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Header 1

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

Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000022262

Legal Name: V Group Inc.

Alias/DBA:

Total Bid: \$0.00

Response Date: 05/07/2024

Response Time: 12:34

Responded By User ID: Vgroupinc

First Name: Vijay

Last Name: Palandurkar

Email: bids@vgroupinc.com

Phone: 6093715400

SO Doc Code: CRFQ

SO Dept: 0705

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Published Date: 4/29/24

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Status: Closed

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

Total of Header Attachments: 1

Total of All Attachments: 1



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

State of West Virginia
Solicitation Response

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

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR05072400000006797	1

VENDOR
VS0000022262
V Group Inc.

Solicitation Number: CRFQ 0705 LOT2400000011
Total Bid: 0
Response Date: 2024-05-07
Response Time: 12:34:56
Comments:

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

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

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

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

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

Temporary IT Staffing Services

Centralized Request for Quote

Solicitation # CRFQ 0705 LOT2400000011

Prequalification Agreements IT Temp Staffing

Submitted To:



Submitted By:



V Group Inc.

379 Princeton Hightstown Road, Bldg. 3 Suite 2A,
East Windsor, NJ 08520

www.vgroupinc.com

Tel: 609-371-5400; Fax: 877-874-8942

Email: bids@vgroupinc.com

Due Date & Time: May 07, 2024, 01:30 PM



TABLE OF CONTENTS

Cover Letter	3
General Overview.....	4
Addendum Acknowledgement Form.....	15
Designated Contact	16
Contract Manager Contact Info	17
References and Resumes	18
1. BUSINESS ANALYST	18
2. NETWORK ENGINEER.....	33
3. PROJECT MANAGER	46
4. QUALITY ASSURANCE ANALYST.....	56
5. SECURITY ANALYST.....	75
6. SOFTWARE DEVELOPER/ENGINEER	87
7. SYSTEM ADMINISTRATOR.....	105



Cover Letter

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

Hello Toby

V Group Inc. would like to provide the West Virginia Lottery Commission (WVLC) with the response to **CRFQ 0705 LOT2400000011- Services Prequalification Agreements IT Temp Staffing** which is due on **May 07, 2024**.

V Group Inc. is a distinguished IT services and products company headquartered in New Jersey. Our core expertise includes efficiently providing a comprehensive suite of staffing solutions, with capabilities in Application development, Consulting, Microsoft solutions, E-commerce, Digital Transformation, Artificial Intelligence, Cybersecurity, Cloud Solutions, Managed IT, Accessibility, ERP Development (SAP, Dynamics), and Cookie Consent Solutions and various other specialized domains.

Furthermore, we take pride in our listing on the **GSA MAS Schedule** under SIN 54151S: IT Professional Services, Contract #47QTCA22D002J. We are an awarded vendor on the **TIPS Information Technology Equipment, Software**, and Services contract. Our valued clientele includes 35 state and local public sector agencies to whom we offer IT Staffing Services. Our extensive experience spans sectors like Transportation, Education, Health, Judiciary, and Finance.

V Group would like to respond to the following classifications:

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

The following are the offeror details and contact details of the executive who has the authority to contract with the organization.

Proposer's Name	: V Group Inc.
Address	: 379 Princeton Hightstown Road, Bldg. 3 Suite 2A, East Windsor, NJ 08520
Email Address	: bids@vgroupinc.com
FEIN	: 52-2175892
DUNS#	: 024693306
Telephone	: 609-371-5400
FAX	: 877-874-8942
Website	: www.vgroupinc.com

Sincerely,

Vineeta Wadhwani
Bid Manager
V Group Inc.



General Overview

V Group Inc. brings more than **24 years of experience** in providing Information Technology Staffing Services to different departments and agencies. We have established a trusted partner network of recruiting and staffing firms to augment our staffing capabilities. We have experience in providing high quality staff and past performances with the necessary skills and experience. We have availability of a large pool of qualified professionals to meet program objectives. We have multiple IDIQ staff Augmentation contracts where we are pre-qualified to provide professional IT resources on an hourly basis.

V Group Inc. has emerged as a leader in providing hourly IT staffing services, extending our reach to **over 35 state and local public sector** agencies across the United States. Our extensive experience across various sectors, including Transportation, Judiciary, Education, Health & Human Services, Insurance, and Legal, equips us with the adaptability and proficiency to address the unique needs of different industries. We are adept at navigating the complexities of diverse sectors, providing bespoke IT solutions that adhere to the highest standards of quality and efficiency.

