓	✓	✓	✓
Network Engineers/Administrators	✓	✓	✓	✓	✓
Salesforce.com Administrators	✓	✓	✓	✓	✓
Systems / Network Administrators	✓	✓	✓		✓
IT Systems Engineer	✓	✓	✓	✓	✓
Site Reliability Engineer (SRE)	✓		✓	✓	✓
Cloud Infrastructure Engineer	✓	✓		✓	✓
DevOps Consultant	✓	✓	✓	✓	✓
Cloud Operations Engineer	✓	✓	✓		✓
DevOps Specialist	✓	✓		✓	✓
Technical Writes	✓	✓	✓	✓	✓
IT Business Partner	✓	✓	✓	✓	✓
Security Analysts	✓	✓	✓	✓	✓
Database Administrator	✓	✓		✓	✓
Help Desk Technicians	✓	✓	✓	✓	✓
EDS Specialist	✓		✓	✓	✓
IT Technicians	✓		✓	✓	✓
IT Financial Analysts	✓	✓	✓	✓	✓
Computer Programmers	✓	✓	✓	✓	✓
UX Designers	✓	✓	✓	✓	✓

Training: Tekstad provides IT technology training to employees, as appropriate for their positions. Tekstad has established Tekstad internal training programs to train candidates for delivery and services, inclusive of hard skill training as well as soft side training. Tekstad offers training curriculum on a wide variety of topics such as Artificial Intelligence, Machine Learning, DevOps, Cloud, and Cyber. We differentiate ourselves from our peers by making significant training investments in our people. We have attached our internal training catalog in Appendix 1. Employees have access to a variety of training opportunities beginning with initial training during onboarding of project-specific tasks/expectations. This training includes, but is not limited to, the following:

> ✓ *TekStad invests over $5,000 in training per employee, in addition any client-required training.*
> ✓ *We provided training to over 200 employees to become certified in the Scaled Agile Framework Enterprise (SAFe)*
> ✓ *We work with external training partners such as Learning Tree*

- Tekstad online learning platform, ThinkHR
- Tekstad boot camps—an in-house training center—designed to bring employees up to speed with the latest technologies.
- Specific skills/tool training through our partnerships (Microsoft, Oracle, Amazon)
- Virtual Technical Management Exchanges held during lunch hours so staff can interact with other technical and management team on best practices and lessons learned from other engagements.

Because of our previous experience providing IT staffing services to similar customers, we already have an extensive library of training material. For West Virginia, Tekstad will customize training materials to meet the training needs of the State under the new contract and tailor the training to each audience. We periodically hold weekend courses at Tekstad on various subjects, providing training to our employees, and contractors to become certified in the Scaled Agile Framework Enterprise (SAFe) framework. Tekstad acknowledges that payment for the time while in training is at the discretion of the client. We also agree that the cost of the course and any training materials is the responsibility of Tekstad.

Detailed Employees Training Program: Tekstad is committed to provide training to its employees and encourage certification/qualification at the individual level in ITIL processes as well as technical specialties. Tekstad provides staff with robust training opportunities. We differentiate ourselves from our peers by making significant training investments in our people. We prioritize this for two reasons: it improves job performance and staff engagement. We foster skill growth and career progression as part of our focus on long- term employee relationships. We ensure that training (unless required by our customers) does not impact the operations by scheduling the training in evening /weekend time or during lunch breaks. Tekstad offers training curriculum on a wide variety of topics, from cloud migration, agile development, and cybersecurity to ITIL, CMMI, ISO, and PMI best practices. Tekstad spends on an average $5,000 per employee per year (hard skills, soft skills) through a combination of training on the ThinkHR platform, Tekstad inhouse training program, mandatory annual training, external training partners, and other tailored individual development plans.

Specific training plans in place for Candidates/Companies:
- Tekstad HR creates specific training plans tailored for individual resources with an Individual Development Plan (IDP) based on their job category and career goals. Our Project Manager (PM) works with the employees to ensure they attend training without affecting contract commitments.
- We provide one-on-one training for new hires on project-specific responsibilities with refresher training every six months.
- We encourage all our project managers to become PMP certified and reimburse the cost of the training and the certification.

- As our staff grows from a technical role into a management role, we conduct management training to help the team to transition into the new role
- We hold virtual Technical Management Exchanges (TMEs) during lunch hours so that our team can interact with other technical and management teams on best practices and lessons learned from other engagements.
- Tekstad offers training to bring our existing and new employees up to speed with client processes, ITIL, CMMI, ISO, Agile, and PMI best practices.
- HR organizes ongoing training to keep our candidates up to speed with technical advancements and keeping people motivated
- We use our partnerships with Microsoft, Oracle, Amazon, etc. to offer specific tool training that will be needed in performing their assignments with the State
- Tekstad has an online learning platform (ThinkHR) to help employees build their skills at their own pace
- We reimburse costs for certifications and tuitions in case of deserving candidates

Annual Training Requirements: We require all our candidates to take yearly training sessions on company ethics, non-harassment policies (sexual harassment prevention), IT security policies and manager training. Our training and continuous growth philosophy for our candidates ensures that we continue to build our workforce and provide benefits to our customers with high performing, engaged staff through the life of assignments

Relevant Professional Education for Each Job Classification:

We have provided education for individuals in the below depicted table. We placed these candidates to complete the minimum qualifications, please refer to section 3.2 question, where we have included the desired information type of candidate, his role on the project.
We are proposing to provide these job classifications to the State.

Job Classification	Professional Education
Business Analyst	Master's Degree with IIBA Certification
Data Analyst	Master's Degree
Database Administrator	Master's Degree with OCP Certification
Quality Assurance Analyst	Master's Degree
Network Engineer	Master's Degree with CCNA, CCNP, CCDA, Azure Network Engineer (AZ-700) Certifications
Project Manager	Master's Degree with PMP Certification
Software Developer/Engineer	Master's Degree with AWS certification
System Administrator	Bachelor's Degree with RHCE, and RHCSA Certification

3.2, 3.2.1, 3.2.3- TYPE OF INDIVIDUAL PLACED AS PER THE SECTION 4.2

3.2 Vendor shall provide these services for each classification for bid by providing documentation to indicate they have provided staffing of at least three (3) individuals within the past five (5) years for any classification listed in section 4.2 below.
3.2.1 Documentation should include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4.
3.2.2 Vendors must provide documentation to indicate that their company meets this requirement prior to award.
3.2.3 The documentation should detail the entity, company or business to whom the individual was supplied and provide contact information for that entity.

The table below illustrates similar positions across Section 4.2, which we have filled for various clients. Providing this information helps ensure that we fulfil the minimum requirements outlined in the above-mentioned questions.

We are proposing to provide only eight (8) job classifications out of ten (10).

Job Classification
Business Analyst
Data Analyst
Database Administrator
Network Engineer
Project Manager
Quality Assurance Analyst
Software Developer/Engineer
System Administrator

References # 1- Caspex, Inc (Information Technology Staffing Services
Contact Name: Ruchika Sinha (Client Services Manager)
Contact Number, Email: 510-378-1964, ruchikas@caspex.com
Address: 48531 Warm S prings Blvd, Suite 405, Fremont, CA 94539

Business Analyst (Candidate 1)	
Candidate Name	Rishita Godi
Period of Performance	Oct 2021 to April 2022
Individual Qualifications:	MBA - Human Resources Management Bachelor of Engineering
Description of Consultant's role and responsibilities	• Led implementation and integration of Workday HCM/HRIS solutions, collaborating with stakeholders and vendors. Developed RFPs, templates, and flow charts for global HR processes. • Managed projects including Hire-to-Retire and Data Warehouse configuration. Designed HR Helpdesk form for JIRA integration and maintained related documentation. Conducted solution design sessions, data analysis, and end-user training. Interfaced with clients for system enhancements and maintained functional tasks. Configured Core HR modules and managed data loading and plan creation for insurance, healthcare, and retirement. Prepared reporting documents and guides for end users and SMEs.

Data Analyst (Candidate 2)	
Candidate Name	Chaitanya Krishna Sai Kosaraju
Period of Performance	Feb'18 – Dec'22
Individual Qualifications:	• Master of Science in Data Analytics Engineering, George Mason University, VA. May 2017 • Major: Data modelling/Warehousing and Database Administration GPA: 3.70 • Bachelor of Engineering in Electronics & Communication May 2014 • PSG College of Technology, Anna University, India. GPA: 3.51
Project Name	Supporting IT consulting project

Description of Consultant's role and responsibilities	• Designed near Real-Time data pipelines from DOL Management System to Azure Data Studio using Cloud Components. • Migrated 200 TB of data from Db2 to Data Studio using Qlik replicate, Azure Data factory. • Used Python scripts and data frames in pandas to validate the replicated data from source to target. • Built terraform templates as "Infrastructure as Code" to improve the DevOps process. • Build interactive dashboards in tableau to monitor the data pipelines and trigger alerts on failure. • Tuned the high-volume query and improved the query throughput and reduced the Query cost. • Partner with Analytics, Data Science, Business teams to elicit requirements, strategize & provide the optimal solution. • Develop and support standard cloud engineering processes to harvest data across various sources & perform data blending to develop advanced data sets, analytical cubes for exploration. • Understand, prepare, process & analyze raw data to extract value to provide insights in operations decision support • Analyze the survey structure and recommend changes to collect more intelligence from responses by introducing machine learning concepts of sentiment analysis, pairing models, and assigning weights to the options using R and Python. • Conduct inferential statistical methods like T-test, Maximum Likelihood analysis, Chi square, etc. on survey responses using Excel, SPSS and visualize the results using Tableau

Database Administrator (Candidate 3)

Candidate Name	Madhusudhan Khamban
Period of Performance	Dec 2018 - Till Date
Individual Qualifications:	• Master of Computer Applications • Bachelor of Science,
Description of Consultant's role and responsibilities	• Rendering support to NCR(ITS) SQL server database instances • Functioning as Offshore Team Lead and entrusted with the responsibility of a team, escalations and people management • Managing an Azure Cloud (PASS) Environment with SQL Server 2016. • Managing an Azure Cloud (IAAS) Environment with SQL Server 2016,2017 and 2019 • Implementing ITIL processes, which includes incident management, problem management and change management • Steering efforts towards driving incident improvement projects and support teams to define problem statements, identify corrective action plans, and deliver improvements to reduce aging incident tickets volumes, issues reoccurrences, and time to restore across all IT incident severities • Working on projects to improve the incident/problem/change process and drive standard operating procedures & process reviews • Solving succeed and share now tickets issued by the user • Providing Comprehensive Database Management & Production Support • Acting as a point of contact for tracking, driving, escalating, coordinating & communicating the resolution of DB issues; maintaining & documenting the DBA support strategy; managing & maintaining DBA service levels, workflow process, work tickets & service metrics

	- Responding to Prod/Pre-Prod DB environment capacity requirements to implement capacity/performance enhancements to the Prod/Pre-Prod DB environments - Participating in design, testing, implementation, maintenance and control of the NCR Account's databases

Network Engineer (Candidate 4)

Candidate Name	Anil Seshu Kumar Akula
Period of Performance	April 2020–Till date
Individual Qualifications:	Masters in applied computer science Bachelor of Technology in Information Technology
Description of Consultant's role and responsibilities	- Maintaining skype for business property related Data centers spread across 84 locations. - Administrated and configured the Palo Alto and Cisco ASA Firewalls. - Configured Subscriptions, Vnets, Peering's B/w Vnets, NSG's, Software Load Balancers and Ip Management within the Azure Cloud. - Troubleshooted the network connectivity within the Azure Cloud and Traffic from Azure to physical On Prem Infrastructure. - Installed and configured high availability Big IP F5 LTM, Adding virtual IPs, nodes, pools and health monitoring. - Troubleshooted SSL Offloading, SNAT, Monitor's on F5 load balancer. - Implemented multi chassis ether-channel, RSTP, Port fast, 802.1X, DHCP Helper and OSPF - Implemented BGP Routing for WAN and OSPF for LAN routing protocol. - Contribute to updating standards for Network platforms and Configuration template. - Performed Nexus 3k and 5k upgrade in all 84 locations. - Implemented HSRP, VRRP Redundancy protocols and Access list at Distribution Switches - Provide Level 3 support for any escalations from Level 1(Network Operations) and Level2(Network Support). - Work with vendors for security patches and new firmware recommendations and test in Labs prior to Implementing in production. - Implemented IP Management using Infoblox and IPAM tools. - Complete Understanding and troubleshooting of both IPV4 and IPV6 addressing. - Resolving issues by engaging on monthly on-call schedule for any escalated incidents and re-Engineering for further optimization when necessary.

Project Manager (Candidate 5)

Candidate Name	Ankith Reddy
Period of Performance	February 2019 — Present
Individual Qualifications:	Master's in Computer Science Bachelors in Electronics & Communications
Description of Consultant's role and responsibilities	- Performed project planning and execution, risk management, issue management, change management, communications, training, and operational readiness adhering to UC PMO methodology. - Provided leadership and project management structure to coordinate deliverables and milestones for large cross-functional projects that are significant in scope and impact.

	• Manage stakeholder expectations, provide timely project updates to senior executives, and enable decision-making by assisting management on key decisions throughout project implementation. • Define process, tools, and approach for project/program execution and successful delivery. • Orchestrated complete end-to-end software development lifecycle, providing architectural guidance and framework design for solutions across various platforms. • Breaking down complex business processes and creating simplified user stories. Defining and analyzing business workflows/processes and providing recommendation on the most feasible solution. • Executed Agile projects utilizing Scrum, leading sprint planning sessions, estimating effort and complexity, and conducting sprint reviews and retrospectives. • Collaborated with team members across different business units to ensure risks/issues are addressed in a timely manner and helped resolve impediments. • Worked with Product Owners closely in developing, maintaining, and grooming Product Backlog. • Worked with Product owner, Definition of Ready (DoR) & Acceptance Criteria for Definition of Done (DoD) to user stories. • Ensured development teams are practicing the core agile principles of collaboration, prioritization, team accountability and visibility. • Extensively used Jira for issue & task management, report & analytics, creating workflows, estimations, creating scrum and Kanban boards, project backlogs and progress reports. • Lead multiple implementation projects for different cloud-based applications like workflow automation, UC 4H Financial Reporting System. • Managing projects with software technologies like PHP, Java, JavaScript, HTML, CSS. • Managed the implementation of Caspex, 4H Annual Financial Reporting System to track financial transactions in California. • Managed and possess knowledge of API such as SOAP API and REST API Webservices. • Lead the Testing, training and change Management/ Communication for multiple implementations and upgrade projects. • Support and manage multiple applications for secure data transfer, workflow automation and Zendesk. • Experience with project management tools to mention few MS Office, Google Suite, Adobe Creative Cloud, JIRA, SharePoint, ServiceNow, Smartsheet, Box Enterprise, Zoom Enterprise, Slack Enterprise. • Lead Go-Live effort and post-Production support. • Lead Go-Live effort and post-Production support.

Quality Assurance Analyst (Candidate # 6)

Candidate Name	PUSHPAK MINENI
Period of Performance	August 2020-Feb 2022
Individual Qualifications:	Master's Degree
Description of Consultant's role and responsibilities	• Compliance Certified within the Company Norms for MEDICAID and MEDICARE. • Worked with the Angular Development teams to ensure that the Applications are deployed without Any Production Errors. • Worked as a POC for D2DEnhancements on Day-to-Day basis. • Worked with the TOS (Technical and Operational Services) department for D2DEnhancements for Enrollments and Claim Processing. • Worked with the Employer/Broker/Member UI portal for testing to ensure the Functionalities of the Enhancements.

TEKSTAD

- Updated CA Agile with the Defects found during Validation.
- Co-ordinating with the **Dev Team** for the on-going deployments and Testing in **CICD** Environment.
- **Regression Testing** the Deployed code In-network and Logging Defects if any.
- Validated the Data Flow between front end and Back End with Sample Test Data.
- Checking the web applications /Mobile Applications for **Functionality, Usability, Security, Compatibility, Performance.**
- Confirmed with Business First if any of the Major Bugs/Errors Encountered during Day To Day Enhancements.
- Conducted UAT for the Sprint Deployment and updated with the Defects found during Validation.
- Worked with the In-House UI for the Enrollment and claim Processing.
- Tested the Web Application UI to track down the Defects and Update with Assigned defect number.
- Worked As a part of technical support for the CareFirsthub to process enrollments and Validating in FACETS to ensure the database management.
- Worked with validating the Data in Front end FACETS UI to ensure the data after Group Enrollment for Employer and Broker Portals.
- Involved in testing HIPAA EDI Transactions 270,271,276,278,834, 835, and 837 and mainly focused Enrollment Transactions.
- Cross the **Loops and Segments** in **EDI ASNI X12** format files with implementation guide **for** data flow.
- Used notepad++ to validate the raw data for **EDI** transactions.
- Worked with the Android and IOS physical device Application testing to ensure the Performance without Defects.
- Worked with the ETL team to ensure daily ETL jobs are done as per Scheduled.
- Experience in working with the SQL DEVELOPER with QUERIES to validate the DB for the incoming files from FTP'S.
- Worked in D2D working Sessions for the Continuous INTEGRATION TESTING.
- Worked on Continuous Regression Testing for the ongoing Code Deployments.
- Worked as a part of the CAREFIRST HUB TOS to ensure the performance on the Mobile Applications and Web UI during the Ongoing down Phase.
- Participated in the UAT Sessions to ensure the Integrity/Flow between the Business and In-House UI.
- Worked in the Production Deployments to ensure that the Production Defects does not show up during Deployment.
- Worked with the clients on the verification process for the requirement phase documents.
- Implemented Standardized process throughout the software Development Life Cycle (SDLC)
- Analyzed and documented Business requirements using Requisite Pro and detail design for full understanding of the business.
- Analyzed, Documented, and managed all Project Requirements with RUP Methodologies
- Used MS Visio to create Business Flow Diagrams and Workflow Diagrams
- Maintained Requirement Traceability Matrix (RTM) and managed requirements

Software Engineer (Candidate 7)

Candidate Name	CHANDRAKANTH K
Period of Performance	January 2022 – Till date
Individual Qualifications:	Master In Computer Science

Description of Consultant's role and responsibilities	- Design and development of the app using the Ionic framework (version 6) and Angular 6/7/8/9 and 10. - Working with Docker to run the web application in a local environment instead of running the app in the traditional way. - Using Docker to work on Frontend code changes locally in combination with Backend changes to ensure that the required Frontend and Backend changes are properly implemented. - Working with the Project manager, architect, and other developers in developing stories, tasks, sub-tasks, and bugs. - Working with the combination of Capacitor and Cordova plugins. - Providing inputs and ideas for story development and assigning points for each story in the process of sprint planning. - Working with QA testers to complete testing of the task/defects. - Working with project manager and testers and assisting other developers in the process of app release and ensuring a smooth release process. - Worked on new features for the Shoutout Health app such as Daily Tips, Multi-Factor Authentication, implementation of Community page, Age verification, Messaging feature, and Resources page. - Working on different UI changes to improve the user experience while maintaining the application standards. - Working on GitHub to create repositories, pull the repositories, create branches, create pull requests, commit the changes, request the reviews from others, and merge the branches. - Working on Jira to plan sprints, develop stories, tasks, and subtasks, assign points, and estimate the time for each task. - Reviewing other Frontend developers' code in GitHub and testing it properly to make sure that the implemented changes meet the code standards, UI to match the Figma mockups, and functionality is working as described in the story. - Attending daily standup meetings and following meetings with the team to discuss the daily developments. - Working closely with project manager and Backend team to understand the requirements to ensure the right set of UI modules to build..

System Administrator (Candidate 8)

Candidate Name	Mounika Martineni
Period of Performance	January 2022 – Till date
Individual Qualifications:	Bachelors in Electronics & Instrumentation
Description of Consultant's role and responsibilities	- Configuring and monitoring Disk mirroring, striping using LVM. - NFS configuration & administration. - Monitoring & troubleshooting performance related issues. - Ticket assessment on daily basis. - Creating File system and configure to available network through NFS. - Trouble shooting User's login issues. - Very good experience in implementation of services like NFS, SAMBA, SSH, DNS, DHCP, LDAP, and Mail. - Configured Kickstart server to install Red Hat Linux on multiple machines. - Scheduling the jobs by creating crontabs /Cronjobs on Linux servers. - Configured SAMBA to get access of Linux shared resources from Windows. - Installation and monitoring of Veritas Volume Manager, Net Backup back-up and restore. - Installed and configured Logical Volume Manager - LVM and RAID. - Working knowledge of Setting up networking on AWS (VPCs, VPC Peering, Instance Connectivity and Troubleshooting, Security Groups, NACLs).

TEKSTAD

	- EC2 Launch / AMI Creation and setting up the EC2 instances based on best practices. - Working knowledge on Kubernetes and well versed with configuration of Kubernetes clusters on EC2 Instances. - Working Knowledge on EKS. - Working on Jira to plan sprints, develop stories, tasks, and subtasks, assign points, and estimate the time for each task. - Reviewing other Frontend developers' code in GitHub and testing it properly to make sure that the implemented changes meet the code standards, UI to match the Figma mockups, and functionality is working as described in the story. - Attending daily standup meetings and following meetings with the team to discuss the daily developments. - Working closely with project manager and Backend team to understand the requirements to ensure the right set of UI modules to build.

Resume of Rishita Godi- Business Analyst (Candidate # 1)

TEKSTAD

RISHITHA GODI- BUSINESS ANALYST

Summary

Overall 8+ years of total IT experience with 5+ years of Workday professional experience and good - all round technicaland functional expertise.

- Supported the implementation of new client on the Workday platform by defining, documenting, and testing functional business process HCM including core HR, Recruiting, Talent and Performance management and Periodic Compensation.
- Good knowledge in Workday Functional HCM with responsibilities Supervisory organizations, Staffing Models, Job and Positions, Defining Business Process and security Groups, Customized Report Generation.
- Experience in all phases of Full Project Cycle Management (PCM), Business lifecycle namely:
- Requirement gathering, Analysis, Design, Development and Testing.
- Good exposure to Software development life cycle (SDLC) and project management.
- Hands on Workday HCM systems integration implementation experience and working knowledge on WorkdayPayroll, Inbound/Outbound Integrations, Data Migrations and Reporting.
- Created, enhanced existing reports. Worked with standard and Custom Reports, assigning security to the report's primary and related business objects.
- Extensive experience as a Workday Integration Consultant in analyzing PeopleSoft documents, reports, queries, SQLs etc. and transforming them into Workday Technical design documents.
- Experience in performing requirement analysis, design, conversion, Migration, and testing including developing functional specifications from functional requirements and customizations of projects.
- Experience in creating Job Profiles, Job Families and Job Family Groups, also worked with the creation andmaintenance of position and job staffing models and Headcount Groups.
- Maintained and created Workday Supervisory Organizations, Locations, Positions, Cost centers, and CostCenter hierarchies.
- Created and enhanced existing reports and worked with standard and Custom Reports, assigning security to reports primary and related business objects, migrating reports from implementation tenant to production tenant.
- Experienced in WORKDAY security related to creating and assigning Permission Lists / Users / Roles.
- Maintained and support all the HR Business processes e.g., Compensation, Hiring, Performance and talent management etc. implemented in Workday.
- Worked with business process framework, well verged with multiple configuration options in staffing,compensation, benefit events, time off/leave events, Talent Management Events.
- Transformed large data sets and format them to various outputs using Excel, XML and XSLT tools
- Managed job description and workflow of employee data for compensation module including job families,pay ranges, bonus scales, grading and supervisor setup
- Used Excel, Visio, pivot tables and V-Lookup to manage large compensation data sets.
- Closely follow the strategic direction set by senior management when establishing near term goals.
- Analyzed, designed and/or developed best practice business changes through technology solutions
- Understanding the process flow and defining the scope, analyzing the dependencies, and creating the functional design.
- Worked as a SME/Business Analysts for e-Performance, Successive Planning, related module like PositionManagement, e-Profile, e-Compensation etc.

Technical Skills

- **HR Systems:** Workday HCM | Workday HCM Implementation | People Soft | Service Now | Taleo | Automation Testing
- **Workday Skills:** Payroll, Time Tracking, Benefits, Staffing, Performance, Position Management, Workday Reports, Web services Complex Calculated fields.

TEKSTAD

TEKSTAD

- **Application Suites:** MS Office | MS Excel | MS Word | MS Project | Power Point | MS VISIO
- **Web Technologies:** HTML | XML | XSLT | WebServices
- **Data Base:** UI Path | SQL Server | VB.Net |
- **Operating Systems:** Windows | Linux | OS X
- **Methodologies/ Framework:** Agile, Scrum,Waterfall

Education

- **MBA - Human Resources Management**
- **Bachelor of Engineering**

Work Experience

Sr. HR Business Systems Analyst   **Oct 2021 to April 2022**
Caspex Inc/Smart News International Inc
San Francisco, CA

Responsibilities:

- Worked directly with stakeholders to implement, support, and integrate Workday HCM/HRIS technologysolutions into their business environments.
- Diligently worked with vendors on selection & finalizing on the product implementation of Workday.
- Created and painted a HCM/HRIS RFP, Recruiting template for the new implementation.
- Worked with third party vendor Yantra on the Hire-to-Retire project on collecting data information onHCM/HRIS.
- Created flow charts for the business process on global level for HR modules such as On-boarding, Off-boarding, Recruiting, Payroll, Performance management, Benefits, Absence/Time management & Compensation.
- Building & supporting business process flow for global HR team
- Worked on a Dataware House project on configuring use cases & creating logical table for implementation ofSnowflake
- Designed & developed HR Helpdesk form on IT platform to integrate with JIRA
- Maintained JIRA stories & OKR Sheets associated with BambooHR, TriNet, SmartHR.
- Prepared data requirements, conducted solution design sessions, data conversion, POC, data analysis, auditcompliance, regression testing, and end-user training.
- Prepared Job Aids, HCM/HRIS Business Process Flows and Procedures
- Responsible for high level client interactions and worked with business to take initiative and plan/propose forenhancements in HCM/HRIS System.
- Proficient in HCM & recruiting modules.
- Created functional related tasks and tested them.
- Worked on implementation of Recruiting, On-boarding, compensation, performance & absence modules.
- Plan and create various reporting documents for End Users module guides, Setup and Configuration guide for SME's, process operational guide and manuals for operations users and other as needed.
- Configured Core HR module including Basic Setup, Personal Data, Job Data, Position Management, AndCompensation, with additional focus on Profile Management.
- Responsible for loading Newly Merged Employee Data, Compensation Data, Commissions Data etc to Workdayusing different EIB's and Web services.
- Creating insurance plan, health care plans, retirement plans.

Workday HRIS Analyst   **March 2020 to**
Aug 2021

TEKSTAD

TEKSTAD

Franklin Templeton Investments
New York City, NY

Responsibilities:

- Worked directly with stakeholders to implement, support, and integrate Workday HCM technology solutionsinto their business environments.
- Liaise with HR, Payroll, IT and other internal departments and third-party vendors, contractors and developed test plans and test scenarios for Functional, End to End, System integration, User Acceptance and Parallel Acceptance testing.
- Developed reports in Workday and signed off according to stakeholder's request.
- Designed and configured Workday BPs including Hire, Change Job, Termination, Propose Compensation, Termination, Base Benefits, Absence/Time Management, Reporting, Security, Notifications, Compensation and Recruitment/Talent Management etc.
- Responsible for high level client interactions and worked with business to take initiative and plan/propose forenhancements in HCM/HRIS System.
- Designed and configured other Workday HCM & Security configuration objects including Role Assignments,Organization security setup and management
- Created Organization Hierarchies, Regions, Locations and Profiles such as Job Profile, Compensation profiles, edited Domain and Business Process Security Policies, Validation rules, Tenant setup and created reports to meet customer requirements
- Configured and tested Workday Compensation including Compensation Plan and profiles, Eligibility rules.
- Written reports using Report Writer that extract Workday data and manipulate it in other formats (Excel) for various needs.
- Worked on Simple and Advanced Reports, defining columns, business objects, fields, columns heading overriding, multiple sorting techniques, sorting by secondary objects.
- Created various Audit Report to be used by local and Global HR Operations team. Also created Dashboards andScoreboard using Workday Report writer.
- Validated data at the individual employee level that security group assignments are true and accurate the security roles.
- Assigned user based and role-based level security to the workers
- Created test scenarios for testing all in scope 40+ Business Processes like Hire, Job Change, Promote, Transfer, Terminate, Compensation changes, Employee Self Service process, Manager Self-service processes, etc.
- Performed data cleanup, extraction/ load, data validations and translations in different languages.
- Planned and performed regression testing on version upgrades from Workday on critical Business Processesand identified upstream/downstream integrations based on release notes shared from WD community/3rd party implementation vendor
- Prepared Job Aids, HCM/HRIS Business Process Flows and Procedures.
- Assisted in BP configuration- HireVue for recruitment in Ireland related to applicants applying jobs fromexternal website.
- Performed duties as EIB Lead role to load mass data changes provided by HR/Compensation/Payroll/Talentmanagement team globally.
- Responsible to uploading mass data provided by countries, such as annual merit increase, bonus payouts,create organizations units like sales territories, mass movement of workers, etc.
- Trained stakeholders on HRIS System functionality such as business processes and general system usability as needed.
- Solved the issues in ServiceNow requested by HR teams globally and completed the tasks.
- Performed maintenance of HR SharePoint site, adding/deleting/sharing the documents
- Performed duties as HR Administrator, Repot Writer, Business Process Administrator, Security Administratorroles.
- Worked as effective team member and supported peer to achieve technology priorities and goals.

TEKSTAD

TEKSTAD

HRSS Workday Consultant   **July 2019 to Feb 2020**
Hewlett Packard Enterprise Alpharetta, GA

Responsibilities:

- Designed & managed business flow diagrams & processes.
- Mainlined and created Workday Supervisory Organizations, Locations, Positions, Cost centers, Cost Centerhierarchies, job profiles and job family groups.
- Worked on Workday Compensation, Benefits, Time off, Core HR, Recruiting, Talent Management, Payroll modules and integration EIB.
- Designed and developed integrations using EIB, Core Connectors, DT as part of a full implementation project.
- Dealt with Workday HCM Integration, Custom Reports, calculated fields.
- Created Workday reports via Workday Report Writer for inbound/outbound integrations using Workday Enterprise Interface Builder (EIB). Expert Level working knowledge in all kinds of Reports.
- Skilled in assigning Security roles and groups to the required level of confidentially.
- Proficient in HCM & recruiting modules.
- Created functional related tasks and tested them.
- Worked on implementation of Recruiting, On-boarding, compensation, performance & absence modules.
- Created Staffing Models with hiring restrictions in Job Management, Position Management and Head CountManagement.
- Designed business flow diagrams and processes, which included processes in Staffing, job benefits,compensation grades and packages.
- Good exposure to software development life cycle (SDLC) and project management methodologies like AGILE,SCRUM.

Workday Executive   **June 2016 to June 2019**
DXC Technology , Tysons, VA

Responsibilities:

- Created Various Reports to validate the Employee reviews based on their Eligibility rules.
- Created Advanced Audit Reports for Employee data and Compensation data using several Calculated fields for post validation after each round of Conversion.
- Provided guidance and training to Workday HCM team members, managers and employees on processes andtools, and the future capabilities of the product.
- Partnered with HR and other functional teams to analyze business needs and enable the reporting andprocesses required to meet those needs.
- Combined statistics with financials, to conduct comparative analysis across multiple departments and industries.
- Familiar with standard concepts, practices, and procedures within the Human Resources Field (includingBenefits, Payroll, Employee Relations, Performance Management and Training).
- Configured several Employee review templates for Employees across different countries.
- Used different sections (Goals, Competencies, Questions, Responsibilities, Calibration factors etc.) for differenttemplates.
- Converted Simple reports to Advanced Reports by using Calculated Fields, Sorting, Filtering Report Fields, providing Advanced Filtering Option, Creating Sub-Filters and by using related Business Objects.
- Developed inbound and outbound integrations using EIB, XML and XSLT Document.
- Maintain log of issues for existing reports & document new report's needs.
- Configured Rating Scales, Proficiency Rating Scales based on different section types.
- Configured Business Process and Sub processes to launch all the templates.

TEKSTAD

TEKSTAD

- Configured business processes like Hire , termination along with notifications.
- Configured Talent Dashboard with all the scorecard reports, which is used by managers to assess Team talent & Performance, Turnover, High Performers etc. of their respective teams.
- Configured Development Items, Categories based on changes in Workday.

HR Generalist   **Sept 2014 to May 2016**
Zenith Leisure Holidays Pvt. Ltd Chennai, India

Responsibilities:

- Responsibility as HR for South Indian branches (Chennai, Bangalore, Hyderabad & Cochin) which includeshandling around 200 employees.
- **Recruitment:** Conducting tele & personal rounds of interview.
- **Training (L&D):** Training & induction to the new joiners, planning & conducting technical and quality training, Soft Skills, Leadership & Onsite training, Group Discussions, Case Studies (Videos & Short Films), Managementgames, Job Fairs, Campus interviews, and Mock interviews.
- **Job Portals:** Sourcing & screening candidates through portals, social media & preparing the job description andjob roles, posting job advertisements, composed, and sending bulk mails. Identifying the competencies required and source for hiring.
- **Documentation Process:** Offer letter, document verification, transfer letters, appraisal letters, grievances, etc.
- **Reports:** Preparing MIS reports, finalization of Salary Statements. Recording, maintaining, and monitoring attendance to ensure employee punctuality.
- **Payroll Process:** Calculation of pay, attendance, EIP's etc.
- **Admin:** Answering the queries to clients through calls, emails, messages, managing workplace safety issues.
- Relationship maintained by coordinating with management, handing issues b/n branch heads, handling all thequeries of the employees. Be it related to Salary, Leaves, Attendance, and Transfer etc.
- Extensively worked with SMEs to configure the environments with all the business needed applicationconfigurations and setup.
- Worked closely with the HR PMO resources to ensure an accurate project roadmap and prioritization of work.
- Plan and create various reporting documents for End Users module guides, Setup and Configuration guide forSME's, process operational guide and manuals for operations users and other as needed.
- Configured Core HR module including Basic Setup, Personal Data, Job Data, Position Management, And Compensation, with additional focus on Profile Management.
- Responsible for loading Newly Merged Employee Data, Compensation Data, Commissions Data etc to Workdayusing different EIB's and Web services.Creating insurance plan, health care plans, retirement plans.
- Configured Cloud Connect integrations for Benefits.
- Worked on Business Process Configuring for Hire, Talent, Compensation, Benefits.
- Entering/correcting Time Off Requests through the Calendar & the Grid.
- Maintained Accrual, Time Off Adjustments and Time Off Unit of Time Conversion Calculations.
- Created security groups to provide access required for various Business processes in the system.
- Configured the Absence Calendar with the Absence Calendar business process security policy.
- Created the access groups on the Manager Self Service and Employee Self Service tabs of the Configure Team Absence task.
- Created an absence table to automatically manage Time Off requests that span multiple Time Off plans.
- Held meetings with business to understand the scope of the project, timelines, transformation logic related tovarious fields.

HR Recruiter   **Oct 2013 to Aug 2014**
Carpel Consulting Pvt. Ltd Chennai, India

TEKSTAD

Resume of Chaitanya Krishna Sai Kosaraju- Data Analyst (Candidate # 2)

TEKSTAD

CHAITANYA KRISHNA SAI KOSARAJU

CAREER OBJECTIVE

Experienced IT professional with **10 years of expertise in Data Analytics and ETL**. Proven skills in qualitative/quantitative analysis, problem solving, ETL, RDBMS, Data migration Testing, Business Intelligence visualizations, strong analytical/statistical modelling, good understanding of SDLC, SAFE Agile, manipulating and mining large datasets, ad-hoc analyses, meeting deliverables by multi-tasking, technical writing, verbal and presentation skills.

EDUCATION

- Master of Science in Data Analytics Engineering, George Mason University, VA.   May 2017
- *Major:* Data modelling/Warehousing and Database Administration   GPA: 3.70
- Bachelor of Engineering in Electronics & Communication   May 2014
- PSG College of Technology, Anna University, India.   GPA: 3.51

TECHNICAL SKILLS

- Programming: R, SQL, GoogleSQL, Python, SPSS, Shell Scripting, MATLAB, VBA
- Software Tools: Terraform, Erwin, Informatica, DataStage, Google Analytics, Tableau, Looker
- IDE/Platforms: R Studio, SSMS, Concourse CI/CD, Airflow, Bigquery, PyCharm, Secoda, GitHub
- Databases: Google Cloud, IBM DB2, SQL Server, Azure, Cassandra NoSQL, MySQL, MS Access, etc
- Applications: Visio, Jira, Confluence, Lucid, MS Office (Excel-Advanced, Power BI, SharePoint, Access, etc.)

WEBSITES

- https://www.linkedin.com/in/chaitanyasai/
- https://github.com/Kckrishnasai

PROFESSIONAL EXPERIENCE

Caspex Inc/Wyoming Department of Workforce Services, Casper, WY
September 2021-Present
Sr. Data Engineer/Data Analyst

- Designed near Real-Time data pipelines from DOL Management System to Azure Data Studio using Cloud Components.
- Migrated 200 TB of data from Db2 to Data Studio using Qlik replicate, Azure Data factory.
- Used Python scripts and data frames in pandas to validate the replicated data from source to target.
- Built terraform templates as "Infrastructure as Code" to improve the DevOps process.
- Build interactive dashboards in tableau to monitor the data pipelines and trigger alerts on failure.
- Tuned the high-volume query and improved the query throughput and reduced the Query cost.
- Partner with Analytics, Data Science, Business teams to elicit requirements, strategize & provide the optimal solution.
- Develop and support standard cloud engineering processes to harvest data across various sources & perform data blending to develop advanced data sets, analytical cubes for exploration.
- Understand, prepare, process & analyze raw data to extract value to provide insights in operations decision support
- Analyze the survey structure and recommend changes to collect more intelligence from responses by introducing machine learning concepts of sentiment analysis, pairing models, and assigning weights to the options using R and Python.
- Conduct inferential statistical methods like T-test, Maximum Likelihood analysis, Chi square, etc. on survey responses using Excel, SPSS and visualize the results using Tableau.

TEKSTAD

TEKSTAD

Sr. Data Analyst/Data Engineer/Administrator, Connecticut Department of Labor, Hartford, CT
November-2019-Sep 2021
Project: Unemployment Insurance Modernization (Consortium of MS, ME, MO, WY, RI, CT)

- Serve as a Data migration developer/Analyst in the UI modernization project for consortium of states.
- Assist in DBA related activities like database Refresh, backup, storage management and resolve issues/bottlenecks.
- Create and deliver documentations like data migration strategy, data bridging solution, data mapping, data profiling and cleansing reports, data validation and data verification scenarios and reports etc.
- Conduct data mapping session with client, finalize transformation rules and create ETL design documents.
- Develop ETL programs using Informatica to extract data from diverse sources (Flat files, VSAM, DB2, Excel and XML)
- Develop ETL jobs and risk mitigation plans to ensure high performance and quality in the migrated data is achieved.
- Test ETL programs and perform rejection analysis by writing SQL Queries in Teradata.
- Involve in dashboard storytelling to depict the narrative of KPIs, strategies and processes to external stakeholders.
- Coordinate and communicate with business leads, test leads, and developers across onsite and offshore locations.
- Lead the ETL team and assist management with resource planning, effort estimation, BI reporting, etc.

Data Analyst/Modeler, Kroger Technology, Cincinnati, OH
September 2018 – October 2019
Projects: Customer Experience Platform & Merchandising Platform

- Served as a Data Analyst/Modeler across Customer Experience Platform (CXP) and Merchandising Agile Release Trains, working to establish a data mart from multiple customer channels and build a data migration strategy, respectively.
- Worked closely with stakeholders and management from Kroger Technology, JDA, Salesforce and Data Science teams to gather requirements, identify process implementation and help create a data mart.
- Performed Data mapping and modelling using Erwin and Visio for ETL at a conceptual and logical level.
- Involved in performing end-end manual testing across multiple downstream systems using Teradata and Informatica Data Quality for data integrity; and track requirements in JIRA/Confluence.
- Extensively used Tableau Desktop and Domo to create BI visualizations for ad-hoc requirements.
- Analyzed VBA scripts used in the MS Access forms to understand the functionality and document the ETL process flow.
- Designed and Developed ETL jobs to extract data from multiple sources and load into staging database.
- Coordinated with the Little Clinic subsidiary of Kroger to provide healthcare data insights on the patient data, claim adjudication, benefits and claims information available in EDI 837 transaction sets.

Database Analyst, American Association of Osteopathic Medicine, Bethesda, MD
February 2018 – August 2018
Project: AMA AACOM ACE Project / Touch Database & AOA AACOM

- Served as a Database Analyst within the Research Department, involved in consolidating reports by analyzing external and internal data, perform ETL, data modelling, statistical modelling on AACOMAS and AAMC MCAT data sets.
- Analyze the data set for trend/pattern analysis to find the correlation between fields, to conduct root cause analysis.
- Gather business requirements, analyze data/workflows and develop complex nested SQL subqueries in Teradata for extensive data quality checks on outbound files and inbound files, data migration, analysis, and validation.
- Involved in data profiling and cleansing and provide input to resolve data limitation and constraint issues.
- Develop data extracts, applications, and ad-hoc queries as requested by management using SSMS, SSIS and Excel.

TEKSTAD

TEKSTAD

- Troubleshoot data issues impacting delivery and perform data profiling and data integrity analysis on client data.
- Work closely with stakeholders to understand requirements regarding solutions, ensure data quality and match-back to online touch results used by Osteopathic medical colleges.
- Analyze and create BI visualizations from SQL and AWS data sources, such as Tree maps, Geo maps, Pivot charts and interactive dashboards to present the analysis summary and results.

Data Analyst, *Aroha Technologies***, Pleasanton, CA**   **July 2017 - February 2018**
Client, Project: Nrich Enterprise solutions, Risk Advisory Services

- Served as a data analyst in the digital insights & inspections team for Mastercard Inc, extensively used data visualization tools like Tableau, Power BI and R studio on large data for interactive dashboard reporting and analysis.
- Identified the data risk and compliance for credit cards by monitoring customer behavior to target them with offers.
- Used R and SPSS for predictive analysis of complex datasets for various products.
- Performed Teradata database operations to ensure quantity and quality of data and translated the data into reports.
- Used Google analytics to identify popularity and viewership patterns across various products, perform A/B testing and provided recommendations on product development.
- Tracked open rate, click through rate of business partners and helped in improving the advertising campaigns.
- Generated google analytics acquisition reports to help the clients with insights about the website traffic, popularity, viewership patterns across various services and provided recommendations for improving revenue generation.
- Used analytical features like functions, parameters, calculations, trend lines, forecasting etc. in Tableau reports.
- Extensively used VBA/Pivot tables/MS Excel add-ins for automating tasks and to perform data/risk analysis.

Data Analyst, Orvito, Inc., Hyderabad, India.   **July 2014 - August 2015**
Projects: Product Development Orvito Nucleo™ / IOT Integration

- Served as Data and Reporting Analyst, involved in forecasting data of sales and marketing focusing on product specs.
- Developed and implemented SQL scripts for automating data processing in Teradata to create daily sales views.
- Conducted root cause research to identify process breakdowns within departments and augmented data sets using reference functions in Excel such as Lookups, Index match, and data merges using nested 'IF' statements.
- Created solution driven dashboards by developing different chart types including Crosstab's, Heat/Geo/Tree Maps, Pie/Bar Charts, Circle Views, Line/Area Charts, Scatter Plots, Bullet Graphs, and Histograms in Tableau and R studio.

TEKSTAD

Resume of Kishor Marrevula- Database Administrator (Candidate # 3)

TEKSTAD

Kishor Marrevula- Database Administrator

PROFILE SUMMARY :

- A competent professional with **13 yrs.' of experience** in design, and administration in MS SQL Server 2000/ 2005/ 2008/2008R2 /2012/2014/2016/2017/2019. Expertise in **MSSQL Database Administration** activities encompassing database planning, design, installation, configuration, disaster recovery planning, back up & recovery, configuration of stand by databases for ensuring business continuity, cloning and patch management / release. Deft in handling **project management activities** which include execution, design, scope management, estimation, resource administration and completion of project within specified parameters. Actively involved in Project Lifecycle from user requirement to customer support with project implementation.
- Extensive hands-on experience on **installation, configuration, administration, backup & recovery, performance tuning** of databases, SQL Code review & approval, applying database patches, up gradation, migrations, database cloning, user management, space management and troubleshooting on Windows platforms; handling physical database design & creation. Skilled in need assessment, business process understanding, business analysis, data mapping & analysis, developing data management process and designing data extraction & load process; gained experience in complete database design, data mapping & conversion and data load, and creating packages for data migration & transformation. Possess an uncompromising commitment to performance excellence and an ardent bias for action. **Implementing experience with HADR on Azure IAAS with multi subnet.**

CORE COMPETENCIES:

- Installed and Configured MS SQL Server 2000 and 2005 on Windows 2000 Advanced Server and Windows Server 2003 Enterprise Edition.
- Installed and configured newly launched MS SQL Server 2016,2014,2012, 2008 R2, SQL 2008 on Windows 2008 Server and Windows 2008 R2 Server, Windows 2012.
- Installed and Configured **BMC SQL Backtrack** latest versions and **Quest Lite speed** & **HPDP**
- Configured the latest version of **Net Backup** for Full, Differential and Log backups.
- Experience in Performance Tuning, Client/Server Connectivity, and Data base Consistency Checks using DBCC Utilities.
- Experience working in **24*7** Production Environment.
- Experience working with highly qualified Project Managers, Team leads, and Team members.
- Highly proficient in working with users to gather requirements, analyze them, and subsequently use design tools to model the requirements.
- Good Working knowledge of multiple databases on AWS platform.
- Handling end to end project management activities inclusive of planning, effort, design, scope, estimation, resource coordination and delivery as per specified timeframes.
- Knowledge of AWS S3, architecture and properties, permissions.
- Monitoring project progress as per scheduled deadlines for various tasks and taking necessary steps to ensure completion within time, cost and effort parameters
- Leading & managing project teams throughout the project lifecycle and providing them support & guidance on technical and project-related issues
- User maintenance, database security imposition by creation and granting of roles & privileges, performance tuning, backups, tuning of SQL statements and support for toolsets & utilities
- Interacting with users for system study, requirements gathering, analysis and testing of system
- Undertaking design & development, testing, debugging and troubleshooting of the application
- Interacting with team members to ensure smooth progress of project work
- Preparing application development backup policies, database migration, SQL server high availability, etc.

TECHNICAL PREVIEW :

- Operating Systems: Windows NT, Windows 2000, Windows 2003, Windows 2008, Windows   2008R Windows 2012, Windows 2014, Linux

TEKSTAD

TEKSTAD

- RDBMS: SQL   Server   7,   SQL   Server
  2000/2005/2008/R2/2012/2014/2016/2017/2019   MYSQL 5.7 and 8.0

ACADEMIC DETAILS

- Master of Computer Applications, May 2008 Annamalai University, Tamil Nadu. India
- Bachelor of Science, May 2005 University of Acharya Nagarjuna, Andhra Pradesh, India

CERTIFICATIONS

- ITIL Foundation Certificate in IT Service Management
- Has successfully completed requirements to be recognized as a Microsoft certified Technology Specialist (MCTS): SQL Server 2008, Implementation and maintenance
- Has successfully completed AZURE DP300

EMPLOYMENT DETAILS

DEC'2018 - Till Date: Caspex Inc/NCR, ATLANTA, GA as SQL Server DBA/Database Administrator
Key Result Areas

- Rendering support to NCR(ITS) SQL server database instances
- Functioning as Offshore Team Lead and entrusted with the responsibility of a team, escalations and people management
- Managing an Azure Cloud (PASS) Environment with SQL Server 2016.
- Managing an Azure Cloud (IAAS) Environment with SQL Server 2016,2017 and 2019
- Implementing ITIL processes, which includes incident management, problem management and change management
- Steering efforts towards driving incident improvement projects and support teams to define problem statements, identify corrective action plans, and deliver improvements to reduce aging incident tickets volumes, issues reoccurrences, and time to restore across all IT incident severities
- Working on projects to improve the incident/problem/change process and drive standard operating procedures & process reviews
- Solving succeed and share now tickets issued by the user
- Providing Comprehensive Database Management & Production Support
- Acting as a point of contact for tracking, driving, escalating, coordinating & communicating the resolution of DB issues; maintaining & documenting the DBA support strategy; managing & maintaining DBA service levels, workflow process, work tickets & service metrics
- Responding to Prod/Pre-Prod DB environment capacity requirements to implement capacity/performance enhancements to the Prod/Pre-Prod DB environments
- Participating in design, testing, implementation, maintenance and control of the NCR Account's databases .

Responsibilities (AWS SQL Database)
- Hardware sizing guidelines for different workloads
- Installation and best practices guidelines for configuring AWS SQL Databases
- Upgrade of Azure SQL in a production environment
- Configure the backups with using S3 Bucket Storage
- Migrated the Oracle and SQL servers to PostgreSQL with using SCM on EC2
- Configuring a client application to use an AWS DB
- Backing up and restoring an AWS environments

Responsibilities (MySQL)
- Understanding the functional specifications and architecture.
- Database design in MySQL 5.7 and 8.0.
- MySQL administration and Database support.
- backups under load, failover strategies, and recovery from replication issues

TEKSTAD

TEKSTAD

- Implemented MySQL Replication (Master-Master), Server Administration, MySQL Enterprise monitoring, backup and recovery
- Scheduling jobs for database backup and recovery and replication fail over alerts.
- Creating and maintenance of RDS instances.

Responsibilities (AZURE SQL Database)
- Hardware sizing guidelines for different workloads
- Installation and best practices guidelines for configuring Azure SQL Databases
- upgrade of Azure SQL in a production environment
- Configure the backups with using SAS token
- Worked on Replicas setup
- Configuring a client application to use an Azure DB
- Setup the HADR on AOAG
- Implemented elastic jobs on PAAS for maintenance
- Backing up and Restoring an Azure and AWS environments

SAAS Admin/ (ITS DBA)
Project Type: Database Monitoring, Automation, Maintenance, Migration and Consolidation
Role: ASSOCIATE CONSULTANT
Responsibilities :
- Oversaw installation of SQL Server 2008R2/2012/2014/2016/2017/2019 and Services packs on newly built servers
- Implemented Automation health reports for log shipping and Audit
- Supporting SQL Server Azure Cloud PASS and IAAS environment
- Monitoring and taking regular Backups of databases and restore database when needed
- Detect and troubleshoot DB Server CPU, Memory, I/O and other resource contention
- Troubleshooting and resolving database integrity issues, performance issues, blocking and deadlocking issues, log shipping issues, connectivity issues, security issues etc.
- Responsible for maintenance jobs like index re-build and integrity checkup of all databases.
- Monitor the status of Maintenance jobs-schedule to run daily and on weekends (tasks like Rebuild Indexes, Defragmenting databases, Shrink and Backup).
- Configured Devops CI/CD Pipelines using GitHub and build environments
- Verify backups and error logs on the servers and troubleshoot on any failures or alerts, open trouble tickets if necessary to work with technicians from other departments.
- Successfully configured synchronous mirroring and Log shipping with automatic failover
- Planned, configured and deployed various administrative jobs for remote administration of SQL Server
- Designed and implemented DB new environment and migration (NCR) during the business split
- Actively worked on Symantec NetBackup as backup tool
- Deployed integration service package & report server configuration setup
- Migrated SSISDB on new versions (2016/2014)
- Served as a L2 and L3 Technical Panel for interviews

At Mondelez & Kraft Foods
Oct '2016 – Dec '2018
Project Type: Database Monitoring, Automation, Maintenance, Migration and Consolidation
Role: Principal Infrasture Engg.
Responsibilities :

- Oversaw installation of SQL Server 2008R2/2012/2014 and Services packs on newly built servers
- Facilitated:
- Database up gradation and migration (in place and server-server up gradation) from lower version to higher
- Looked after installation & maintenance of SQL Failover Cluster
- Monitoring and taking regular Backups of databases and restore database when needed
- Detect and troubleshoot DB Server CPU, Memory, I/O and other resource contention
- Troubleshooting and resolving database integrity issues, performance issues, blocking and deadlocking issues, log shipping issues, connectivity issues, security issues etc.

TEKSTAD

- Responsible for maintenance jobs like index re-build and integrity checkup of all databases.
- Monitor the status of Maintenance jobs-schedule to run daily and on weekends (tasks like Rebuild Indexes, Defragmenting databases, Shrink and Backup).
- Verify backups and error logs on the servers and troubleshoot on any failures or alerts, open trouble tickets if necessary to work with technicians from other departments.
- Successfully configured synchronous mirroring with automatic failover
- Planned, configured and deployed various administrative jobs for remote administration of SQL Server
- Designed and implemented DB new environment and migration (Kraft foods) during the business split
- Actively worked on IBM Tivoli (TDPSQL), HPDP as backup tool
- Coordinated DR drills and participated in real time DR setup using disk replication software (XPCA)
- Deployed integration service package & report server configuration setup
- Served as a L2 and L3 Technical Panel for interviews

Company & Project Description
At Sears Holding Corporation
Project Type: **Database Monitoring, Automation, Maintenance, Migration and Consolidation**
Period: **July 2011 – Oct 2016**
Role: **SQL Server Database Administrator.**

Sears Holdings Corporation is the nation's fourth largest broad line retailer with approximately 3,900 full-line and specialty retail stores in the United States and Canada. Sears Holdings is the leading home appliance retailer as well as a leader in tools, lawn and garden, consumer electronics and automotive repair and maintenance.
Then Project requires major installation of SQL Server 2005, 2008, 2008 R2 along with Migration from SQL 2000 to SQL 2008. It also requires installation and upgrade of BMC SQL Backtrack and Quest Lite speed backup tools. Daily maintenance, support, performance tuning are among the day-to-day activities.

Responsibilities :
- Installation and Configuration of SQL Server 2008 R2, SQL Server 2008, SQL Server 2005 in standalone servers.
- Service Pack Installation and configuration of SQL Server 2005 Cluster.
- Service Pack Installation and configuration of SQL 2008 and 2008 R2 Cluster.
- Server monitoring (Meta watch and s com etc.)
- Migrating Legacy Databases to the newly installed Clustered Servers.
- Installation, Upgrade and Configuring BMC SQL Backtrack, Quest Lite speed backup tools
- Configuring NetBackup for Full, incremental and log backup.
- Configuring Backups for compression and moving them to TSM.
- Develop backup strategies and recover from disasters
- Can prevent, detect, and correct problems
- Monitoring disk spaces, databases and server availability.
- Having an exposure on SQL Server 2 and 3 node clustering.
- Maintaining documents as per the policy
- Solving succeed and share now tickets issued by the user
- Create and maintain database on development/UAT/production environments
- Interaction with customers and End user Training
- Migration the DTS packages to SSIS packages.
- Hold team meetings and apply innovative ideas for better support.
- Assisting Application Team for a minor/major code changes required for Production.
- On-Call 24x7 Support on a rotation basis.
- Resolving Space issues at database as well as hardware level.
- Suggesting various techniques for Database Migration
- Providing weekly status report to the DB Manager on the necessary updates and specifying tasks for the coming weeks.
- Laid out strategy for migrating SQL Server 2000 to SQL Server 2005 and SQL Server 2008 Enterprise Edition

TEKSTAD

Resume of Anil Seshu Kumar Akula – Network Engineer (Candidate # 4)

TEKSTAD

Anil Seshu Kumar Akula

To be a part of prospective organization that allows personal and professional growth and provides an opportunity for learning, advancement while being resourceful and innovative.
- Over 5 years of Experience in Network Designing, Engineering and Operations.
- Currently Employed with Microsoft as Sr. Network Engineer.
- Expertise in developing and implementing Juniper &Cisco Routing and Switching Solutions in Enterprise and Data center locations.
- Comprehensive understanding of networking concepts in engineering, configuring & managing Routers, Switches, Firewalls, Load balancers and Cloud.
- Demonstrated abilities in leading and guiding project teams to deliver projects to clients within specified timeframe and as per Requirements.

EDUCATION
- Bachelor of Technology in Information Technology Aug 2011 – Mar 2015
- Masters in applied computer science Jan 2017 – April 2018

CERTIFICATIONS
- Cisco Certified Network Professional (CCNP Routing & Switching)
- Palo Alto Networks Certified Network Security Engineer (PCNSE)

SKILLS
- Design, Configuration and implementation of Routing technologies RIP, EIGRP, OSPF, BGP, MPLS, IP SLA,VRF, QOS experience working on routing platformsCisco ISR 2800, 2900, 1900, 3800, 3900, 4000, ASR 1000 & Juniper MX Routers.
- Configuring Next Generation firewalls like Palo Alto & Checkpoint and Implementing NG feature within complex Datacentre Network.
- Configuring and Troubleshooting BIG-IP F5 load balancer LTM and Citrix NetScaler ADC.
- Deploying Azure subscriptions and configuring ExpressRoute, Vnets, Peering, AzureSLB,NSG's,VM's, Scaleset and troubleshooting the connectivity to OnPrem.
- Configuring and Troubleshooting of network protocols, such as TCP/IP, DNS, DHCP,IGMP,PIM and SNMP
- Design, Configuration and implementation of Switching technologiesHSRP, VRRP, VTP, STP,PVST, RSTP, MST, EtherChannel, Stacking, Nexus vPC, Nexus fex and Layer 2 security, experience working on switching platforms Cisco 2900, 3500, 3600, 4500and Nexus 9K, 7K, 5K and 2K.
- Configuration and implementation of Security technologies Firewalls, Deep packet inspection, ACLs, NAT and VPNs, experience working on Checkpoint and Palo Alto.

PROFESSIONAL EXPERIENCE

Caspex Inc/Lyft CA   *April 2020–Till date*
Sr. Network Engineer
- Maintaining skype for business property related Data centers spread across 84 locations.
- Administrated and configured the Palo Alto and Cisco ASA Firewalls.
- Configured Subscriptions, Vnets, Peering's B/w Vnets, NSG's, Software Load Balancers and Ip Management within the Azure Cloud.
- Troubleshooted the network connectivity within the Azure Cloud and Traffic from Azure to physical On Prem Infrastructure.
- Installed and configured high availability Big IP F5 LTM, Adding virtual IPs, nodes, pools and health monitoring.
- Troubleshooted SSL Offloading, SNAT, Monitor's on F5 load balancer.
- Implemented multi chassis ether-channel, RSTP, Port fast, 802.1X, DHCP Helper and OSPF
- Implemented BGP Routing for WAN and OSPF for LAN routing protocol.
- Contribute to updating standards for Network platforms and Configuration template.
- Performed Nexus 3k and 5k upgrade in all 84 locations.

TEKSTAD

TEKSTAD

- Implemented HSRP, VRRP Redundancy protocols and Access list at Distribution Switches
- Provide Level 3 support for any escalations from Level 1(Network Operations) and Level2(Network Support).
- Work with vendors for security patches and new firmware recommendations and test in Labs prior to Implementing in production.
- Implemented IP Management using Infoblox and IPAM tools.
- Complete Understanding and troubleshooting of both IPV4 and IPV6 addressing.
- Resolving issues by engaging on monthly on-call schedule for any escalated incidents and re-Engineering for further optimization when necessary.

Safeway, Pleasanton, CA
Network Engineer   *Sept 2018–April 2020*

Capacity planning for MPLS WAN circuits, Review the WAN circuit utilization and upgrade the WAN circuits as necessary.

- Implement and upgraded Datacenter Nexus switches 7K, 5K and 2K
- Palo Alto design and installation (Application and URL filtering, SSL decryption, SSL Forward Proxy). Configured and maintained IPSEC and SSL VPNs on Palo Alto Firewalls. Successfully installed PA-5050 series firewalls in Data Center as perimeter Firewalls.
- Configured PANORAMA management for logging sessions, creating reports and managing onprem and Cloud firewall devices.
- Configured Objects, firewall rules, NAT policies, Log Monitoring and Static Routing on Checkpoint firewall.
- Build Network connectivity with Partners and necessary security controls to limit the access to internal applications.
- Configured Virtual Networks, Network Security Groups, User defined routes and Established Peering between the Virtual Networks.
- Administered Core, Distribution and Access layer Routing, Switching and Firewall infrastructure. Setup Out of Band for management for all this infrastructure
- Managed the testing, deployment and configuration of Wireless LAN Controllers (WLC) and Access Points over Fiber, Ethernet & DWDM.
- Complete Understanding Of IEEE802.11a,802.11b,802.11g and 802.11n wireless standards, 802.1X and EAP Authentication, security, RF Conditions and performance, Capacity Plannings, QOS, Policy enforcementand network Management, DNS, DHCP, Time Protocols.
- Troubleshooted Network Connectivity between Datacenters ,Azure Cloud, Retail Stores, Backstage offices.
- Build High level design, low level design, Deployment run book, peer review and approve.
- Performed Cisco 3650 and Cisco 2900 Switches Upgrade across 160 locations.
- Implementing firewall policies, NAT, VPN Monitoring, Static routes in Checkpoint and Paloalto
- Installing, configuring Cisco Catalyst switches 6500, 3750 & 3550 series and configured routing protocols like OSPF, BGP with Access Control lists.

Microsoft, Hyderabad, India
Network Engineer   *April 2016–Nov 2016*

- Maintaining Clients Datacenters and enterprise networks environment from offshore.
- Provided operations support for both High & low priority incidents and resolved under Predefined SLA.
- Implemented Add, remove and changes in client's Datacenters and enterprise networks.
- Installing, Configuring and administration of Cisco routers and Switches (mid and high end)
- Responsible for day-to-day management of Cisco Devices, Traffic management and monitoring
- Implemented and troubleshooting layer 2 technologies such as VLAN, Ether channel, STP, RSTP,.STP features: Port Fast,BPDU Guard.

TEKSTAD

Resume of Ankith Reddy – Project Manager (Candidate # 5)

TEKSTAD

Ankith Reddy- Project Manager

Experienced IT Professional with progressive experience in Project Management, Business Analysis, IT Operations & Strategy, Innovative Solution Delivery, thought leadership in Organizational Change, and Business Transformation. SDLC proficiency in both Agile and Waterfall methodologies. Recognized for thought leadership capabilities, problem solving abilities and strategy building abilities.

Professional Experience:
- Over 10 years of IT industry experience as a Project Manager, Business Analyst, ERP Functional Lead and Scrum Master with success in delivering complex functional projects in ERP and using SaaS, Java, PHP Technologies, and Reporting environments, utilizing both Waterfall and Agile methodologies.
- Experienced in leading large project teams from requirements-gathering through to implementation and support using full software development life cycle (SDLC) in a cross-functional global environment.
- Experienced in managing vendors, stakeholders, interdependencies, risks, quality assurance, change management and day-to-day operational/financial management of software programs.
- Well versed in facilitating various sprint ceremonies such as Project vision meeting, Sprint Planning, Daily Stand-ups, Sprint Review, Sprint Retrospective, Backlog Refinement for each sprint in Agile-Scrum methodology as a Scrum Master and BA.
- Successfully delivered multiple projects using Agile methodologies, meeting/exceeding project objectives, timelines, and stakeholder expectations.
- Experience with vendors to analyze Statements of Work (SOW), project scopes, and service agreements, ensuring alignment with project objectives and deliverables.
- Extensive knowledge in Project Management deliverables like Project Planning Document (PPD), Project Scope Statement (PSS), Project Charter, Work Breakdown Structure (WBS).
- Managed Oracle Peoplesoft implementation, Upgrade Projects, with proficiency in project management and system upgrades.
- Experience implementing various SaaS products, including workflow automation, UC 4H Online, Zendesk, and Qualtrics Survey Systems, enhancing operational efficiency.
- Utilized SQL for data validations, ensuring data accuracy and integrity.
- Experience implementing Snowflake ETL tool for UC ANR to manage and maintain Peoplesoft HCM data.
- Proficient in MS Azure Cloud and AWS, leveraging cloud technologies for scalable and cost-effective solutions.
- Extensive experience working with Application Lifecycle Management tools like Jira and Azure DevOps.
- Managed end-to-end testing processes, including creating Master Test Plan, Test Scripts, Test Scenarios, Test Cases, Test reports with aid of Jira and Confluence.
- Experience with reporting tools, Cognos and Power BI, PS Query
- Led UAT as a Test Lead for multiple projects, ensuring the quality of deliverables and user satisfaction.
- Lead change management efforts for large-scale ERP implementation. Developed Change Management Strategies to ensure successful adoption of new system/ processes. Proficient in performing Business Analysis and Technical Analysis
- Lead Training team and conducted training for over 100 employees and created Training plan/program and training aids like Job Aids, Web Based Training, UPK training kits.
- Planned and executed the Cutover for multiple complex IT projects with off-shore and On-shore teams.
- Hands on experience on O365, MS Office, MS Visio, MS Planner, Google Suite, SharePoint, Jira, Confluence.
- Possess excellent communication, Leadership, Interpersonal skills with strong technical and analytical reasoning.

Tools

- **Web Technologies:** Python, Java, JavaScript, Angular, PHP, HTML, CSS, XML
- **ERP:** Oracle Peoplesoft, Oracle Fusion
- **Cloud:** MS Azure, AWS

Skills

- Operations Management
- Strategic Planning
- Project Management
- Business Process & Transformation
- Vendor Management
- Financial Management

TEKSTAD

TEKSTAD

- **Methodologies:** Agile-Scrum, Waterfall, Hybrid
- **Config Tools:** Git, Jenkin, SVN, Github
- **PMO:** MS Office/ O365, MS Visio, Smartsheet, Google Suite, JIRA, Confluence, Box, SharePoint, Adobe, Kanban, Power BI

- Business Delivery Management
- Business Analysis
- Risk and Release Management
- People Management

Work Experience

Project Manager   **February 2019 — Present**
Caspex Inc/ California

- Performed project planning and execution, risk management, issue management, change management, communications, training, and operational readiness adhering to UC PMO methodology.
- Provided leadership and project management structure to coordinate deliverables and milestones for large cross-functional projects that are significant in scope and impact.
- Manage stakeholder expectations, provide timely project updates to senior executives, and enable decision-making by assisting management on key decisions throughout project implementation.
- Define process, tools, and approach for project/program execution and successful delivery.
- Orchestrated complete end-to-end software development lifecycle, providing architectural guidance and framework design for solutions across various platforms.
- Breaking down complex business processes and creating simplified user stories. Defining and analyzing business workflows/processes and providing recommendation on the most feasible solution.
- Executed Agile projects utilizing Scrum, leading sprint planning sessions, estimating effort and complexity, and conducting sprint reviews and retrospectives.
- Collaborated with team members across different business units to ensure risks/issues are addressed in a timely manner and helped resolve impediments.
- Worked with Product Owners closely in developing, maintaining, and grooming Product Backlog.
- Worked with Product owner, Definition of Ready (DoR) & Acceptance Criteria for Definition of Done (DoD) to user stories.
- Ensured development teams are practicing the core agile principles of collaboration, prioritization, team accountability and visibility.
- Extensively used Jira for issue & task management, report & analytics, creating workflows, estimations, creating scrum and Kanban boards, project backlogs and progress reports.
- Lead multiple implementation projects for different cloud-based applications like workflow automation, UC 4H Financial Reporting System.
- Managing projects with software technologies like PHP, Java, JavaScript, HTML, CSS.
- Managed the implementation of Caspex, 4H Annual Financial Reporting System to track financial transactions in California.
- Managed and possess knowledge of API such as SOAP API and REST API Webservices.
- Lead the Testing, training and change Management/ Communication for multiple implementations and upgrade projects.
- Support and manage multiple applications for secure data transfer, workflow automation and Zendesk.
- Experience with project management tools to mention few MS Office, Google Suite, Adobe Creative Cloud, JIRA, SharePoint, ServiceNow, Smartsheet, Box Enterprise, Zoom Enterprise, Slack Enterprise.
- Lead Go-Live effort and post-Production support.

Sr. Business Analyst / Lead   **February 2018 — January 2019**
University of California | California

- Strategized, Planned, and managed projects aligning business goals with technology solutions to drive process improvements, competitive advantage, and bottom-line gains to integrate with existing enterprise platforms and systems.
- Collaborated with all levels of leadership, functional workstreams and core project team members to provide guidance and successfully implement change, translating strategic business goals into operational strategies and work plans.
- Conducted project kick-off meetings with all stakeholders and facilitated weekly project status and ad-hoc meetings.

TEKSTAD

- Developed project charter, scope, project plan, and work breakdown structure. Led the needs assessment, business analysis planning, requirements elicitation and analysis efforts.
- Coordinated project teams consisting of business leads from multiple lines of business in the analysis of business needs, user acceptance testing, and the assessment of system post-implementation performance.
- Played a role of scrum master and effectively conducted the Sprint Planning, Daily Scrum, Sprint Reviews and Retrospective meetings with the project team and ensured the team adopts Agile manifestation.
- Compares Agile practices to ensure coordination between different business units.
- Provide updates on Agile-scrum and releases progress on weekly status reports
- Initiated a continuous improvement process and change management framework for projects including governance.
- Assessed project performance and implemented controls to ensure projects remain within specified cost, schedule, scope and quality objectives.
- Maintained program health by consistently ensuring implementation of high value-added scope and pro-actively managing onshore and offshore resources.
- Provide weekly status reports summarizing progress made from project schedule, decisions made, risks/concerns and general progress. Developed and managed Key Performance Indicators (KPIs) related to project deliverables.
- Performed project performance and risks assessment using MS Project, Clarity, Jira and SharePoint project management tools. Collaborated with project team in implementing necessary changes to ensure projects remain within cost, schedule, scope and quality objectives.
- Enhanced project team efficiency and effectiveness by improving teamwork processes, and promoted cross-team coordination using Scrum, as well as Atlassian JIRA and Confluence project collaboration tools.
- Organized and facilitated release planning, daily stand-up meetings, reviews, retrospectives, and sprint planning, demos, updates to velocity and burn-down charts and other Scrum related meetings.
- Collaborated with team members across vertical business units globally to ensure risks/issues are addressed in a timely manner and helped resolve impediments.
- Wrote numerous Functional designs, technical design, business process, support, and business transition documents.
- Worked with SME's and developers to develop Future State Process Documents (FSPD's) and Business Processes
- Worked as Test Lead, Training Lead and Cutover/ Deployment Lead for Peoplesoft Implementation and other PeopleSoft Upgrade Projects.
- Test Lead for both SIT and UAT for Peoplesoft Implementation includes modules WFA, Payroll, Benefits, Position Management, TAM, and Commitment Accounting
- Training lead for conducting In-Person training sessions to users and delivering training aids, UPK's and other training resources.
- Cutover Lead/ Deployment Lead for planning and executing the project deployment tasks.
- Served as a single Point of Contact post go-live stabilization period.

Sr. Business Analyst / Lead   **March 2017 — January 2018**
Cargill | North Carolina

- Planned, and managed projects aligning business goals with technology solutions to drive process improvements, competitive advantage, and bottom-line gains to integrate with existing enterprise platforms and systems.
- Responsible for Project Initiation, Resource Allocation, Requirement gatherings, BRD preparation, Reviewing SDLC artifacts, monitoring SIT/UAT defects, Stakeholder Management, Risk and Communication Management.
- Developing detailed Project Plans, WBS, Scope freeze, Coordinating & Tracking the Project Activities and Implementing the Deliverables against the scope and project plan, while keeping the stakeholders up to date.
- Extensively used JIRA for managing User stories and contributed to Scrum Ceremonies like Release Planning, Backlog grooming, Sprint Planning, Sprint Review and Retrospective.
- Prepared Functional & Technical design document and walk-thru with team and Operations, Code and UTR review, SIT review, SIT / UAT Defect tracking thru QC/JIRA, Review of implementation plan and handling postproduction issues.
- Mitigate and communicate risk associated with operational and technical change. Escalation as needed to resolve issues/roadblocks, ensuring timely project delivery.
- Facilitated, assisted, and documented User Acceptance Testing (UAT) of the system involving the end user into the process.
- Good understanding of API (Application Programming Interface) such as SOAP API and REST API Webservices.

TEKSTAD

TEKSTAD

- Experience in developing interactive dashboards using Business Intelligence (BI) tools such as Tableau, Cognos, and MS Excel.
- Knowledge in Microsoft Office 365 applications and collaboration tools such as MS Project, MS SharePoint, and MS Teams.
- Creative and self-starter with various analytical skills, problem-solving skills, communication skills and interpersonal skills.

Business Analyst   **March 2016 — February 2017**
San Joaquin County | Stockton, California

- Developed a project plan that outlines the scope, objectives, timelines, and resources required for the transition.
- Identify all stakeholders involved in the transition, including clients, vendors, internal teams, and senior management. Developed a communication plan to keep them informed and engaged throughout the process.
- Potential risks and issues were identified that could impact the transition and developed a risk management plan to mitigate them.
- Responsible for setting up and managing development team, insourcing, allocation of tasks, conducting weekly meetings, Induction and mentoring for new joiners into the project, Prepare Weekly/Monthly Status Report and Managing escalation/conflicts within the Team.
- Analysis and preparation of Functional and technical design document, preparing estimation, conducting test design walkthroughs, Functional and Technical Reviews, Supporting SIT, UAT and Client trailing batch cycle, Production deployment.
- Co-ordinate with teams such as SIT, UAT, Onsite coordinator and internal Users.
- Owning the project/CR and ensuring deliverables on time with quality.
- Strongly adhering to the quality process and SDLC life cycle.
- Responsible for defect management and defect prevention.
- Managing Production support team including support for P1/P2 Production issues.

ERP Business Analyst   **May 2015 — March 2016**
TD Ameritrade | Maryland

- Worked as PeopleSoft Analyst on 9.1 to 9.2 upgrade project, on all phases of the project starting from FIT/ GAP analysis to Postproduction support.
- Performed FIT/GAP analysis, designed gap strategies and recommended business process changes to take advantage of delivered functionality and eliminate obsolete customizations.
- Created comprehensive document for Requirement Gatherings, system configuration and design for Core HR, Payroll and Benefits module.
- Designed functional design documents for the conversion programs for converting Health, Life insurance.
- Design and implemented Open Enrollment to process the enrollment data into PeopleSoft Benefits.
- Identified test conditions, wrote test scripts based on the System in Jira
- Conducted System Integrations (SIT) and User Acceptance Testing (UAT)

ERP Business Analyst   **January 2014 — December 2014**
Aroha Technologies | India

- Liaise with Business Stakeholders, Project Managers, and vendors to develop business case.
- Research and analyze existing systems and processes; identifying data and process flows and integration points.
- Develop and Review BRD (Business Requirement Document)
- Engage through the lifecycle to ensure the smooth execution of the project.
- Participated in functional, User Acceptance Testing (UAT) to verify functionality and bug-free release.
- Prepared documentation to capture existing functionalities & capabilities for enhancements and redesign.

Recognitions:

- University of California UC Path Implementation
- University of California Annual SPOT Award

Education:

- Master's in Computer Science
- Bachelors in Electronics & Communications

TEKSTAD

RESUME OF PUSHPAK MINENI- QUALITY ASSURANCE ANALYST (CANDIDATE # 6)

TEKSTAD

PUSHPAK MINENI- Quality Assurance Analyst

PROFESSIONAL SUMMARY

- Around **FOUR** years of IT and Management experience in Software Development Life Cycle (SDLC) & Project Life Cycle working as Quality Analyst & Strong knowledge and experiences of Project management, Health care, and Medicare Applications.
- Working experience involved in Requirement Analysis, Application Maintenance, Functional Studies, and Quality Reviews & Interaction with client.
- Main areas worked in Healthcare are claims, claim-edits, member enrollment, provider enrollment, IVR Process, EDI validations, 5010 validations, Service Authorization determination, Benefit plan determination, Interface etc.
- Involved in Implementing and designing **Test Plans, Test Cases, Test Execution and Bug Reports**.
- Participated and experienced in **requirements design reviews**.
- Experience in quality related activities like **Requirement Traceability Matrix, preparation of Metrics, TCP Estimation and SCM**.
- Good GUI testing skills in terms of compliance with standards and functionality.
- Hands on experience **AGILE METHODOLOGY** end-to-end testing
- Domain expertise in **Healthcare and Insurance**.
- Having experience in giving KT sessions for different projects.
- Flexible with using the **CRM** applications with event trigger to track down the customer's profile.
- Hands on experience in **Python testing, JetBrains PyCharm** supports visual testing with pytest, unit test, and doc test out of the box.
- Design process flow chart of EDI Transactions Portal --> HIX --> Carriers using MS Visio.
- Working with **EDI** Transactions like 837,834,270/271 for testing and mocking the data.
- Main areas worked in healthcare are claims, claim-edits, member enrollment, provider enrollment, IVR Process, EDI validations, 5010 validations, Service Authorization determination, Benefit plan determination, Interface etc.
- Working experience involved in EDI transactions like 837 P, 837 I, 270 and 271 and 835 validations having good knowledge on EDI segments and loops.
- Hands on Experience in working with both Web and Mobile Applications for Functional End-to-End testing.
- Worked on all the phases of Medicare claims, for example Deductibles, initial coverage, gap and catastrophic etc.
- Working experience involved in claims end to end validation for all type of claims invoking validations like adjudication validation, claims pricing validation, benefit validation, budgeting WRT fund code, Remittance advice validation, EOB validation etc.
- Working experience involved in Preparing Test strategy, Test plan on claims and Knowledge in Software Testing Levels, Bug Life Cycle, and Testing Life Cycle.

EDUCATION

- Master of Science: Information Technology for **Project Management**; Campbellsville University – August 2017-3.9GPA
- Bachelor of Technology: Mechanical Engineering; Jawaharlal Nehru Technological University – April 2014-3GPA

RELEVANT EXPERIENCE

Caspex Inc/Care first BlueCross BlueShield-Owings Mills, MD   August 2020-Feb 2022
Quality Analyst

CareFirst, an independent licensee of the Blue Cross and Blue Shield Association, is a not-for-profit health care company which, through its affiliates and subsidiaries, offers a comprehensive portfolio of

Page 1 of 5

TEKSTAD

TEKSTAD

health insurance products and administrative services to individuals and groups in Maryland, the District of Columbia, and Northern Virginia.

Roles & Responsibilities
- Compliance Certified within the Company Norms for MEDICAID and MEDICARE.
- Worked with the Angular Development teams to ensure that the Applications are deployed without Any Production Errors.
- Worked as a POC for D2DEnchancements on Day-to-Day basis.
- Worked with the TOS (Technical and Operational Services) department for D2DEnchancements for Enrollments and Claim Processing.
- Worked with the Employer/Broker/Member UI portal for testing to ensure the Functionalities of the Enhancements.
- Updated CA Agile with the Defects found during Validation.
- Co-ordinating with the **Dev Team** for the on-going deployments and Testing in **CICD** Environment.
- **Regression Testing** the Deployed code In-network and Logging Defects if any.
- Validated the Data Flow between front end and Back End with Sample Test Data.
- Checking the web applications /Mobile Applications for **Functionality, Usability, Security, Compatibility, Performance.**
- Confirmed with Business First if any of the Major Bugs/Errors Encountered during Day To Day Enhancements.
- Conducted UAT for the Sprint Deployment and updated with the Defects found during Validation.
- Worked with the In-House UI for the Enrollment and claim Processing.
- Tested the Web Application UI to track down the Defects and Update with Assigned defect number.
- Worked As a part of technical support for the CareFirsthub to process enrollments and Validating in FACETS to ensure the database management.
- Worked with validating the Data in Front end FACETS UI to ensure the data after Group Enrollment for Employer and Broker Portals.
- Involved in testing HIPAA EDI Transactions 270,271,276,278,834, 835, and 837 and mainly focused Enrollment Transactions.
- Cross the **Loops and Segments** in **EDI ASNI X12** format files with implementation guide **for** data flow.
- Used notepad++ to validate the raw data for **EDI** transactions.
- Worked with the Android and IOS physical device Application testing to ensure the Performance without Defects.
- Worked with the ETL team to ensure daily ETL jobs are done as per Scheduled.
- Experience in working with the SQL DEVELOPER with QUERIES to validate the DB for the incoming files from FTP'S.
- Worked in D2D working Sessions for the Continuous INTEGRATION TESTING.
- Worked on Continuous Regression Testing for the ongoing Code Deployments.
- Worked as a part of the CAREFIRST HUB TOS to ensure the performance on the Mobile Applications and Web UI during the Ongoing down Phase.
- Participated in the UAT Sessions to ensure the Integrity/Flow between the Business and In-House UI.
- Worked in the Production Deployments to ensure that the Production Defects does not show up during Deployment.