Below is the list of contract vehicles where we are pre-qualified to provide IT Staff Augmentation Services. This demonstrates our domain experience with not only the services to government agencies but also to the various departments.

V Group Inc.'s County Wide Contracts

State	Client Name	Service
California	County of Santa Clara	Microsoft Technologies, Application Architecture and Design, Application Architecture and Design, Application Development, Application Testing/Quality Assurance, Application Testing/Quality Assurance, Mobile and Application Development, Project Management, Specialized Skills, Business Intelligence Analytics and Reporting, Project Management, EPIC/HealthLink
California	County of Sacramento	Voice and Data Network Management Group, Project Management/Application Development Group, Enterprise Content Management Group, Database Group, Desktop and Server Group, Geographic Information System (GIS) Group, SAP Group, Electronic Data Interchange (EDI) Group, Lakehouse (Data Lake and Data Warehouse) Group, Cloud Computing Group, Radio Systems Support Group, Information Security Group, User Experience/User Interface Group, Special Projects/Request for Services
Colorado	Arapahoe County	Infrastructure (Asset Management Administrator, Cybersecurity Program Manager, Manager, Technical Services, Desktop Technician, Sr. Desktop Technician, Service Desk Supervisor, Software Configuration Administrator, Sr. Software Configuration Administrator, Manager, Network Systems, Network Systems Engineer, Sr. Network Systems Engineer, Manager, System Services, Systems Administrator, Sr. Systems Administrator), Business Relationships (Manager, Product Management, Data Analyst, Product Analyst, Product Manager, Business Analyst, Sr. Business Analyst, Quality Assurance Analyst, Sr. Quality Assurance Analyst, Manager, Project Management, Project Manager, Sr. Project Manager), Business Applications [Microsoft 365 Engineer, Aumentum Engineer, Manager, Applications Support, ERP Administrator, Sr. ERP Administrator, GIS Administrator, Sr. GIS Administrator, Applications Support Specialist, Sr. Applications Support Specialist, Manager, Solutions Development, Applications Developer (No-



		Code/Low-Code), Solutions Developer, Sr. Solutions Developer, Data Management Analyst (DBA), Sr. Data Management Analyst (Sr. DBA)]
Florida	The School Board of Broward County	Business Analyst, Business Warehouse Administrator, Computer Operator (Operations Center), Database Administrator (DB/2), Database Administrator (SQL), Digital Forensics Analyst, Digital Media Developer, Identity Management Specialist, iOS Administration Coordinator, Network Architect, Network Engineer, Network Security Engineer, Online Course Developer, Programmer/Analyst (Entry Level), Programmer/Analyst, Project Manager, Program Manager, SAP BASIS Administrator, SAP Configuration Analyst, SAP Employee Self-Service Administrator, SAP Project Manager, SAP Security Administrator, SAP Workflow Coordinator
Georgia	Fulton County Schools	Microsoft (Identity Management, Office 365 applications (including email), Intune, Azure, SCCM, Group Policy, SQL, SharePoint, Business Intelligence); VMWare (Virtualization platform, NSX / Software defined networking, AirWatch); Network (Process improvements, automation, documentation, Systems integrations and upgrades, Application load and stress testing, Active Directory and Group Policy, Network configuration, monitoring, remediation); Security (Network security processes and procedures, Audits including pen testing and vulnerability assessments, Incident management and remediation, Security configuration, monitoring, remediation); Applications (Software imaging and package deployment, Service Desk, Process improvements, automation, documentation, Workflow creation/improvement/migration/retirement, Technical writing, Collaboration and productivity, Device management, OnBase, Nintex, PowerApps 911, Perficient, Slalom, Intellinet); Data Warehouse (Data Governance, Analytics, Data Science); Project Management and Business Analysis (Enterprise Applications Projects, Network Infrastructure Projects, IT Security Projects, Instruction Technology Projects, Data Warehouse Projects, IT Operational Hardware Deployment Projects)
Minnesota	County of Hennepin	IT Professional services through the Hennepin County IT Umbrella Program.
Minnesota	Ramsey County	Software Engineering, Systems Analysis, Database Administration, Architecture and Development, Enterprise and, Solutions Architecture, Enterprise Operations, IT Forensics, IT Business Analysis, IT Consulting (CIO or delegate preapproval is required), IT Organizational Change Management, IT Process Improvement, IT Program Management, IT Project Management, IT System Implementation, IT Quality Assurance, IT Support, Network Engineering, Network, Architecture, Security Analysis, Security Engineer, Telecommunications, IT Training, Web Design, Development and Maintenance
Michigan	Oakland County	Application Administrator and Support Specialist, Audio/Visual Specialist, BA, CA Service Desk Application Architect, Clarity Delivery Consultant, Clarity Project Manager, Clarity Solution Consultant (Technical), Cloud Services Specialist, Data / BI Architect and Developer, Database Administrator GIS Business Analyst, GIS Data Technician, GIS Software Architect and Software Developer, IT Security Specialist, Management Consultant, Mainframe Developer, PM, QA Analyst, Senior Security Architect, Server/Storage Administrator, Service Desk Analyst, Software Architect, Software Developer, Software Instructor, Solution Architect, Technical Writer, Web Developer, Web Platform Administrator, Web Portal Administrator, Web Site Specialist



New York	County of Westchester	Design, implementation and programming services for / using .NET Developer for Health and Human Services Team and related County projects
South Carolina	Beaufort County School District	IT Laborer, AV/IWB Installer, Desktop Technician, Systems Administrator, Systems Engineer, Network Administrator, Network Engineer, Database Administrator, IT Security Engineer, Technical Writer, Business Analyst, Training Specialist, Telecommunications Administrator /Engineer, Web Developer
South Carolina	The School District of Greenville County	Temporary IT Professional Services

Contracts with Other Agencies/Departments

State	Client Name	Service
California	Santa Clara Valley Transportation Authority	Technology Information Services: Data/Cyber Security, Desktop/Helpdesk Support, Engineering and Construction Technology Support, Server, SharePoint, Technology/ Communication Services
California	The City of Sunnyvale	Business Analyst, Desktop Engineer, Network Engineer, Application Analyst (Series), Project Manager, Systems Engineer
California	CalOptima	Administration, Clinical Licensed & Certified, Information Technology (IT), Finance & Accounting, Legal
DC	Metropolitan Washington Council of Governments	IT Governance Process Development, Capital Planning and Investment Control Support, IT Architecture Support, IT Portfolio Analysis, Market Research
DC	Multiple Award Schedule, GSA	54151S - Application Architect, IT Business Analyst, Computer Operator, Database Administrator, Database Architect, Desktop Support Specialist, ERP Specialist, Functional Architect, Geographic Information System (GIS) Consultant, IT Security Administrator, Network Administrator, Network Architect, Network Engineer, IT Program Manager, Programmer Analyst, IT Project Manager, Quality Assurance Specialist, IT Subject Matter Expert, System/ Server Administrator, IT Technical Writer
Florida	Department of Management Services	Applications Development, Data Strategy and Management, Quality Assurance, Technology Research, Client Technologies, Customer Support, Network Management, Internet Planning, Eng. & Operations, Telecommunications, Electronic Commerce, Business Intelligence Systems Management, ERP, Business Management / Administration, Training, Security Management, Business Continuity Management, Product Development, Systems Programming & Admin., Business Analysis and Planning, Release Management, Program Management, Customer Service Hotline, Technical Product Support
Illinois	Northeast Illinois Regional Commuter Railroad Corporation	Network Engineer –Servers & Storage, Cisco Certified Network Engineer



	D/B/A METRA	
Maryland	MHBE	Enterprise Service Provider, Web Based Systems, Software Engineering, Help Desk Services, Application Service Provider, IT QA Consulting Service, Management Consulting Services, Documentation/Technical Writing
Maryland	CATS+	Enterprise Service Provider, Web & Internet Systems, Electronic Document Management, Software Engineering, Systems Management & Maintenance, Information System Security, Application Service Provider, IT Auditing, Testing & QA Service, IT Management Consulting Services, Documentation/Technical Writing
New York	OGS	Hourly Based Information Technology Services (HBITS)
New York City	FISA-OPA	Operating Systems, Data Administration, Network Administration, Systems Capacity, Systems Performance Disaster Recovery, Computer Operations, Systems Management, Systems Security, Network Database, Change Management, Project Management, Storage Management, Systems Architecture, Software Product Administration, Problem Management
New York City	MTA - Cyber security	Cyber Security Retainer Services
New York City	MTA - IT Consulting Services	CMDB administration, PeopleSoft Development and Integration, PeopleSoft ELM, HCM, Support and Maintenance, BI Publisher.
North Carolina	DOIT Statewide IT Procurement Office	Project Management, Quality Assurance, Automation Testing
Pennsylvania	The City of Pittsburgh	Training, Training Development and Training Facilitation Services, Performance Improvement Consulting and Facilitation, Project Management Services, Geospatial Technologies/Geospatial Information Systems (GT/GIS) Services, Electronic Document Management Systems (EDMS), Network Services, IT Managed Network Services, IT Cloud Architecture Support, IT Lan/Wan Cable Locating, Survey and Marking, IT Disaster Recovery Services
Texas	The Interlocal Purchasing System	All Information Technology Services (as needed)
Vermont	Department of Buildings and General Services	Business Analysis and Project Management Services, Infrastructure Support Services, Online Collaboration Support Services, Network Consulting LAN/WAN Support Services, Enterprise GIS Services, Hardware/Software/Application Security Support, Strategic Planning Alliance, Independent Review, Enterprise Content Management, DBA/SQLDBA/Relational Database Support, ERP Support Services, Agile Coaching Services, Mobile App Development Services, Analytics, SEO, SEM, Business Intelligence, Delivery Manager Services, Devops Engineer Services, Digital Performance Analyst Services, Interaction Designer Services, Product Manager Services, Security Engineer Services, Technical Architect Services, Visual Designer Services, Writer/Content Designer/Content Strategist Services, User Researcher Services, Cyber Security Incident Response and Management, Cyber Security Incident Response and Management, Backend and Frontend Web Developer Services, Customer Relationship Management Support Services
Washington	Washington Health Benefit Exchange - IT	Business Systems Analyst, Database Administrator, Functional Project Manager, IT Project Manager, System/Infrastructure Architect, Security Analyst