Page 2 of 5

TEKSTAD

TEKSTAD

- Worked with the clients on the verification process for the requirement phase documents.
- Implemented Standardized process throughout the software Development Life Cycle (SDLC)
- Analyzed and documented Business requirements using Requisite Pro and detail design for full understanding of the business.
- Analyzed, Documented, and managed all Project Requirements with RUP Methodologies
- Used MS Visio to create Business Flow Diagrams and Workflow Diagrams
- Maintained Requirement Traceability Matrix (RTM) and managed requirements.
- Wrote SQL Statements to extract Data from Tables.
- Created Use Cases and did intensive Use Case Analysis.
- Worked with 271/270 claim transactions for Enquiry and response to the claim benefits.
- Involved in Agile process to ensure the defect cycle is on right track from the start up to the end of the defect with good co-ordination with all teams like BA, Development, and other support team members to avoid confusions at the end of the project or release.

Environment: -HIPPA, Selenium, CITRIX, JUMP Server, Visual Basic, XML, SQL DEVELOPER, MS Access, Windows07/10/NT/2000/XP,Microsoft Suite, Quality Center, SQL, MS Office , HP ALM,CA AGILE.

Absomax Inc- Detroit, Michigan   **August 2019 to July 2020**
QA Analyst / Project Co-Ordinator
- Analyzed the "As is" and "To be" system documents to show the current and proposed functionalities of the system using **MS VISIO**.
- Worked with providers and **Medicare or Medicaid entities** to validate EDI transaction. This includes **HIPAA 4010; 837, 835, 270/271** and others. Provided healthcare provider problem resolution.
- Completed several **HIPAA 4010 and 5010 Projects, including Medicaid and Commercial entities.** Projects include claims and enrollment testing as well as NPI and medical coding and **ICD-9 EDI testing.**
- Authored Data flow diagram, sequence diagrams and business process models that describe how the **EDI Health Care Claim Transaction set (837)** is used to submit health care billing information and encounter.
- Gap Analysis of client requirements, generated workflow process, flow charts and relevant artifacts.
- Designed Test cases Using **Selenium** Web driver and TestNG.
- Execution of Tests and Reporting Defects Using Sun-Tracker.
- Enhancing the **Selenium** Test cases for Cross browser testing.
- Involved in solving Environmental problems along with Technical Support People, especially in Sever Connections and Database sharing issues.
- Involved in Regression Testing using **Selenium**.
- Preparation of weekly and monthly status reports.
- Performed Risk and Gap Analysis on multiple MMIS subsystems; Created test plans and traceability Matrixes.
- Involved in the development of Business Requirements Document (BRD) for the project.
- Conducted interviews with management team and another stake holder.
- Conducted and participated in the **JAD session** with the SMEs and project team members.
- Worked as a liaison between the business and technical side to convey the business needs to the system architects.
- Participated in weekly status meetings to present status and incorporate any digressions from the original scope.
- Used **SQL queries/joins** to query **SQL Server** databases for data analysis and documentation of data flow and data processes.
- Expertise in creating **Data Mapping** Documents and Source to Target Transformation document for **ETL / Data Warehouse**.
- Worked on the validation and integrity of the migrated data.
- Designed Use Cases using **UML** and managed the entire functional requirements life cycle using Agile Methodology.

Page 3 of 5

TEKSTAD

TEKSTAD

- Created and managed project templates, Use Case project templates, requirement types and traceability relationships.
- Involved in cross-functional teams, developing new ways to boost efficiency and delivering results in a fast-changing environment to achieve company goals.
- Involved in preparing daily, weekly, and monthly project trending and analysis using **Excel Pivot Tables**, **V-lookups**, and graphical representation.
- Participated in the walkthroughs and meetings specifically for Claims and Membership modules
- Coordinate with Development and Business team to develop high level Business documents.
- Worked with the clients on the verification process for the requirement phase documents.
- Implemented Standardized process throughout the software Development Life Cycle (SDLC)

Environment: Windows XP, SELENIUM MS Excel, MS Visio, MS Project, SharePoint, UML, SQL Server 2008, SDLC/Agile, Quality Center

Came to USA/attended school – earning master's Information Technology – 12/14 - 08/17

KUN EXCLUSIVE Pvt. Ltd ("BMW-INDIA")   June13 to Nov14
Technical Coordinator

- Worked mainly on schedule the work plans for the co-workers and make sure that job is completed on time.
- Helped the recruiting manager to hire people with talent.
- Worked as intern in BMW service department deals with the mechanical problems and technical problems in an automobile.
- This opportunity explained new concepts of techniques used in service department such as (OBD) On board diagnosis of vehicle.
- Fixed the alignment and dismantling the engine and transmission system also learned latest software technology that are used to figure out the problems.
- Responsible for assisting the senior service technician and providing help/assistance in completing his work.
- Handled all the clerical duties and activities of the organization.
- Attended all the training programs organized by the manager and the management.
- Responsible for studying all the projects and maintaining record of these projects.
- Responsible for maintaining a good rapport with other employees.
- Arranged for the accommodations that may be requested by team.
- Assisted in the development and distribution of session and other training materials.
- Assisted in writing Technical Documents.
- Defined project resource requirements and implement project resource plans accordingly.
- Executed project plans from planning phase till implementation and deployment.
- Managed agency expectations for ensuring alignment among operations and deliverables.
- Monitored and effectively respond to team needs and potential problems.

Academic Projects:

Design and development for converting an automobile into real time driverless, remote controlled automobile (senior project in bachelors):

- The objective of this project was to improve safety measures for defense in hazardous situations. This driverless vehicle is a real time automobile whose motion is controlled using a transmitter.
- The receiver inside the automobile receives the signals and controls the movement of the car the car is affixed with cameras. The operator can view all the four directions with the help of Monitor.
- Played key role in motivation the team members towards the ideas of the project.
- Used MS project methodology to track the budget and scheduling of the project.
- Monitored on the screen the operator controls the transmitter. This innovative project is appreciated with the pending patent 4036/CHE/2014.

Page 4 of 5

TEKSTAD

TEKSTAD

Design and fabrication of mobile charger using renewable energies (junior project in Bachelors):

- The objective of this project was to use the renewable energies and generate energy. This project worked with the help of wind, solar, hydropower energies to charge a mobile phone.
- The project was designed with Turbine blades powered by wind energy converts mechanical energy to electrical energy using a direct current motor.
- Solar panels were placed on turbine blades which utilize solar energy to generate power. The blades are designed in such a way that it is flexible to take hydropower energy to run turbine and produce power.

Design and fabrication of shaft driven bicycle (project in bachelors):

- The aim of the project was to convert chain driven bicycle to shaft driven bicycle. The design included 2 pairs of bevel gears and long shaft.
- This concept was designed to eradicate the losses of chain driven bicycle by fixing pair of bevel gears with 15:30 gear ratio connected to rear wheel and the other two with 10:15 attached with pedaling, when power is supplied more work output is produced.Gathering the requirements for online-banking portal system

CERTIFICATIONS-
Trained as Business analyst from valor soft tech-Chicago for-scope identification, planning, analyzing the functional requirements document.

- The objective of the project was to create a FRD for the online banking portal s/m using agile system development.
- my role here is to gather requirements using interviews, JAD sessions, questioner, web exploring, existing documents.
- Classified the requirements into-PRIMARY USERS which includes-customer, bank teller, management.
- And, SECONDARY USERS such as-server
- Used **Tableau** for **Data Visualization** for Past data within the organization to predict the future.
- Created a MS VISIO document with all the requirements which come as FUNCTIONAL REQUIREMNTS DOCUMENT.
- Collected requirements for the BUSINESS REQUIREMNTS DOCUMENTS USING context diagrams.
- Worked with a team three with developer, quality analyst, architect to develop the system.

Post-Graduation Diploma in Data Analytics (Presently Pursuing)

- The objective of this certification to provide hands-on-experience in Data analytics.
- Pursued my hands-on-Experience in Advance SQL to extract data.
- Using SQL to process/extract data from multiple tables/environments including ORACLE DB.
- Hands-on-experience in Python Functions, generating Data Frames.
- Flexible with Generating ML models/algorithms using Linear Regression, Logistic Regression, Decision Trees.
- Predicted multiple Practice data sets using Regression Models.
- Flexible with Apply Visualization/EDA techniques for better understanding of the data.
- Used Excel to Analyze the data with Advanced Techniques.
- Worked with Tableau To design Dashboards.
- Hands-On-Experience Using PCA techniques for Data Analysis.

Page 5 of 5

TEKSTAD

Resume of CHANDRAKANTH K- Software Engineer (Candidate # 7)

TEKSTAD

CHANDRAKANTH K

PROFESSIONAL SUMMARY
- 8 years of working experience in the software field and 7 years of experience in Hybrid Mobile Application Development using Ionic Framework 4/5/6 and Angular 4/6/7/8/9/10/11 and 12.
- Professional experience in User Interface Analysis, Design, and Development of iOS, Android, and Progressive Web Applications (PWA).
- Professional experience with writing, modifying, and testing software codes in HTML5, XML, CSS, Javascript, and Typescript.
- Working experience with Integrating Capacitor and Cordova plugins in ionic Angular applications for APK file generation.
- Experience with maintaining existing computer programs by making modifications as required.
- Experience with understanding Figma mockups.
- Experience in working with Android Studio, Xcode, SDKs, creating virtual devices, and running & testing apps in emulators/simulators.
- Working experience with XCode to build and publish the iOS apps into the App Store.
- Experience with publishing the Android app into the Google Play Store.
- Working experience with editors such as Microsoft Visual Studio, Atom, Android Studio, and WebStorm.
- Working experience in Agile development methodology.
- Experience with using Postman to review endpoints and their response.
- Experience using Rallydev and Jira for developing stories, tasks, bugs, ticket/task assignments, tracking work progress, and tracking the sprint schedule.
- Hands-on experience in working with developing the iOS and Android applications, building, and publishing them to the Apple app store and Google play store.
- Experience in implementing push notifications feature for ionic Angular apps for iOS and Android using Firebase Cloud Messaging.
- Working experience with GitHub to create repositories, branching, push code, create a pull request, and merge branches.
- Expertise in Angular features like Custom directives, Controllers, pipes, and Services.
- Experience using Docker for the deployment of applications.
- Good at communicating with clients, customers, managers, and other teams in enterprise at all levels and excellent team player.

TECHNICAL SKILLS
- Android, iOS, and Progressive Web Applications
- Android Studio, Visual Studio Code, Atom, WebStorm, and XCode
- C, C++, Java, HTML, XML, CSS, JavaScript, and Typescript
- Ionic Framework 4/5 and 6, Angular 6/7/8/9/10/11 and 12, Cordova, and Capacitor.
- GitHub, Docker, JQuery Mobile, Postman, Rallydev, and Jira
- Operating Systems: Windows 95/98/XP/Vista/7/8/8.1/10, iOS, Android, Linux, and UNIX (AIX)

EDUCATION
- **University of the Cumberlands, Williamsburg, KY**
  Master of Science: Project Management (August 2019 – December 2021)
- **Wright State University, Dayton, OH, USA**
  Master of Science: Computer Science (August 2014 - December 2015)
- **Kakatiya University, Warangal, India**
  Bachelor of Science: Computer Science **(June 2013)**

PROFESSIONAL EXPERIENCE
Software Engineer /Ionic Angular Mobile App Developer   (January 2022 – Till date)
Caspex Inc/Recovery Centers of America, King of Prussia, PA
Project Description: The 'Shoutout Health' is an application developed by Recovery Centers of America for iOS and Android mobile devices. Shoutout application is dedicated to helping users receive online counseling in the areas of alcohol misuse, drug addiction, and maintaining recovery and sobriety. Using this mobile application, users can take appointments, register for meetings and events, and text messages with the therapist. Users will also benefit from inspiring and informative content and resources such as blogs, articles, and videos. Moreover, users can also take advantage of gratitude journaling, sobriety date tracking, and a supportive community environment.
App links: https://play.google.com/store/apps/details?id=com.rcatelehealth.shoutout&hl=en_US&gl=US
https://apps.apple.com/us/app/shoutout-health/id1567916496
Responsibilities:

TEKSTAD

TEKSTAD

- Design and development of the app using the Ionic framework (version 6) and Angular 6/7/8/9 and 10.
- Working with Docker to run the web application in a local environment instead of running the app in the traditional way.
- Using Docker to work on Frontend code changes locally in combination with Backend changes to ensure that the required Frontend and Backend changes are properly implemented.
- Working with the Project manager, architect, and other developers in developing stories, tasks, sub-tasks, and bugs.
- Working with the combination of Capacitor and Cordova plugins.
- Providing inputs and ideas for story development and assigning points for each story in the process of sprint planning.
- Working with QA testers to complete testing of the task/defects.
- Working with project manager and testers and assisting other developers in the process of app release and ensuring a smooth release process.
- Worked on new features for the Shoutout Health app such as Daily Tips, Multi-Factor Authentication, implementation of Community page, Age verification, Messaging feature, and Resources page.
- Working on different UI changes to improve the user experience while maintaining the application standards.
- Working on GitHub to create repositories, pull the repositories, create branches, create pull requests, commit the changes, request the reviews from others, and merge the branches.
- Working on Jira to plan sprints, develop stories, tasks, and subtasks, assign points, and estimate the time for each task.
- Reviewing other Frontend developers' code in GitHub and testing it properly to make sure that the implemented changes meet the code standards, UI to match the Figma mockups, and functionality is working as described in the story.
- Attending daily standup meetings and following meetings with the team to discuss the daily developments.
- Working closely with project manager and Backend team to understand the requirements to ensure the right set of UI modules to build.

Environment: HTML, CSS, JavaScript, Capacitor, Cordova, Angular 10/11 and 12, GitHub, Jira, Ionic 6, XCode, Android Studio, and VS Code.

Ionic Angular Mobile App Developer (October 2019 – December 2021)
Comcast, Philadelphia, PA
Project Description: Comcast campus app to be used by Comcast employees and contractors to organize their day-to-day activities on Comcast Campus, such as booking rooms, desks, and employee search. It also helps Comcast employees to track events, holidays, and important updates. Moreover, this app contains a detailed map of the Comcast campus building and food options.

Responsibilities:
- Design and development of the app using the Ionic framework (versions 5 &6) and Angular 9 and 10.
- Integration of Cordova plugins and third-party packages such as Camera, Geolocation, and Local storage.
- Integrated push notifications feature using Firebase cloud Messaging for iOS and Android.
- Updated icons and splash screens for the Ionic Angular app for iOS and Android.
- Worked with QA to complete testing of the task/defects.
- Worked on different UI changes to improve the user experience while maintaining the application standards.
- Worked with the testing team and fixed the defects.
- Worked on Microsoft wrapping tool and developed a script to wrap android and iOS apps.
- Worked on GitHub to create repositories, pull the repositories, create branches, create pull requests, commit the changes, request the reviews from others, and merge the branches.
- Worked in agile methodologies to resolve tasks and tickets assigned via Rallydev.
- Implemented iPad-specific user elements like Popovers and Model Views.
- UI Labels are implemented by calling Labels in Cordova.
- Initiated the transition of apps onto the cloud (AWS) using AWS Amplify.
- Integrated web-based content made with HTML onto the app using UI Web View.
- Attended daily standup meetings and follow meetings with the team to discuss the daily developments.
- Worked closely with business system analysts & Backend team to understand the requirements to ensure the right set of UI modules to build.

Environment: HTML, CSS, JavaScript, Cordova, Angular 9 and 10, GitHub, Rallydev, Ionic 5 and 6, XCode, Android Studio, and VS Code.

Ionic/Angular Hybrid Mobile App Developer (January 2017 - September 2019)
DrFirst, Rockville, MD
Project Description: A health tracking app that allowed users to track their health and their appointments with doctors. The app consisted of two major parts one was tracking your basic health vitals like blood pressure, sugar, and weight (BMI) and the other was to be notified of appointments and the appointment wait time in a clinic.
App links: https://play.google.com/store/apps/details?gl=US&hl=en_US&id=com.drfirst.iprescribepro

TEKSTAD

https://apps.apple.com/us/app/iprescribe/id1159038068

Responsibilities:
- Design and development of the app using Java programming, Ionic framework (versions 3/4 and 5), and Angular 6 and 7.
- API integration with the backend and Database using Observables.
- Worked with UI/UX team consistently to allow the design to be altered via fit-gap analysis of keeping Apple standards
- Created a website with Login and Logout features and forms to collect health details of people in the rural areas and send the report back to the government.
- Integrated web-based content made with HTML onto the app using UI Web View.
- Develop an Ionic Mobile app based on the design and business logic.
- Integrated well with backend REST API services and created local stubs and virtualization for the services.
- Worked on DOM Manipulation and JavaScript object model.
- Worked in agile methodologies to resolve tasks and tickets assigned.
- Work done to track things in the Jira for tracking defects and maintaining the standards for all the code in the Stash.
- Worked with QA to complete testing of the task/defects.
- Successfully resolved issues with Cross Browser compatibility.
- Worked on Cross-Browser compatibility and fixed the bugs for several browsers like chrome, and safari.
- Handling cross-browser/platform compatibility issues (IE, Firefox, Chrome, and Safari) on both Windows and Mac.

Environment: HTML, CSS, JavaScript, Cordova, Angular 6 and 7, GitHub, Jira, Ionic 3/4 and 5, XCode, Android Studio, and VS Code.

Software Developer (January 2016 – November 2016)
Irwin Research and Development, Yakima, WA, USA.
Responsibilities:
- Worked on several java issues, fixing bugs, and adding new features. A new HMI version was issued to machines on Irwin's Assembly floor including changes made by me.
- Responsible for the development and testing of the control system for various machinery, including thermoforming machines, extruders, and stack packers.
- Creating manuals and procedures for each component of the machine.
- Developing, Tuning, and Verifying motion control using Ballerina software (Developed in Java by Irwin Research team).
- Monitoring and completing projects within the deadline and optimizing the material and quality of the final product.
- Assisting and supporting machine shop, field service, assembling team, technical support, customer service, and sales with any issues that require help from the engineering and IT department.
- Testing the software on a simulated model in a computer which is later applied to the machines. This role will generate dynamic models of machines using computer software, and control methods to test the results.

Application Developer (August 2013 – July 2014)
Wipro Technologies, India.
Project: An Android Application for continuously monitoring the Blood Glucose Level of Type II Diabetes Patients with the help of the Glucose sensor installed inside the human body with the help of an application that calculates the Insulin to be given to the patient. It also monitors the full-day activity of the patient like Exercise and Calories Intake etc.
Responsibilities:
- Involved in understanding and analyzing the requirements, and development of various modules in different releases.
- Generated the Low-Level Design and High-Level Design using Enterprise Architecture Tool

TEKSTAD

Resume of Mounika Martineni- System Administrator (Candidate # 8)

TEKSTAD

Mounika M

Professional Summary:

- 11+ years of extensive Linux systems administration experience.
- Project Management Lite (PMlite) certified with primary focus on Change, Delivery and Project Management
- Certified RHEL 7 – RHCSA & RHCE.
- Excel at organizing production support, patching and release management teams and enable these teams to consistently deliver with high quality throughput.
- Drive Change Management functions for efficiently communicating, tracking, remediating out of support infrastructure and patching vulnerable systems, without loss in desired capacity needed by the application teams and addressing any outliers noticed during the Change management windows.
- Work through Process improvements and help deliver these improvements for the benefit of the team and the organization.
- Work with the management to create Ideation projects (SAVE) to assist with Cost Optimization (Shrinkage) along with effective team utilization by seeking to automate repetitive tasks freeing up the resources to be made available for complex and critical infrastructure needs.
- Facilitate Improvement around customer satisfaction (Line of Business satisfaction) by creating a workflow to monitor incoming requests along with identifying and resolving outliers along with creation of PAC Macro's for meeting SLAs defined for the team.
- Create Dry Run Change Events for BCP Simulation across all Enterprise Global sites of the Bank.
- Formulate plans for New Hire On-Boarding for seamless onboarding experience for the new hires and facilitate the On-Boarding Process.
- Build, configure and maintain system-level software packages such as OS, Clustering, disk, file management, backup.
- Experienced in ITIL process implementation, Service Delivery, PMO/ IT Governance processes.
- Experience and understanding of reporting protocols and monitoring tools (syslog, HP OVO).
- Knowledge of large VMware ESX environments.
- Strong knowledge of large-scale Linux deployment methodologies, kernel configuration, performance monitoring, and tuning.
- Resolving system Hardware and software errors and crashes, huge file sizes, file system full errors.
- Managed packages using RPM/YUM on Red hat Linux and maintaining patching on Solaris servers.
- Experience in installing, configuring, supporting and troubleshooting Unix/Linux Networking services and protocols like NFS, FTP, SSH.
- Expertise in Installation, Configuration and file system management through VERITAS Volume Manager, VERITAS File System and Logical volume Manager (LVM) with multiple RAID Levels.
- Networking communication skills and protocols such as TCP/IP, Telnet, ftp, SSH, rlogin.
- Experience in CloudFormation to automate AWS environment creation along with the ability to deployment on AWS, using build scripts (AWS CLI) and automate solutions using Shell and Python.
- Implemented AWS Cloud platform and its features which include EC2, VPC, EBS, AMI, Cloud Watch, Cloud Trail, Cloud Formation, Autoscaling, IAM, S3, and R53.
- Experience in Implementing and Supporting High Availability Cluster environments using Veritas Cluster services.
- Experience with Shell scripting, Python to automate the deployments and environmental changes.
- Proficiency in Hypervisor technology (VMware/Hyper-V), IBM blade server technology.
- Experience with deploying, configuring, and managing enterprise solutions with Red Hat Enterprise Linux 5.x, 6.x & 7.x
- Experience in Server builds using Jumpstart, Kickstart installation.

Technical Skills:

Operating Systems	RHEL 5.x/6.x/7.x, SUSE Linux Enterprise Server 9, 10, Sun Solaris 8, 9 and 10, AIX 5
Hardware	HP, DELL, SUN, IBM, VMware
Programming Languages	Shell and python
Storage Technologies	NetApp NAS, EMC Clarion, EMC Power path, Veritas NetBackup, Volume Manager
Cluster software	VERITAS
Virtualization Technologies	Solaris Zones, LDOM's, VMWare ESX Server

TEKSTAD

TEKSTAD

Change management tools	Remedy
Server automation tools	HPSA
Frameworks	ITIL

Education:

- Bachelors in Electronics & Instrumentation, BITS PILANI GOA 2008, India

Certifications:

RHEL 7 – RHCSA & RHCE – ▮▮▮▮▮▮

Professional Experience:

Caspex Inc/Verizon, TX, Dec 2021 – Till date
SYSTEM ADMINISTRATOR

Linux administrator, with a strong performance background in wide variety of professional system support and solution-based IT services for Linux Systems (or administrations) including, monitoring, configuration, troubleshooting and maintenance of operating systems.

- Configuring and monitoring Disk mirroring, striping using LVM.
- NFS configuration & administration.
- Monitoring & troubleshooting performance related issues.
- Ticket assessment on daily basis.
- Creating File system and configure to available network through NFS.
- Trouble shooting User's login issues.
- Very good experience in implementation of services like NFS, SAMBA, SSH, DNS, DHCP, LDAP, and Mail.
- Configured Kickstart server to install Red Hat Linux on multiple machines.
- Scheduling the jobs by creating crontabs /Cronjobs on Linux servers.
- Configured SAMBA to get access of Linux shared resources from Windows.
- Installation and monitoring of Veritas Volume Manager, Net Backup back-up and restore.
- Installed and configured Logical Volume Manager - LVM and RAID.
- Working knowledge of Setting up networking on AWS (VPCs, VPC Peering, Instance Connectivity and Troubleshooting, Security Groups, NACLs).
- EC2 Launch / AMI Creation and setting up the EC2 instances based on best practices.
- Working knowledge on Kubernetes and well versed with configuration of Kubernetes clusters on EC2 Instances.
- Working Knowledge on EKS.

Environment: RedHat Linux, Shell scripting, Ticketing: ServiceNow.

Wells Fargo, Hyderabad, India, Aug 2008 - Nov 2019
L4 Operation systems engineer (Linux/Unix)

- Worked primarily on RHEL 5/6/7 and supported around 27000 servers.
- Experience in various activities starting from build/rebuild to decommission.
- Experience in Production support, OS/Firmware Patching, migrations such as P2V, authentication mechanism (VAS to BOKS) and Storage (SAN & NAS), Vulnerability remediation and resource management.
- Create Shell/Python scripts as necessary to automate routine processes.
- Build/Rebuild servers through jumpstart/Kickstart and configure per application/database requirements.
- Monitoring of disk space, system errors, memory and swap space utilization, CPU, and processes.
- Hardware replacements around Disks, Cpu, Memory, HBA, Fans and Power supplies by coordinating with respective vendors and Change Management teams.
- Troubleshoot and provide Root Cause analysis around Operating System Boot Up, Networking, IPBonding configuration issues along with issues noticed during pre-patch and post patch cycles.
- Performance tuning on Linux environments.
- Troubleshooting hardware, software and configuration problems for various protocols and topologies.
- Support application/DB teams in diagnosing issues.

TEKSTAD

TEKSTAD

- Install, Maintain and troubleshoot third party products such as HP OVO, HPSA, ILMT, HIDS, Columbo, VMTools, TSM, and Autosys on Solaris before cutting a trouble ticket to the vendor for support.
- Troubleshooting networking issues along with creation of new network interfaces.
- File system administration, troubleshoot and repair file systems, NFS.
- Manage Net Backup and TSM on the hosts.
- Backup & restoration of file systems using Net Backup & TSM.
- Administrating services by SMF.
- Create/configure/resize file systems using LVM/VxVM.
- Install & configure VxVM.
- Creating, Resizing, Restarting, and Removing the Volumes.
- Creating, Importing and Deporting of Disk groups.
- VERITAS root mirroring.
- Disk replacement and troubleshooting Volume & file system issues.
- Add ASM LUNs to Oracle RAC.
- Build, maintain and troubleshoot high availability clusters using Veritas Cluster Server (VCS).
- Install & configure VCS cluster.
- Resolve Cluster communication issues.
- Good experience on Resources, Service groups and Agents.
- Starting, stopping, freezing, enable and disable the service groups.
- Tuning the kernel parameters based on the application /database requirement.
- Setup NTP server and synchronize clients with NTP server.
- Configure and maintain FTP, NFS servers.
- Manage user accounts and authentication process by NIS service.
- Manage user disk usage by setting up quotas.
- Install/configure/update software packages and apply security patches.
- Perform Linux kernel upgrades through yum repository and satellite servers.
- Experience in both manual patching and automated patching through tools such as HP Server Automation.
- Follow up & fix issues raised during pre-patch checks before schedule to ensure server is patch complaint.
- Resolve server booting issues and roll back/rebuild if necessary.
- Firmware patching on SUN/Oracle hardware.
- Experience in handling organization mergers and identifying best practices.
- Drive Disaster recovery/BCP simulation exercises.
- Drive emergency patch events end to end.
- Shift resource planning & facilitate trainings to upskill team.
- Analyze metrics trends and propose/implement new strategies.
- Maintain documentation for internal use about process, tools and technology.

TEKSTAD

References # 2- Aroha Technologies, Inc (IT Staffing Services
Contact Name: Jaya Lakshmi (HR Manager)
Contact Number, Email: 714-332-3433, hr@arohatechnologies.com
Address: 5000 Hopyard Rd Suite 415 Pleasanton CA 94588

Business Analyst (Candidate 1)

Candidate Name	Gayathri Desabhatla
Period of Performance	June'21-Present
Individual Qualifications:	Master of Technology, California State University, in Computer Software Engineering2017
Description of Consultant's role and responsibilities	- Understand, analyze and document user requirements & specifications for business, systems and processes including integration with IT. - Aligning the TLM program with FFIEC guidelines and manage EOL for CNB IT assets - Analysing and protecting the data technology risks that could result in negative security and business impacts - Identify and maintaining inventories of all technology assets and applications approaching or nearing their obsolescence date. - Establishing late lifecycle processes for continuous improvement by evaluating and maturing operating effectiveness. - Conducting the risk assessments on assets and applications for early identification of EOL risk level, including interdependencies across assets, to plan for remediation. - Regular oversight reporting to executive management and risk committees. - Strong knowledge of Extraction Transformation and Loading (ETL) processes using UNIX shell scripting, SQL, PL/SQL Query. - Working on functional and non- functional Requirements to write the user stories and use cases. - Create and use update sets to move customizations between ServiceNow instances - Acting as liaison for application groups and external agencies.

Data Analyst (Candidate 2)

Candidate Name	Srinivas Palleboyina
Period of Performance	Feb'18 – Dec'22
Individual Qualifications:	Master Degree
Description of Consultant's role and responsibilities	- Designing Azkaban flows using Java, Hive, Pig, shell scripts to ingest the data into GCP (Google Cloud Platform) from various sources such as server logs, Mount point server files and Real time data from Mobile applications to utilize Google Cloud Platform as Data Lake. - Designing end to end data pipelines for streaming data using Airflow, Python, Kafka, Spark, Scala and BigQuery integration - APIs using Data frames to perform necessary transformations and actions on the fly for building the common learner data model which gets the data from Kafka in near real time and persists into Google Cloud Platform (GCP) and Big Query. - Writing Data transformations using joins and Analytical functions to transform billions of records using Big Query

- Ingesting the real time data coming from Kafka to Big Query using spark streaming application written using Scala
- Designing Row keys & Schema with NoSQL databases such as HBase to load huge volumes of data for real time transactions.
- Designing end to end data pipelines for streaming data using Airflow, RDBMS bin logs, Maxwell, Kafka, Spark and BigQuery technologies
- Working on performance tuning the Big Queries by selecting specific columns, proper usage of joins
- Knowledge and experience on creating and using Partitioned tables, clustered tables and views in Big query
- Writing multiple MapReduce Jobs using Java API, Pig and Hive for data extraction, transformation and aggregation from multiple file formats including Parquet, Avro, XML, JSON, CSV, ORCFILE and other compressed file format Codecs like gzip, Snappy, LZO.
- Building advanced analytical applications by making use of Spark SQL, Big Query to create detail level summary reports and Dashboard using KPI's.
- Building and deploying the applications using Jenkins and Tonomi with appropriate configurations.
- Optimizing Spark jobs by tuning executors, memory configurations, D-Streams, Accumulator, Broadcast variables, RDD caching to deliver the best results for the large datasets.
- Responsible for deploying the scripts into Github version control repository hosting service and deployed the code using Jenkins.
- Creating and executing apache Airflow jobs in Python language for orchestration purposes
- Usage of custom airflow operator to ingest data from files to Big Query
- Good understanding and knowledge on machine learning topics such as Correlation and data models
- Involving in design, code reviews and supporting test teams in testing to fix the identified issues in the developed applications.
- Involved in business and functional requirements gathering and prepared user stories in JIRA and documentation in Confluence.

Database Administrator (Candidate 3)

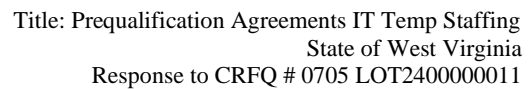|	
Candidate Name	Venkata Sai Kumar Mandadi
Period of Performance	Mar 2021 – Nov 2021
Individual Qualifications:	Bachelor of Technology, Electrical, Electronics and Communications - Sep 2009- Apr 2013
Description of Consultant's role and responsibilities	- Database Migration from on-prem to OCI compute instances. - Multitenant database management – Creating and cloning PDB. - Design, Plan, and Implementation of databases in the cloud. - Configuring backups using the Oracle Cloud backup module. - Database backup and restore from on-premises to Oracle Cloud using RMAN. - Database support and troubleshooting performance issues. - Database backup configuration to object storage to maintain long-term retention and reduce storage cost. - Automated files upload to object storage from the database server for space management using shell script. - Database upgrades from older Oracle versions to the latest version

Network Engineer (Candidate 4)

Candidate Name	Hardeep Reddyvari
Period of Performance	Sep 2018 – May 2023
Individual Qualifications:	Master's in Computer Systems networking and Telecommunication
Description of Consultant's role and responsibilities	- Successfully executed various projects across multiple Meta POP sites. These projects involved provisioning Arista 7808 switches with 400G optics and Juniper QFX 10008 for Network backbone and CDN Infrastructure. I also gained experience in deploying and migrating Aggregation/Peering routers at POP sites, Augmenting network capacity between POPs and Datacenters, building new and decommissioning old POPs at colocation facilities, Augmenting Line Cards for Backbone routers, installing SRX Juniper firewall devices, Deploying Aruba WIFI access points, Installing and load balancing power on Servertech smart PDUs, and retrofitting out-of-band network infrastructure across more than 100+ POP sites in AMER/LATAM. - Configured and optimized network protocols, including - EIGRP, OSPF, BGP, ISIS, MPLS - Implemented IPv6 across the network, ensuring seamless transition and compatibility. - Improved network availability by implementing high availability protocols such as HSRP, VRRP, and GLBP. - Managed DNS, DHCP, IPAM and NTP services, ensuring accurate and reliable network time synchronization and IP address management. - Set up out-of-band networks for IP infrastructure at POP sites using Juniper SRX 1500 firewalls, QFX10002 aggregation switches, and EX4300 access layer switches, enhancing network security and efficiency - Utilized Python scripting for network automation tasks, reducing manual efforts and improving operational efficiency. - Implemented Ansible playbooks for network configuration management, provisioning, and orchestration, resulting in streamlined network operations. - Assisted in developing internal run books and workflows for the deployment projects accepted from stakeholders. - Liaised with partner teams, such as Project Coordinators and Rack/Stack Vendors, to improve efficiency, tackle challenges, and enhance the deployment's quality. Additionally, I worked with customer stakeholders to understand - their business requirements and project deliverables to ensure that the deployment was aligned with their needs and delivered a high level of satisfaction. - Analyzed projects and presented quarterly operational performance metrics to the customer leadership. - I provided support and mentorship to new hires globally as part of the onboarding process for the MSP IPD team. Successfully resolved numerous hardware and bug-related issues with the assistance of vendor technical support. This allowed me to overcome deployment blockers and complete production changes within planned maintenance windows

Project Manager (Candidate 5)

Candidate Name	Vipin Saini
Period of Performance	**Mar 2020 – Jan 2022**
Individual Qualifications:	M.B.A (Master of Business Administration)

Description of Consultant's role and responsibilities	• Manage all aspects of multiple related projects to ensure the overall program is aligned to and directly supports the achievement of strategic objectives. • Report on project success criteria results, metrics, test, and deployment management activities • Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation, and excellence. • Participate in establishing practices, templates, policies, tools, and partnerships to expand and mature these capabilities for the organization. • Prepare estimates and detailed project plan for all phases of the project.

Quality Assurance Analyst (Candidate # 6)

Candidate Name	Ajay Kumar
Period of Performance	**Jan 2022– TILL DATE**
Individual Qualifications:	Masters in computer application
Description of Consultant's role and responsibilities	• Review product requirement documents, functional specifications. Developed Test Strategy, Test Plans • Testing and Automation effort estimations. • Research and Development, Automation tool evaluations • Work in the agile environment with frequently changing requirements and features set. • Automation and Continuous Integration pipeline setup • Quality review and CI maintenance • Design, execution, and maintenance of Regression Suite • Daily and Weekly Defect report and Dashboard preparation for Defect Status and Test Execution to the Management and Client. • Customer feedback and risk management • Test management, reporting, and metrics. • Test environment, data setup • Onsite-Offshore co-ordination • Participated in bug review meetings and release Go/No-Go meetings

Software Engineer (Candidate 7)

Candidate Name	PRASHANTH BELDE
Period of Performance	December 2022 – Present
Individual Qualifications:	Master of Science in Computer Science (MSCS)
Description of Consultant's role and responsibilities	• Expertise in Adobe AEM Cloud sites, focusing on versions 6+ (preference for Cloud Sites). • Hands-on development of AEM artifacts, including templates, pages, components, dialogs, workflow components, etc. • Frontend development using JavaScript and React, coupled with proficiency in Azure DevOps. • In-depth experience with Content Management Systems and Adobe Marketing Cloud tools, especially Experience Manager. • Developed custom Adaptive Form Components, Adaptive Form Fragments, and custom JavaScript library for the dynamic rendering of Adaptive Forms. • Developed AEM Forms Workflow that processed the Adaptive Form submission Worked on clipped apps component which pulls data from external Zee apps, web services. • Installed and Configured version 6.0 of Adobe CQ Web Content Management System and Apache Felix Admin Console. • Worked on Email, SMS and direct mail campaigns, push functionality.

TEKSTAD

- Development and configuration of content management site using AEM Sites (Adobe CQ) and Java, JSP, HTML/DHTML, XML, JavaScript and Sightly.
- Installed and upgraded JIRA in production to keep up to date.
- Installed and managed plug-ins for JIRA and confluence in production environment.
- Worked with various teams on Setting new JIRA & Confluence instances for new teams.
- Strong understanding of tagging and taxonomy strategy, personalization, internationalization, and search engine optimization in the AEM suite.
- Familiarity with Google Analytics, Google Search, and Adobe Analytics.
- Participation in planning, requirements, and design sessions to define and confirm project implementation approaches.
- Advising, implementing custom components, and features for AEM cloud sites following defined processes and best practices.
- Administration support for the Adobe AEM site.
- Identification, evaluation, and recommendation of various tools required for projects.
- Analysis of business requirements and translation into technical use cases.

System Administrator (Candidate 8)

Candidate Name	Varun Chillamcharla
Period of Performance	March 2021 to Till Date
Individual Qualifications:	Campbellsville University Louisville, Kentucky May 2021 Campbellsville University Louisville, Kentucky December 2019 Silicon Valley University San Jose, California December 2016
Description of Consultant's role and responsibilities	- Project creation, configuration, workflow creation, custom fields, Script Fragments, Script Console, condition/validator/post function workflow scripts, script listeners, scheduled jobs, REST endpoints, and behaviors. - Configure, maintain and upgrade Atlassian JIRA/Confluence. - Support, compile and troubleshoot Atlassian tools. - Provide training to technical and non-technical teams to use Atlassian tools. - Work directly with cross-functional agile teams to understand their specific JIRA needs and provide guidance and solutions - Create complex JIRA workflows, field configurations, screen schemes, permission schemes and notification schemes. - Helping Scrum master across the company to customize JIRA for their requirements. - Create and manage custom JQL filters and dashboards as needed. - Test new versions of the tools and plug-ins to ensure compatibility. - Atlassian plugins like Script Runner, Xray Test Management for Jira, Tempo Timesheets: Time Tracking & Report, Rich Filters for Jira Dashboards and Automation for Jira. - Manage user permissions for tools according to the needs of projects and teams. - Improve JIRA security. Set access permissions for JIRA projects and Confluence spaces. - Troubleshoot, identify and resolve JIRA issues reported by end-users - On-call JIRA / Confluence support as needed, including nights and weekends - Worked with using JIRA REST APIs for integration schemes, complex workflows, screen schemes, permission schemes, and notification schemes. - Worked with ServiceNow administration (desired) - Manage multiple responsibilities with tight deadlines. - Creating/maintaining Confluence spaces.