	Professional Services	
Washington	Washington Health Benefit Exchange	Executive Search and Recruiting Services
Wisconsin	The City of Milwaukee, Department of Administration	IT Project Manager –Program Manager, Project Leader, Systems Analyst, Programmer/Analyst, Programmer, Web Designer, Documentation Specialist, Project Leader –Oracle PeopleSoft Development, Senior Oracle PeopleSoft Analyst/Developer –Financial Suite, Senior Oracle PeopleSoft Analyst /Developer –HRMS/Payroll Suite, Oracle PeopleSoft Trainer – Financial Suite, Oracle PeopleSoft Trainer –HRMS/Payroll Suite, Senior GIS Technician, Junior GIS Technician, Senior GIS Analyst, Junior GIS Analyst, GIS Developer, Database Administrator, Lead Systems Analyst –Networks, Network Specialist, Technical Systems Analyst, SCCM Specialist
Wyoming	Wyoming Department of Administration & Information	Programmer/ Developer Analyst; Database Architect; Web Content and Graphics Design; Database Administration; Server Administration Support; System Integrator; Enterprise Architect; Network Engineer; Security Analyst; Data Analyst Support; Geographic Information Systems (GIS) Analyst; Project Manager; Business Analyst; Quality Assurance Analyst

Current MSP Contracts

Client Name	Geographic Locations	
Covendis	GA	For City of Atlanta
	GA	For Atlanta Public Schools
	CO	For State of Colorado
	CT	For State of Connecticut
	OR	For State of Oregon
	TN	For State of Tennessee
Computer Aid Inc.	GA	For State of Georgia
	NC	State of North Carolina
	VA	For State of Virginia
OST Global	OH	For State of Ohio
	DC	For District of Columbia
	PA	For State of Pennsylvania
Knowledge Services	MI	For State of Michigan
	MS	For State of Mississippi

Similar to this RFP scope of work, V Group, Inc. has been providing Hourly Based Staffing Services and Professionals to Governmental Agencies. We are the premium staffing service provider to multiple governmental agencies. Our core competencies include but are not limited to the following:



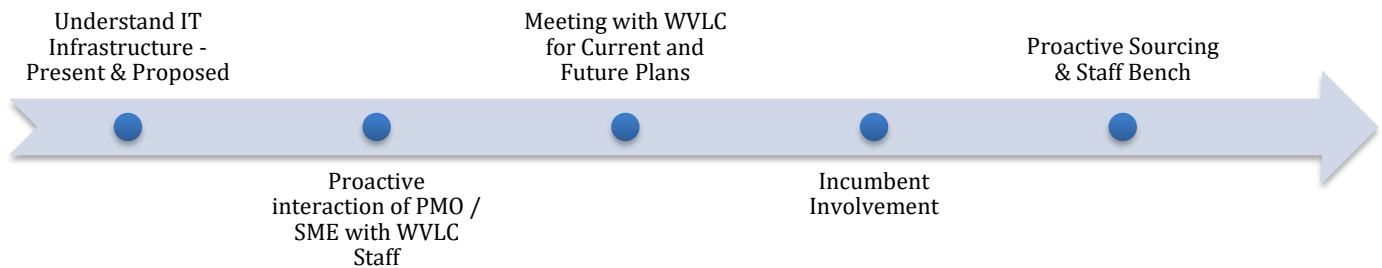
- Project Management
- Software and Application Development
- Technical and Network Support Services
- Documentation/Technical Writing
- Business Analysis
- Systems/Network Integration
- IT Management Consulting
- Quality Assurance Services
- Systems/Data Administration
- Network and System Integration
- Service Desk and Customer Care
- Information System Security
- E-Commerce
- Web and Internet Systems
- Business Process Consulting
- IT Professional Services

V Group Inc. is a Disadvantaged, Minority and Women Owned Small Business Enterprise and we are also **Minority Business Enterprise (MBE) certified** enterprise from **National Minority Supplier Development Council (NMSDC)**. As a Microsoft Gold Partner, V Group's offering include Application development, Microsoft technology stack, E commerce, Digital, Artificial Intelligence, Cloud Solutions, Infrastructure Services, Professional services and Patented Products. V Group also holds MWBE certifications from various States. We are also certified as W/MBE, DBE, SBE, and WBE by various other agencies.

Staff Augmentation Specific Task Orders:

We follow the following approach for staff augmentation contracts.

- **Proactive Recruitment:**



- **Reactive Recruitment:**

Reactive recruitment strategies are utilized to address urgent needs and contingencies, and to provide a faster turnaround we utilize our team of trusted suppliers locally to the area and experience working on similar technology and vertical. Our continuously growing internal database of over 350,000 active consultants segregated by geography, technical skills and availability basis helps us identify the right and available match to the requirement within a couple of hours. Screenshot of our ATS / Database is attached below that showcases number of active consultants:



V Group Inc.'s proposed approach not only addresses the technological requirements of the SOW but the technical support experience to meet the Agency wide business goal. Our team brings to WVLC an extensive set of features and benefits, as summarized below:

V Group Inc. Feature	Benefits for WVLC
Commitment to Top Quality Services	ISO and ITIL certifications for excellent quality of services.
IT SME	Certified PMP ensures that program will be managed efficiently
IDIQ Team Assembling Strength	Featuring Tier 1 & Tier 2 companies as team members with experience staffing large IDIQ contracts
Excellent IDIQ contract management experience	V Group currently manages various IDIQ contracts including MD CATS+, NYS OGS HBITS, MTA, MHBE, WAHBE, etc.
Unmatched Incumbent Capture Experience	Over the past 5 years in 6 new IDIQ contracts, V Group Inc. has managed a very high incumbent retention rate
Personnel Retention Experience	Maintaining an average of 90% employee retention rate.

Timeline:

Our approach to meeting Hiring and Recruiting has always been timely with utmost importance given to quality and cost effectiveness. We believe our recruiting tools, processes, and our depth of knowledge of the markets in which we operate, provide us with a competitive advantage in meeting the demanding time-to-market requirements for placement of IT consultants. Our passionate recruitment team will be readily working to fill the required roles with the most suitable candidates available in the market. The placement of highly skilled personnel requires operational and technical knowledge to effectively recruit and screen personnel, match them to client needs, and develop and manage the resulting relationships.

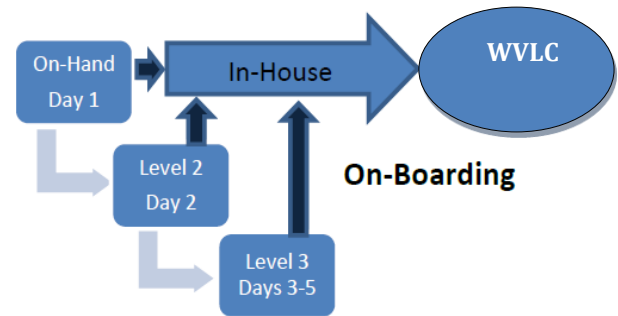
We are committed to provide our best IT resources using Sourcing avenues: Internal Database; Suppliers' database, job boards, Department of Labor.



It is in our business interest to identify and present the qualified candidate as early as possible. Thanks to our time-tested recruitment process, the typical time frame to identify and present a candidate is two to four days. Should a replacement be desired, such time frames will be helpful.

On-Hand- Identification of the candidate: (1 Day)

- ✓ In-house available candidates
- ✓ Prescreened On-Bench / Close to hand candidates in the database.
- ✓ Candidates identified earlier for similar positions are contacted.
- ✓ Well defined process enables publishing the position within one hour.