Resume for Gayathri Desabhatla- Business Analyst (Candidate # 1)

Gayathri Desabhatla- Business Analyst

- Over 10+ years of Business Analyst experience executing all phases of the Software Development Life Cycle (SDLC) including requirements gathering, analysis, design, implementation, testing and deployment as well as software engineering methods like Agile/ Scrum and Waterfall Method.
- Lead a team of 3-6 BA's. Handled team's project assignment and scheduling. Created Task list and Task estimates used to set goals and milestones to help project planning.
- Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks. Leveraging knowledge and experience to deliver end-to-end methodologies within Service Now, which includes architecting technical implementation of IT Infrastructure Library (ITIL) processes, ITBM, ITAM organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators.
- Worked on a project CJAMS with the state of MD, involves the business process pf eligibility, Conducting analysis and discussion between Business SMEs between Underwriters, Unemployment Specialist, Product teams, Claims, Finance and Policy Holders.
- Good experience in interviewing Business users & subject matter expert providing recommendations to resolve issues various business/technical groups & defining strategic solutions to business problems in a multiple project environment.
- Expert in facilitating all levels of management, developers, QAs, stakeholders, business users and off-site teams in JADs, Brainstorm sessions, White Boarding by conferences and WebEx and having strong project and time management skills. Scrum Master to direct and lead development team from project initiation through delivery of final product, Facilitating Sprint Planning, Backlog Grooming, Sprint Retrospective, and Daily Stand-up meetings.
- Expertise in analysis techniques such as 'AS-IS' and 'TO-BE' System Analysis, Business Process Analysis, Gap Analysis (while successfully reengineering key business processes to increase operational efficiency and alignment of business unit objectives), impact analysis, Feasibility Analysis and Risk Management Plan, Cost Benefit Analysis and ROI Analysis.
- User training on the changes being released and conducting postproduction activities like getting feedback from users. In case of any issues - doing root cause analysis, prioritizing tasks with business users.
- Extensive experience on different phases of the Software Development Life Cycle (SDLC) such as Planning, Analysis/Design, Development, Testing and Implementation. Proficient in Risk Management & Mapping.
- Experienced Scrum Master and hence a great understanding of backlog tracking, burn-down metrics, velocity, and task definitions, Agile practices, service-oriented environments.
- Proficient in identifying, analyzing and documenting Functional Requirement Specification (FRS), Business Requirements Document (BRD), Business process flow, System flow, Project documentation, Wireframes and Use Case Diagrams.
- Experienced in Production Support as first line support & second line support in resolving ticket defects and change requests raised on various applications.

CORE COMPETENCIES

• **Business Analysis**	• **Project Life Cycle Management**	• **Agile Framework**
• **Requirements Gathering**	• **Application Development**	• **Business Modeling**
• **Data Mapping**	• **ServiceNow**	• **QA Testing**

EDUCATION & CREDENTIALS
- **Bachelor of Technology**, JNTU in Computer Science Engineering 2011
- **Master of Technology**, California State University, in Computer Software Engineering2017
- **PMBA**, Campbellsville University, Kentucky,2020-Present

CERTIFICATIONS

TEKSTAD

- ServiceNow-Agile

PROFESSIONAL EXPERIENCE

Aroha Technologies Inc/City National Bank, CA   **June'21-Present**
Sr Business System Analyst

Technology lifecycle Management TLM Program- is to implement and maintain a program that is in accordance with the IT Asset Management (ITAM) to demonstrate Operation Excellence through Oversight of the overall technology Lifecycle. The purpose   of this is to set the processes and procedures is to document the ITAM late technology End-of-Life Lifecycle management processes and procedures as they relate to Governance, Risk Assessment, Standard Remediation, Decommissioning of Assets, Monitoring and reporting.

Responsibilities

- Understand, analyze and document user requirements & specifications for business, systems and processes including integration with IT.
- Aligning the TLM program with FFIEC guidelines and manage EOL for CNB IT assets
- Analysing and protecting the data technology risks that could result in negative security and business impacts
- Identify and maintaining inventories of all technology assets and applications approaching or nearing their obsolescence date.
- Establishing late lifecycle processes for continuous improvement by evaluating and maturing operating effectiveness.
- Conducting the risk assessments on assets and applications for early identification of EOL risk level, including interdependencies across assets, to plan for remediation.
- Regular oversight reporting to executive management and risk committees.
- Strong knowledge of Extraction Transformation and Loading (ETL) processes using UNIX shell scripting, SQL, PL/SQL Query.
- Working on functional and non- functional Requirements to write the user stories and use cases.
- Create and use update sets to move customizations between ServiceNow instances
- Acting as liaison for application groups and external agencies.

State of MD, MD-THINK(DHS), MD   **Feb'20-June '21**
Sr Business Analyst

CJAMS-Cjams is Child Juvenile and Adult Management system based on helping one in need, the fuds are distributed from the state of MD, Currently, the older systems being used are "siloed", meaning they do not talk to each other or share common case and family information.

Responsibilities

- Understand, analyze and document user requirements & specifications for business, systems and processes including integration with IT.
- Working on functional and non- functional Requirements to write the user stories and use cases.
- Experience using Version one.
- Organize and facilitate discussions and backlog grooming sessions. Identify and write clear and concise user stories for implementation by development teams.
- Develop and document business use cases, testing plans and procedures in an agile environment.
- Analyze, review test results and evaluate for conformance to design.
- Communicate requirements, test results and feedback with development and business teams.
- Supporting requirement analysis, application test script development and execution.
- Experience in mapping the business and technical requirements into test cases and
- Generate test scripts, writing the test cases and use cases. Working on relational database and generating SQL scripts
- Working on MS Office (Word, Excel, PowerPoint, and Visio).
- Strong ability to communicate effectively with technical and non-technical team and users.
- Experience in UAT testing web and mobile applications in a cross platform and browser environment.
- Experience in triaging change requests, incidents during all phases of design, development, testing and training

TEKSTAD

TEKSTAD

- Functional experience with local or government Child Support, Integrated Eligibility, Child Welfare, Adult Protective Services, Juvenile Justice or Health and Human Services projects.

West Rock, Norcross, GA   **Aug'19- Feb'20**
Business Analyst/Scrum Master
Performed dual role as a ServiceNow Business Analyst and serving as a scrum Master for the effort to migrate WestRock from the legacy HR application in ServiceNow to the new scoped HR application in ServiceNow. Worked on Orlando- Paris Migration
Responsibilities
- Added Users, Groups and created roles that provide selective access to Service Now and then assigning these roles when the user needs to access functionality.
- Developed Incident Management, Problem Management and Change management to support customer service operation documentation of the client.
- Used the Paris mobile App feature
- Worked on Test case and UAT in the process of Paris migration .
- Used Agile 2.0 , create reports also worked on adding the components to the landing page.
- Worked on hardware asset timeline lines for EOL stages.
- Implementation of Service Onboarding through Service Catalog.
- As a Scrum Master Lead sprint planning session to maintain and build a prioritizing product backlog.
- Created/Update Sets to migrate customizations from Development instance to Test, UATand Production Instances.
- Experience on Network and IP properties along with the other properties on Discovery ServiceNow.
- Worked on Cloud Management to activate a plugin to provide the functionality for AWS Discovery.
- Experienced in working on various modules of Project Portfolio Management which include but are not limited to Demand management, Resource management, Risk Management, Enhancement and Ideation.
- Deliver consulting services to install, configure and integrate software products from ServiceNow with a focus on ITBM module (Project Portfolio Management, Release Management, Demand Management, Financial Management, Resource Management, Agile Development, Test Management, and Software Asset Management)
- Created profiles to stipulate basic authentication credentials for Send Request - Inbound test steps.
- Created workflow activities and approvals for change management and Incident Management.
- Worked on developing custom scoped applications to manage HR Operations of an enterprise.
- Analyzed Web Intelligence Reports and Desktop Intelligence Reports using Business Objects.
- Conducted QA team meetings to cross check traceability matrix to functional requirements Resolving incidents with proper root cause investigation as a part of support activity.

Georgia Tech, Atlanta, GA   **Nov'18-Aug'19**
Business Analyst
Projects: - Unified Desktop
Build Framework for Business Analyst/Quality Assurance Analyst dual role from Waterfall to Hybrid Agile. Facilitates business process improvement via the methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes utilizing Service Now. Manage the requirements development process through the elicitation, analysis, specification and verification of multiple levels of requirements (business, stakeholder, solution) and support the ongoing management of the requirements. Creates viable and consumable specifications including acceptance criteria in preparation for the construction and testing of IT solutions.

Responsibilities
- Consulted with Enterprise Application colleagues, Business users and end users to provide effective solutions to increase productivity by implementing automation among the manual services provided in the University.
- Integrated ServiceNow SDLC with Trello as a bi-directional solution using Orchestration, so that SCRUM stories can be created in ServiceNow and synchronized with Trello or vice versa.
- Experience writing Business Requirements and business processes.

TEKSTAD

- Developed complex workflows and Service Level Agreements to automate the manual processes in the organization and meet the customer standards.
- Worked on a project for HR Team to automate the onboarding of New hires/Rehires
- Experience in implementing, configuring, onboarding, and administrating GRC plugins.
- Worked on several Packages, Nested Tables, Procedures, Functions and Triggers to use in multiple series of other backend programs using PL/SQL Query.
- Performed system administrator activities for ServiceNow ITIL,CMDB, ITBM PPM, and other project related systems to include managing system updates, user access and other requests regarding the system, coordinating issue resolution and other related administrator activities.
- Imported Active Directory to Service now using data sources.
- Responsible for documenting and maintaining all requirements, implementations and approved ServiceNow processes.
- Implemented Workflows, Incident Management, Problem Management, Change Management and Service Catalog on various business applications.

Aetna (Health Care), Hartford, CT   **Jan '16 – Nov '18**
Business Analyst/Scrum Master
Supporting the development of processes, procedures for reporting to the new HHS Healthcare, internal verifications, plan finder updates and summary of reporting to HHS .
- Worked with program leaders to drive definition and refinement of the program backlog
- Established program level cadence and drove program level ceremonies (e.g. PI Planning, Scrum of Scrums, & release train retrospectives)
- Worked on gathering the requirements and creating the BRD and FRD
- Continuously monitoring project health and status of activities on the critical path and other dependencies for project deliverables ensuring timely identification and mitigation of potential risks related to scope, budget, schedule, and performance/efficiency.
- Proven expertise in data mapping identifying data source and target tables / columns along with business rules, validation rules, null rules, and transformation rules to construct the ETL process
- As a BA I am responsible, that are informed early can prepare for the anticipated delay and are appreciative of the notice.
- Coordinate and conduct test plans, test cases, and scripts for business intelligence products
- Coordinate and conduct test plans, test cases, and scripts for business intelligence products
- Trained teams on Agile best practices. Some including: time-boxing, code/design reviews, architectural spiking, technical debt reduction and Agile metrics
- Provided hands-on coaching for teams in aspects of scrum (e.g. facilitating daily stand-up sessions, sprint planning, sprint demos, retrospective meetings, backlog refinement, iterative development, managing flow, calculating velocity, & limiting work in progress)
- Lead teams in use of JIRA and how to maximize use of the tool along with being a JIRA Administrator
- Delivered Agile training classes in areas such as: Agile 101, ScrumMaster Training; Product Owner Training; JIRA Training; Confluence Training; Agile Test Management Training; and User Story Workshops Serve as Scrum Master for the Development team, leading Sprint Planning meetings, Sprint Retrospectives, Sprint Reviews and Daily Scrum Calls. Worked closely with Engineers, Product Manager, QA, Release team.
- Performed Gap Analysis by doing an in-depth study of the current process, planned implementation actions and change control process and also interacting with business heads to finalize the BRD document for the application by doing the requirement analysis.
- Used detailed knowledge of application features and functions assess scope and impact of business needs throughout analysis and completion of all enhancement specifications.

IBM private Ltd-Hyderabad, INDIA   **Mar'12–July'15**
Business Analyst
Responsible for managing Product Portfolio, which includes a 50% mix of features and production support. Primarily focused on delivering business value to ensure support capability, solution scalability, and improved efficiency for the Products. Working collaboratively with internal business partners and external vendors to drive continuous improvements and measurable results. Establish reporting metrics, communicate and present across all

TEKSTAD

Resume for Srinivas Palleboyina - Data Analyst (Candidate # 2)

TEKSTAD

Srinivas Palleboyina- Data Analyst

Summary of Qualifications:

- Around **11 years** of experience in IT industry which includes around **6 years** of experience in **Big Data** in implementing complete **Hadoop solutions, Architecture and Design.**
- Hands on experience in installing, configuring and using Apache Hadoop ecosystem components like **HDFS, Hadoop MapReduce, Zoo Keeper, Oozie, Hive, Sqoop, Kafka, Spark, Pig and Cascading, Azkaban, Airflow, Big query**
- Experience in utilizing **DataProc** and **DataFlow** components provided by **GCP (Google Cloud Platform)** for **streaming** and **batch** applications
- Involved in developing **spark** streaming application to consume the data from **Kafka** cluster and load to **BigQuery**
- Written **airflow** operators such as **DataProc operator, GoogleBigQueryStorage operator** for orchestration purposes
- Expertise in writing **Hadoop Jobs** for analyzing data using **Hive** and **Pig**
- Experience in working with **MapReduce** programs using Apache Hadoop for working with Big Data
- Experience in importing and exporting data using **Sqoop** from **HDFS** to **Relational Database Systems(RDBMS)** and vice-versa
- Experience in working with ETL tool **Kettle** by Pentaho.
- Involved in developing **Tableau** Dashboards with interactive views, trends and drill downs for the users data
- In depth understanding/knowledge of Hadoop Architecture and various components such as **HDFS, Job Tracker, Task Tracker, Name Node, Data Node** and **MapReduce** concepts
- Worked on **Cascading API** for Hadoop application development and work flows
- Good understanding of Data Mining and Machine Learning techniques
- Experience in analyzing data using **Hive QL, Pig Latin,** and custom **MapReduce programs** in Java.
- Knowledge of job workflow scheduling and monitoring tools like **Oozie** and **Zookeeper**
- Worked on **Spark streaming** application which consumes the data from **Kafka** and persist it in to **HBASE**
- Experience in optimization of Map reduce algorithm using **combiners** and **partitioners** to deliver the best results
- Involved in **Spark** solution for the time sensitive use cases
- Good understanding of NoSQL databases like **MongoDB, REDIS**
- Expertise in **core Java, J2EE, Multithreading, JDBC, Shell Scripting** and proficient in using **Java API's** for application development
- Proficient in Working with Various IDE tools including **Eclipse Galileo,** IBM **Rational Application Developer (RAD) and IntelliJ IDEA**
- Worked on different operating systems like **UNIX/Linux,** Windows XP and Windows 2K
- Good knowledge on functional programming language **Scala**
- Integrate **Salesforce** using **ODATA** connector for Rest API.
- Worked on **NODEJS** API to pull the data from HBASE
- Written **Airflow** jobs using in-build and custom operators in **Python** to schedule and run the flows
- Very good experience in customer specification study, requirements gathering, system architectural design and turning the requirements into final product.
- Strong background in mathematics and have very good analytical and problem solving skills.

Technical Expertise:

Hadoop/Big Data	: HDFS, MapReduce, Pig, Hive, Sqoop, Oozie, Zookeeper, Cascading, SPSS, Kafka, Flume, Hbase, Phoenix, Spark, Azkaban, YARN, Airflow
Java & J2EE technologies	: Core Java, JSP, JDBC
Hadoop distributions	: Cloudera, Hortonworks, Google Cloud Platform
IDE Tools	: Eclipse, IntelliJ IDEA
Programming languages	: C, C++, Java, Linux shell scripts, VB.NET, COBOL, Python, Scala
Databases	: Oracle 11g/10g/9i, MySQL, DB2, MS-SQL Server, MongoDB, Big Query
Web Technologies	: HTML, XML, JavaScript
ETL Tools	: Kettle,
Reporting Tools	: Tableau
Operating Systems	: Windows 95/98/2000/XP/Vista/7, LINUX
Monitoring & Reporting	: Nagios, Custom shell scripts

TEKSTAD

TEKSTAD

Version control   : **Git**, SVN
Testing Tools   : JUnit, MRUnit

Professional Experience:

Role: Senior Bigdata Architect/Data Analyst   **Feb'18 – Dec'22**
Client: Aroha Technologies Inc/Kohls, Milpitas, CA

Kohl's is an American department store retailing chain. Kohl's started Marketing Transformation Program (MTP) to create Data Lake for all the data in Google Cloud platform. Ingesting the data from various sources files, real time data, RDBMS and processing the data using Big data technologies and infrastructure.

Roles and Responsibilities:
- Designing **Azkaban** flows using Java, Hive, Pig, shell scripts to ingest the data into **GCP (Google Cloud Platform)** from various sources such as server logs, Mount point server files and Real time data from Mobile applications to utilize **Google Cloud Platform** as Data Lake.
- Designing end to end data pipelines for streaming data using **Airflow**, **Python**, **Kafka**, **Spark**, **Scala** and **BigQuery** integration
- APIs using **Data frames** to perform necessary transformations and actions on the fly for building the common learner data model which gets the data from **Kafka** in near real time and persists into **Google Cloud Platform (GCP)** and **Big Query**.
- Writing Data transformations using **joins** and **Analytical functions** to transform billions of records using **Big Query**
- Ingesting the real time data coming from **Kafka** to **Big Query** using **spark** streaming application written using **Scala**
- Designing Row keys & Schema with NoSQL databases such as **HBase** to load huge volumes of data for real time transactions.
- Designing end to end data pipelines for streaming data using **Airflow**, **RDBMS** bin logs, **Maxwell**, **Kafka**, **Spark** and **BigQuery** technologies
- Working on **performance tuning** the Big Queries by selecting specific columns, proper usage of joins
- Knowledge and experience on creating and using **Partitioned** tables, **clustered** tables and **views** in **Big query**
- Writing multiple **MapReduce** Jobs using Java API, **Pig** and **Hive** for data extraction, transformation and aggregation from multiple file formats including Parquet, Avro, XML, JSON, CSV, ORCFILE and other compressed file format Codecs like gzip, **Snappy**, **LZO**.
- Building advanced analytical applications by making use of **Spark SQL**, **Big Query** to create detail level summary reports and Dashboard using KPI's.
- Building and deploying the applications using **Jenkins** and **Tonomi** with appropriate configurations.
- Optimizing Spark jobs by tuning executors, memory configurations, **D-Streams**, Accumulator, Broadcast variables, **RDD** caching to deliver the best results for the large datasets.
- Responsible for deploying the scripts into **Github** version control repository hosting service and deployed the code using Jenkins.
- Creating and executing apache Airflow jobs in Python language for orchestration purposes
- Usage of custom airflow operator to ingest data from files to Big Query
- Good understanding and knowledge on machine learning topics such as Correlation and data models
- Involving in design, code reviews and supporting test teams in testing to fix the identified issues in the developed applications.
- Involved in business and functional requirements gathering and prepared user stories in JIRA and documentation in Confluence.

Environment: Hortonworks Data Platform (HDP), HDFS, MapReduce, YARN, HBase, Java, Hive, Pig, Sqoop, Spark, Parquet, Flume, GCP (Google Cloud Platform), Azkaban, Big query, Python, Scala, Airflow, Kafka

Role: Senior Hadoop Developer   **Feb'15 – Jan'18**

TEKSTAD

TEKSTAD

Client: AT&T, El Segundo, CA

DirecTV (Now part of AT&T) provides television and audio services to subscribers through satellite transmissions. Services include the equivalent of many local television stations, broadcast television networks, subscription television services, satellite radio services, and private video services. AMS is a system which enables in DIRECTV set to collect information about events that occur on the Set Top Box (STB) for later reporting. Event information includes live viewing, DVR usage (playback and record), interactive application usage, CA OSD events, advertising data, and diagnostic information.

Roles and Responsibilities:

- Designing the applications from the ingestion to reports delivery to third party vendors using big data technologies **flume, kafka, sqoop, map-reduce, hive, pig**
- Process the raw log files from the set top boxes using java map reduce code and shell scripts and stored them as text files in HDFS.
- Ingesting the data from legacy and upstream systems to HDFS using apache **Sqoop, Flume** java map reduce programs, hive queries and pig scripts.
- Generating the required reports using **Oozie** workflow and **Hive** queries for operations team from the ingested data.
- **Alert and monitoring** mechanism for the oozie jobs for the failure conditions and successful conditions using email notifications
- Involved in **bluecoat proxy approach** while sharing the data from the in-house Hadoop cluster to external vendors
- Working with application teams to install operating system, **Hadoop updates**, patches, version **upgrades** as required.
- Writing Map Reduce code to make **un-structured** and **semi- structured** data into structured data and loading into Hive tables.
- Worked on debugging, performance tuning of Hive & Pig Jobs
- Analyzing system failures, identifying root causes, and recommended course of actions as part of operations support.
- Involved in **Spark** streaming solution for the time sensitive revenue generating reports to match the pace with upstream (STB) systems data
- Experience in working on **Hbase** with **Apache phoenix** as a data layer to serve the web requests to meet the SLA requirements
- Created **HBASE** tables and load the data using spark-streaming application
- Worked on **SFDC ODATA** connector to get the data from **NodeJS** services which in turns the fetch the data from **HBASE**
- Utilized **AWS S3** services to push/store and pull the data from AWS from external applications
- Responsible for functional requirements gathering, code reviews, deployment scripts and procedures, offshore coordination and on-time deliverables

Environment: Hadoop, HDFS, Pig, Hive, Flume, Kafka, MapReduce, Sqoop, Spark, Oozie, LINUX, NodeJS, SFDC, ODATA, AWS.

Role:	**Hadoop Developer**	**Aug'14 – Jan'15**
Client:	**Dun & Bradstreet, Parsippany, NJ**	

Dun & Bradstreet (D & B) provides commercial data to businesses on credit history, business-to-business sales and marketing, counterparty risk exposure, supply chain management, lead scoring and social identity matching. It maintains a database contains information on more than 235 million companies across 200 countries worldwide. This

TEKSTAD

TEKSTAD

database contains over 53 million professional contact names using a variety of sources including public records, trade references, telco providers, telephone interviews, print, digital and trade publications.

Roles and Responsibilities:

- Involved in designing and developing the **Cascading work flows**
- Actively participated in **validating** and **cleansing** phases of the data flow
- Worked with the **Data Science** team to gather requirements for various data transformations
- Involved in writing a new subassembly for a complex query used for lookup the data
- Worked on custom functions and **subassemblies** which helps for code reuse
- Involved in running cascading job in **local** and **Hadoop** modes
- Worked with application teams to install **VM**, HBASE, Hadoop updates, patches, version upgrades as required
- Created and tested **JUNIT** test cases for different **Cascading flows**
- Worked on **Tableau** workbooks to perform year over year, quarter over quarter, YTD, QTD and MTD type of analysis.
- Utilized **Tableau** server to publish and share the reports with the business users.
- Idea on continuous integration tools like **Jenkins** to automate the process for code builds and deployments

Environment: Hadoop, HDFS, Cascading, Lingual, HBASE, REDIS, Zookeeper, JUnit, Jenkins, Gradle, Tableau

Role :	**Java/Hadoop Developer**	Dec '11 - Jul '13

Organization: Tata Consultancy Services, Hyderabad, India
Client: Verizon, NY

Verizon is one of the world's leading providers of high-growth communications services. Verizon is the nation's largest local exchange carrier and a rapidly emerging long distance provider. Verizon companies are the largest providers of wired line and wireless communications in the United States, serving the equivalent of nearly 135 million access lines and 30 million wireless customers.

Responsibilities:

- Created Temporary Tables to store the data from Legacy system.
- Used **SQL*Loader scripts** to load the data into temporary tables and procedures to validate the data.
- Creation of Materialized views and function based indexes
- Setting up various notification scripts which will notify if the database is not up and running or if any directory space is filled up.
- Used **Visual SourceSafe** for version control and performing various builds.
- Involved in Unit testing, User Acceptance Testing to check whether the data is loading into target
- Extracted files from **DB2** through **Sqoop** and placed in HDFS and processed
- Extracted from different source systems according to the user requirements.
- Involved in POC for analyzing large data sets by running **Hive** queries and **Pig scripts**
- Worked with the **Data Science** team to gather requirements for various data mining projects
- Worked on **Hive tables creation**, and loading and analyzing data using **hive queries**
- Analyzed large data sets by running **Hive** queries and **Pig scripts**
- Worked with the **Data Science** team to gather requirements for various data mining projects
- Created and maintained Technical documentation for launching **HADOOP Clusters** and for executing **Hive queries** and **Pig Scripts**
- Providing daily development status, weekly status reports, and weekly development summary and defects report.

Environment: Core Java, JDBC, JavaScript, MySQL, JUnit, Eclipse, QA, Hadoop, Sqoop, Hive, Pig

TEKSTAD

Resume for Venkata Sai Kumar Mandadi – Database Administrator (Candidate # 3)

TEKSTAD

Venkata Sai Kumar Mandadi- Database Administrator

Professional Summary:

- Adept professional with experience in **Oracle & PostgreSQL Database Administration** on diverse implementation and production support projects in Oracle database **11g, 12c, & 19c and PostgreSQL on AWS RDS and On-Prem.**
- Well-versed in multi-terabyte **PostgreSQL, Oracle** and **MySQL** database migrations from on-premises to **Oracle Cloud** and **AWS.**
- Expert in **Design, installation, configuration, patching,** and **upgrading** of Databases on various OS platforms like **Linux/Unix, OEL,** and **Exadata.**
- Experience in configuring, integrating, and maintaining all Dev, QA, Staging and Production
- **PostgreSQL** EDB databases in on-prem and **AWS.**
- Involved in backup, recovery and **upgrading** of **PostgreSQL** databases.
- **Engaged** in troubleshooting database performance issues helped in reducing cloud cost consumption by 30%.
- **Expert** in implementing various **automated scripts** that help in identifying overall usage
- and recommendations to reduce cost consumption.
- 15x Certified in **Oracle Cloud Infrastructure, Oracle Certified Professional, Oracle Goldengate Certified,** and **AWS Certified Database Specialty.**
- Well-versed in Oracle database replication using **Oracle Goldengate.**
- Experience in **Oracle RAC, Data Guard,** and **Goldengate.**
- Engaged in Exadata Patching, Provisioning of **ExaCS** and **ExaCC** Infrastructure and clusters.
- Involved in database migration to **Oracle Autonomous databases** (ATP & ADW).
- Leading database backup and recovery policies using **RMAN** and **Data Pump.**
- Involved in DR drills, and standby database creation & maintenance.
- Expert in **cross-database migrations like MySQL-Oracle** and vice-versa.
- Highly engaged with developers, architects, clients, and stakeholders for **requirements and issues.**
- Played a key role in winning projects by helping before sales, sorting through project requests, figuring out what's needed, and then creating and **delivering proposals.**

Skills, Tools & Technologies:

Databases	Oracle Database 11g, 12c, 19c , PostgreSQL & MySQL
Cloud Platforms	OCI, AWS, Azure
Scripting Languages	SQL, Shell Script
OS	Linux, Unix, Exadata & Windows
Tools & Technologies	SQL Developer, Goldengate, TOAD, ServiceNow, JIRA

CERTIFICATIONS

Oracle Certified Professional, Oracle 5x Cloud Certified, Goldengate & Exadata Certified, AWS Database & Azure Certified, MySQL Heatwave Implementation Certified Associate

EDUCATION

Bachelor of Technology, Electrical, Electronics and Communications - Sep 2009- Apr 2013

EXPERIENCE :

Lead Consultant DBA

TEKSTAD

TEKSTAD

Implementation Partner: Infolob Global INC *(Nov 2021 – Feb 2024)*

Client 1: Toyota Financials, USA
Client 2: Doctome, USA
Client 3: UPS, USA
Client 4: Entergy,USA

PostgreSQL:

- Maintain & Manage **PostgreSQL** databases in **AWS** and On-Prem.
- Working with logging mechanisms supported by AWS **RDS** for PostgreSQL.
- Working with PostgreSQL **autovacuum** on AWS RDS.
- Managing **temporary files** with AWS RDS PostgreSQL.
- Working with **parameters** on RDS instance using custom parameter group.
- Monitoring EDB databases to optimize database **performance** and diagnose any issues
- Work with Development teams to **tune production queries** for optimal databaseperformance.
- Configured **HA** and **Disaster recovery** setup.
- Regular maintenance activities includes maintaining **vacuum strategies** at table and DBlevel.
- Monitoring PostgreSQL database using monitoring tools like **Nagios**.
- Daily log analysis using **PgBadger** tool and query tuning.
- Monitoring performance related statistics using **PGSnapper**.
- Performed minor and major **DB level upgrades**.

Oracle:

- Database Administration and tuning complex databases.
- Analyze the customer requirements and design logical and physical database structures.
- Implementation of databases by installing, configuring, and replicating the databases
- Implementation of database security policies and DR strategies.
- Database migration from on-premises to OCI using data pump, RMAN, Golden Gate, and ZDM.
- Database upgrade from 11g/12c to 19c using manual and auto-upgrade methods.
- ExaCS infrastructure provisioning and patching.
- Database Migration from Exadata to ExaCC using Data Pump and Oracle Goldengate.
- OCI DB system provisioning and Patching.
- Implemented Oracle ASO with TDE and DB Vault management.
- Configured Oracle Data Safe to generate database security and user assessment reports.
- Implemented Database management feature for Oracle and MySQL databases for performance management.
- Database TDE wallet management.
- Customized RMAN backup configuration to OCI object storage.
- Post Migration database support.
- Implementing data guard as a migration approach to minimize downtime.
- Zero downtime migration of EBS databases using ZDM tool.
- Database Migration to AWS RDS from on-premises using DMS replication.
- OEM configuration for RDS Oracle and OCI ExaCS databases
- MySQL database migration from RDS MySQL to OCI MySQL Database service
- Data load into MySQL Heatwave to accelerate the response time of analytical queries.
- Troubleshooting issues related to Heatwave analytical queries.
- Provisioned Oracle and MySQL databases using Terraform scripts.
- Maintenance of provisioned databases using Terraform.

Data Base Administrator

TEKSTAD

TEKSTAD

Aroha Technologies Inc/Tupperware Brands Corporation, USA   *(Mar 2021 – Nov 2021)*
- Database Migration from on-prem to OCI compute instances.
- Multitenant database management – Creating and cloning PDB.
- Design, Plan, and Implementation of databases in the cloud.
- Configuring backups using the Oracle Cloud backup module.
- Database backup and restore from on-premises to Oracle Cloud using RMAN.
- Database support and troubleshooting performance issues.
- Database backup configuration to object storage to maintain long-term retention and reduce storage cost.
- Automated files upload to object storage from the database server for space management using shell script.
- Database upgrades from older Oracle versions to the latest version

Senior Consultant   *(Jul 2018 – Mar 2021)*

Client 1: Kaiser Permanente, USA
Client 2: Skanska, USA
- Supporting and troubleshooting various Oracle database issues.
- Provisioning Oracle DB systems in OCI.
- Oracle Databases migration from on-prem to OCI.
- Oracle database migration from on-prem Exadata to ExaCC/Exacs.
- Provisioning Oracle Autonomous Databases (ATP, ADW) and migration from on-premises.
- Administration of Production, Staging, QA, UAT, and Development Database Instances and GoldenGate environment.
- Implementation and Maintenance of Oracle GoldenGate replication setup from Transaction Database to DWH.
- Implemented Shell Script based monitoring for Goldengate Environment.
- Performed Oracle Database upgrades.
- Involved in Oracle DB system patching and maintenance.
- Exadata DMA support.
- Provided various trainings on Oracle Cloud Infrastructure.
- Analyzing and proposing the best database migration approach.
- Designing a Cloud database migration learning course for Oracle University (OU).
- Provisioning of Oracle Cloud resources using Terraform.
- Oracle DB systems custom backup configuration.

Senior Consultant DBA (Dec 2013 – Jul 2018)

Client 1: IKA Systems, USA
Client 2: National Institute for Blind (NIB), USA Client
3: Education Advisory Board (EAB), USA Client
4: Cell Signal Technology (CST), USA
- Administration of Production, Staging, QA, Training, and Development of Oracle Database Instances.
- Administration of BI, ODI, and DWH instances.
- Implementation and Maintenance of Oracle GoldenGate between TXN to BI, and BI to ODI.
- Created DR site for Production DB using Oracle GoldenGate (No Down Time).
- Implementation of MySQL Master-Slave Replication.
- Administration of MySQL Production database and StandBy Database.
- Provisioning of AWS RDS instances.
- Maintenance of AWS cloud Instances.
- Involved in the implementation of live football scoring updates platform using Kafka- Zookeeper cluster reducing the delay to 8 seconds from 60 seconds.

TEKSTAD

Resume for Hardeep Reddyvari – Network Engineer (Candidate # 4)

TEKSTAD

Hardeep Reddyvari- Network Engineer

Summary:
Experienced Senior Network Engineer with 12 years of hands-on expertise in designing, deploying, and managing large- scale IP network infrastructure. Proficient in implementing routing protocols, configuring routers, switches, and firewalls to ensure optimal network performance and security. Skilled in collaborating with cross-functional teams to successfully deliver projects on time, while prioritizing quality and customer satisfaction.

Education:

Master's in Computer Systems networking and Telecommunication   Jan 2014 -May 2015
Wichita State University, *Wichita, KS*

Bachelor of Technology in Electronics and Communications Engineering   July 2004-May 2008

JNTU, India

Technical Skills:

Networking Protocols:	Switching, Spanning-tree, EIGRP, OSPF, BGP, ISIS, IPV6, Multicast, MPLS. DNS, DHCP, NTP, HSRP, VRRP, GLBP, IPsec, ZTP.
Vendor Equipment's:	Juniper SRX, QFX, PTX, EX series, Arista 7504/7808, Cisco Nexus, Cisco ASR, Cisco Switches, Infoblox, IOS XE, IOS XR, Junos, NIOS, Aruba access points
Network Management:	Infoblox, Wireshark, Cacti, Nagios.
Certifications:	CCIE written, CCNP (Route and Switch), CCIP (Service Provider), Infoblox DDI Professional.
Scripting:	Ansible, Basic of Python.

Certifications:

Work Experience:
Aroha Technologies Inc/Infogain corporation @ Meta
Sr Network Engineer (Team Lead)   Sep 2018 – May 2023.

- Over the past 4+ years at Meta, I have successfully executed various projects across multiple Meta POP sites. These projects involved provisioning Arista 7808 switches with 400G optics and Juniper QFX 10008 for Network backbone and CDN Infrastructure. I also gained experience in deploying and migrating Aggregation/Peering routers at POP sites, Augmenting network capacity between POPs and Datacenters, building new and decommissioning old POPs at colocation facilities, Augmenting Line Cards for Backbone routers, installing SRX Juniper firewall devices, Deploying Aruba WIFI access points, Installing and load balancing power on Servertech smart PDUs, and retrofitting out-of-band network infrastructure across more than 100+ POP sites in AMER/LATAM.
- Configured and optimized network protocols, including - EIGRP, OSPF, BGP, ISIS, MPLS
- Implemented IPv6 across the network, ensuring seamless transition and compatibility.
- Improved network availability by implementing high availability protocols such as HSRP, VRRP, and GLBP.
- Managed DNS, DHCP, IPAM and NTP services, ensuring accurate and reliable network time synchronization and IP address management.
- Set up out-of-band networks for IP infrastructure at POP sites using Juniper SRX 1500 firewalls, QFX10002 aggregation switches, and EX4300 access layer switches, enhancing network security and efficiency
- Utilized Python scripting for network automation tasks, reducing manual efforts and improving operational efficiency.
- Implemented Ansible playbooks for network configuration management, provisioning, and orchestration, resulting in streamlined network operations.
- Assisted in developing internal run books and workflows for the deployment projects accepted from stakeholders.
- Liaised with partner teams, such as Project Coordinators and Rack/Stack Vendors, to improve efficiency, tackle challenges, and enhance the deployment's quality. Additionally, I worked with customer stakeholders to understand their business requirements and project deliverables to ensure that the deployment was aligned with their needs and delivered a high level of satisfaction.
- I analyzed projects and presented quarterly operational performance metrics to the customer leadership.

TEKSTAD

- I provided support and mentorship to new hires globally as part of the onboarding process for the MSP IPD team.
- I successfully resolved numerous hardware and bug-related issues with the assistance of vendor technical support. This allowed me to overcome deployment blockers and complete production changes within planned maintenance windows.

AT&T, Tx.   June 2015 – Sep 2018
SME *Network Engineer*

- Worked as a L3 Network Engineer responsible for Designing, Configuration and Deployment of Cisco Nexus infrastructure equipment.
- Day to day responsibilities involve configuring Routing protocols like BGP, A-VPN on Edge and Wan routers to turn up the Microwave, OC3 and T1 circuits between different locations.
- Managed and coordinated with different teams like Firewall, Voice, and Cabling to Migrate users from the old cisco catalyst infrastructure to the new Cisco Nexus platform.
- Upgrading Code and Licenses periodically on Nexus 7k and 5k.
- Implementing BGP Communities, Aggregation and Filtering for Optimized network route advertisements. • Provided solutions and resolution of routing and switching related issues.
- Troubleshooting OSPF Adjacencies and Configuring OSPF Network types, Virtual Links, Stub areas, NSSA, Summarizations and Route filtering.
- Troubleshooting and resolving issues related to Tacacs+ configuration and successfully authenticating the switches with Tacacs+ servers.
- Configured SNMP, Access-Lists, and Route –maps to filter traffic accordingly.
- Configuring IPV6 addressing, Routing.
- Configured MPLS, LDP, Vrf, VpnV4, MPBGP, MPLS layer 3 VPN, MPLS Layer 3 VPN PE-CE Routing.
- Configuring Network services like NAT, DHCP and DNS.

Reliable Network Technologies, India   Sep 2009– Nov 2013
Network Engineer

- As a Network Engineer for BBNL account, I was responsible for resolving technical issues and providing solutions to improve network productivity and uptime.
- Served as the final point of escalation for the client and ensured SOP's and network documentation were created and followed.
- Configuring and managing the Remote POP and Branches of BBNL Network.
- Utilized SNMP-based network monitoring tools such as Nagios and Cacti to manage networks and implemented first hop redundancy protocols like HSRP, VRRP, and GLBP

TEKSTAD

Resume for Vipin Saini – Project Manager (Candidate # 5)

TEKSTAD

Vipin Saini- Project Manager

Professional Summary:

- Having 17+ years of experience in a delivery focused Project Managementat large / Fortune 500 companies with extensive experience in delivering business change while leading large complex program of works involving multiple cross functional teams for several US, UK and Global Clients.
- Handled projects related to: - Integration, Development, Transformation, DC relocation, DC Setup, SDDC Set up, AWS, Cloud Migration, Software Releases, Service Migration, O365 Migration.
- Gap Analysis, Data Analysis, Scope, Feasibility & Priority, Stakeholder Expectation Management, Process Improvements.
- Organization's delivery methodology: Agile-Scrum, Waterfall, Kanban, SDLC, Project Life Cycle, Lean.
- PMBOK - Initiation, Planning, Executing, Monitoring /Controlling & Closing process groups. Program Management Office (PMO).
- Onshore - US, UK&UAE. Offshore – India.
- Deliverables - Product Roadmap, Project Charter, Project Schedule, Project Plan & Estimation, Resource Plan, Communication Plan, RACI matrix, UAT Plan & Checklist, Deployment & Release Plan & Checklist, Business Process Model, Requirement Traceability Matrix (RTM), Functional & Technical Design, Defect Tracker, Risk & Issue Logs, Change Control log, burnup/burndown charts.
- Manage project budgets – 200K to 100M.
- Aggressive in tracking issues & action items with traceability to WBS tasks. Ability to micro-manage time, cost, risk, scope, resources, and quality.
- Cost Management - review budgets, manage expenses and negotiate costs throughout a project to avoid going over budget. Successfully optimizing resource allocations to manage costs and building strong vendor relationships to negotiate optimal pricing.
- Schedule Management – Project Schedule, Project Estimation, Work Breakdown Structure (WBS), critical path using CPM in network diagrams, Rolling Wave Planning, Schedule Compression using Crashing & Fast Tracking, Resource Leveling, Tracking using Gantt charts/milestone chart.
- Quality Management - Quality Assurance (QA) using benchmarking, checklist, Quality Control (QC) activities comprising of defect prevention activities like inspection, walkthroughs, reviews, using Pareto's 80/20 principle, Root Cause Analysis with the help of Ishikawa/Fishbone Diagrams.
- Communication Management – Communication Plan, Status Reporting, Performance Metrics using Earned Value Measurement (EVM), Variance Analysis & Forecasting, Burndown Charts.
- Risk management - Risk Identification, Qualitative Risk Analysis (Brainstorming, SWOT Analysis), Risk Register, Risk Response Planning (Mitigation Plan, Contingency Planning), Risk Monitoring.
- Team Building & Management – Resource Requirement & Staffing, Resource Training, Certification Drives, Conflict Management, Appraisals & Feedback, Career Counseling and Guidance.
- Vendor Management- contract negotiations, relationship management, job assignments, performance evaluation and payment dissemination.
- Release Management, Delivery Management, Enterprise Service Management, CSI, Service Transition, Incident Management, Problem Management, Service Desk, Change Management & Configuration Management.
- Hands-on using Windows server, cloud, DB, networks, veritas, storage, backups.
- Knowledge of cloud services (SaaS, PaaS, IaaS) and technologies.