Level 2 suppliers– Suppliers with pre-qualified candidates meeting V Group’s standards and agreed upon on-boarding salary targets (“Close-to-Hand” - skills inventory immediately know at Requisition release – **2 Days**)

Level 3 suppliers– With predetermined response SLAs and wide reach for which candidates need full on-boarding negotiations (“Out-of-Hand” - skills inventory and availability not known at Requisition release – **3 – 5 Days**).

Recruitment Procedure

V Group Inc. has a comprehensive recruitment approach to ensure that only the best resources are provided to the customer. We devised our approach to better connect with, market, and hire people. For such a recruiting effort, we have developed a targeted and well-planned internal and external recruitment strategy.

- **V Group’s Recruitment Strategy:**
 - A. **Receiving requirement from WVLC.**
 - B. **Understanding of the position.**
 - C. **Break the role into several subdivisions:**
 - D. **Searching for candidates**
 - a. Internal database and Applicant Tracking System
 - b. Referrals (candidates’ references) & candidates sought through pro-active sourcing.
 - c. Job postings (on-line, in-house)
 - E. **Receiving and analyzing potential candidates’ information subsequently creating a short listing of candidates for the position.**
 - F. **Qualifying the Candidates:**
 - Telephone/Face to face meeting with the candidate.
 - Clarifying the requirement to the candidate
 - Gathering all required information along with data for the skill set matrix given, (depending on the agency’s requirements: e.g., dates of experience, years of experience, skill set etc.)
 - Qualifying on following parameters:
 - (a) Technology – evaluation done by following means:
 - 1. Technical Interview by internal team



2. Technical Test
3. Certifications
4. Sample of work

(b) Interpersonal & Communication Skills – one on one interaction

(c) Availability & willingness to attend in-person interview.

(d) Compensation – upon negotiating the final rate, request the candidate to send you a rate confirmation email. This must be obtained before the submission of the candidate occurs.

G. Formatting the resume to highlight the skills specified in the requirement. Combining a brief / matrix demonstrating candidate's match to the requirement

H. Informing the candidate about the submission

I. Final Quality Check: resume, rates, Right to Represent (RTR), any other submission material.

- We have prepared a check list of the documents that have to be presented to NCTOG and we conducted a thorough check to meet the contract needs as well as our internal recruiting compliances.

J. Submission

- We ensure that the submission is done as per the contract.
- In the case of some other customers the documents must be uploaded ahead of the deadline

Some of our awarded contracts similar to the client's requirements are:

- **Contract #004680 from Department of Information Technology Oakland County, Michigan** for IT Professional Services in a series of organizational roles. Professional Services Contracts are accessible to those cities, villages, and townships (CVTs) within Oakland County in need of IT professional services needs for the period from 10/01/2019 - 09/30/2024.
- **HBITS contract with the State of New York** RFP # 22439 from New York State Office of General Services for providing highly qualified IT resources to support OGS ever-expanding information technology needs for the period from November 01, 2012 - June 30, 2019, July 01, 2019 – June 30, 2024
- **RFP # 14357 from Metropolitan Transit Authority (MTA)** for providing consulting services on an as-needed basis to support various information technology projects for their "Work Assignments". MTA was looking for temporary consultants having strong experience across People Tools, People Code, Application Engine, Component Interface, SQR, XML/BI Publisher, JavaScript, jQuery for its PeopleSoft production system.
- **"Group 73600 - Project Based Information Technology Consulting Services (PBITS)" contract opportunity from NYS OGS** for providing highly qualified IT resources for fixed-price deliverable-based agreements for Consulting Services for the period of about three (3) years beginning on September 2015 and ending on September 2024. Contract # PB129AA MBE/WBE/SB.
- **RFP # 060B2490023 from Consulting and Technical Services + (CATS+)** for providing highly qualified IT resources quickly and efficiently on the Task Order Requests for Proposals (TORFP) or on the Requests for Resumes (RFR) for the period of about fifteen (15) years, beginning on April 22, 2013, and ending April 21, 2028.
- **Statewide IT Procurement contract** for All the Job Title with the **State of North Carolina** BID/FILE NUMBER: ITS-400191-002 to ITS-009440 from State Of North Carolina || Department of Information Technology || Statewide IT Procurement Office Services for providing highly qualified resources to support technology needs for the period of one (1) year beginning from March 1, 2018 and ending February 28, 2019, with Two 1-Year Renewal Options.



- **RFP # MDM0031036680 from Maryland Health Benefit Exchange (MHBE)** for providing Information Technology IDIQ Consulting and Technical Support Services in nine (9) of the ten (10) Functional Areas listed in the RFP. We believe the key to successful implementation of IT initiatives is having highly competent staff available at the right time and for the required duration. With several years of successful execution of similar contracts, V Group has proven expertise to locate and assign highly qualified staff with specific expertise and IT skills desired by its clients.