Education:

- M.B.A (Master of Business Administration) in IT, Guru Gobind Singh Indraprastha University, Delhi, India, June 2005, 71%
- B.C.A (Bachelor of Computer Application), Guru Gobind Singh Indraprastha University, Delhi, India, May 2002, 74%

Skills:

- Project & Program management
- Transition & transformation
- Service delivery
- IT consultation

TEKSTAD

TEKSTAD

- Continual service improvement
- Business strategy & road-map building
- Vendor management
- Financial planning
- Client account management
- Operations management
- Customer service-oriented

- Stakeholder management
- Large procurement
- Contract management
- Coaching & mentoring team building
- Staff training/development
- Conflict resolution
- Jeopardy Management

CERTIFICATIONS :

- CSM – Certified Scrum Master
- AWS – Certified Solutions Architect - Associate
- MSP - Practitioner (Managing Successful Programmes)
- PMP (Project Management Professional)
- PRINCE 2 - Practitioner
- ITIL V3 Foundation.
- ITIL V3 Intermediate: Service Operation
- ITIL V3 Intermediate: Service Transition
- ITIL V3 Intermediate: Service Design
- MCDBA (SQL Server 2000)
- MCSE 2000 (Microsoft Certified Systems Engineer)
- CCNA (Cisco Certified Network Associate)

Professional Experience:

Sr. Project Manager

Aroha Technologies Inc/Smart News International Inc   **Mar 2020 – Jan 2022**

DESCRIPTION - Full project life cycle ownership: successful project delivery will include full implementation from initiation to deployment for one major or several minor initiatives simultaneously.

Responsibilities:

- Manage all aspects of multiple related projects to ensure the overall program is aligned to and directly supports the achievement of strategic objectives.
- Report on project success criteria results, metrics, test, and deployment management activities
- Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation, and excellence.
- Participate in establishing practices, templates, policies, tools, and partnerships to expand and mature these capabilities for the organization.
- Prepare estimates and detailed project plan for all phases of the project.

Tools Used:

Waterfall & Agile methodology, Product Management, Project Management, Vision, MS Team, MS Office, Cloud, Excel, JIRA, ServiceNow.

Sr Project Manager

IHSMarkit, USA   **July-2016 to Mar-2020**

DESCRIPTION - Handled the financial market and delivered a wide range of IT Infrastructure projects to our Product Groups. Close collaboration with a wide range of IT Infrastructure teams (Unix, Windows, DB, Storage, Networks, Monitoring, Architecture) and Product teams to deliver key business and infrastructure projects on time and on budget.

Responsibilities:

TEKSTAD

- Developed long-term business strategy by using customer feedback to identify necessary process improvements.
- Outlined work plans, determined resources, wrote timelines, and generated initial budgets as part of project scope determination for projects.
- Develop & manage project budget with profit & loss.
- Maintained tactical control of project budgets and timelines to keep teams on-task and achieve schedule targets.
- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Finalized project financial records while collaborating with financial controllers and executives.
- Produced and reports, updating customers and senior leaders on progress and roadblocks.
- Created full-fledged implementation plans, accounting for roi, cost-benefit and other analyses.
- Performed detailed assessments of risks to determine constraints and develop mitigation strategies.
- Achieved cost control objectives and clarified service parameters through clear statements of work and project classification systems.
- IAAS - Provide detailed plan for the migration of existing solutions and infrastructure to migrate to the cloud. Deliver migration strategy based on detailed analysis and implement application and data migration activities. Implement scalable, high performance hosting solutions that meet the need of today's corporate and digital applications using both private and public cloud technologies. Deliver legacy infrastructure transformation and migration to drive next-generation business outcomes.
- IAAS - Managing full Azure Lifecycle, Provisioning, Automation and Security involved in the planning, design, and deployment of Cloud solutions Extensive knowledge on creating IaaS Cloud solutions in Azure Platform Good understanding on WAN, LAN, TCP/IP, VPN, Networking

Tools Used:
Agile/Scrum and Waterfall methodology, Product Management, Project and Program Management, Visio, MS Team, MS Office, Cloud, Excel, JIRA, ServiceNow, MS Project, Confluence, ITIL, SharePoint, Confluence, UCS Servers, Windows & Linux Servers, Storage, AWS, VMC, VMWare, Planview, Kanban.

Project Program Management Sr. Advisor
DELL, USA   **Sept 2014 – Jul 2016**
Description - Served as the single point of contact for business in the region assigned. Managing all aspects of the project business plan and budget.

Responsibilities:
- Develop SOW & Business Proposals for the clients
- Worked with Project Sponsor, cross-functional teams and assign resources for the project life cycle.
- Leading the operational, financial, and technological aspects of projects based on timelines and work plans.
- Coordinating directly and indirectly with project staff to ensure successful completion of the project – directing, supervising, supporting, and coordinating the project team members/staff.
- Tracking project deliveries using project management tools.

Tools Used:
Waterfall & Agile methodology, Product Management, Project and Program Management, Visio, Lync, MS Office, Excel, ServiceNow, MS Project, ITIL, SharePoint, UCS Servers, Windows &Exchange Servers, Storage, VMWare.

Project manager
British Telecom, Gurugram, India -   **Jun 2013 – Sept**
2014
Description - Functioned as program manager for global client. Manage various Programs & cross project teams for delegation of work.
Responsibilities:
- Provide training related to the process followed in the program to the new project managers in the team.
- Handled monthly steering meeting with program board for updates and progress of program.
- Defining the program governance (controls)

TEKSTAD

- Detailed improvements to restoration plan by creating detailed budgets, schedules and costing estimates for clients.
- Delivered projects to pre-determined budget, maintaining time parameters and quality standards.
- Maintained tactical control of project budgets and timelines to keep teams on-task and achieve schedule targets.
- Closely collaborated with project members to identify and quickly address problems.

Tools Used:
Agile/Scrum and Waterfall methodology, Product Management, Project and Program Management, Visio, Networks, Security, Voice, MS Office, Excel, ServiceNow, MS Project, ITIL, SharePoint.

Regional IT manager
BC management services, Noida, India   Jul   2010   –
Jun 2013

Description - Worked as project manager & delivery manager for region assigned.
Responsibilities:
- Handled team of IT managers & it administrations for supporting it infrastructure.
- Served as major incident manager role.
- Providing technical support as well as implement technical solutions for the regions.

Tools Used:
Agile/Scrum and Waterfall methodology, Product Management, Project and Program Management, Visio, Lync, MS Office, ServiceNow, MS Project, ITIL, SharePoint, Dell & HP Servers, Windows Servers, Windows client machines, Data Center, Office Setup, VMWare, Hyper v, Exchange Server, NetBackup, Backup Exec.

Technical services professional
IBM, Noida, India   Sept 2008 – Jun 2010
Description - Worked with team to resolve incidents, problems, improve operations and provide exceptional customer service.
Responsibilities:
- Providing technical support to the client.
- Escalation lead for the team.
- Prepare weekly sla report.
- Worked to reduce the incidents as part of quality initiative.
- Help clients to find & design the solution for new initiatives.

Tools Used:
Waterfall & Agile methodology, Project and Program Management, Visio, Lync, MS Office, MS Project, ITIL, SharePoint, Dell & HP Servers, Windows Servers, Windows client machines, Data Center, Office Setup, VMWare, Hyper v, Exchange Server, NetBackup, Backup Exec.

Technical specialist
Microland, Gurugram, India   Feb 2008 – Aug 2008
Description - Completed troubleshooting and diagnostics on company resources.
Responsibilities:
- Built and maintained client servers.
- Managed firewall, network monitoring and windows server monitoring both on- and off-site.
- Supervised and provided direction for six technical direct reports regarding network activities.
- Developed work-flow charts and diagrams to ensure production team compliance with client deadlines.

Tools Used:
Waterfall methodology, Project and Program Management, Lync, MS Office, MS Project, ITIL, Dell & HP Servers, Windows Servers, Windows client machines, Data Center, Office Setup, VMWare, Hyper v, Exchange Server, NetBackup, Backup Exec.

Resume for Ajay Kumar - Quality Assurance Analyst (Candidate # 6)

TEKSTAD

AJAY KUMAR- Quality Assurance Analyst

PROFESSIONAL SUMMARY

- **10 Years into IT world and currently serving as QA Integration Lead / Quality Assurance Lead** with experience working with complex system architectures, Integration, Web services, Automation and building **CI pipelines** as needed.
- Strong exposure to the **Software Development Life Cycle (SDLC)** methodologies such as **Agile, SCRUM and waterfall models and TDD** and extensive experience with QA testing methodologies and procedures.
- Experience in developing Automation Frameworks using **Robot Framework, Web Services, Parasoft, CA Dev Test, REST ASSURED, UFT, SOAP UI and other such tools.**
- Expert in integrating Automation scripts on **Continuous Integration tools Gitlab / Jenkins**
- Jira, Rally, Postman, Lead activities, Team, and **Test Management.**
- Proficient in writing test scripts for automation using **Java, Python**
- Sound Knowledge in **Software Testing Methodologies, Client server architectures**
- Extensively experienced in Software **QA Test Strategies and Test Plans**
- Proficient **in Onsite - Offshore coordination.** Leading activities but not limited to reviews, task allocation, problem solving, guidance, teamwork.
- Expert in **Functionality Testing, Smoke Testing, Regression Testing, System Testing, Black Box Testing, Integration Testing, User Acceptance Testing (UAT), Ad-Hoc Testing.**
- Experienced in testing **SOA with RESTful/SOAP Web Services.** Created the entire architecture for backend testing internal and third-party API.
- Expert in **documentation and presentation skills**
- Experience programming in Java, Python and VB Script on Windows Operating Systems and UNIX environments.
- Experienced in writing **SQL verification scripts** to test the result of deployment for correct business logic for **Back-end testing.**
- Knowledge and experience in complete QA Life Cycle, which includes designing, developing & execution of the entire QA Process, documentation of **Functional Test Plans**, Identification of Business Processes &**Test Scripts** Client/Server applications.
- Proficient in **VB Script and Automation** Infrastructure Development. Scheduled **Automation** scripts to run every day automatically.
- Solid knowledge in **Jira** and involved in **Agile** process, monthly Sprints, and daily Scrums to discuss the development of the application.
- Experience in **Black Box testing, Manual Testing, Automation testing, Exploratory testing, Regression testing, System testing** and **UI Testing.**
- Expertise in defining, creating, documenting, verifying, and executing Test cases and work with the development team to resolve product issues.
- Experience in **PRODUCTION SUPPORT** and Handling Real time data.
- Strong understanding of software QA methodologies including **Development, execution and Maintenance of Test plans, Test suites, Test harness, Test result documents and bug reports.** Knowledge of AWS.
- Good analytical and communication skills and ability to work independently with minimal supervision.
- Highly motivated team player with analytical, organizational, and technical skills, unique ability to adapt quickly to challenges and changing environment.
- Excellent interpersonal skills, proven team player with an analytical bent to problem solving and delivering under a high stress environment.

TECHNICAL SKILLS:

Automation	Robot Framework, Parasoft, CA DevTest, SOAP UI, UFT
Languages	JAVA, Python, VBScript
Leading Activities	Test Estimations, Test Strategy, Test plans, Reporting, Team Management, Onshore-Offshore model, Co-ordinations, Presentations
Management Tool	ALM, JIRA, RALLY, OCTANE

TEKSTAD

TEKSTAD

Monitoring Tool	DPOD
CONTINUOUS INTEGRATION TOOLS	GITLAB, JENKINS
Databases	SQL Server, PostgreSQL, Informix, Oracle, MySQL,
Methodologies	Agile, Waterfall, V-Model
PROJECT METHODOLOGIES	Agile-Scrum, Waterfall, V-Model, TDD
DEFECT TRACKING TOOLS	HP Quality Center/HP ALM, Jira, Bugzilla, IBM Rational ClearQuest
DEFECT TRACKING TOOLS	Atlassian JIRA, Quality Center and Test Director
PROGRAMMING LANGUAGES	Java, Python, VB Script
OPERATING SYSTEMS	Windows, UNIX, Linux

EDUCATIONAL QUALIFICATIONS:
- Masters in computer application from Uttar Pradesh Technical University 2010-2013
- Bachelors in computer application from CCS University, Meerut, 2007-2010

PROFESSIONAL EXPERIENCE:

CLIENT: Aroha Technologies Inc/Erie Insurance   **Jan 2022– TILL DATE**
PROJECT: LIFE MODERNIZATION
ROLE: QA Integration Lead/Quality Assurance Analyst

Client   : Erie Insurance, Erie
Role   : QA Lead + Manager
Testing Methods   : Integration Automation / Architecture, Functional Test
Test Automation tool   : Robot Framework
CI Tool   : Gitlab
Management Tool   : Octane

SYNOPSIS
The Life Web (Mendix Cloud Application) will consume services for underwriting "Erie Express Life (EEL)" applications Integration service API's. Erie to develop new interfaces to consume NTT API's and modify some existing APIs for additional data required by NTT Reinstatement API's and also, 45 new API's build on top of existing code to consume data from TCS BaNCS, Team is involved actively in validating data transformations, mappings, field validations and schemas.
Applications are using IBM Technologies API Connect, Data Power and Vendor technologies.

RESPONSIBILITIES:
- Review product requirement documents, functional specifications, Developed Test Strategy, Test Plans
- Testing and Automation effort estimations.
- Research and Development, Automation tool evaluations
- Work in the agile environment with frequently changing requirements and features set.
- Automation and Continuous Integration pipeline setup
- Quality review and CI maintenance
- Design, execution, and maintenance of Regression Suite
- Daily and Weekly Defect report and Dashboard preparation for Defect Status and Test Execution to the Management and Client.
- Customer feedback and risk management
- Test management, reporting, and metrics.
- Test environment, data setup

TEKSTAD

TEKSTAD

- Onsite-Offshore co-ordination
- Participated in bug review meetings and release Go/No-Go meetings.

CLIENT: ERIE INSURANCE   **May 2020– Dec 2021**
PROJECT: ERIE EXPRESS LIFE
ROLE: QA INTEGRATION LEAD

Client	: Erie Insurance, Erie
Vendor	: NTT Data
Role	: QA Lead + Manager
Testing Methods	: Service Test Automation
Test Automation tool	: Robot Framework, UFT
CI Tool	: Gitlab
Management Tool	: ALM

RESPONSIBILITIES:
- Estimating QA efforts and making sure the deadlines are met.
- Daily standups and hosting defect Triage meetings
- Continuous Integration of Automation stories with Jenkins
- Design, execution, and maintenance of Regression Suite
- Creation of Weekly testing report format appreciated by Customer.
- Handled the tasks of configuring workstations, maintaining software environment, and testing environment.
- Co-ordination with Offshore team and review, task allocation
- Leading Offshore team review their tasks and activities.
- Daily and Weekly Defect report and Dashboard preparation for Defect Status and Test Execution to the Management and Client.
- Onsite-Offshore co-ordination
- Participated in bug review meetings and release Go/No-Go meetings.

CLIENT: CAESARS ENTERTAINMENT, LV   **April 2019– April 2020**
PROJECT: SALESFORCE
ROLE: QA AUTOMATION LEAD

Client	: Caesars Entertainment
Vendor	: Salesforce, IBM
Role	: Automation QA Lead
Testing Methods	: Agile
Test Automation tool	: Parasoft
CI Tool	: Gitlab
Management Tool	: JIRA

SYNOPSIS
The Salesforce Project was implemented in Caesars to handle the Offer Management System. The current system we have in place is a legacy system on AS400 and the objective was to take that to cloud. Salesforce system comprises of a complex architecture with a lot of customizations based on Caesars needs. There are multiple applications involved as a part of this deployment and new implementation like: Maestro Campaign Creation Application, Marketing workflow to handle production audience, SMART App for VVIP reservations, CEMA App for Caesars Event management systems, COV to view Caesars Offers, a complex database and numerous API's and services to connect these systems together.

TEKSTAD

TEKSTAD

RESPONSIBILITIES:
- Leading QA activities under Kanban Board
- Daily standups and calling out progress and blockers.
- Continuous Integration of Automation stories with Jenkins
- Provided a one clicks solution for customers for Regression and Smoke test.
- Design, execution, and maintenance of Regression Suite
- Creation of Weekly testing report format appreciated by Customer.
- Handled the tasks of configuring workstations, maintaining software environment, and testing environment (Parasoft Licensing and admin activities)
- Leading Offshore team review their tasks and activities.
- Daily and Weekly Defect report and Dashboard preparation for Defect Status and Test Execution to the Management and Client.
- Troubleshooting for Quality Center Application related errors.

CLIENT: CAESARS ENTERTAINMENT,   **Jun 2017–Mar 2019**
PROJECT: HOTEL SYSTEMS TRANSFORMATIONS
ROLE: QA AUTOMATION LEAD

Client	: Caesars Entertainment, Las Vegas
Vendor	: Infor, Travel Tripper
Role	: Senior Automation Engineer
Testing Methods	: Agile
Test Automation tool	: CA Dev Test, UFT
CI Tool	: Jenkins
Management Tool	: JIRA, ALM

SYNOPSIS
Cloud based Hotel System Transformation (HMS) is a replacement for Caesars Lodging Management System (LMS) which was very old and does not support customizations. This implementation includes several API's. which need to be tested to make sure the two vendors Infor (HMS Product) and Travel Tripper are fetching and getting the right data as expected. As a process of continuation development, we took an approach of Continuous Testing of these API's and built an automated Regression suite integrated it with Jenkins to maximize the chance of catching defect.

RESPONSIBILITIES:
- Creation of Test Plan and Strategy Document
- Design and Development of Automation Framework for API's and Services in CA Dev Test
- Integration of Automation Framework with Jenkins
- Continuous Integration approach for testing APIs with Jenkins
- Design, execution, and maintenance of Regression Suite
- Creation of Weekly testing report format appreciated by Customer.
- ALM Management
- Hosting defect triage calls with vendors
- Handled the tasks of configuring workstations, maintaining software environment, and testing environment.
- Handling Offshore team and review their tasks and activities.
- Handled the tasks of providing continuous improvement in quality assurance programs and provided effective support in other test activities.

CLIENT: CAESARS ENTERTAINMENT, LV   **Jan 2017– Jun 2017**
PROJECT: SELF PARKING TIBA

TEKSTAD

TEKSTAD

ROLE: QA AUTOMATION LEAD

Client	: Caesars Entertainment, Las Vegas
Vendor	: TIBA
Role	: Senior Automation Engineer
Testing Methods	: Functional
Test Automation tool	: REST ASSURED (Java)
CI Tool	: Jenkins
Management Tool	: Rally

SYNOPSIS

Self-Parking was a highly appreciated project completed for Caesars in a short span of time as that was a revenue generated project for Caesars. Till 2016 Caesars was not charging for self-parking at casinos/hotels. They got this project started in Jan 2017 and it went GO LIVE June 2017. As a successful implementation of a teamwork, we did it and now Caesars is earning well through Self-Parking.

RESPONSIBILITIES:
- Testing Requirements discussion with customer and business to finalize the test coverage.
- Creation of elevated level test scenarios and get them signed off by customer.
- Test Case Design Effort Estimation and Review.
- Creation of Automation Framework for API's and Services
- Integration testing of Vendor Application and Caesars System
- Functional testing on TIBA hardware parking machines in lab.
- Helped business in understanding functionality of TIBA machines which helped them to write critical scenarios.
- Perform an actual User Acceptance Testing (UAT) in Casinos (The LINQ/Caesars Palace/Bally's)
- Operational report on daily execution / defect fixes.

CLIENT: CAESARS ENTERTAINMENT, LV   Jan 2015– Dec 2016
PROJECT: CMS (CASINO MANAGEMENT SYSTEM)
ROLE: QA AUTOMATION LEAD

Client	: Caesars Entertainment, Las Vegas
Role	: Test Analyst-Automation
Testing Methods	: Functional
Test Automation tool	: UFT (VB Script)
CI Tool	: Jenkins
Management Tool	: JIRA

SYNOPSIS

CMS HATS is a replica of CMS (Mainframe System) used extensively within Caesars network by Caesars professionals. We have gone through the overall functionality and identified the 150 most critical flows that are being used exhaustively in Live Environment. We created an Automated Regression suite in UFT for these scenarios as there is a continuous development happened to CMS, executing regression suite helps customer to identify defects at an early age in any of the major functionality, thereby creating a robust application development process which was appreciated well by Caesars.

RESPONSIBILITIES:
- Participating in project meetings with stakeholders to discuss the testing scope.
- Design and Development of Automation Framework for API's and Services in UFT
- Integration testing of Vendor API's and Caesars in house services
- Design, execution, and maintenance of Regression Suite
- Creation of Weekly testing report format appreciated by Customer.

TEKSTAD

Resume for PRASHANTH BELDE – Software Engineer (Candidate # 7)

TEKSTAD

PRASHANTH BELDE- Software Engineer

OBJECTIVE:

Passionate about securing a challenging role in design, development, and architecture for Client-Server, Enterprise Web, and Mobile applications. Specialized in Adobe Experience Manager (AEM) and Adobe LiveCycle Suite, eager to contribute to impactful projects and advance career in innovative environments.

SUMMARY:

With over 9+ years of experience, the professional has demonstrated expertise in developing and implementing enterprise solutions for distributed software products and applications, particularly focusing on UI front-end technologies. The key highlights of the individual's skills and experiences include:

- ❖ **Adobe Experience Manager (AEM) Expertise:**
  Six years of proficiency in AEM (versions 6.3 to 6.5) and Adobe LiveCycle Suite, utilizing tools like AEM Designer, Acrobat, and InDesign for cross-browser platform development and testing. Integration with Adobe Marketing Cloud components such as Adobe Target, Adobe Analytics, and Campaign, along with familiarity with Adobe Social.
- ❖ **Front-End Technologies:**
  Strong command of front-end technologies, including HTML5, CSS3, JavaScript, Bootstrap, jQuery, AJAX, JSTL, ExtJS, JSON, and React JS, as well as Magento.
  Extensive experience in React JS, including life cycle methods and optimizing and customizing Magento modules.
- ❖ **AEM Implementation:**
  Proficient in managing the technical delivery of custom development, integrations, and data migration in AEM implementations.
  Installation and configuration of AEM on Linux OS using WebSphere 8.5.x & DB2.
- ❖ **Adobe Marketing Cloud Products:**
  Hands-on experience with Adobe marketing cloud products, such as Adobe Dynamic Tag Management (DTM), Target, Search & Promote.
- ❖ **MySQL/PHP Programming:**
  Utilization of MySQL/PHP programming, particularly in LAMP environments, with expertise in object-oriented PHP and Zend Framework.
- ❖ **Web Technologies and Services:**
  Expertise in web technologies, including XML, XHTML, JavaScript, JSP, and RESTful web services development.
  Experience in designing and developing object-oriented, distributed systems using UML/Rational Rose.
- ❖ **Magento Commerce:**
  Rewriting code, performing maintenance, and quality assurance on Magento Commerce extensions.
- ❖ **Content Authoring and Administration:**
  Expertise in content authoring, administration, and integration with AEM, including the design and implementation of native XDP forms, adaptive forms, and correspondences.
- ❖ **Java & J2EE Technologies:**
  Domain expertise in system development using Core Java and J2EE technologies such as JSP, JDBC, XML, ANT, Maven, and JavaScript.
- ❖ **SDLC and Collaboration:**
  Experience with SDLC processes, including Agile and Waterfall models, detailed analysis, collecting use cases, and documenting requirements.
  Collaboration with business users to understand requirements and suggest solutions adhering to industry standards.
- ❖ **Development Tools:**
  Proficient in using development IDEs such as Eclipse, NetBeans, and tools like Maven for build management.
  Efficient use of JUnit for unit testing.
- ❖ **Bug Tracking and Automation:**
  Experience collaborating with bug tracking tools like JIRA, Bugzilla, and QC.
  Proficient in writing UNIX shell scripts for automated scripts in scheduled queue processes.

TEKSTAD

TEKSTAD

In summary, the professional possesses a comprehensive skill set, combining technical expertise with practical experience in diverse technologies and methodologies, making them an asset in developing and implementing enterprise-level solutions.

TECHNICAL   SKILLS:

Programming Languages: C, Java, JavaScript, XML, XSLT, SOAP, REST, JSON, HTML 4.0/5.0, DHTML, CSS, JSP, SQL

CMS: Adobe CQ 5.4, Adobe CQ 5.5, Adobe Experience Manager (6.0-6.5), AEM Designer, AWS Cloud, Adobe Work Bench/AEM Forms, CRX, Sling, OSGI, DAM

Web Technologies: XML, HTML, HTML5, XHTML, CSS3, JavaScript, jQuery, Bootstrap, React JS, AJAX, JSON, Apache Sling

Database IDE & Environment: Eclipse, NetBeans, CRDXE, Bower, Grunt, NetBeans, Adobe Dreamweaver, Notepad++

Databases: Oracle, SQL Server 2012/2008/2005, MS Access, MongoDB

Web/App Servers: WAMP, LAMP, JBoss, WebSphere, WebLogic, Tomcat 5.0/6.0/7.0

Web Designing Tools: Adobe Dreamweaver, Adobe Flex, Adobe Photoshop, Adobe Flash CS3, FTP, Adobe Premier, Adobe Illustrator

Operating Systems: Windows, Mac, Unix, Linux

Methodologies: Agile (Scrum, TDD), Waterfall

Education Details:

Bachelor of Information Technology
- JNTUH, India (2008 – 2012)

Master of Science in Computer Science (MSCS)
- Silicon Valley University, San Jose (2015 - 2017)

Master of Science in Information System Security
- University of the Cumberland's, Kentucky (2018 – 2020)

PROFESSIONAL EXPERIENCE:

Aroha Technologies Inc/ Los Angeles County Office of Education, Downey, CA
Software Engineer/AEM Developer
December 2022 – Present

Responsibilities:
- Expertise in Adobe AEM Cloud sites, focusing on versions 6+ (preference for Cloud Sites).
- Hands-on development of AEM artifacts, including templates, pages, components, dialogs, workflow components, etc.
- Frontend development using JavaScript and React, coupled with proficiency in Azure DevOps.
- In-depth experience with Content Management Systems and Adobe Marketing Cloud tools, especially Experience Manager.
- Developed custom Adaptive Form Components, Adaptive Form Fragments, and custom JavaScript library for the dynamic rendering of Adaptive Forms.
- Developed AEM Forms Workflow that processed the Adaptive Form submission Worked on clipped apps component which pulls data from external Zee apps, web services.
- Installed and Configured version 6.0 of Adobe CQ Web Content Management System and Apache Felix Admin Console.
- Involved in integrating campaign with different Adobe Marketing Cloud components like Analytics.
- Worked on Email, SMS and direct mail campaigns, push functionality.
- Development and configuration of content management site using AEM Sites (Adobe CQ) and Java, JSP, HTML/DHTML, XML, JavaScript and Sightly.
- Developed custom AEM Sites/CQ components using Sightly and the Sling Model Framework.
- Worked on developing Custom Index rules for minimizing the search queries response time and for improving the performance.
- Experienced in Day CQ and associated technologies like Sling, OSGI, Felix, JCR, and CRX.
- Installed and upgraded JIRA in production to keep up to date.

TEKSTAD

- Installed and managed plug-ins for JIRA and confluence in production environment.
- Worked with various teams on Setting new JIRA & Confluence instances for new teams.
- Solid understanding of various Adobe cloud services integrable with AEM.
- End-to-end implementation support for launching websites using Adobe AEM, covering client requirements gathering, development, technical documentation, and solution integration.
- Knowledge of Section 508 web accessibility compliance for website development.
- Migration experience with tools for transitioning content from legacy CMS to Adobe AEM.
- Expertise in dispatcher configuration setup, performance monitoring, production issue resolution, and environment setup for author, publish, and user admin.
- Strong understanding of tagging and taxonomy strategy, personalization, internationalization, and search engine optimization in the AEM suite.
- Familiarity with Google Analytics, Google Search, and Adobe Analytics.
- Participation in planning, requirements, and design sessions to define and confirm project implementation approaches.
- Advising, implementing custom components, and features for AEM cloud sites following defined processes and best practices.
- Administration support for the Adobe AEM site.
- Identification, evaluation, and recommendation of various tools required for projects.
- Analysis of business requirements and translation into technical use cases.

Environment: Java 8, 11, AEM 6.0, AEM 6.5, AEM 6.5.9, Java, AEM 5.6, AEM 6.0Apache sling, Apache Felix, JCR, Web services, core java, JSP, Query, Ajax, JSON, JavaScript, Ext jQuery, Maven, Linux, Apache, dispatcher, JIRA, Eclipse, File Vault.

Maxim Integrated/Analog Devices, San Jose, CA
Senior/AEM Developer
December 2021 - November 2022

Responsibilities:
- Built various web pages using HTML5, CSS3, JavaScript, and jQuery.
- Developed static web pages, landing pages, and category landing pages using AEM 6.4.
- Developed custom Adaptive Form Components, Adaptive Form Fragments, and custom JavaScript library for the dynamic rendering of Adaptive Forms.
- Developed AEM Forms Workflow that processed the Adaptive Form submission Worked on clipped apps component which pulls data from external J2ee apps, web services.
- Created AEM templates and components based on given requirements.
- Developed custom Adaptive Form Components, Adaptive Form Fragments, and custom JavaScript library for the dynamic rendering of Adaptive Forms.
- Developed AEM Forms Workflow that processed the Adaptive Form submission Worked on clipped apps component which pulls data from external J2ee apps, web services.
- Implemented life cycle methods for controlling component behaviors in React.
- Led the migration of AEM 6.3 to 6.5 with a fresh codebase, incorporating React 17 and SPA Editor.
- Participated in sprint activities, including daily scrum meetings, sprint planning, and backlog input.
- Resolved bugs, enhanced website performance, and wrote test cases.
- Created and maintained customer-facing Adobe AEM content management systems.
- Customized foundation components and workflows in AEM for improved functionality and performance.
- Utilized HTML5 and CSS for designing and implementing custom AEM components.
- Contributed to content management strategies, architecture, and multichannel content delivery.
- Developed AEM components using the Touch UI interface.
- Wrote Groovy scripts for bulk processes and developed custom OSGi bundles in Apache Felix console.
- Provided author training to business users on system design and usage.
- Implemented Multi-Site Manager (MSM) in AEM for enforcing a common base structure and content across the website.
- Built dynamically generated dropdown lists using Ajax, jQuery, and React JS.
- Implemented Bootstrap CSS framework for web application design.
- Worked on web services to consume data from application APIs.
- Used Jenkins as a build tool and JIRA for bug tracking, issue management, and project management.

TEKSTAD

TEKSTAD

- Extensively utilized AEM tagging features in component and template development, incorporating JavaScript for dialog listeners.
- Analyzed business requirements and translated them into technical use cases.

Environment: AEM 6.3, AEM 6.4, AEM 6.5, Apache Felix, OSGI, Java, J2EE, AJAX, JSON, HTML5, CSS3, JavaScript, React JS, JIRA, jQuery, Eclipse, XML, JSP, Junit.

Centene Corporation, Sacramento, CA
Senior AEM Developer

April	2021	–	November	2021

Responsibilities:

- Implemented front-end changes to replicate the look and feel of old login pages.
- Designed and developed CQ5 building blocks, including templates, reusable components, dialogs, widgets, and workflows in AEM 6.4.
- Modified ping login using velocity templates to meet specific requirements.
- Led the migration of AEM 6.3 to 6.4 with a completely fresh codebase, incorporating the latest technologies.
- Migrated SiteMinder login pages into AEM pages.
- Adapted to a stressful environment, collaborating with team members on various projects.
- Transitioned old login pages for consumption by Ping services.
- Worked in Agile and Waterfall SDLC methodologies.
- Contributed to UI development using HTML5, HTL (Sightly), CSS3, JavaScript, ES6, JSX, React JS, Redux, XML, and jQuery.
- Utilized ES6 and JSX with ReactJS for component development.
- Employed Webpack as a module bundler for preprocessing and minifying files.
- Developed generic web applications on Adobe Experience Manager for accessibility and component development.
- Created custom widgets and extended existing out-of-the-box widgets' front-end functionality.
- Proficient in CRX repository, accessing CRX content nodes through SQL queries and XPath.
- Developed responsive component websites on AEM.
- Worked on component development using Sightly (HTL).
- Managed the AEM application and performed administrative tasks.
- Used GIT for project version control.
- Developed digital consumer experiences using the AEM product suite, utilizing DAM for image management.
- Authorized access rights for AEM users and groups to access DAM resources.
- Collaborated with release management for content deployment and releases.
- Utilized File Vault in conjunction with GIT for code pull or push to developers' machines.

Environment: AEM 6.3, AEM 6.4, Apache Felix, CRX, OSGI, Java, J2EE, AJAX, JSON, HTML5, HTL, CSS3, JavaScript, React, Redux, ES6, Webpack, jQuery, JSON, XHTML, XML, JSP, Sightly.

Delta Airlines, Atlanta, GA
Senior AEM Developer
Jan 2019 – Mar 2021

Responsibilities:

- Collaborated with marketing leadership, product managers, and creative team members to define and prioritize business and functional requirements.
- Led the team in breaking down complex features and stories into achievable tasks in coordination with the Scrum Master.
- Attended daily SCRUM meetings, coordinated team activities (including offshore), and maintained excellent client communication.
- Analyzed the scope and details of Shared Navigation for the site across Europe and the US.
- Developed a web-based software system using JSP/Sightly/Sling models, Ajax, jQuery, and CSS to enhance functionality and user experience on web pages.
- Created packages, deployed CQ code to multiple environments, and facilitated quick changes using the package manager and hotfixes.

TEKSTAD

TEKSTAD

- Established project setups, defined templates, components, customized components, templates, dialogs, workflows, and bundles.
- Used web services (SOAP & REST), jQuery, MS-SQL, Oracle, and Maven technologies for application development.
- Created Blueprints, live copies, and configured rollouts, utilizing Git for source code version control.
- Implemented personalized experiences and A/B testing using Adobe Target Personalization for user data-driven content on webpages.
- Utilized Adobe Target for keyword tracking, including historical data, and tracked desktop vs. mobile usage.
- Implemented continuous integration and automated test execution using tools like Jenkins, Hudson, Selenium, or Maven.
- Designed and developed front-end screens using JSP/HTML, XML, and created consistent CSS across all browsers and platforms.
- Developed, tested, and debugged systems, preparing and producing software component releases.
- Worked with RESTful and SOAP-based web services.
- Created AEM pages for multilingual sites, including Brazil, Portuguese, the Middle East, Chinese, and UK sites, extensively using multisite manager.
- Utilized HTML, CSS, and jQuery for designing and implementing custom CQ components.
- Experience in developing and deploying modular applications and libraries using OSGI Bundles.
- Conducted unit testing, user acceptance testing, GUI testing, and accessibility testing.
- Conducted screen reader testing using JAWS and NVDA.
- Collaborated effectively with strong problem-solving and troubleshooting capabilities.

Environment: AEM 6.4, Spring, Hibernate, CQ DAM, CQ Tagging, Workflow, Apache, Sling, CRXDE, JCR, MSM, HTML, Sightly, JSP, Servlets, JDBC, JavaScript, jQuery, Eclipse IDE, Apache Maven, GIT, JIRA, Apache HTTP Server, JAXB, Java, J2EE, AJAX.

AT&T - Dallas, Texas
AEM/CQ5 Developer
Sep 2017 – Dec 2018

Responsibilities:
- Administered components, templates, dialogs, and workflows in AEM.
- Installed, configured, and troubleshot AM in both development and system environments.
- Configured Security Socket Layer (SSL) for user identity verification and content security over the network.
- Designed and built components, templates, dialogs, and workflows in AEM.
- Tested and authenticated connections between Node agent and Deployment manager after enabling security.
- Wrote reusable programming constructs for team collaboration.
- Created and integrated content-driven applications on AEM's core platform, integrating with E-commerce solutions and search engines.
- Grouped servers using Clusters for resource propagation to every server in the cluster.
- Deployed WebSphere Application Server Network in clustered mode.
- Performed installation and configuration using shell scripts.
- Developed custom CQ5 components for Web Content Management.
- Designed templates and authorized environments for mobile sites and websites.
- Implemented dynamic image rendering, navigation, and modularization using CRXDE Lite and CRXDE.
- Generated documents and maintained document process management using Adobe LiveCycle designer/workbench integrated with J2EE server solution.
- Coded and developed websites using HTML, CSS, XML, and installed/configured WebSphere on top of AEM using Linux.
- Configured DB2 as per AEM schema.
- Managed Digital Asset Management.
- Converted various HTML forms to interactive and flattened PDFs.
- Documented designs and test cases.
- Extensive experience in designing and testing App-Driven, interactive, and flattened PDFs/forms.

TEKSTAD

Resume for Varun Chillamcharla – System Administrator (Candidate # 8)

TEKSTAD

Varun Chillamcharla- System Admin

- Over 7+ years of experience in IT industry with JIRA Administration, Atlassian Tools and Build/Release Management.
- Experienced administrator for the Atlassian toolset including JIRA, Confluence, Bamboo, Fisheye, HipChat and Bitbucket.
- Created Projects, Workflows, Issue Type Schemes, Screen Schemes, Notification Scheme, Permission Scheme, Custom Fields within JIRA.
- Worked on JIRA installation and upgrade and Performed JIRA configuration.
- Responsible for bug tracking, issue tracking and project management tool.
- Troubleshooting and fixing the Atlassian JIRA/Confluence applications and applications servers.
- Installed and Managed JIRA Add-ons.
- Excellent understanding of SDLC Methodologies like Agile, Waterfall, V-Shaped Model and other processes.
- Implementing JIRA, JIRA Agile Boards and configured swim lanes and Confluence best practices.
- Integrated confluence with cloud for Single Sign On (SSO).
- Report generation in Atlassian Suite products like JIRA and Confluence.
- Worked on cross-platforms (Windows-Unix) with GIT, Jenkins, CVS and Subversion.
- Experience working in an Agile development environment
- Responsible for creating complex JIRA workflows, conditions and setting up and maintaining JIRA, using Advanced scripts (Groovy & JavaScript) to extend workflow capabilities both front-end and back-end, for large enterprise JIRA environments.
- Strong knowledge on system administration, configuration and customization of Atlassian tools.
- Helping Scrum master across the company to customize JIRA for their requirements.
- Integration of Tempo Time Tracking Tools in JIRA.
- Contributed for daily build processes, including monitoring builds, break/fix management, issue tracking (JIRA), and identifying and resolving a wide variety of build-related issues for different products and versions
- Implemented Continuous Integration and Continuous deployment using various CI Tools like Jenkins, Hudson, and Bamboo.
- Created SCM Process, policies and procedures to follow Development and SQA team to Release.
- In-depth understanding of the principles and best practices of Software Configuration Management (SCM) concepts (branching, merging, integration, versioning, etc.)
- Expertise in troubleshooting the problems generated while building, deploying and in production support
- Experience working with Jenkins for Continuous Integration (CI) and automation of all builds and deployments.
- Created and maintained continuous build and continuous integration environments in SCRUM and Agile projects.
- Experience in using Build Automation tools like Maven, Ant and Nant.
- Expertise in using build tools like Ant, Maven, Gradle and MS Build for the building of deployable artifacts such as war and ear from source code.
- Administered and Implemented CI tools Hudson, Jenkins and Bamboo for automated builds.
- Programming experience in Java, Servlets, JSP, Java Script, JDBC, XML, Spring MVC, Ajax, Hibernate, JDBC, HTML, DHTML, CSS and Web Services.
- Extensive knowledge in Front End technologies like J Query, JavaScript, HTML and CSS.
- Expert in HTML5/CSS3 development and have experience in Angular.js.
- Strong analytical and problem-solving skills, highly motivated, good team player with very good communication & interpersonal skills.

EDUCATION:

Campbellsville University	**Louisville, Kentucky**	**May 2021**
Professional MBA, GPA 3.8		
Campbellsville University	**Louisville, Kentucky**	**December 2019**
MSITM, GPA 3.8		
Silicon Valley University	**San Jose, California**	**December 2016**
MSCS, GPA 3.98		

TEKSTAD

TEKSTAD

Jawaharlal Nehru Technological University Hyderabad, Andhra Pradesh   April 2014
Computer Science, GPA 3.5

TECHNICAL SKILLS AND ENVIRONMENT:
Operating Systems: MS Windows, UNIX, LINUX, MS DOS.
Languages: C, C++, JAVA, SQL.
Database: Oracle 10g, 11g, 12c, PL/SQL, My SQL, SQLServer.
Scripting Languages: HTML., CSS, JavaScript, jQuery, Bootstrap, Angular.js, XML and Shell.
Middleware: Apache Tomcat, WebLogic.
Build Tools: MS Build, ANT, Maven, AWS, Jenkins, Bamboo, and Hudson.
Bug Tracking Tools: JIRA, Fisheye, Crucible, Bugzilla, Rally, HP Quality Center.
SCM Tools: SVN, GIT, Clear Case.

Work Experience
Aroha Technologies Inc/Smart News International Inc, CA   **March 2021 to Till Date**
Jira Admin/System Admin
Responsibilities:
- Project creation, configuration, workflow creation, custom fields, Script Fragments, Script Console, condition/validator/post function workflow scripts, script listeners, scheduled jobs, REST endpoints, and behaviors.
- Configure, maintain and upgrade Atlassian JIRA/Confluence.
- Support, compile and troubleshoot Atlassian tools.
- Provide training to technical and non-technical teams to use Atlassian tools.
- Work directly with cross-functional agile teams to understand their specific JIRA needs and provide guidance and solutions
- Create complex JIRA workflows, field configurations, screen schemes, permission schemes and notification schemes.
- Helping Scrum master across the company to customize JIRA for their requirements.
- Create and manage custom JQL filters and dashboards as needed.
- Test new versions of the tools and plug-ins to ensure compatibility.
- Atlassian plugins like Script Runner, Xray Test Management for Jira, Tempo Timesheets: Time Tracking & Report, Rich Filters for Jira Dashboards and Automation for Jira.
- Manage user permissions for tools according to the needs of projects and teams.
- Improve JIRA security. Set access permissions for JIRA projects and Confluence spaces.
- Troubleshoot, identify and resolve JIRA issues reported by end-users
- On-call JIRA / Confluence support as needed, including nights and weekends
- Worked with using JIRA REST APIs for integration schemes, complex workflows, screen schemes, permission schemes, and notification schemes.
- Worked with ServiceNow administration (desired)
- Manage multiple responsibilities with tight deadlines.
- Creating/maintaining Confluence spaces.
- Leading multiple teams and projects.
- Conduct training for employees and new hires on JIRA and Confluence regarding how to use the tools, new functionality, etc.

Environment: JIRA 8.x, Confluence 7.x, JIRA Service Desk, Bit Bucket, Linux, MySQL, JavaScript, Groovy Script and ServiceNow.

Verint Alpharetta, GA   **September 2020 to February 2021**
Jira Admin/System Admin
Responsibilities:
- Worked on Level 2 and Level 3 Support of Atlassian tool – Jira, confluence.

TEKSTAD

TEKSTAD

- Identifying, debugging, and troubleshooting application performance-related issues in production.
- Admin, Developer and support of JIRA, Confluence and Atlassian plugins
- Atlassian Plugins like ScriptRunner, Portfolio, Automation for Jira, Eazy BI, Tempo for JIRA and JEMH.
- Develop custom scripts for advanced workflow integration.
- Provide written and live training, and support for JIRA to development and project teams as needed.
- Work with delivery teams to understand their process requirements and configure and integrate Jira to fulfill those requirements.
- Integrating Jira with 3rd parties, such as KM, HP Quality Center or Microsoft Dynamics.
- Worked on REST APIs to integrate with other applications/tools.
- Develop/Integrate/Configure JIRA & Confluence plug-ins; Create custom web hooks and build integrations.
- Support delivery teams working under agile frameworks (Scrum, Kanban).
- Manage user permissions for tools according to the needs of projects and teams.
- Perform application and system administration tasks, including data backups and scheduled jobs.
- Maintain JIRA projects, workflows, permissions, and users while working in a JIRA 8.x environment.
- Manage multiple responsibilities with tight deadlines.
- Worked on Confluence-to-Confluence and JIRA-to-JIRA migrations.
- Create and manage custom JQL filters and dashboards as needed
- Perform bulk changes and CSV imports
- Provided ongoing support and configuration for JIRA projects, workflows, screens, fields, permissions, and other administrative tasks.
- Administer Confluence, creating and supporting spaces, blueprints, templates, users/groups, &add-ons.
- Worked on Confluence Macros.

Environment: JIRA 8.x, Confluence 7.x, JIRA Service Desk, Linux, MySQL, JavaScript, Groovy Script.

Apple Austin, TX & Sunnyvale, CA   **March 2020 to August 2020**
Atlassian Jira/ConfluenceAdmin/Developer at SIS Inc for Apple
Responsibilities:
  - Configure, maintain and upgrade Atlassian JIRA/Confluence.
- Support, compile and troubleshoot Atlassian tools.
- Provide training to technical and non-technical teams to use Atlassian tools.
- Worked on GIT integration with Jira.
- Create complex JIRA workflows, field configurations, screen schemes, permission schemes and notification schemes.
- Create and manage custom JQL filters and dashboards as needed.
- Test new versions of the tools and plug-ins to ensure compatibility.
- Atlassian plugins like Script Runner, Xray Test Management for Jira, Tempo Timesheets: Time Tracking & Report, Rich Filters for Jira Dashboards and Automation for Jira.
- Worked on Comala Document Management Plugin for Confluence.
- Manage user permissions for tools according to the needs of projects and teams.
- Improve JIRA security. Set access permissions for JIRA projects and Confluence spaces.
- Troubleshoot, identify and resolve JIRA issues reported by end-users
- Worked with using JIRA REST APIs for integration schemes, complex workflows, screen schemes, permission schemes, and notification schemes.
- Worked with ServiceNow administration (desired)
- Manage multiple responsibilities with tight deadlines.
- Creating/maintaining Confluence spaces
- Conduct training for employees and new hires on JIRA and Confluence regarding how to use the tools, new functionality, etc.

Environment: JIRA 8.x, Confluence 7.x, JIRA Service Desk, Bit Bucket, Linux, MySQL, JavaScript, Groovy Script, GIT and ServiceNow.

TEKSTAD

TEKSTAD

SAP Palo Alto, CA   **Sep 2019 to Feb 2020**
Atlassian JIRA/Confluence Admin/Developer at Mobile Programming for SAP
Responsibilities:
- Admin and support of JIRA, Confluence and Atlassian plugins.
- Worked on Support JIRA Service Desk.
- Install user specific plugins as per the requirements.
- Atlassian plugins like Script Runner, JMWE, JEMH, JMCF, Rich Filters and Multi-level cascading select.
- Managed users and permissions as per business requirements.
- Day-to-day maintenance, solving issue and user support tickets of JIRA.
- Worked on Setting up Dashboards, build Filters using JQL.
- Working on all day-to-day activities of JIRA administration such as user creation, assigning roles, creating workflows, field configurations, issue types, Scrum and Kanban boards.
- Work with individuals and teams to optimize JIRA workflow functionality.
- Created a JIRA workflow and apply the condition, validators and post-function in the transition to represent the business requirement process.
- Configure the JIRA workflow for the project for improvement processes for screens, workflow procedures and reports of applications as per business requirement
- Tracked progress with real-time roadmaps.
- Setting the email handlers and notification schemes.
- Worked on Confluence development tasks such as creating Templates and Theme Templates.
- Configured Jira to allow sprint capacity planning to be done at the individual user level.

Environment: JIRA 8.x, Confluence 6.0.x, JIRA Service Desk, Tomcat, UNIX, Linux, MySQL, JavaScript, Groovy Script.

McKesson Atlanta, GA   **July 2018 to August 2019**
JIRA/Confluence Admin/Developer at UST-Global for McKesson
Responsibilities:
- Working as Jira admin/developer and confluence admin.
- Experience in Table Grid Editor, Project Configurator, Behaviour and Custom Field Editor Plugin.
- Installed JIRA Behaviour plugin, which simply defines how field behaves with the issue in the project
- Experience in Jira Misc Workflow Extensions plugin and Encryption Plugin for Jira.
- Experience in ScriptRunner and Quick Subtasks for Jira.
- Worked on Salesforce integration with Jira.
- Jira Upgraded into new version.
- Test new versions of the tools and plug-ins to ensure compatibility.
- Created JIRA projects, workflows, screens, fields and other administrative activities.
- Creation of Dashboards and Kanban boards for end users.
- Design and build workflows to support projects.
- Added New Steps in a JIRA workflow, Added new transitions in a JIRA Workflow
- Modified the transitions in an inactive workflow and associated to an active project.
- Created a JIRA workflow and apply the condition, validators and post-function in the transition to represent the business requirement process.
- Developing the Confluence pages and Documents and Knowledge bases.

Environment: JIRA 6.x & 7.x, Confluence 6.0.x, JIRA Service Desk, Tomcat, UNIX, Linux, MySQL, Salesforce.

Food Near U,San Roman, California   **Aug 2016 to June 2018**
Systems Engineer/ Jira Admin
Responsibilities:
- Experienced in using Atlassian products (JIRA, Confluence, HipChat, BitBucket).

TEKSTAD

TEKSTAD

- Attended in planning meetings which includes project managers, business analysts and team members to analyze project plan and business requirements.
- I need to explain everything about Jira including versions, components, labels, workflow transitions, adding users as Jira watchers, about their permissions (roles: level of access), notifications.
- Creation of Dashboards, Scrum and Kanban boards by designing custom filters for end users.
- Provided ongoing support and configuration for JIRA projects, workflows, screens, fields, permissions, and other administrative tasks.
- Experience in complete Software Development Lifecycle (SDLC) process with expertise in Planning, Reviewing Specification, Documentation, Scheduling, Design, Development, Testing, Implementation and Maintenance of Applications.
- Contracted to serve as the JIRA Systems Administrator for the international JIRA /Confluence infrastructure, including all associated programs, plugins and systems.
- Created Custom workflows, custom screens and custom fields on JIRA.
- Created events, email notification schemes and assigned project roles on JIRA.
- Worked on JIRA Cloud as part of evaluation.
- Worked on ScriptRunner.

Environment: JIRA, Confluence, GIT, Jenkins, Confluence, Bamboo, MYSQL, GIT, Microsoft Office.

Cote Software India PVTLTD, Hyderabad, Telangana   **April 2013to July2015**
Software Trainee/ Jira Admin
Responsibilities:

- Created JIRA projects, templates, workflows, screens, fields and other administrative activities
- Managed team of JIRA and Confluence administrators implementing Atlassian tools for users.
- Plan, implement, document, and administer configuration management across multiple projects.
- Installed new JIRA instances when requested by a division and upgraded JIRA in production considering the number of projects and issues to improve the performance.
- Installed and managed plugins for JIRA in production environment such as JEMH, Script Runner, **Environment**: JIRA, Confluence, GIT, Microsoft Office, HTML, CSS, JavaScript.

TEKSTAD

References # 3- Alliance IT Inc (IT Staff Augmentation Services)

Contact Name: Purushottam Polkampalli (CEO)

Contact Number, Email: 408-823-7650, uttam@allianceit.com

Address: 6101 Bollinger Canyon Rd, Suite 335G, San Ramon, CA 94583

Business Analyst (Candidate 1)

Candidate Name	Laya Akkineni
Period of Performance	Sep 2022-Current
Individual Qualifications:	• Bachelors in Business Administration from Koneru Lakshmaiah University • Masters in Information systems from Wilmington University
Description of Consultant's role and responsibilities	Created the Business Requirements document and Functional requirements document with the business and development teams to walk through the architecture and functionality of the application. • Worked with various business units to understand reporting requirements to provide practical and cost-effective solutions. • Involved in the development of system Test plan and test scripts using business and system requirement documents. • Created SIPOC model for legacy systems in an effort for digital transformation of a banking system. • Participated in Daily Agile Scrum "Stand-up", Sprint Planning and Retrospective Sessions. • Worked with all Agile Development and SCRUM processes throughout the entire project. • Involved in various phases of functionality, regression testing, integration testing and system testing. • Involved in Preparation, Review and Execution of Test Cases. • Prepared test status reports and Execution plan during test execution process. Written SQL scripts to pull the data from the existing database based on the business rules and update the database tables for the Backend Testing. • Performed Data Analysis and Data validation by writing complex SQL queries using TOAD against the ORACLE database. • Interacted diplomatically with developers and other team members to ensure high quality software. • Developed and recommended operational processes and/or process improvements in support to clients. • Performed GAP analysis and identified areas of improvement and created SMART goals to help utilize the firm's resources and workforce better to achieve better outcomes.

Data Analyst (Candidate 2)

Candidate Name	Utkarsh Sachaan
Period of Performance	May-2021-Apr-2022
Individual Qualifications:	• Masters in Business Analytics from Michigan State University, East Lansing, USA

Description of Consultant's role and responsibilities	- Leveraged core-consulting practices to develop trust with client as scenario-simulations, show-and-tell sessions, hand-holding sessions to bridge the gap between technical and business audience. - Interacting with the Subject Matter Experts & Business teams in understanding their requirements & providing Techno-Functional assistance towards usage of results from new modeling framework. - Leading a group of 20 data scientists to develop forecasting framework, owning Jira calls, functional requirements, business alignment. - Deployed production model on Azure using docker image, load balancing on cloud, performance evaluation. - Developed Python script to serialized output files for memory efficiency using Parquet format effectively reducing the net dollar spend on cloud by 35% after optimization. - Univariate & Multivariate Time-Series Modeling in Python to predict the Service labor hours for the Supply-chain group with an accuracy of 87% MAPE. - Proof of Concepts analysis to accept or reject an algorithm, data munging, feature generation to add value, statistical analysis. - Created a data-pipeline from multiple sources to Cloud, including migration of Triggers, Stored Procedures, Data Mapping & ensuring Sanity Checks on each refresh job. - Designed, developed & published customized interactive reports in Tableau from model results for alignment with multiple stakeholders with Dynamic updates. - Created data pipelines to migrate data from RDBMs sources to Hadoop, Build Weekly Reports & Dashboards in Tableau using Hadoop Hive, Impala. - Developed Link-Analysis Dashboard in Tiger Graph using GSQL accumulators on geotagged data mapping the optimum path of products movement across DDC's. - Developed Tableau reports and dashboards from multiple data sources using data blending, drill-down capabilities.

Database Administrator (Candidate 3)

Candidate Name	Kranthi N
Period of Performance	**Sep 2021 to Jan 2023**
Individual Qualifications:	Masters in computer science
Description of Consultant's role and responsibilities	- Installed and configured Oracle 18c and 19c databases, including ASM setup. - Applied upgrade patches, maintenance patches, and interim patches (opatch) across all databases. - Possessed extensive knowledge of ORACLE Automatic Storage Management (ASM). - Demonstrated proficiency in Oracle Data Guard, including active-active configurations, upgrades, and switchover, failover, and Data Guard broker operations. - Familiarity with Import/Export routines and technologies. - Utilized database tools such as Oracle Enterprise Manager (OEM) for monitoring. - Conducted defragmentation of tables and indexes to enhance performance and manage space effectively. - Managed container and pluggable databases, including cloning of 12c databases. - Established a recovery catalog and performed complete backups using RMAN. - Conducted database maintenance tasks including service requests, patches, clones, migrations, and upgrades. - Implemented ASM on RAC and standalone databases, managing disks and disk groups. - Experienced in various Oracle DBA activities such as production support, monitoring, backup & recovery using RMAN, cloning, troubleshooting, and

physical database design.

- Monitored scheduled backup procedures using crontab and implemented backups using NetBackup and Rubric.
- Installed, upgraded, configured, and troubleshooted GoldenGate 12c software.
- Expertise in Oracle GoldenGate installation, configuration, and troubleshooting.
- Established standards, policies, and procedures for GoldenGate replication administration.
- Participated in proof of concept (POC) evaluations for QLIK and Fivetran replication tools.
- Possessed knowledge of AWS EC2 and RDS, including experience in migrating databases between physical, EC2, and RDS environments.
- Experienced in working with AWS Cloud from Oracle 19c.
- Experience as a PostgreSQL DBA (open source) Database Administration in Production and Non-Production Environments.
- Upgraded PostgreSQL versions from 9.6,10 to 10.5,11,12 using pg upgrade and pg dumpall.
- Able to configure cron jobs for routine activities and troubleshooting them in case of failures.
- Performing Database Refresh from Production to QA/DEV/UAT/Test environment as per Application team request.
- Good understanding of PostgreSQL Architecture.

Network Engineer (Candidate 4)

Candidate Name	Parixit Patel
Period of Performance	Apr-2017 to Dec-2022
Individual Qualifications:	Master of Science in Electrical Engineering
Description of Consultant's role and responsibilities	- Troubleshooting L 2/3 for Yahoo's global production network. - Providing Layer 1/2/3 support to the large enterprise corp. network for un-interrupted services. - Worked on multi-vendor environment such as, Cisco, Juniper and A10 devices from Access layer to Core layer routers and L-3 Switches. - Working on protocols like: iBGP/eBGP/OSPF/VRRP/HSRP on highly redundant next-gen network infrastructure (leaf and Spine) of large size data centers around the world.. - Extensively working on spanning-tree protocols on Layer-2 based 2nd gen data center architecture. - Hands on experience on Load Balancers : Brocade/A10 thunder series. - Monitoring of Yahoo's backbone infrastructure spreaded over the globe and work with different ISP and Colo providers for troubleshooting the backbone issues. - Responsible to resolve P3 level incidents and escalate P2 and P1 to higher level. Moreover performs network maintenance duties such as : RMA's for new parts or devices, Code upgrade, and make necessary changes in the device configuration for smooth going operation. - Responsible for communicating with all the properties of yahoo such as : Sports, Mail, Gemini, Search. for any network capacity issue and provide appropriate bandwidth for each of them. - Working on some projects like: Successfully completed a Juniper SRX device swap inside corporate network - Creating documents for knowledge base. - Had a good experience of working in a highly competitive and a fast paced environment. - Got used to the 24*7*365 working environment and the team coordination for the smooth operation of the large infrastructure

Project Manager (Candidate 5)

Candidate Name	Hugo Gomez
Period of Performance	June 2022 – January 2023
Individual Qualifications:	Associate Degree, Cyber Security
Description of Consultant's role and responsibilities	- Reduced Organization Annual SaaS Budget by $ 1.4 Million USD within 5-6 months through auditing SaaS solutions due for renewals, SaaS Overlay, Licensing audits, unapproved vendor contracts and negotiations. - Designed department Quarterly Objective Key Results (OKR's) for Q3 & Q4 with an overall 90% success rate. - Set High level objectives with Group Head and SVP's. Worked with Lead engineers on creating proper measurements to attain the objectives at the end of the Quarter. - Created High level OKR Summary Sheet for monthly & bi-weekly progress review to upper management. - Setup corresponding Jira Epic for each KR and assigned to driver, broke down measurements and created additional sprints as required for more agile KR's. - Initiated Scrum and other Project Management education opportunities internal and external to the department as required, culturally Project Management is not so common in Japan. - Managed & Engaged in IdP Migration from OneLogin to Okta Solution, over 400 applications migrated. - Developed Role Based rules and assignments via Okta with Pops (H.R.) for Auto-Provisioning of applications during onboarding and offboarding with new IdP solution. - Compiled Internal requirements with Legal, Finance, Corporate Planning & H.R. for "Request for Proposals (RFP's)" to engage vendors seeking to onboard a new solution for Smart News. - Created evaluation matrix to determine scoring for any solutions being considered for SmartNews. - Oversaw 90 day Ws1 MDM Deployment via VmWare with our Lead Engineers to align projected due dates with actual completion dates. Also to determine proper knowledge transfer and documentation. - Oversaw 60 day Zscaler ZIA Deployment with our internal Engineers to Secure our online SaaS usage. - Established an Incident Response Plan & Procedure via Jira Service Desk, with SLA's and escalation for Carbon Black EDR. - Project Managed & led the engineering for the deployment of "1Password" Password Manager solution for our U.S. Teams. From negotiations to design and implementation, within 90 days.

Quality Assurance Analyst (Candidate # 6)

Candidate Name	Anu K
Period of Performance	**June 2021- May 2022**
Individual Qualifications:	Bachelor of Technology in Computer Science & Engineering

Description of Consultant's role and responsibilities	• Developed test cases for various scenarios based upon requirements, designs and specifications • Attended daily Scrum Meetings with the Team Lead and Developers and executed daily tasks based on the Agile Methodology • Developed and executed Test Suites and Test Scripts based on the requirement documents and using Test Manager • Executed test cases manually and verified actual results against expected results • Detected, Reported and Tracked bugs using Test manager • Performed Sanity, Functional, Regression, System, Integration, and Backend testing • Participated in requirements reviews, design reviews, test plan and test case review • Worked with Jira for version control, source-control, bug reporting and project documents • Updated regression test cases in Selenium WebDriver using Java programming language • Used Page object model to get elements and wrote scripts using Selenium Web-Driver, Java. • Modified test plans in accordance with changing requirements • Automated UI test cases using Selenium WebDriver, Java and different frameworks like Behavior Driven Development (BDD), TDD, and DDD • Used Cucumber for writing gherkin language scenarios • Hands on experience with JavaScript along Selenium WebDriver for UI test execution. • Created and executed SQL statements to verify the data in the backend • Utilized Test Manager for managing software testing process including planning tests, executing tests, defect tracking and reporting • Tested web services and API, REST API using Postman • Developed and executed SQL joins to validate the results in Web Services and Front end with Database • Created a Traceability Matrix to ensure the test coverage • Responsible for weekly status updates showing the progress of the testing effort and open issues to be resolved

Software Engineer (Candidate 7)

Candidate Name	Rakesh K
Period of Performance	**June 2021- May 2022**
Individual Qualifications:	Master in Computer Science
Description of Consultant's role and responsibilities	• Involved in complete Software development life cycle (**SDLC**) to develop the application. • Used **Agile** based SCRUM methodology for developing the project and TDD model adopted in few modules of the project where it is possible by design. • Designed and developed UI using **HTML, JSP, CSS, JAVACRIPT, AJAX** and **JQUERY**. • Designed and developed the application using **Java J2EE** technologies **Spring**, **Spring MVC**, **Struts** 2.0 and **SOAP** based web services to integrate multiple applications. • Presentation tier of the application was built completely on Spring/Struts for Admin app. • Migrated huge web application to support different Country and multiple languages. • Extensively worked on web applications which depend on Locale of the country, Drools for complex logics. • Used **angular JS 1.x** to develop internal application.

- Migration from Oracle BRM F-list to **SOAP** web services, and also configured ax-way and ESB to make it more secured.
- Used Tibco for developing ESB for Soap webservices.
- Also Developed **Restful** web services using Spring boot
- Implemented **Kafka** for streaming real time data in MongoDb Sink.
- Used Confluent Kafka Streams Api For processing Kafka data and streaming.
- Worked on **Avro** Schema's, Schema registry for streaming messages to Kafka.
- Extensively worked on AWS EC2, ECS, CloudWatch, S3, Lambda and Terraform.
- Involved with working on Lambda Expressions, Streams in **Java8**.
- Involved in setting environments for Dev, QA and Prod. Developed CI/CD using Jenkins, Groovy and deployed on cloud
- Responsible for setting up struts and spring frameworks for CSR (Internal) application.
- Upgraded multiple frameworks, jars, Security patches and platforms to latest versions and making legacy code compatible to them. Application migration from Ant to Gradle.
- Developed Web services and also proxy layers to them by for making compatible with older versions of web services.
- Used JDBC to access Oracle Database and used Stored Procedures. Extensively used SQL queries. Also extensively worked on MongoDB to query and insert BSON documents.
- Involved in Production Support. Tuning performance, Analyzing Thread dumps, Analyzing Garbage Collection activity, Experience with AppDynamics. Also Involved in Bug fixing and investigations of complex issues in production.
- Developed automation for dev environment using **TestNg, Selinium** and **JUNIT**

System Administrator (Candidate 8)

Candidate Name	Gangadharan Kanagaraj
Period of Performance	May 2019 – Dec 2023
Individual Qualifications:	Bachelor of Computer Science and Engineering
Description of Consultant's role and responsibilities	• Installing and Configuring Docker Swarm and Kubernetes clusters for Non-Prod and PROD environments • Building the Required Images for CI/CD tools environment (Bamboo, Bitbucket, JFrog and SonarQube) using Docker and docker-compose.yaml files and running them as Containers in Docker Swarm Environment • Responsible for administering and maintaining the CI/CD tools Containers, Docker/Kubernetes/OpenShift environment that includes Access provisioning, Housekeeping, Troubleshooting Issues and providing solutions within SLA • Manage OpenShift Container Platform, users and policies • Control access to resources and Configure networking components, Pod Scheduling, Cluster Scaling • Create and manage applications in OpenShift Cluster platform • Create Pod, Deployment and expose them as Service in Kubernetes • Upgrading the Mirantis Docker EE Components namely MCR, MKE and MSR • Creating image repositories MSR and provisioning access to the application team • Responsible for updating licenses for Docker, Mirantis Kubernetes and DevOps tools

95 | P a g e	• Renewing and installing the TLS certificate in Venafi site • Creating local and remote repositories in JFrog to store the artifacts and provisioning access as appropriate • Fixing CVE Vulnerabilities as per the guidance suggested by the product vendors • Responsible for upgrading the CI/CD tools, Docker, Mirantis Kubernetes environment based on the new fix packs release and EOL date • Creating projects and Branches in Bitbucket • Creating Build and Deployment Pipelines in Bamboo for WebSphere and Docker applications • Providing 24/7 support for Production deployments and P1 incidents • Coordinating with AD team on the production release dates for their applications and ensuring the environment stability, User access before the Release for smoother go-live

Resume for Laya Akkineni-Business Analyst (Candidate # 1)

Laya Akkineni- Business Analyst

Professional Summary:

- Business Analyst with 7 years of diverse experience with Requirements Management and Business Analysis.
- Excellent Analytical skills to understand the business process and Functionality, Requirements and to translate them to System Requirement Specifications.
- Excellent written communication & technical writing skills. Capable of producing various documents like functional specifications, test cases, BRD, Business Process Documents, user manuals, user interface specifications.
- Conducted Requirement Gathering Sessions (RGS) and Joint Application Development (JAD) sessions and interviewed Subject Matter Experts (SMEs), asking detailed functionality aspects of business process, and carefully updating the information to the requirements in an easily understandable format.
- Well versed in writing Test Strategies, Test Plans, Test Cases, Defect Reports and Developing Test Scripts, Traceability Matrices and Test Environments.
- Experience in conducting User Acceptance Testing (UAT), SWOT, Cost Benefit and ROI analysis.
- Creative and aggressive self-starter with integrative thinking skills, capable of forming and maintaining positive and productive working relationships in internal, external, independent, and team environments.

Technical Skills:

Requirements gathering techniques	Brainstorming, Interviews, Workshops, Focus groups
Process/ Model Tools	MSOffice, UML, MS Project, JIRA 2.0, Portfolio for JIRA
Management tools	MS office suite: Word, Excel, PowerPoint, Visio, Access
Business Analysis	Requirement Analysis, JAD, BRD, BRS, FRS, Flow charts, Data Flow Diagrams
BI & Other Tools	TOAD, Rapid SQL, Jenkins, UFT, QTP, XML SPY, HP ALM
Version Control	JIRA, Rally, Doors, Clear case
Reporting Tool	Microsoft Share point
Methodologies	SDLC, RUP, Agile
Databases	Oracle 12c, SQL Server 14 and PostgreSQL 13, NoSQL

Professional Experience:
Client: Alliance IT/Price Water Cooper, DC   Business Analyst   Sep 2022-Current

Skills: Jira, Confluence, Ms Office, JAD, BRD, SQL, Agile, User Stories, Requirement Gathering, GAP Analysis

Responsibilities:
- Created the Business Requirements document and Functional requirements document with the   business and development teams to walk through the architecture and functionality of the application.
- Worked with various business units to understand reporting requirements to provide practical and cost-effective solutions.
- Involved in the development of system Test plan and test scripts using business and system requirement documents.
- Created SIPOC model for legacy systems in an effort for digital transformation of a banking system.
- Participated in Daily Agile Scrum "Stand-up", Sprint Planning and Retrospective Sessions.
- Worked with all Agile Development and SCRUM processes throughout the entire project.
- Involved in various phases of functionality, regression testing, integration testing and system testing.
- Involved in Preparation, Review and Execution of Test Cases.

TEKSTAD

- Prepared test status reports and Execution plan during test execution process. Written SQL scripts to pull the data from the existing database based on the business rules and update the database tables for the Backend Testing.
- Performed Data Analysis and Data validation by writing complex SQL queries using TOAD against the ORACLE database.
- Interacted diplomatically with developers and other team members to ensure high quality software.
- Developed and recommended operational processes and/or process improvements in support to clients.
- Performed GAP analysis and identified areas of improvement and created SMART goals to help utilize the firm's resources and workforce better to achieve better outcomes.

Employer: Amazon Hyd, India   Business Analyst   (July 2019- Aug 2021)

Skills: Jira, Requirement Gathering, GAP Analysis, Agile, BRD, User Stories, MS Office

Responsibilities:

- Extensively involved in implementation of effective requirements practices, including gathering User Requirements, and analyzing User Requirement Document (URD), and functional specification document (FSD), use and continuous improvement of a requirement gathering processes.
- Acted as liaison between external clients and SMEs to generate and standardize product requirements specification documents such as URS/FRS/Use Cases.
- Involved in implementing Six Sigma practices to systematically improve processes and standards and by eliminating defects.
- Employed UML methodology in creating UML Diagrams such as Use Cases, Sequence Diagrams, State Diagrams, Activity Diagrams and business process and workflows.
- Experience in E-Commerce implementation planning and execution. Have significantly reduced technical issues by taking a measured approach at every step-in planning and execution.
- Created and updated SharePoint documents with customer and vendor EDI specifications.
- Assisted team lead in developing Requirements Traceability Matrix (RTM) to trace the relationship between business and functional requirements to test cases. Prepared and executed different Test Cases and Test Scripts.
- Support peers, and stakeholders through troubleshooting, analysis of results, Production Support, and identification of opportunities to solve business problems through BI.
- Upgraded mapping specifications based on trading partner requirements.

Employer: GPT Hyderabad, India   Business Analyst   (Aug 2016- June 2019)
Skills: Jira, Agile, SQL, BRD, FRD, UAT, User Stories

Responsibilities:
- Interacted with team members to identify and analyze the given information, procedures, and decision flows.
- Used Rational Clear Case and Clear Quest for version control and defect tracking. Created all use cases and UML models.
- Assisted in HR duties, logged employee work hours and ran payroll. Conducted training sessions for onboarding employees.
- Performed GAP analysis to understand areas of improvement and increase the company's reach in the market.
- Assisted Developers in Data Modeling using Entity Relationship Diagrams (ERD).
- Designed and implemented basic SQL queries for QA testing and report.
- Functioned as the primary liaison between the marketing team and operations, design team and the technical areas throughout the project.
- Assisted operations team in developing content and training materials.
- Used MS Project to manage schedules, deadlines, and resources.

TEKSTAD

TEKSTAD

- Assisted in testing application in different stages from QA, Staging and Production.
- Supported Marketing and business development by identifying the right target audience, promoting social marketing and blogs, optimizing website usability and brand building.
- Organized weekly Project status meetings and Created Power Point presentations and project updates using MS Project for management review.

Academic Qualifications:
- Bachelors in Business Administration from Koneru Lakshmaiah University – April 2017
- Masters in Information systems from Wilmington University – May 2023

TEKSTAD

Resume for Utkarsh Schaan- Data Analyst (Candidate # 2)

Utkarsh Sachaan- Data Analyst

SUMMARY

- 9.5+ years of professional IT experience in Data Engineering, Data Warehousing, ETL (Extract, Transform, and Load) and Data Analytics.
- 7 years of experience in creating robust data pipelines and frameworks using Python.
- 7 years of extensive experience in Informatica Power Center 10.x/9.x/8.x. 3 years as Lead Developer, responsible for supporting enterprise level ETL architecture.
- 2.5 years of experience in Hadoop 2.0. Led development of enterprise level solutions utilizing Hadoop utilities such as Spark, MapReduce, Sqoop, PIG, Hive, HBase, Phoenix, Oozie, Flume, streaming jars, Custom SerDe, etc. Worked on proof of concepts on Kafka, and Storm.
- Experience with Hortonworks, Cloudera, and Amazon EMR Hadoop distributions.
- Worked on Java EE 7 and 8. Developed ETL\Hadoop related java codes, created RESTful APIs using Spring Boot Framework, developed web apps using Spring MVC and JavaScript, developed coding framework, etc.
- Well - versed in relational database management systems (RDBMS) including Oracle, MS SQL Server, MYSQL, Teradata, DB2, Netezza, and MS Access. More than 5 years of experience in Teradata.
- Proficient in SQL, T SQL, BTEQ and PL/SQL (Stored Procedures, Functions, Triggers, Cursors, and Packages).
- Extensive experience in developing UNIX Shell Script, Perl, Windows Batch Script, JavaScript and PowerShell to automate ETL processes.
- Exposure to NoSQL databases such as MongoDB, HBase, and Cassandra. Created Java apps to handle data in MongoDB and HBase. Used Phoenix to create SQL layer on HBase.
- Experience with Talend's Data Integration, ESB, MDM and Big Data tools.
- Exposure to HL7's FHIR specifications and related java API HAPI. Created FHIR APIs\ web services to store and manage resources in MongoDB.
- Healthcare domain knowledge including Facets, CareAdvance, Care Analyzer, HL7, EDI, NCPDP, EMR, HEDIS, NCQA, URAC, etc.
- Hands on experience in various open source Apache technologies such as Cassandra, Hadoop, Avro, ORC, Parquet, Spark, HBase, Phoenix, Kite, Drill, Presto, Drools, Talend, Airflow, Falcon, Flume, Ranger, Ambari, Kafka, Oozie, ZooKeeper, Karaf, Camel, JMeter, etc.
- Experience in Elasticsearch and MDM solutions.
- Worked on message oriented architecture with RabbitMQ and Kafka as a Message Broker option. Used Talend ESB to exchange messages from AMQP and JMS clients.
- Well-versed in version control and CI-CD tools such as SVN, GIT, SourceTree, Bitbucket, etc.
- Experience in Amazon Web Services (AWS) products S3, EC2, EMR, and RDS.
- Strong experience in design and development of Business Intelligence solutions using data modeling, Dimension Modeling, ETL Processes, Data Integration, OLAP and client /server application.
- Extensive experience in agile software development methodology.

TECHNICAL SKILL

- SRDBMS: Oracle, Teradata, DB2, SQL Server 2012/2008, MySQL, MS Access
- NoSQL: MongoDB, HBase, Cassandra
- ETL Tools: Informatica Power Center / Power Exchange, Informatica Data Quality (IDQ), Talend, Apache NiFi
- Languages: Java EE, Python, JavaScript
- SQL: ANSI SQL, T-SQL, PL/SQL, BTEQ
- Scripting: UNIX Shell Scripting, Python, VB, PowerShell
- Versioning\ CI-CD: SVN, GIT, SourceTree, Bitbucket, Bamboo, JIRA, Confluence
- IDE: SQL*Plus, SQL Developer, TOAD, SQL Navigator, Query Analyzer, SQL Server Management Studio, SQL Assistance, Eclipse, Postman
- Analytics/BI: Microstrategy, SPSS, IBM Cognos, OBIEE, Business Objects
- Other: HTML, CSS, JQuery, Thymeleaf, XML, JSON, PHP, MS Visio, Erwin, Confluence, Spring Framework, SQL*Loader, Tidal, Oozie, SAS, R

EDUCATION

- Masters in Business Analytics from Michigan State University, East Lansing, USA

TEKSTAD

- Bachelor of Engineering from Sathyabama University, Chennai, India

PROFESSIONAL EXPERIENCE

Alliance IT/Tiger Analytics, MN   Data Engineer/Data Analyst   May-2021-Apr-2022

Environment:MSSQL Server, Azure,Python, Hadoop, SQL, Tableau, Tiger Graph

- Leveraged core-consulting practices to develop trust with client as scenario-simulations, show-and-tell sessions, hand-holding sessions to bridge the gap between technical and business audience.
- Interacting with the Subject Matter Experts & Business teams in understanding their requirements & providing Techno-Functional assistance towards usage of results from new modeling framework.
- Leading a group of 20 data scientists to develop forecasting framework, owning Jira calls, functional requirements, business alignment.
- Deployed production model on Azure using docker image, load balancing on cloud, performance evaluation.
- Developed Python script to serialized output files for memory efficiency using Parquet format effectively reducing the net dollar spend on cloud by 35% after optimization.
- Univariate & Multivariate Time-Series Modeling in Python to predict the Service labor hours for the Supply-chain group with an accuracy of 87% MAPE.
- Proof of Concepts analysis to accept or reject an algorithm, data munging, feature generation to add value, statistical analysis.
- Created a data-pipeline from multiple sources to Cloud, including migration of Triggers, Stored Procedures, Data Mapping & ensuring Sanity Checks on each refresh job.
- Designed, developed & published customized interactive reports in Tableau from model results for alignment with multiple stakeholders with Dynamic updates.
- Created data pipelines to migrate data from RDBMs sources to Hadoop, Build Weekly Reports & Dashboards in Tableau using Hadoop Hive, Impala.
- Developed Link-Analysis Dashboard in Tiger Graph using GSQL accumulators on geotagged data mapping the optimum path of products movement across DDC's.
- Developed Tableau reports and dashboards from multiple data sources using data blending, drill-down capabilities.

Oracle Inc, Redwood Shores-CA   Data Engineer   Mar-2018 – April-2021

Environment: Oracle 12c/11g, Python, R, Zeppelin, PySpark, SQL, Tableau

- Created a Churn-Model to predict and flag customers about to churn with an 87% precision in Python 3.2 leveraging historical usage history of cloud credits.
- Developed an Association Model using a-priori algorithm to recommend cross-sell opportunities for cloud customers in R analyzing purchase historical patterns, enabled the marketing team to target customers.
- Engineered customized Anomaly Detection algorithm on Petabytes of Live-Server log data, to flag the servers about to shut-down in PySpark, Python 2.8. Scaled over 90K hardware servers, reduced the server shut-down rate by one-third.
- Improve on existing univariate time-series models to predict Cloud space utilization for the supply-chain group in Python 3.2, saving approx. $1M each quarter by optimizing the hardware order time.