Training and relevant professional education

V Group Inc recognizes the uniqueness of each employee and strives to offer comprehensive testing and training programs tailored to individual needs. Upon joining, employees undergo a personalized assessment of their career path through discussions with a dedicated account manager. This assessment helps identify strategic opportunities for skills development and career advancement. Our education program follows a four-step learning process, beginning with practical experience and progressing towards theoretical knowledge and practical application. We provide a wide range of external and in-house technical training courses to ensure employees remain updated on the latest technologies and industry best practices.

Professional education required by each job category:

Business Analyst:

Professional Education:

- Business Analysts are expected to possess a Bachelor's degree or higher in a relevant field such as Business Administration, Management Information Systems, Computer Science, or a related discipline.
- Additionally, they often pursue certifications such as Certified Business Analysis Professional (CBAP) from the International Institute of Business Analysis (IIBA) or Agile Analysis Certification (IIBA-AAC) to deepen their understanding of business analysis methodologies and best practices.

Network Engineer:

Professional Education:

- Network Engineers typically hold a Bachelor's degree or higher in Computer Science, Information Technology, or a related field.
- They often pursue certifications such as Cisco Certified Network Associate (CCNA), Juniper Networks Certified Internet Associate (JNCIA), or CompTIA Network+ to validate their expertise in networking technologies.

Project Manager:

Professional Education:

- Project Managers are expected to hold a Bachelor's degree or higher in Business Administration, Project Management, Information Technology, or a related field.
- They commonly pursue certifications such as Project Management Professional (PMP) from the Project Management Institute (PMI) or Agile Certified Practitioner (PMI-ACP) to strengthen their project management skills and methodologies.

Quality Assurance Analyst:



Professional Education:

- Quality Assurance Analysts typically possess a Bachelor's degree or higher in Computer Science, Software Engineering, or a related field.
- They often pursue certifications such as Certified Software Tester (CSTE), Certified Software Quality Analyst (CSQA), or ISTQB certifications to validate their expertise in software testing methodologies.

Software Developer/Engineer:

Professional Education:

- Software Developers/Engineers usually hold a Bachelor's degree or higher in Computer Science, Software Engineering, or a related field.
- They commonly pursue certifications such as Microsoft Certified Solutions Developer (MCSD), Oracle Certified Professional (OCP), or AWS Certified Developer to validate their proficiency in specific programming languages or platforms.

Security Analyst:

Professional Education:

- Security Analysts typically hold a Bachelor's degree or higher in Computer Science, Information Security, Cybersecurity, or a related field. Advanced degrees such as Master's or Ph.D. in Information Security or Cybersecurity are also valued for senior positions.
- They often pursue certifications such as Certified Information Systems Security Professional (CISSP), Certified Ethical Hacker (CEH), or CompTIA Security+ to validate their expertise in information security principles and practices.

Systems Administrator:

Professional Education:

- Systems Administrators typically hold a Bachelor's degree or higher in Computer Science, Information Technology, or a related field.
- Certifications such as Microsoft Certified Systems Administrator (MCSA), CompTIA Network+, or Cisco Certified Network Associate (CCNA) are often pursued to validate expertise in system administration and networking.



Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: LOT2400000011

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

V Group Inc.

Company

Authorized Signature

05/07/2024

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
Revised 6/8/2012



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) Sandeep Soman, Client Relationship Manager


(Address) 379 Princeton Hightstown Road, Bldg. 3 Suite 2A, East Windsor, NJ 08520

(Phone Number) / (Fax Number) 609-371-5400 / 877-874-8942

(email address) bids@vgroupinc.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

V Group Inc.
(Company) 

(Signature of Authorized Representative)

Vineeta Wadhwani, Bid Manager, 05/07/2024

(Printed Name and Title of Authorized Representative) (Date)

609-371-5400 / 877-874-8942

(Phone Number) (Fax Number)

bids@vgroupinc.com

(Email Address)



Contract Manager Contact Info

REQUEST FOR QUOTATION
West Virginia Lottery
Information Technology Temporary Staffing Services

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: Sandeep Soman
Telephone Number: 609-371-5400
Fax Number: 877-874-8942
Email Address: bids@vgroupinc.com



References and Resumes

1. BUSINESS ANALYST

REFERENCE 1:

Reference	
Organization Name	Metropolitan Transportation Authority (MTA), NYC
Contact Name	Reggie Matela
Physical Address	333 W. 34th Street, New York, NY 10001-2402
Email Address	reggie.matela@mtahq.org
Telephone Number	(646) 376-0065