IHS-Markit, Southfield-MI(Internship)   Data Engineer   June-2017 – Aug-2017

Environment:SAS, Python, R, Hadoop-Hive, SQL, Tableau

- Developed a propensity model on 220M rows of data in SAS. Using Decision Trees, SVM, Random Forest algorithms, involved business alignment with various groups, data gathering, data munging, feature extraction, model creating and evaluation.
- Creating complex pivot queries in Hive-SQL to reshape data for modeling. Changing data format from long to wide, creating data-pipeline for weekly refresh of model results in Tableau.
- Developed a continuous deployment pipeline on Azure for robust performance & live refresh of results.

Cognizant Technology Solutions, Singapore/India   Analytics Lead   Dec-2009 – Dec-2016

Clients: Halifax Bank of Scotland, Lloyd's Banking Group   Data Engineer

- Developed Spark jobs in Java to perform ETL from SQL Server to Hadoop.
- Designed HBase schema based on data access patterns. Used Phoenix to add SQL layer on HBase table. Created indexes on Phoenix tables for optimization.

TEKSTAD

TEKSTAD

- Integrated Spark with Drools Engine to implement business rule management system.
- Benchmarked compression algorithms and file formats (Avro, ORC, Parquet, and Sequence File) for Hive, MapReduce, Spark, and HBase.
- Analyzed Stored Procedures to convert business logic into Hadoop jobs
- Used SSIS and SSRS for BI projects.
- Developed complex data filtering framework using regex in Python.
- Worked on various POCs including Apache NiFi as a data flow\orchestration engine, Talend as ESB and Big Data solutions, Elasticsearch as an indexing engine for MDM, and SMART on FHIR with MongoDB for FHIR based app interface.
- Used Cassandra to build next generation storage platform. Employed CQL for data manipulation.

Client: Marina Bay Sands, Development Bank of Singapore

Senior ETL Developer \ Lead Hadoop Developer

- Led enterprise level ETL architecture design initiatives.
- Developed Informatica mappings, sessions, and workflows to load transformed data into EDW from various source systems such as SQL Server, Teradata, and Flat Files.
- Developed Data Filtering and extraction module in Python.
- Extracted data from heterogeneous sources and performed complex business logic on data using Informatica transformations (e.g. Router, Normalizer, Lookup, Rank, Aggregator, Union, etc.) and\or SQL Scripts (e.g. BTEQ, and T SQL).
- Designed Batch Audit Process in batch\shell script to monitor each ETL job along with reporting status which includes table name, start and finish time, number of rows loaded, status, etc.
- Developed a general purpose Change Data Capture (CDC) process based on audit table for a standard incremental ETL process.
- Supported production jobs and developed several automated processes to handle errors and notifications. Also, tuned performance of slow jobs by improving design and configuration changes of Informatica code.
- Led company's Hadoop initiatives for Big Data solutions. Played a key role in deploying Hadoop infrastructure to production.
- Implemented layered architecture for Hadoop to modularize design. Developed framework scripts to enable quick development. Designed reusable shell scripts for Hive, Sqoop, and PIG jobs. Standardize error handling, logging and metadata management processes. Developed Batch Audit Process in Hadoop gateway node.
- Developed Disaster Recovery backup solution using DistCp utility.
- Set up initial Java architecture for MapReduce and Spark codes.
- Assisted in setting up real-time message consumption architecture in Hadoop from Tibco EMS using Apache Flume and Spark Streaming. Flattened canonical XML messages using Hive custom serializer\ deserializer.

Resume for Kranti Kumar – Database Administrator (Candidate # 3)

TEKSTAD

Kranthi Kumar- Database Administrator

Summary

- With approximately 8.5 years of IT expertise, my primary focus revolves around the support and administration of various technologies, including ORACLE Database versions 12c, 18c, and 19c, EBS Applications, Flex Deploy, AWS, PostgreSQL database versions 15 through 11, OEM 12c and 13c, and DB2.
- Installing and maintaining Oracle databases versions 12c, 18c, and 19c across production, development, and testing environments as per project specifications.
    - Implementing upgrade patches, maintenance, and interim (opatch) patches across all databases.
- Participating in EBS application upgrades and day-to-day activities.
- Configuring and monitoring databases utilizing OEM.
- Administered user management and space allocation, granting appropriate privileges based on user roles and activities.
- Designed and maintained Oracle Databases in clustered environments (RAC) across Windows, Linux, and AIX platforms.
- Managed creation, addition, and management of nodes within Oracle RAC setups.
- Proficient in starting, stopping, and troubleshooting Oracle RAC instances, Oracle Cluster ware, and ASM environments.
- Extensive expertise in ORACLE Automatic Storage Management (ASM).
- Knowledgeable in Oracle Data Guard, including active-active configurations, upgrades, switchover, failover, and Data Guard broker.
- Proficient in Import/Export processes.
- Utilized database tools such as Oracle Enterprise Manager (OEM) 12c and 13c for monitoring.
- Conducted defragmentation of tables and indexes for performance enhancement and space optimization.
- Managed container and pluggable databases, including cloning of 12c databases.
- Implemented recovery catalog and conducted complete backups using RMAN.
- Implemented ASM on RAC and standalone databases, managing disks and disk groups.
- Developed and implemented policies, standards, procedures, and guidelines for effective database administration.
- Configured GoldenGate for classic and integrated capture components for replication, with performance tuning expertise to achieve zero lag time.
- Established GoldenGate replication between SQL Server data warehouse and Oracle database.
- Handled GoldenGate replication setup across heterogeneous database vendors.
- Implemented high availability using GoldenGate Replication and bi-directional replication.
- Configured various levels of replication (DDL, DML) using GoldenGate.
- Proficient as a PostgreSQL DBA (open source), managing Database Administration across both Production and Non-Production Environments.

Technical Skills:

Operating Systems	UNIX, Red Hat Linux 6,7, 8 and Windows
RDBMS	ORACLE 12c,18c,19c,PostgreSQL 15,14,13,12 ,DB2
Performance Monitoring Tools	Toad, SQL Developer
Tools/Utilities	Oracle Enterprise Manger 12c,13c
Languages	Shell scripting, SQL

Professional Experience:

TEKSTAD

TEKSTAD

Client: Alliance IT/Capital One   **Sep 2021 to Jan 2023**
Role: Database Administrator
Responsibilities:

- Installed and configured Oracle 18c and 19c databases, including ASM setup.
- Applied upgrade patches, maintenance patches, and interim patches (opatch) across all databases.
- Possessed extensive knowledge of ORACLE Automatic Storage Management (ASM).
- Demonstrated proficiency in Oracle Data Guard, including active-active configurations, upgrades, and switchover, failover, and Data Guard broker operations.
- Familiarity with Import/Export routines and technologies.
- Utilized database tools such as Oracle Enterprise Manager (OEM) for monitoring.
- Conducted defragmentation of tables and indexes to enhance performance and manage space effectively.
- Managed container and pluggable databases, including cloning of 12c databases.
- Established a recovery catalog and performed complete backups using RMAN.
- Conducted database maintenance tasks including service requests, patches, clones, migrations, and upgrades.
- Implemented ASM on RAC and standalone databases, managing disks and disk groups.
- Experienced in various Oracle DBA activities such as production support, monitoring, backup & recovery using RMAN, cloning, troubleshooting, and physical database design.
- Monitored scheduled backup procedures using crontab and implemented backups using NetBackup and Rubric.
- Installed, upgraded, configured, and troubleshooted GoldenGate 12c software.
- Expertise in Oracle GoldenGate installation, configuration, and troubleshooting.
- Established standards, policies, and procedures for GoldenGate replication administration.
- Participated in proof of concept (POC) evaluations for QLIK and Fivetran replication tools.
- Possessed knowledge of AWS EC2 and RDS, including experience in migrating databases between physical, EC2, and RDS environments.
- Experienced in working with AWS Cloud from Oracle 19c.
- Experience as a PostgreSQL DBA (open source) Database Administration in Production and Non-Production Environments.
- Upgraded PostgreSQL versions from 9.6,10 to 10.5,11,12 using pg upgrade and pg dumpall.
- Able to configure cron jobs for routine activities and troubleshooting them in case of failures.
- Performing Database Refresh from Production to QA/DEV/UAT/Test environment as per Application team request.
- Good understanding of PostgreSQL Architecture.

Environment: Oracle 11g, 12c, PostgreSQL 11,13,15, RHEL v6/v7, v8, Windows, Shell Scripting, CLP.

Client: Honeywell,AZ   **April 2020 to Sep 2021**
Role: Database Administrator
Responsibilities:

- Installed and configured Oracle databases and ASM across various versions.
- Applied patches to Oracle databases.
- Set up Golden Gate environments.
- Participated in EBS applications upgrades and day-to-day activities.
- Contributed to releasing upgrades in Flex Deploy.
- Resolved issues and conflicts between source and target databases in GoldenGate.
- Proficient in the initial loading of tables through import and export in GoldenGate.
- Hands-on experience in setting up extracts, pumps, and replicats in GoldenGate.
- Restarted GoldenGate processes and troubleshooted lag issues.
- Configured and monitored databases using OEM.
- Replicated large tables in GoldenGate.
- Designed and maintained Oracle Databases in clustered environments (RAC) across Windows, Linux, and AIX.
- Managed starting and stopping Oracle RAC instances and troubleshooting issues in RAC environments.

TEKSTAD

TEKSTAD

- Possessed extensive knowledge of ORACLE Automatic Storage Management (ASM).
- Implemented backup policies and schedules.
- Set up backups using NetBackup and Rubric tools.
- Established security protocols via jump host configuration.
- Resolved issues including lock waits, performance degradation, account unlocks, and long-running queries.
- Implemented standard and expedited changes according to predefined schedules.
- Efficiently monitored and performed tasks using TOAD.
- Provided support for third-party vendor tools such as Experian datasets updates and STR Support.
- Initiated service requests with Oracle support to address critical issues.
- Maintained 19c Exadata boxes developed by the Oracle team.
- Addressed issues related to Exadata memory and disk space.
- Responded to and resolved issues based on Exadata alerts.
- Established backup policies and schedules for Exadata boxes.
- Renamed databases as required.
- Installed and maintained PostgreSQL databases.

Environment: Oracle 11g, 12c, PostgreSQL 11, RHEL v6/v7,v8, Windows, Shell Scripting, CLP.

Client: Anthem Inc   **Aug 2019 to March 2020**
Role: Database Administrator

Responsibilities:

- Proficient in administering OEL (Oracle Enterprise Linux) and RHEL (RedHat Enterprise Linux) versions 6 and 7.2.
- Executed Data Pump activities including table refreshing within the same or remote databases, schema refreshing between databases, and schema refreshing from one server to another.
- Conducted Hot/Cold, level 0, and level 1 backups, with scheduling and monitoring of RMAN backups.
- Performed database restoration and recovery using RMAN, and managed block and data file corruptions.
- Executed cloning activities such as migrating databases between servers and RMAN duplication from backups with and without target connections.
- Managed user accounts, including assigning quotas on tablespaces, password management, and granting SYSTEM/ROLE/TABLE privileges.
- Conducted performance tuning using general explain plans and analysis techniques
- Gathered statistics using the DBMS_STATS package, and performed index statistics and index rebuilds.
- Applied database patches as required.

Environment: Oracle 11g, 12c, AIX 6/7, RHEL v6/v7, Shell Scripting, CLP, ASM.

Client: Norfolk Southern   **Oct 2015 to May 2018**
Role: Database Administrator (DB2 DBA)
Responsibilities:
- Conduct DB2 installation, de-installation, and configuration, ensuring the installation of fix packs to maintain DB2 at the latest version across LINUX, UNIX, and Windows servers.
- Create automatic storage databases, storage groups, and tablespaces.
- Implement High Availability Disaster Recovery (HADR) solutions.
- Perform system performance tuning using Snapshot, Event Monitor, db2top, db2pd, db2 system views, and OS commands (such as top, topas, nmon, vmstat, and iostat), and adjust DB and DBM configuration parameters accordingly.
- Tune SQL statement performance using explain plan, db2exfmt, and db2expln tools, as well as running reorgchk, reorg, runstats, and db2rbind commands.
- Execute database recovery procedures using restore and redirected restore methods.

TEKSTAD

TEKSTAD

- Automate backup processes, Reorgs, Runstats, and space monitoring, while monitoring the size of tablespaces.
- Utilize db2look, db2move table, and import/export/load cursors utilities for transferring structure and data between databases.
- Identify and address database performance bottlenecks.
- Create user accounts and assign necessary roles, privileges, and quotas based on requirements and standards.
- Develop database security strategies to manage access for a large number of users in production environments.
- Manage creation and modification of databases and database objects.
- Provide support to application teams for various database-related issues.
- Granting privileges to both users and groups.
- Proficient in resolving blocking and deadlock issues.
- Extensive experience in developing automated daily, weekly, and monthly system maintenance tasks, including online and offline database backups.
- Working experience in Production support, including weekend and overnight Change control support.
- Creating and implementing Change requests, including Normal, Expedite, and Latent changes.

Environment: DB2 ESE Version 9.7/10.1, AIX 6/7, RHEL v6, IBM Utilities, Shell Scripting, CLP, DB2 data studio, TSM.

Education Details:

- Bachelors in engineering **from JNTUK, India**
- Masters in computer science **from University of the Cumberland's**

TEKSTAD

Resume for PARIXIT PATEL – Network Engineer (Candidate # 4)

TEKSTAD

PARIXIT PATEL - NETWORK ENGINEER

CCNA · CCNP

SUMMARY

- Network Engineer with CCNP (R & S) Certification with 3+ years of experience in networking and troubleshooting of multivendor environment. Extensive experience of L2/L3 Switches, Routers, Firewalls.
- Hands on experience in configuring and maintaining Cisco routers and switches as well as applying various routing protocols (OSPF, RIPv2, EIGRP and BGP) and switching protocols (STP, RSTP and MSTP).
- Excellent in configuration and troubleshooting of switching technologies such as SPAN, RSPAN, PAGP, LACP, STACKWISE, Port Security, HSRP, GLBP, VRRP, VLANs, 802.1q, and VTP.
- Knowledge in MPLS networks, OSPF multi area networks, various MPLS services like L3 Virtual Private Networks (GRE and IPSec).
- Knowledge of Linux Server, Windows server, Active Directory, IPv6 addressing, QoS.
- Knowledge of NAT/PAT, ACL, AAA, RADIUS, and TACACS+. As well as TCP/IP and OSI models including their intra-layer functions and communications, configuration and management of Load Balancer (F5), Cisco ASA/PIX Firewalls, IPv6 addressing, management, configuration, and Nexus 5k, 7k and Catalyst 6500, 4948E. Also worked in an environment of MX 2010, 2020, and SRX240.
- Strong verbal and written communication skills, self-managed, practical, self-starter and be prepared to learn and adapt new things and environment.

EDUCATION

Master of Science in Electrical Engineering,   DEC 2016
California State University, Long Beach, CA   GPA :3.56
Bachelor of Engineering in Electrical Engineering,   JUN 2014
Gujarat Technological University, Gujarat, INDIA   GPA :3.80

CERTIFICATION

- Cisco Certified Network Professional (300-101, 300-115, 300-135)
- Cisco Certified Network Associate (200-120)
- Cisco ID: ▮▮▮▮▮▮▮▮

TECHNICAL SKILLS

- **Cisco Routers:**   2800, 3600, 2960, 3745, 3845, 3945, 7200
- **Cisco Switches:**   Catalyst 2960, 3560, 3750, 3750G, 3650, 3850, 6500, 4948E
- **Juniper Devices :**   MX 2010, 2020, and SRX240.
- **Routing:**   OSPF, EIGRP, RIPv2, BGP
- **Switching:**   VLAN, VTP, STP/RSTP/MSTP, Etherchannel (LACP, PAGP)
- **Networking:**   UDP, TCP/IP, LAN/WAN, ICMP, DHCP, DNS, ARP, FTP, SFTP, ACL
- **Firewalls:**   CISCO ASA Series 5505, 5506-x, 5510, 5520, 5550 Palo Alto   Series PA-200, PA-220, PA-500
- **Security:**   ACL, NAT/PAT, IDS, IPS, AAA (TACACS+, RADIUS)
- **Other protocols:**   Netflow, HSRP, GLBP, VRRP, IPv4, IPv6, Syslog, VoIP, QoS
- **Softwares:**   GNS3, Cisco Packet Tracer, Wireshark, VMware, CISCO IOS, Matlab,   Office 365, Angry IP Scanner, ASDM, Solarwinds Network monitoring
- **WAN Technologies:**   Frame-relay, MPLS, VPN, PPP, DS1/T1, DS3/T3, OC3, OC12, SSL

TEKSTAD

TEKSTAD

- **Other Tools:** Call manager express, VoIP, Microsoft Visio
- **Server** Windows Server 2012 R2 (Active Directory, DNS, DHCP) and Linux Server (Active Directory, DNS, DHCP)

PROFESSIONAL EXPERIENCE

Alliance IT/Yahoo-Inc, NY (ParkCom.)   **Apr-2017 to Dec-2022**
Sr. Network Engineer
- Troubleshooting L 2/3 for Yahoo's global production network.
- Providing Layer 1/2/3 support to the large enterprise corp. network for un-interrupted services.
- Worked on multi-vendor environment such as, Cisco, Juniper and A10 devices from Access layer to Core layer routers and L-3 Switches.
- Working on protocols like: iBGP/eBGP/OSPF/VRRP/HSRP on highly redundant next-gen network infrastructure (leaf and Spine) of large size data centers around the world..
- Extensively working on spanning-tree protocols on Layer-2 based 2nd gen data center architecture.
- Hands on experience on Load Balancers : Brocade/A10 thunder series.
- Monitoring of Yahoo's backbone infrastructure spreaded over the globe and work with different ISP and Colo providers for troubleshooting the backbone issues.
- Responsible to resolve P3 level incidents and escalate P2 and P1 to higher level. Moreover performs network maintenance duties such as : RMA's for new parts or devices, Code upgrade, and make necessary changes in the device configuration for smooth going operation.
- Responsible for communicating with all the properties of yahoo such as : Sports, Mail, Gemini, Search. for any network capacity issue and provide appropriate bandwidth for each of them.
- Working on some projects like: Successfully completed a Juniper SRX device swap inside corporate network
- Creating documents for knowledge base.
- Had a good experience of working in a highly competitive and a fast paced environment.
- Got used to the 24*7*365 working environment and the team coordination for the smooth operation of the large infrastructure.

Global Mobility Services, Schaumburg, IL   **Nov-2016 to Mar-2017**
Network Engineer
- Implemented windows server (2008, 2012-R2) on a test environment to host different services such as, Active Directory (Domain Controller), website hosting, email server, file server, DHCP and DNS.
- Designed and implemented switch network using Cisco layer-3 switches (3750 and 4500) in a multi VLAN environment and inter VLAN routing and implemented VTP Trunking using 802.1q tagging.
- Grasping knowledge of setting up F5 Load balancer on the VMware environment.
- Configuring routing distribution between BGP and OSPF in a multi-area network.
- Troubleshoot Layer 1, 2 and 3 problems and providing support to keep the network up.
- Experienced configuration of VLAN's STP, RSTP and MSTP.
- Maintaining different security solutions such as, NAT, PAT, ACL, and configured Cisco ASA Firewalls (5540 & 5550) and Palo-alto (510) for inside-outside environment of the network using CLI and GUI.

Zero-One Micro Systems, Vadodara, India   **May-2013 to Jul-2014**
Network Engineer (Part-Time)
- Installed, setup, upgrade and maintained Cisco routers and switches according to deployment plans in the production network.
- Applied various switching protocols such as port security, Etherchannel, STP/RSTP, VLAN, VTP and inter VLAN Routing. Also designed IP addressing schemes, Switchport assignments and VLAN Tables, Trunking, Etherchannel implementation.
- Configured and resolved issues regarding routing protocols (OSPF, EIGRP) and HSRP, MPLS WAN, QoS.

TEKSTAD

TEKSTAD

- Performed network configuration and troubleshooting with the help of various routing policies, Redistribution, IP address assignments, and improvement of network performance.
- Implemented Virtual routing and forwarding to allow device failure tolerance in the network and setup a ssh connection for remote access of the device.
- Deployed various schemes of ACLs in the production network for access restrictions as per requirements.
- Applied and managed NAT/PAT rules on the border router for internet access, and security measures on ASA firewall (5505 and 5540) for intrusion prevention.
- Learned about the Cisco Nexus devices such as 5Ks and 2Ks.
- Setup the AAA (TACACS+ and Radius servers) server and configured IDS/IPS on end devices for security.
- Operated network management tools to constantly monitor network and maintain its performance 24×7.
- Maintained IP distribution through DHCP server for existing and newly added devices.
- Performed device upgrades, configuration modification, change of passwords and diagnostic testing on the mid-level production network.
- Cabling and tagging of Cat5e and Cat6 cables.
- Mapped and maintained and upgraded the system documentation using MS Visio.

Munjal Auto Industries LTD, Vadodara, India   **Jun-2012 to Apr-2013**
Network Technician (Intern)
- Administered all IT equipments-Desktop, IP phones, Printers, Routers, Switches, Wireless access points, Servers and other general networking equipments.
- Basic network configuration, upgrade and its maintenance of wired core network and wireless access network of small production network.
- Grasped the basic understanding of Configuration of Cisco routers (1900, 2900), switches (2960, 3750), and some routing and switching protocols such as OSPF, EIGRP, STP, and RSTP.
- Provided technical support and troubleshoot technical issues for equipments of small enterprise network such as, printers, IP phones, computer hardware and other authorized equipments.
- Performed routine upgrade, maintenance and remedial repairs for office laptops, PCs, Mac, and Tablets. Moreover, customized desktop hardware as per the user requirements.
- Returned defective parts and managed inventory and its documentation for the new equipments, repairs and restock the equipments or parts as per the requirements.
- Performed monitoring, managing, operating, and troubleshooting of network to maintain its performance through Nagios for any Personal computers (PC) or notebooks or any terminal service client who are authorized.
- Worked with Ticketing system, monitored, managed in queue and Escalated it to the Network administrator when it beyond team reach.

TEKSTAD

Resume for Hugo Gomez – Project Manager (Candidate # 5)

TEKSTAD

Hugo Gomez-Project Manager

- Utilize ITSM strategies to implement new processes and identify value building opportunities.
- Perform Root-Cause Analysis to pinpoint individual or repetitive SLA violations or escalations.
- Cross functional leadership utilizing various Project Management methodologies and I.T. skill set.

IT Operations | Service Management | Helpdesk Operations | Personnel Management | Vendor Relations
Change Enablement | Incident Management | Disaster Recovery | Incident Classification | Integration Management
Conflict Management | Escalation & Bridge Management | ITIL Strategy Focus | Vendor Assessments
Scope Management | Cost Management | Procurement Planning | Objectives & Key Result Planning
Change Readiness | Business Continuity | Resource Management | Contract Negotiation | WBS Planning

Education

High School Diploma | La Habra High School

Associate Degree, Cyber Security | Tarrant County College, DFW, TX | 4.0 GPA (Completion Spring 2023)

Certifications

PMP- Project Management Professional (PMP)® | Project Management Institute – Current 7/31/22

CSIS – CompTIA Secure Infrastructure Specialist | CompTIA – current (7/8/22)

CIOS – CompTIA IT Operations Specialist | CompTIA – current (6/25/22)

Security+ | CompTIA – current (7/8/22)

Network+ | CompTIA – current (7/8/22)

A+ | CompTIA – current (7/8/22)

Certified Scrum Master (CSM) | Scrum Alliance – current (5/23/22)

ITIL V4 Foundations | Axelos – (Does not expire, acquired 11/21)

SQL for Data Science | UC Davis Online Education (Does not expire, acquired 12/21)

Certified OKTA Professional | OKTA (IAM Solutions) – current (11/10/21)

Other Skills & Applications - (not limited to):

ITSM: ServiceNow, ZenDesk, SalesForce, RemedyForce, Tremendesk, JIRA,
Project: AirTable, JIRA, MS Project, MIRO, Asana, Kanban, Scrum, PMBOK, Gantt, SDLC, Risk, EVM, CBA, DACI, Float
EMR/EHR: EPIC, Cerner, AOD / MatrixCare, Athena Health, Allscripts
Microsoft Products: MS Office, Office 365, MS Teams, Excel, OneDrive, SharePoint, Microsoft Exchange, MS Admin 365, Azure AD / B2B, MFA, OneNote, Outlook, Access, Intune, Mobile Apps, Power BI, PowerPoint, Visio, Word, SQL Server Management Studio, Windows Server 2019, Visual Studio, SCCM, and other legacy products.
Enterprise solutions: OKTA (IAM Solution), Citrix, ADP, Kronos, Google Suite,
System Management: KACE (Quest/Dell), Symantec, Tanium, SCCM, PowerShell, WorkSpace One - AirWatch, IBM, McAfee, 1Password Password Manager
Network Hardware/Tools: Switches (Juniper, Cisco), Routers, CAT Cable Runs, AP configurations, Loopbacks, Crimpers, Cable testers, TDR- OTDRs, Wireless Analyzer, OSI – TCP/IP Troubleshooting, Firewalls, Network Diagrams,
Network/ Cyber Security Tools: Kali Linux, NMAP, Nessus, IPS/ IDS configuration, Live CD's, TCPdump, Wireshark, PuTTY, DVWA, HoneyPotting, Wi-Fi Pineapple, Physical, Administrative, & Technical controls. Superscan, Symantec

Professional Experience

Alliance IT/Smart News International Inc, San Francisco, CA. *June 2022 – January 2023*
Sr. Project Manager
Served as a hands-on Engineering Manager & Technical Project Manager for an international team of 30 engineers, and 1200 employees worldwide including Japan, China, Singapore, India, and United States. Led the design & architecture for scaling the

TEKSTAD

companies SaaS management structure and IdP provisioning system. Audited existing SaaS contracts and met with Vendors to renegotiate contracts or terminate duplicate solutions as required.

- Reduced Organization Annual SaaS Budget by $ 1.4 Million USD within 5-6 months through auditing SaaS solutions due for renewals, SaaS Overlay, Licensing audits, unapproved vendor contracts and negotiations.
- Designed department Quarterly Objective Key Results (OKR's) for Q3 & Q4 with an overall 90% success rate.
- Set High level objectives with Group Head and SVP's. Worked with Lead engineers on creating proper measurements to attain the objectives at the end of the Quarter.
- Created High level OKR Summary Sheet for monthly & bi-weekly progress review to upper management.
- Setup corresponding Jira Epic for each KR and assigned to driver, broke down measurements and created additional sprints as required for more agile KR's.
- Initiated Scrum and other Project Management education opportunities internal and external to the department as required, culturally Project Management is not so common in Japan.
- Managed & Engaged in IdP Migration from OneLogin to Okta Solution, over 400 applications migrated.
- Developed Role Based rules and assignments via Okta with Pops (H.R.) for Auto-Provisioning of applications during onboarding and offboarding with new IdP solution.
- Compiled Internal requirements with Legal, Finance, Corporate Planning & H.R. for "Request for Proposals (RFP's)" to engage vendors seeking to onboard a new solution for Smart News.
- Created evaluation matrix to determine scoring for any solutions being considered for SmartNews.
- Oversaw 90 day Ws1 MDM Deployment via VmWare with our Lead Engineers to align projected due dates with actual completion dates. Also to determine proper knowledge transfer and documentation.
- Oversaw 60 day Zscaler ZIA Deployment with our internal Engineers to Secure our online SaaS usage.
- Established an Incident Response Plan & Procedure via Jira Service Desk, with SLA's and escalation for Carbon Black EDR.
- Project Managed & led the engineering for the deployment of "1Password" Password Manager solution for our U.S. Teams. From negotiations to design and implementation, within 90 days.

Seven Eleven Headquarters, Irving, TX   *April 2022 – June 2022*

Implementation Manager *(Mass Layoffs at HQ in Irving, TX was publicized in media at this time 870 affected)*
Implemented full scale helpdesk for enterprise solutions to support emerging Fuel technologies & Fuel Pricing Team. Oversaw multiple projects across North America, including Canada and recently acquired brand conversions in the U.S. Managed, onboarded, and trained 12 analysts for our helpdesk including 2 leads and 10 analysts across multiple shifts.

- Developed a team of 12 direct reporting analysts and 30 or more field technicians with their perspective assigned projects. Managed their timesheets, schedules, and tasks. Ensured proper follow ups as needed.
- Implemented dedicated Support Phone Line for 24x7 operations at no additional expense by utilizing current solutions available. Designed, workflow and tested with Telecom to ensure meets support needs.
- Created Training and Review procedures to aid with any coaching opportunities and increase retention.
- Held 1 on 1 meetings with team for check-ins, feedback, coaching if needed, and weekly with the team.
- Initiated Agile exercises with the team to bring projects or previously failed projects to date.
- Identified risks in project development and assigned or requested additional resources as required.
- Developed weekly & bi-weekly presentations for summary of project Milestones and progressions.
- Streamlined communication through multiple vendors by calling meetings as required for escalation, served as liaison during knowledge transfer requirements.
- Designed Flow charts for review with Senior Management to outline categories, SLA's and Priorities.
- Led implementation of ServiceNow assignment group and instance supplemented by Tableau Reports, Flowcharts, and other available data to outline initial structure.
- Established need for vendor SLA refinement and essential escalation procedures.
- Identified training gaps for the supported technologies and escalated to SME's or Vendors as required.
- Served as Primary Subject Matter Expert for our Emerging Technology and Escalations.

TEKSTAD

TEKSTAD

- Designed & communicated processes for "New to Industry" sites between Construction & Fuel Pricing.
- Worked with other external contracted Project Managers for updates or escalations as required.
- Compiled Smartsheet's, Dashboards, Swimlane & Process Diagrams, SOP's, SOW's, PIP's, IRP's, RFP's.
- Managed Implementation of SharePoint & Infrastructure for department needs with documentation.
- Implemented variety of ITIL & Agile practices and strategies for team to support priorities.

Pacific Dental Services, Irving, TX   *October   2021   –   March*
2022 **I.T. Enterprise Operations Lead Analyst (Supervisor)**
Lead to 18 analysts under direct supervision of Sr. Manager & I.T. Enterprise Manager. Identified patterns and trends for proper escalation procedures. Initiated bridges to provide technical expertise with estimates for mitigating downtime and communicated timelines internally to department in addition to upper management.

- Delegated tasks as required, appointed Project Lead for implementation regarding escalation matters.
- Reviewed re-opened tickets and followed up with personnel as required. Created action plans and follow ups.
- Indirectly managed assigned Resources for weekly roll outs & project planning during EMR migrations.
- Project Manager on New Site openings for Dental offices & New EMR (Epic) Integrations.
- Managed Database for Timecards & built Queries via specifications for incident follow ups.
- Utilized data to create Power BI dashboards to present during bridges or during Incident Responses
- Created timeline & process flow charts for learning opportunities during incident resolution events.
- Daily & weekly KPI reviews to assess performance individually and as a team. Asses risk accordingly.
- Communicated Priority 1 developments using ITIL strategies to ensure SLAs are met.
- Assigned escalation to address VIP needs for Dentist relations and Regional/Executive team.

UT Southwestern Medical Center – SWHR, Dallas, TX   **October 2020 – October 2021**
Desktop Support Lead – IR Systems & Operations
Served as the Team Lead to support the efforts of integrations in Southwestern Health Resources - IR Systems and their operations on behalf of UT Southwestern. Initiated & Implemented HRIS & IT Provisioning systems to integrate with other facilities acquired. Led Onboarding & Termination scope, directed mass lay off project and asset recovery.

- Managed **all** projects via desktop support services & processes for onboarding & termination procedures.
- Managed **all** shipments of assets for onboarding, terminations, and lifecycles of the entire organization.
- Worked with Texas Health Resources – Human Resources team to develop and implement an onboarding procedure and timeline for resource allocations and first day expectations.
- Managed EMR(Epic) Transitions for Employees onboarded during acquisitions (hardware/training)
- Managed Supported Legacy Applications, hardware, and equipment from acquired companies such as Silverback, Care N' Care, North Texas Specialty Physicians (NTSP) and designated retirement.
- Communicated evaluations/testing to Stakeholders for Project Quality Control & Monitoring.
- Managed Project Procurement for Equipment, Inventory minimums, Contracts, and Negotiations.
- Submitted vendor invoices to A/P along with shipment receipts and expenses.
- Initiated Project – Audit, Assess, & Update Asset Management & Inventory reporting procedures
- Collaborated with InfoSec to Implement BYOD policies & non domain machines on UTSW Network.
- Met with Executive Staff, Directors & SVPs for Project planning & support of field operations.

Baylor Scott & White – Fort Worth (USPI), Ft. Worth, TX   **February 2020 – October 2020**
I.T. Supervisor *(Covid impacted this position)*
- P.O.C for all I.T. needs for hospital staff. Escalate to Tenet HQ as required.
- Managed and maintained Active Directory.
- Provided On Call & Standby services for any Emergency Rooms or O.R. procedures.
- Built, deployed, & maintained hospital endpoints, medical equipment, telecom systems.
- Managed & inspected MDF's and IDF's including cable management. Other duties as requested.

TEKSTAD

TEKSTAD

Pacific Retirement Services – Medford, OR *August 2016 – September 2019*
MDM Administrator (AirWatch – Workspace One)
- Primary Administrator for integration of MDM Project for 1200 devices with AirWatch MDM.
- Implemented BYOD and DEP enrolled device policies for network and resource access.
- Developed and proposed policies and procedures for new technology for review by compliance.
- Trained & Supported 18 staff members and site P.O.C for 13 U.S. based facilities.
- Incorporated Compliance policies with Upper Management in accordance with HIPAA guidelines.
- Maintained logs for compromised devices for forensic purposes, legal holds, or as required.

Pacific Crest Transformers – White City, OR *September 2015 – August 2016*
Business Analyst / ERP Systems Administrator
- Worked directly with Executive Team to determine use of ERP system & redefine for process improvement.
- Compiled flowcharts & A3's per project to track performance and/or scheduling implications.
- Engineered Project for Cycle Count to eliminate inefficiencies and provide forecast on purchasing.
- Compiled Queries via IBM AS/400 to provide specified Data for assessments
- Compiled automation & master schedule for labor requirements and timeline discrepancies.
- Defined SOP's lacking efficiency, redefined procedures & flows to maximize productivity & value.
- Initiated & provided on-site training sessions for Excel & MS Office beginners.

Microvellum – Central Point, OR *August 2012 – August 2015*
Lead Application Support
- ZenDesk Admin – Configured new companies and/or employees.
- Test patches and new releases for bugs, assist in development related tasks as assigned.
- Configured SSMS & Other databases for clients to implement their network integrations.
- Implemented backups, transfers, upgrades as required via SQL DB's.
- Other Desktop & I.T. Duties as assigned by Manager. Including Sales and Product Demo's.

Lunarpages Webhosting – Anaheim Hills, CA *October 2006 – August 2010*
Support Technician (Shift Lead)
- Assist clients with their webhosting & domain registration needs, dedicated & shared environments.
- Troubleshoot configurations during errors after recently published changes.
- Setup email accounts, MX records, forwards, other misc. web hosting options.

TEKSTAD

Resume for ANU K - Quality Assurance Analyst (Candidate # 6)

TEKSTAD

Anu K-Quality Assurance Analyst

Professional Experience:

- **Over 7** years of working experience as Software Quality Assurance Engineer for web-based applications in Manual and Automation testing and development
- Experience in Software Development Life Cycle and Test Development Life Cycle, Test strategies, methodologies and processes
- Extensively worked in **all phases of testing** includes functional, smoke, Integration, System, Regression and User Acceptance Testing (UAT)
- Experience in manual testing includes Requirements Analysis, Writing Test Plans, Test Cases and Traceability Matrix
- Experience in Automation using **Selenium Web-Driver** to automate web applications testing
- Experience in Core **Java**, C programming languages, **Junit** & **TestNG** frameworks and Eclipse IDE
- Have knowledge on Data-Driven Framework, Xml for test suite configuration and Excel for data management
- Experience in preparing test reports from **Quality Center** and prepared daily test status reports to communicate the test status with the team
- Experience with debugging using Firefox, Chrome and IE Developer Tools
- Experience in web service based Restful services testing with JSON
- Implemented Page Object Model framework in Selenium WebDriver using java.
- Worked on JavaScript based framework using Cucumber
- Experience with database like My SQL, SQL server and writing SQL statements
- Experience in UNIX Shell Scripting and verify the system error/data logs in UNIX Environment
- Working Knowledge on **JIRA** for requirement/change/defect tracking tool
- Experience with source code management tools like **Git**, SVN for the application code
- Worked in Agile and waterfall model environments
- Well versed with user stories, scrum/sprint iterations and BRD/FRD documents
- Excellent communication, interpersonal, Analytical, Technical skills with clear understanding of business rules and ability to work individually as well as part of a project team
- Good knowledge on administrative tasks like creating profiles, roles, users, page layouts, permission sets, email services, approvals, activities, sharing model and user account maintenance in salesforce.com
- Experience in creating test cases and change sets in salesforce
- Experience in supporting production and updating clients after post production validation
- Experienced in insurance and Ecommerce domains.

Skills:

Java Technologies:	Core Java
Databases:	SQL server, MySQL
GUI:	HTML5, CSS3
Script Lang:	Java Script, JSON
Automation Tool:	Selenium, Cucumber, Appium
Languages:	Java, C, C++, SQL
Browsers:	Firefox, Chrome, IE
Operating Systems:	UNIX, Linux (Fedora, Ubuntu), Windows 7/8/10/XP, Mac
HTML&XML Tech:	HTML5, XML
Methodology:	Waterfall, Agile
Version Mgmt:	Subversion, Git
Development Tools:	Eclipse, Putty, Salesforce
Others:	Maven, Junit, TestNG, DevOps Azure, JIRA, RTC, Jenkins,

TEKSTAD

TEKSTAD

Bugzilla, Excel, Rest ,Soap, DevOps

Certifications:
- Salesforce Certified Platform Developer
- Salesforce Certified Administrator

Experience:

Alliance IT/ Overstock.com, Salt Lake, Utah   **June 2021- May 2022**

QA Analyst/Selenium Tester

Description:

Overstock.com is an online retail store company specializing in retailing brand name apparel, accessories, cosmetics, footwear, electronics and housewares throughout the United States. Used automation testing for the product catalog pages and various web pages.

Responsibilities:

- Developed test cases for various scenarios based upon requirements, designs and specifications
- Attended daily Scrum Meetings with the Team Lead and Developers and executed daily tasks based on the Agile Methodology
- Developed and executed Test Suites and Test Scripts based on the requirement documents and using Test Manager
- Executed test cases manually and verified actual results against expected results
- Detected, Reported and Tracked bugs using Test manager
- Performed Sanity, Functional, Regression, System, Integration, and Backend testing
- Participated in requirements reviews, design reviews, test plan and test case review
- Worked with Jira for version control, source-control, bug reporting and project documents
- Updated regression test cases in Selenium WebDriver using Java programming language
- Used Page object model to get elements and wrote scripts using Selenium Web-Driver, Java.
- Modified test plans in accordance with changing requirements
- Automated UI test cases using Selenium WebDriver, Java and different frameworks like Behavior Driven Development (BDD), TDD, and DDD
- Used Cucumber for writing gherkin language scenarios
- Hands on experience with JavaScript along Selenium WebDriver for UI test execution.
- Created and executed SQL statements to verify the data in the backend
- Utilized Test Manager for managing software testing process including planning tests, executing tests, defect tracking and reporting
- Tested web services and API, REST API using Postman
- Developed and executed SQL joins to validate the results in Web Services and Front end with Database
- Created a Traceability Matrix to ensure the test coverage
- Responsible for weekly status updates showing the progress of the testing effort and open issues to be resolved

Environment: Java, Selenium WebDriver, Postman, Jira, Maven, Cucumber, SQL, MS Excel, Agile, REST API, SOAP API, CSS, HTML, Appium.

Danta Infotech/ USAA , San Antonio , Texas   **Jan 2020- May 2021**

QA Tester/Developer

Description:

USAA is one among the leading providers of insurance, investing and banking solutions to members of the U.S. military and veterans. This project is for insurance where salesforce is used for developing

TEKSTAD

TEKSTAD

various applications that makes member representative's work becomes more efficient.

Responsibilities:

- Analyzed business requirements, functional specifications for writing test cases.
- Created high level test plans.
- Performed Manual Testing, Integration Testing, Boundary Testing, Positive / Negative Testing, Functional Testing and Regression Testing.
- Created test cases and test scripts to meet business / functional requirements.
- Developed and maintained Test cases, Test Scripts and executed as part of regression testing.
- Worked with Jira defect / change tracking system.
- Used Rest Assured in API Automation Testing to test REST APIs
- Developed test classes in salesforce to ensure a minimum of 85% code coverage.
- Documented test cases and performed peer reviews on the team mate's work.
- Prepared test data and performed manual testing on sandbox instance and created change sets.
- Interacted with development team to discuss and gather data to cover all possible testing scenarios.
- Created and enhanced page layouts, fields, business rules (validations and workflow) to support business requirements.
- Worked with Salesforce lightning components to accommodate the user requirements.
- Performed analysis, administration, testing, troubleshooting, and validations.
- Performed enhancements on apex classes, apex triggers and visual force pages.
- Deployed applications and their components between different salesforce orgs using change sets.
- Experience in validating the application after deploying to production instance.
- Communicated with the clients on every change release after the production move validations.
- Created and deployed several reports for different user profiles based on the need in organization.
- Customized dashboards to the track usage for productivity and performance of business centers and their sales teams.
- Developed various apex classes, apex triggers and controller classes for various functional needs in the application.
- Developed custom pages using visualforce pages.
- Participated in daily status meetings, business requirement meetings, test status meetings.

Environment: Salesforce.com, Java, JUnit, Eclipse IDE, HTML, Javascript, CSS, SQL, SQL Server, Data loader, Change sets, Jira, Selenium web driver, REST API

MedhaServo Drives, India   **Aug 2017- Nov 2019**
QA Manual Tester/Associate Developer
Description:
Employee Master (EM) is a part of compliance that provides user interface to search employees based on his name, Id and other employee attributes. Display details of selected employee like name, ID, cost center, registration code etc. Provides ability to update attributes of the employees for authorized logged in users. Provides ability to generate reports and export as excel files.
Responsibilities:

- Experienced in manual testing with the focus on Functional Testing, Stress Testing, and Black box testing, Regression Testing, Smoke Testing, Load Testing, System Testing and Unit Testing.
- Assisted in creating high-level test plan for salesforce applications.
- Involved in the requirement gathering sessions and analysed the requirements for preparing the test data.
- Identifying, analyzing and documenting all the bugs observed during testing and created tickets in the Jira.
- Performed manual testing on various applications.
- Used waterfall model to complete the SDLC.
- Worked with Bugzilla for defect / change tracking system.
- Worked on Salesforce application development and enhancements.

TEKSTAD

TEKSTAD

- Created custom objects and defined lookup, master-detail relationships on the objects.
- Configured Identity confirmation, login restrictions, user interface settings and profile settings.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Created and deployed several reports for different user profiles based on the need in organization.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
- Developed various apex classes, apex triggers and controller classes for various functional needs in the application.
- Used sandbox mode for testing and created the change sets to migrate the components to the production instance.
- Created test scenarios on sandbox environment for more complex business logic and tested the functionality of the application.
- Created test cases to meet business and functional requirements for specific salesforce applications.
- Good knowledge on administrative tasks like creating profiles, roles, users, page layouts, permission sets, email services, approvals, activities, sharing model and user account maintenance.
- Built the deployment planning document and supported the production migration.
- Participated in status meetings, business requirement and testing sign off meetings.

Environment: Manual Testing and Bugzilla, Salesforce.com, apex classes and visualforce pages, HTML, Javascript, SQL, My SQL.

EDUCATION:

JNTUH, Hyderabad, India May' 2013
Bachelor of Technology in Computer Science & Engineering (80.7%)

TEKSTAD

Resume for Rakesh Kommineni – Software Engineer (Candidate # 7)

TEKSTAD

Rakesh K-Software Engineer

PROFESSIONAL SUMMARY

9 Years of overall experience in all phases of Software Development Life Cycle including Software Design, Analysis, Coding, Development, Testing, Implementation, Maintenance & Support. Using technologies related to Java, J2EE, & XML. Reporting, Databases (Oracle, SQL Servers), Web related technologies, tools, and testing tools & my strengths includes the following.

- 9 years of experience in building innovative software systems that solve business problems effectively on Web and Portal applications using Java/J2EE in all phases of Software Development Life Cycle(SDLC)
- Extensive **SDLC** experience including Requirement Analysis, Preparations of Technical Specifications Document, Design and Coding, Application Implementation, Unit testing & System Testing, Functional and Regression Testing and Production Support.
- Extensively worked with **CreditCards**, **Banking**, **Retail**, **Healthcare**, **Insurance** and **Investment** domain with good knowledge of developingcomplex projects and good management skills of the deliverables.
- Strong experience in Client-Server systems using **Object Oriented Concepts** and **Design Patterns**.
- Expert in Web and Portal based applications using various frameworks, technologies, serversand tools with full-fledged hands onStruts, **Spring**, **Spring MVC**, **Spring Boot**,SOA, REST, WebServices, Hibernate, Maven, JSP, JSF, JMS,JDBC, EJB, SOAP, WSDL,JAXP, JAX-RS, JAX-WS,JPA, AngularJS, JavaScript, JQuery,Ajax, XML, XSLT, JSON, XSD,MongoDB, Adobe Flex, Amazon Web Services(AWS),WebLogic, WebSphere, WebSphere Portal, JBoss, Apache Tomcat, Eclipse, RAD, STS and NetBeans
- Extensive experience in developing the **SOAmiddleware** based out of **FuseESB** and **MuleESB**.
- Extensive experience in using the **MOM with Active MQ.**
- Strong Expertise in front end technologiessuch **HTML**, **CSS**, **JavaScript**, **Angular Js**, **Ext Js** and **Ajax**.
- Incorporated **XML Parsers such as DOM and SAX.**
- Expert in open source frameworks like **Struts**, **Spring** and **Hibernate** in designing and implementing architectural frameworks
- Worked as Linux system administrator on Red hat Enterprise **Linux** 7, 6.x, 5.x, **Centos**, and **Solaris**.
- Successfully initiated and managed the **Ctrl-M** Job Doc Repository Project, coordinating multiple organizations in the redesign and migration of thousands of Ctrl-M job docs to a central repository with all associated Ctrl-M changes.
- Managed Ubuntu Linux and Windows virtual servers on **AWSEC2** using Open-Source Chef Server
- Expert in **Core Java** and **J2Ee** programming with good logic sense
- Expertise in coding business components using various **API's** of Java like **Multithreading**, Collections
- Expert in developing web services (Produced and Consumed) using **SOAP,RESTFUL**
- Expert in setting up the **CI/CD** environment/platform process. Experimented on the software release process, continuous integration, continuous deployment automation, and automated test execution using **Jenkins**, **Maven**, **SVN**, and **WebLogic**/**Tomcat**/**Glassfish**.
- Expert in **SQL/PLSQL** programming, Stored Procedures using **Oracle**, **MySQL** and Microsoft SQL Server
- Experience with using IDEs: **Eclipse**, **Intellij**, **NetBeans** and **IBM Rational Application Developer** (RAD) for **WebSphere** Software. Version Control Systems: **CVS**, **SVN**, **GIT**.
- Extensively worked on Streaming data using Kafka, developed and designed application for streaming and processing data in real time.
- Very Good experience in Performance tuning of large systems and customer facing applications
- Very Good Knowledge of public and private key **cryptography**, digital signatures, digital certificates and encryption protocols such as **TLS/SSL**
- Proficient with Software development methodologies like **Waterfall** and **Agile methodologies**
- Excellent Leadership, Technical Communication, Analytical and Problem Solving skills and ability to get on well with people including cross cultural backgrounds.
- Enthusiastic and passionate about building excellent software and building great teams

TECHNICAL SKILLS

Languages	Java, J2EE, SQL/PLSQL, Unix shell scripting
Java Technologies	J2SE, J2EE, JSP, Servlets, JDBC, JMS, MDB, JNDI, web Services(SOAP/REST), JSF, AJAX, JQuery, EJB, JSON, Kafka streams.

TEKSTAD

TEKSTAD

Frameworks & Tools	JDK , Struts 2, Spring ,sprint boot, Kstreams, Hibernate, Flex, Junit, Easy Mock, Log4j, Connectors, Terraform
IDE	Eclipse, RAD,Net beans, IntelliJ
RDBMS	Oracle, MS SQL Server 2005, MySQL, IBM DB2, Data Studio, squirrel SQL Client.
Web/Application Servers	Tomcat , Web Logic,Web Sphere, Tomcat 6, JBoss, TCServer, Glassfish
Middleware	Soap Web Services, Rest Web services, JMS, MuleEsb, Apache Kafka, Confluent Kafka, Control Center.
Web Technologies	JSP, XML, JSON, HTML5, XSLT, JavaScript, CSS3, DHTML, Servlets, JSF, Ajax, JSTL
Applications/Tools	Ant, Maven, Jenkins, Camel, RAD7.5/6.0, Rational Clear Case, Rational Clear Quest
Operating Systems	Windows 98/2000/XP/NT, Unix, Linux, Mac OS X.
Version Controls	CVS, SVN, GIT
Methodologies	Agile(Scrum, eXtreme, JIRA), SDLC, TDD

PROFESSIONAL EXPERIENCE

Alliance IT/Sirius XM, NYC.
Sr. Full Stack Developer/ Software Engineer   **September'19 – Febuary'23**
Description: Sirius XM Satellite Radio is an American broadcasting company that provides three satellite radio and online radio services operating in the United States. Which has more than 30 million active users.
Responsibilities:
- Involved in complete Software development life cycle (**SDLC**) to develop the application.
- Used **Agile** based SCRUM methodology for developing the project and TDD model adopted in few modules of the project where it is possible by design.
- Designed and developed UI using **HTML, JSP, CSS, JAVACRIPT, AJAX** and **JQUERY**.
- Designed and developed the application using **Java J2EE** technologies **Spring, Spring MVC, Struts** 2.0 and **SOAP** based web services to integrate multiple applications.
- Presentation tier of the application was built completely on Spring/Struts for Admin app.
- Migrated huge web application to support different Country and multiple languages.
- Extensively worked on web applications which depend on Locale of the country, Drools for complex logics.
- Used **angular JS 1.x** to develop internal application.
- Migration from Oracle BRM F-list to **SOAP** web services, and also configured ax-way and ESB to make it more secured.
- Used Tibco for developing ESB for Soap webservices.
- Also Developed **Restful** web services using Spring boot
- Implemented **Kafka** for streaming real time data in MongoDb Sink.
- Used Confluent Kafka Streams Api For processing Kafka data and streaming.
- Worked on **Avro** Schema's, Schema registry for streaming messages to Kafka.
- Extensively worked on AWS EC2, ECS, CloudWatch, S3, Lambda and Terraform.
- Involved with working on Lambda Expressions, Streams in **Java8**.
- Involved in setting environments for Dev, QA and Prod. Developed CI/CD using Jenkins, Groovy and deployed on cloud
- Responsible for setting up struts and spring frameworks for CSR (Internal) application.
- Upgraded multiple frameworks, jars, Security patches and platforms to latest versions and making legacy code compatible to them. Application migration from Ant to Gradle.
- Developed Web services and also proxy layers to them by for making compatible with older versions of web services.
- Used JDBC to access Oracle Database and used Stored Procedures. Extensively used SQL queries. Also extensively worked on MongoDB to query and insert BSON documents.
- Involved in Production Support. Tuning performance, Analyzing Thread dumps, Analyzing Garbage Collection activity, Experience with Appdynamics. Also Involved in Bug fixing and investigations of complex issues in production.
- Developed automation for dev environment using **TestNg, Selinium** and **JUNIT**.

Charter Communications, NC.

TEKSTAD

TEKSTAD

Sr.Java/J2EE Developer   **June'16 – August'19**

Description: Charter Communications is an American cable telecommunications company, which offers their services to consumers and businesses. Their website provides consumers multiple options like online streaming, accessing their accounts and paying their bill payments.

Responsibilities:

- Involved in the Complete Software development life cycle (**SDLC**) to develop the application.
- Working with the team to analyze the business requirement and scenarios and driving suitable solutions in an **agile** development environment.
- J2EE development using **EJB, Servlets, JSP, Java, XML**.
- Responsible to enhance the Portal UI using **HTML, Java Script,XML, JSP, CSS** as per the requirements.
- Used Angular 2.0 built-in directives ng-app, ng-controller, ng-click, ng-repeat and ng-if to perform various functionalities.
- Created AngularJS 2.0 Custom Directives to make the code more simple and understandable.
- Migration of Credit Risk API from **SOAP** framework to Chassis **REST** API framework for CRRP and CP application
- Requirements gathering by interaction with various stake holders.
- Designed and developed various components using **Spring, Spring-boot, Jersey** implementation etc. for **CRRP** and **CP** applications
- Managed **kafka** for stream processing.
- Designed and developed the **REST** API(Chassis framework) for exposing the **Argus** database as a service via **JSON** response.
- Owns the responsibility of REST services deployment in **CI/CD** on AWS cloud environment
- Created computing and data resources on **AWS** using EC2. Installed Pivotal Cloud Foundry on EC2 to manage the containers created by PCF.
- Used **SpringCloudBoot** for **microservices**development.
- Designed and developed the Data access layer using **Spring-Hibernate** integration.
- Developed the service layer using the **Spring** IOC.
- Developed **Junit** test case using **Mockito** API for Chassis REST API modules
- Experience in **SQL** Server Programming, Analysis Services and Reporting services
- Lead the team as coordinator between offshore and onsite team.
- Completely responsible for setting of the environment for **DEV, QA, PERF** and **PROD** environments on **AWS** servers for Chassis **REST** API.
- Actively involved in Release and Sprint planning for each quarter.
- Implemented applications using Bootstrap framework.
- Working with **Bootstrap Twitter Framework** to Design Single Page Application.
- Used spring for Dependency Injection and used Apache Camel to integrate Spring framework.
- Worked on tuning the performance of database stored procedures and API code using **JProfile** and **JRebel** tools.
- Efficiently applied critical thinking, raised concerns and suggested solutions at the very early stages of the project
- Worked on fixing the sonar issues to satisfy the code coverage of CI/CD process

Environment: Amazon Web Services(AWS), Spring framework,REST API,Chassis API framework, Flex framework Oracle, SQL Server, Mockito framework, Sonar,Tomcat, Maven, JProfile, Apache camel, Jenkinson, Swagger API, Exact Bid API,Lambda Server, Eclipse IDE, GitHub, Gitbash Client, Postman, Unix.

Anthem, VA
Sr. Java Developer   **Jan'16 -May'16**

Description: The Anthem Inc is leading health insurance company and their plans provide coverage for hospital services and to physician's services.

Responsibilities:

- Developed application using **Spring** Modules following **Java** design patterns.
- Implemented **JSF** as a web framework, **spring** as dependency injection framework and **Hibernate** as database **ORM** framework.
- Responsible for developing highly **scalable** and high **availability** systems.
- Designed and developed the Integration, Business and service layer that meet the business requirements.
- Experience in developing the **interfaces**, designing **XML schemas and rules engine** for the functional requirements.
- Experience in developing the **DAO's, Session Façade Layers, mocking of the data, Integration of legacy systems**.
- Expertise and Experience with development on **Spring** Framework using **Spring MVC, Spring JDBC, Spring DAO** and **Spring Boot** modules.

TEKSTAD

TEKSTAD

- Implement microservices architecture using spring boot. Develop and setup **microservices** for standalone systems like store services and exception services.
- Develop inter microservices communication using Restful services in VApp cloud.
- Experience in developing and deployment in **cloud environment** like VMWare Cloud.
- Used AWS API Gateway to Make REST API Call to **Dynamo DB**.
- Expert knowledge, Design and Develop **Restful** web services as per business needs
- Experience developing UI using **angularJS 1.2,** legacy jsp pages.
- Designed the Database, used **Spring JPA** to implement the Persistence layer.
- Define Database schema based on the analysis of the business domain and requirements.
- Used **Git** as the version control tool and **Maven, Jenkins, Jira** has built and development tools.
- Expert Knowledge in developing **Restful Web services** as per functional specs.
- Worked on developing **Auditing systems** to detect and report the system changes and updates.
- Worked in **Agile process** to streamline development process with iterative development.
- Maintain a strict **TDD development** process throughout the development cycle.
- Develop test suites with **JUnit** and **Mocking** frameworks
- Designed and developed intranet web applications using **JavaScript** and **CSS2**/3. Extensively used **Bootstrap** and CSS3 media queries for Responsive Web Design (RWD).
- Excellent knowledge in using **Oracle** database.
- Experience in writing stored procedures, Query Tuning and tracing, Experience in Oracle Db maintenance.
- Expert knowledge in using **JBOSS** Application Server.
- Experience working in **Agile** environment and send updates on Agile burn down charts
- Configured kickstart installation of **Redhat Linux** Enterprise servers.
- Experience in administering and maintaining Linux servers in production environments.
- Supported in installation of packages/patches on Linux platforms.
- Implemented Backup & Disaster recovery management on Linux platforms.
- Able to manage and facilitate relevant portions of the SDLC in an Agile environment.
- Experience in working with revision control systems especially GIT in migrating repositories between servers and command-line tools, including Drush.
- Worked in migration process of Drupal environment from Aegir platform through ansible.
- Automated Infrastructure using ansible and configured Servers, networks and Firewalls and created Playbooks to automate simple and repeated jobs.
- Expertise in Linux scripting languages such as Bash, Python.

Environment: Java 1.6, J2EE, JSP, Spring MVC, Spring ORM, Spring IOC, Spring Security, Spring Web Services, Amazon Web Services, Hibernate, Web Services Restful, Oracle, JUnit 4.8, Maven 3.0, JBoss, TDD, Micro services, Angular JS, AJAX, Eclipse Juno, Apache Camel.

Kaiser Permanente, CA   **Oct'14 -Dec'15**
Sr.J2EE Developer
Description: Kaiser Permanente is recognized as one of America's leading health care providers and not-for-profit health plans. It currently serves more than 10 million members in eight states and the District of Columbia. The portal offers online services to members, prospective members, brokers, doctors and job seekers. The secure site offers registration, appoints, prescription refills, lab results, chart information and interaction with physicians.
Responsibilities:
- Participated in **Sprint** meetings using **AGILE** development methodology.
- Involved in all the phases of the life cycle of the project from requirements gathering to quality assurance testing.
- Developed Class diagrams, Sequence diagramsusing **Rational Rose**.
- Implemented UI screens using **JSF2.0** with **Ice Faces**.
- Implemented Validator Utilities that handles all validations using **JSF.**
- Expertise in writing Java **Web Services** and **MuleESB** configurations.
- Wrote code to fetch data from **Web services** using **JQUERYAJAX** via **JSON** response and updating the **HTML** pages.
- Developed RESTFul API in **Jax-rs** such as servlet to handle database operation
- Involved in writing SQL & PL SQL stuff to be called by **CTRL-M** batch jobs for **BOD** and **EOD** jobs
- Migrated several VERITAS VCS cluster environment base on Linux OS for First Data Corp in Colorado running on old hardware / old OS to the new environment, which requires working closely with Vendor/storage team/ oracle dba and application owner
- Performed Storage Frame Migration for over 350 Servers in the area of Solaris, Veritas VCS Cluster, Linux Red Hat,

TEKSTAD

Linux **Red Hat** Cluster, HP-UX, and HP-UX MC/Service Guard environment.
- Implemented regular Quarterly Patch Bundles on / Red Hat Linux servers SUN Solaris
- Used SQL for retrieving, inserting, updating and deleting data in **DB2** database.
- Implemented Front screen updates using **ICE Push.**
- Implemented J2EE design patterns like **Singleton Pattern** with **Factory Pattern**.
- Extensively involved in the creation of the **Session Beans** and **MDB**, using **EJB 3.0.**
- Used **Hibernate framework** for Persistence layer.
- Implemented Search functionality using **Hibernate Criteria** interface.
- Developed Java Beans to handle business logic as a Model and Servlets to control the flow of application as controller using **Hibernate** annotations.
- Experience in **Weblogic** application server and **Apache Tomcat** server.
- Extensively involved in writing **Stored Procedures** for data retrieval and data storage and updates in **Oracle** database using **Hibernate.**
- Developed and tested the application on **Weblogic** server.
- Deployed and built the application using **Maven**.
- Utilized Agile Methodology (SDLC) to managed projects
- Performed testingusing **JUnit**.
- Used **JIRA** to track bugs.
- Extensively used **Log4j** for logging throughout the application.
- Produced a **Web service** using **REST** with **Jersey** implementation for providing customer information.
- Used **SVN** for source code versioning and code repository.

Environment: Java (JDK1.5), J2EE, Eclipse, JSP, JavaScript,DB2, Weblogic , JSTL, Ajax, GWT, Log4j , CSS3 , XML, Struts,EJB, MDB, Hibernate, WebLogic, REST,Rational Rose, JUnit, Maven, JIRA,SVN,Ctrl-M,Redhat Linux.

CVS Health, RI
Java Developer Jan'14 – Sep'14
Description: CVS Health is the industry leading retail and health care company. Large amount of high volume data from the customer's transactions and other networks was streamed daily to the Oracle database platform.
Responsibilities:
- Followed **AGILE** Methodology with **SCRUM** Meetings and involved in maintaining Sprint backlogs during the development cycles.
- Involved in interacting with the Business Analyst and Architect during the Sprint Planning Sessions.
- Responsible in designing **UML** diagrams like: Class and Sequence diagrams during the Analysis and Design phase of the application.
- Used Eclipse tool to develop the J2EE components.
- Used Spring **MVC** to handle/intercept the user requests and used various controllers to delegate the request flow to the Backend tier of the application.
- Involved in developing new **UI** screens using **Facelets** (JSF pages)
- Used **CSS** for styling and used **JavaScript**, **Ajax** in **Facelets**.
- Involved in migrating existing **JSP** pages to **Facelets**.
- Involved in configuring faces-config.xml.
- Used Spring Core (Inversion of Control) /DI (Dependency Injection) to wire the object dependencies across the application.
- Used Spring Security for Authentication and authorization extensively.
- Used Hibernate ORM Framework for Data persistence and transaction management.
- Involved in creating the Hibernate POJO Objects and developed Hibernate mapping Files.
- Involved in writing complex HQL, Stored Procedures to handle the persistence operations.
- Developed web services using SOAP and WSDL for the data maintenance.
- Developed RESTful services using JERSEY implementation.
- Involved in defect fixing during QA phase of the application.
- Prepared Test Cases and Unit Testing is performed using JUnit.
- Used log4J for logging and was intensively involved in defect fixing and also implemented the best practices for defect fixing.
- Ensured design consistency with client's development standards and guidelines.
- Creating / Administering Red Hat Linux Container in the test environment at CVS Health Initiatives.
- Massaging Linux Red Hat RHEL7 Grub2/ RHEL6 Grub Legacy, configuring Kdump in generating Kernel Core Dump

TEKSTAD

TEKSTAD

in the case of server crash.

Environment: Java 1.6, Java EE 5, Eclipse 3.5, BEA WebLogic 10.X, Spring 2.x, Spring MVC, Spring Core, JSP, JavaScript, Spring Security, AJAX, HTML, JSF, Hibernate 3.X, XML, Log4j, TOAD, Oracle 10g, Web Services(Soap, Rest), Rational Clear Case, Windows XP, UNIX, Redhat Linux.

Intense Technologies, India.   **June'12 - Nov'13**
Java Developer

Roles & Responsibilities
- Involved in gathering and analyzing system requirements.
- Expert in developing applications in Core JAVA and J2EEUsing Collections, Multithreading.
- Played key role in the high-level design for the implementation of this application.
- Developed the Training and Appraisal modules using Core Java, J2EE, JSP, Servlets and JavaScript.
- Worked on the front end Web application development using HTML5, JSF (RichFaces/PrimeFaces), JavaScript, JQuery, CSS and AJAX.
- Developed UI using java swings.
- Designed tables, stored procedures, functions, and views to create ETL process by converting source database objects, flat files and loading them into Data Warehouse Dimension tables
- Experienced in Multidimensional Modeling, Multidimensional Analysis using Cubes, Data Mining Models and Deploying
- Involved in Designing the Database Schema and writing the complex SQL queries onto PostgreSQL.
- Implemented various J2EE design patterns like DAO pattern, Business Delegate, Value Object.
- Involved in Code reviews for other modules developed by peers.
- Designing and establishing the process and mapping the functional requirement to the workflow process.
- Accessed stored procedures and functions using JDBC Callable statements.
- Built External services camel routes using java DSL.
- Executed and coordinated the installation for the project.
- Used Hibernate as ORM tool and defined the mapping and relationship of each table in database
- Deployed the application in IBM WebSphere Application Server 8.0.
- Worked on web-based reporting system with HTML, JavaScript and JSP.
- Involved in Maintenance and Enhancement of the project.

Environment: JDK 1.3, J2EE 1.3, Servlets, JDBC, Tomcat, oracle, HTML, DHTML, JSF, SQL and JUnit, Apache camel (routes).

Education:

- Bachelors in NIT Rourkela-2014
- Master in 2016, University of central Missouri

TEKSTAD

Resume for Gangadharan Kanagaraj – System Administrator (Candidate # 8)

TEKSTAD

Gangadharan Kanagaraj- System Administrator

CAREER SUMMARY:
- Having 14 years of work experience in the IT Industry with expertise in **IBM WebSphere Application Server (WAS), Docker Swarm, Mirantis Kubernetes, Red Hat OpenShift** and **CI/CD DevOps Tools.**
- Experience in Installation, Administration and Integration of **CI/CD DevOps tools: Atlassian Bitbucket, Bamboo, JFROG, SonarQube.**
- Experience in Creating **CI/CD** pipelines for Build and Deployments of Docker and WebSphere applications
- Experience in **Installation and Administration of Docker, Kubernetes Clusters and OpenShift Clusters**
- Upgraded EOL **Docker Swarm EE components (DE, UCP, DTR) to Mirantis Kubernetes (MCR, MKE, MSR)** versions for Non-Prod and PROD environments
- Experience in building container image using **Docker file** and deploying the containerized application into **Docker and Kubernetes platforms** via CI/CD tools
- Creating Pod(s), Deployment objects and expose them as Services.
- Migrated 120+ Java Applications from **IBM WAS7 to WAS9** using Traditional and CI/CD DevOps Methodologies
- Experience in Installation, Administration and upgradation (fix packs) of IBM WebSphere application server
- Worked as a **Middleware Engineer** for the Technology stacks **IBM WAS, IBM BPM, and other tools such as IBM DataPower, IBM MQ, JBoss, Tomcat, Microsoft IIS, ColdFusion**
- Have 4.5 years of Overseas **Onsite working experience** as an Infrastructure Engineer for an **Insurance Client** in **Japan**
- Worked as **Release Co-Ordinator** throughout the migration process for all the sprints.
- Handled regular Sync up meeting with the **Product Vendors (Mirantis Docker / Kubernetes, Atlassian etc.)** on a monthly basis to discuss about License purchase, Vulnerability fixes, Upcoming fix packs releases and other product related issues
- Exposure in migrating **Docker** on prem applications to **AZURE Kubernetes environment**
- Handled a team of 10 members in **BFSI domain** for multiple projects
- Have very good knowledge and experience in all the phases of **SDLC and SCM** life cycle (Version, Build, Deployment and Release management)
- Have also played the role of Voice Technical Support Engineer (BPO), Java Application Support, Software Testing & Business Analyst at the beginning of the Career

TECHNICAL SKILLS:

Operating System	Linux, AIX, Windows
Containerization& Middleware Tools	Mirantis Docker, Kubernetes, Red Hat OpenShift, IBM WebSphere Application Server, IBM DataPower XI52, IBM MQ, IBM BPM, Microsoft IIS, Apache Tomcat, JBoss, ColdFusion
CICD DevOps/SCM Tools	Atlassian Bitbucket, Bamboo, JFrog, SonarQube, ANT, Maven, SVN, IBM ClearCase, PVCS, IBM Build Forge.
Cloud	Azure, GCP
Monitoring Tools/Database	Grafana, Prometheus, Splunk, App Dynamics, SiteScope, Oracle, Microsoft SQL Server.
Programming Languages	HTML, Basic Shell scripting WebSphere wsadmin, Windows Batch Scripting

EDUCATION:

- Bachelor of Computer Science and Engineering from Anna University, India.

TEKSTAD

TEKSTAD

PROFESSIONAL EXPERIENCE:
Project #1
Client: Alliance IT/MetLife,   **May 2019 – Dec 2023**
Role: Middleware Engineer / WebSphere Admin/System Admin
Responsibilities:
- Installing and Configuring Docker Swarm and Kubernetes clusters for Non-Prod and PROD environments
- Building the Required Images for CI/CD tools environment (Bamboo, Bitbucket, JFrog and SonarQube) using Docker and docker-compose.yaml files and running them as Containers in Docker Swarm Environment
- Responsible for administering and maintaining the CI/CD tools Containers, Docker/Kubernetes/OpenShift environment that includes Access provisioning, Housekeeping, Troubleshooting Issues and providing solutions within SLA
- Manage OpenShift Container Platform, users and policies
- Control access to resources and Configure networking components, Pod Scheduling, Cluster Scaling
- Create and manage applications in OpenShift Cluster platform
- Create Pod, Deployment and expose them as Service in Kubernetes
- Upgrading the Mirantis Docker EE Components namely MCR, MKE and MSR
- Creating image repositories MSR and provisioning access to the application team
- Responsible for updating licenses for Docker, Mirantis Kubernetes and DevOps tools
- Renewing and installing the TLS certificate in Venafi site
- Creating local and remote repositories in JFrog to store the artifacts and provisioning access as appropriate
- Fixing CVE Vulnerabilities as per the guidance suggested by the product vendors
- Responsible for upgrading the CI/CD tools, Docker, Mirantis Kubernetes environment based on the new   fix packs release and EOL date
- Creating projects and Branches in Bitbucket
- Creating Build and Deployment Pipelines in Bamboo for WebSphere and Docker applications
- Providing 24/7 support for Production deployments and P1 incidents
- Coordinating with AD team on the production release dates for their applications and ensuring the environment stability, User access before the Release for smoother go-live
- Generating and analyzing WAS7 IBM Configuration comparison report for all the apps (as per release schedule) and accordingly prepare the compatible report for WAS9 & Docker environment setup
- Creating and Updating the WAS Cluster creation scripts based on the parameters in configuration report
- Creating the CICD pipelines in Bamboo for configuring WAS Clusters & Deploying the Java. ear in WAS9 and Docker environments (DEV, SIT, UAT, DR, PROD)
- Handing over the environment to Dev and Testing team for Manual and Performance testing Troubleshooting and providing solutions for the issues reported by Development, Testing and Business team starting from DEV to Production environment
- Analyzing the integration diagram of the Java application to understand the various components involved and submit Firewall request with Network team
- Validating the firewall connections before the release schedule
- Supporting the big bang release for Oracle upgrade Project and providing the approach/best practices to implement tnsfile
- Creating KEDB articles for the Issues resolved and uploading in Confluence/SharePoint

Project #2:
Client: Discover Financial Services   **Oct 2014 - Apr 2019**
Role: Middleware Engineer
Responsibilities:
- Environment Build and Setup that includes submitting request for file system allocation, Firewall, DNS CN Name creation, installing binaries/fix packs/migration for Apache, IHS, IBM WAS, IBM BPM, Java JDK, in DEV,

TEKSTAD

TEKSTAD

SIT, UAT, PROD environments that includes coordination with multiples teams (namely Unix ops, winops, Netops, DBops) to complete the setup and make it live for development and Testing activities

- SME for Non prod /PROD middleware Team for all applications
- Creating Apache and IHS webserver instances, Generating and propagating plugin between Application server & webserver, static content configuration, SSL certificate installation
- Creating Application related configuration as per requirements in IBM WebSphere Application Server like EAR Deployment, Oracle and Teradata Data source creation, Name space binding, SSL certificate install, TLS configuration, Object cache instance creation, IBM MQ QCF and Queue creations, Resource adapter creation for J2C CICS Mainframe Connections etc
- Configuring IBM MQ with WebSphere and fixing MQ connectivity issues (like queue depth, chlauth, port conflict etc.)
- Deploying. xcfg files in IBM DataPower firmware and providing resolution for the issues within SLA
- Online Deployment automation & troubleshooting for IBM BPM Snapshots
- Handling Service Now incidents/Change tickets across all environments
- Creating webpages for Console links and hosting it
- SSL cert installation and maintenance tasks using keytool, openssl etc
- Strong in Analyzing and troubleshooting application/environment related issues and triaging to closure
- Expertise in troubleshooting and fixing issues in middleware pipeline of technologies (like Microsoft IIS, IHS, Apache, Tomcat, boss, IBM WAS, IBM MQ, IBM DataPower, IBM BPM, ColdFusion, Java JDK & Unix related issues etc.) and providing RCA to all stakeholders
- Having strong knowledge of Unix commands (Linux/AIX)
- Creating WebSphere and Apache instance startup scripts using Shell and configured in Unix machine to prevent downtime during Unix server Reboot
- Creating KEDB (Known Error Database) articles for the issues that I have fixed and uploading the same in SharePoint (sensitize the team as well)
- Configuring AppDynamics monitoring tool with WebSphere Application Server
- Providing fixes for vulnerability issues in webserver and appserver scope
- Creating Defect checklist for better MTTR while triaging
- Conducting regular Brainstorming /KT sessions to the team on the Resolution I provide
- Creating Implementation plan for Production Middleware Changes
- Providing 24*7 Operations support from offshore
- Joining RRT calls for P1 defects and coordinating with multiple teams for triaging and resolutions
- Installing Fix packs for IBM WAS and IBM BPM
- Responsible to publish Weekly/Monthly metrics that provides the comprehensive statistics of the BAU/Innovations/Backlog
- Publishing Knowledge articles under 1.KEDB 2.KMDB categories which stands as a reusable asset
- Coordinating with IBM using PMR ticket for product issues

Project #3
Client: CITI Bank   **Sep 2012 – Oct 2014**
Role: WAS Administrator
Responsibilities:

- Installation, configuration, tuning, backup, recovery and upgrade of IBM WebSphere Application Server V 6.x/7.x Network Deployment, IBM WebSphere MQ V6.0/7.0 on AIX, Solaris and Linux
- Deploying Java applications, configuring the Data sources and testing the connections for DB connectivity
- Configured WebSphere JMS settings like Queues, Topics, Activation Specifications, Queue connection Factories and Topic connection Factories for WAS- MQ connectivity
- Configured virtual hosts and transports for WebSphere application servers
- Troubleshooting and resolving issues reported in WAS, IHS, Tomcat, JBoss environments

TEKSTAD

TEKSTAD

- SSL Certificate configuration using keytool
- Responsible to publish Weekly/Monthly metrics that provides the comprehensive statistics of the BAU tasks
- Providing 24/7 operations Support
- Maintaining code Repositories in version management tools (SVN, IBM ClearCase, PVCS)
- Provisioning Access to SCM tools
- Building java packages (. ear) using ANT and Maven build tool, validating the checksum
- Deploying. ear in WAS using continuous Integration tools such as IBM Build Forge & Jenkins
- Configuring Microsoft IIS webserver and deploying .Net application
- Configure Data sources, Virtual hosts, WebSphere variables in WAS console
- Housekeeping of windows and Linux servers
- SSL cert installation and maintenance tasks using keytool, openssl etc
- Troubleshooting issues reported during Testing phase
- Providing 24/7 operations support for Planned CHG tasks
- Worked as a Release manager for promoting the code from DEV to PROD /COB environments as per the schedule

Project #4:
Client: NBAD/RBI/ANZ/ANB   **Feb 2010 – Aug 2012**
Role: Systems Engineer
Responsibilities:
- Creation of Test strategy plan
- Creation of test Scenario and cases based on the Product Fitment document
- Experience in Core Banking, Payments and Liquidity
- Executing the test cases manually in UT, SIT and UAT environments for GUI and Functional Testing as per the Release schedule
- Reporting Defects in HP Quality Center and tracking with DEV team for closure
- Involved in daily scrum calls and responsible for reporting test status to all stakeholders and onsite QA Lead
- Involved in knowledge transition to new resources
- Hands on experience in Selenium, QTP and LoadRunner tools
- Played the role of Business Analyst and created Product fitment document for Payments and Liquidity domains
- Understanding the use case of Business requirement and designing the Prototype using Html and JSP
- Post Go-Live support for applications issues reported by business
- Analyzing the logs of the application and providing solution by deploying the fixes
- Tracking the defects reported by Testing team to closure and getting QA signoff for Prod Release
- Maintaining the Design and code Artifacts for Auditing and getting approval form QA
- Publishing Weekly /Monthly Reports

TEKSTAD

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

Tekstad maintains all requisite licenses and certifications to operate within the IT consulting and staffing industry. We adhere to stringent regulatory standards and best practices, ensuring compliance with all applicable laws and regulations. Our commitment to transparency and accountability means that upon request, we are readily prepared to present our licensing and certification documentation to the State authorities.

In the event of being awarded a contract by the State, Tekstad will promptly establish a robust presence within the State of West Virginia. We will ensure that our operations are in full compliance with local regulations and requirements, including registering with the appropriate state agencies. By maintaining good standing and upholding the highest standards of integrity and professionalism, Tekstad aims to foster positive relationships within the community and contribute to the economic growth and development of the region.

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

Please see below depicted table for required technologies and certification:

Role	Client Details	Relevant Certifications
Business Analysts	Caspex Inc	• Certified Business Analysis Professional • PMI Professional in Business Analysis (PMI-PBA) • Certified Scrum Product Owner (CSPO) • Six Sigma Green Belt Certification • ITIL Foundation Certification
Data Analysts	Capital One/Yoh Services	• Microsoft Certified: Azure Data Scientist Associate • AWS Certified Data Analytics • Cloudera Certified Associate (CCA) • Google Data Analytics Professional Certificate • IBM Data Science Professional Certification
Database Administrator	Caspex Inc	• Oracle Certified Professional • Microsoft Certified: Azure Database Administrator Associate • MySQL Database Administrator Certification • AWS Certified Database – Specialty
Helpdesk Support	Caspex Inc	MS Azure Administration & Architecture, AWS Certified Cloud Practitioner
Network Engineer	Cloud Integrator	CCIE written, CCNP (Route and Switch), CCIP (Service Provider), Infoblox DDI Professional.
Software Developer	Chubb Insurance	AWS Associate Architect

Project Manager	Cloud Integrator	PMP, SAFE 5.0, Scrum Master
Systems Administrator	Centene Corp	Red Hat Certified Engineer, Red Hat Certified System Administrator

MISCELLANEOUS

11.1 Manager: Prequalified vendors must designate and maintain a primary manager responsible for overseeing Vendor's responsibilities under the Prequalification Agreement. The manager must be available during regular business hours to address any customer service or other issues related to the agreement. The Vendor shall supply contact information for the designated Manager upon request.

Below personnel will be designated as a primary point of contact for State account

Primary Manager	
Name	Surya Teja Potu
Title	Account Manager/Contract Manager
Telephone Number	(714)270-9376
Email	surya@tekstad.com

11.2 Emergency Contact: Prequalified vendors must designate and maintain an emergency contact responsible for any staffing issues that may arise outside of regular business hours. The emergency contact number must be answered or responded to within two (2) hours on any given day or time, including weekends and holidays. In addition, Prequalified Vendors shall supply contact information for the emergency contact upon request.

Contract Manager: Surya Teja Potu, CEO
Telephone Number: (714) 270-9376 _____
Fax Number: __(630) 405-1105_____
Email Address: ___ surya@tekstad.com _____

ATTACHMENT 2- PRICING SHEET

Not Required at this time.

ACKNOWLEDGMENT OF ADDENDUMS

ADDENDUM 1AND 2

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)

[x] Addendum No. 1   [   ] Addendum No. 6

[x] 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.

TekStad, Inc
Company

Authorized Signature

05/07/2024
Date

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

TEKSTAD