RESUME 1: Harika Priyanka Bhetanabhotla

PROFESSIONAL SUMMARY:

- 8+ years extensive experience as a techno-functional Business Systems Analyst in all phases of Software Development Life Cycle (SDLC) in Agile, waterfall, hybrid methodology.
- Proficient in eliciting requirements using methods such as document analysis, one-on-one interviews with stakeholders, brainstorming, preparation sessions for shared requirements (JRP), joint application creation sessions (JAD).
- By assessing the existing system for GAP, Impact, Risk Analysis and SWOT recommended methods to improve current processes. Improved performance by early Risk Identification by conducting analysis.
- Proficient in using tools like MS Visio, Lucid Chart for creating UML diagrams like Use Cases, Class Diagrams, Entity Relationship diagram (ER), Activity Diagrams and BPMN for process diagrams.
- Good experience in application design (Mockup screens, Wireframes, and Prototypes using MS Visio, Pencil and Balsamiq)
- Comprehensive knowledge concepts such as XML, JSON, WSDL, HTML, AJAX, API, SOAP and RESTful Web Services as well as SOA Architecture and Micro-Service Architecture.
- Well-versed with testing methodologies like User Acceptance Testing (UAT), Smoke, Unit, Regression, Integration, Functional testing and Bug tracking system & process and database testing using SQL.
- Sound knowledge in performing Extract Transform Load (ETL) process to migrate data from OLTP Database to OLAP Data warehouse and Data Marts, which involved Data Mapping based on the Transformation Rules
- Expertise in creating an orchestration process, process enhancement implementation, and creating & analyzing Release Cycles.
- Solid Experience in developing Scope/Vision Documentation and Project Plan.
- Good experience in Relational Database Management System including performing complex SQL queries for mapping of various system applications.
- Mastery in the use of Agile project management tools such as JIRA/ RALLY/AZURE DEVOPS to document and visualize stories, tasks, and measure performance through burn down charts/velocity charts and other KPIs.
- Experienced in facilitating Scrum Ceremonies such as Backlog Grooming Session, Sprint Planning Meeting, Daily Stand Up, Sprint Review Meeting, Sprint Retrospective Meeting and closely watched Kanban board each day to get project update from the Kanban team and provide the same to the stakeholders.
- Assisted Product Owner in refining product backlog, writing Technical User Stories using INVEST criteria and prioritizing user stories using MoSCoW techniques.
- Assisted my team in breaking down spill-over user stories using SPIDR technique



- Involved in Program Increment Day (PI), headed the team breakout sessions during the PI and assisted my Release Train Engineer (RTEs) for the feature readiness, logistic readiness, and team readiness.
- Participated in weekly Scrum of Scrum (SOS) meetings facilitated by RTE and resolved dependency issues.
- Calculated Velocity and Capacity for teams based on the previous sprints and monitored burndown chart and other KPIs for team's performance.
- Spearheaded sprint targets and mitigated impediments to guarantee that the teams produce the MVP according to the plan.
- Participated in Scrum of Scrum (SOS) with RTE and other SMs to update the team progress and discuss about the dependencies
- Excellent knowledge of the compliances related to the healthcare like the EDI 834, 835, 837, CMS 1500 form, HL7, FHIR, ICD 9 & 10.
- Ensured that the teams are following the Agile principles and SAFe values to deliver a qualitative PSPI.

TECHNICAL SKILLS:

Methodology:	Agile (SAFe, Scrum,), Waterfall, Hybrid
Project management tools:	Trello, JIRA, Rally
BI Tools:	Tableau, Power BI, Crystal Report, XSL-FO, MS Visual Studio
Modeling Tools:	MS Visio, Lucid Chart
ETL Tools	SSIS, Informatica Power Center 9.0+
Documentation Tools	SharePoint, Swagger, Confluence
Web Technologies	XML, JSON, HTML, SOAP, REST, WEB SERVICES
Testing tools	HP ALM, Soap UI, Postman, Selenium

EMPLOYMENT HISTORY:

Metropolitan Transportation Authority

06/2022 – Present

Business System Analyst

Responsibilities:

This position will be responsible for understanding and documenting user needs so that an appropriate system can be developed to meet those needs. This will be accomplished by identifying user problems with the existing system and opportunities for reengineering.

Alignment Healthcare

05/2020 to June/2022

Lead Business Analyst

Project: Claims Management

Responsibilities:

- Gathered requirements using various elicitation techniques such as one-on-one interviews, brainstorming, prototyping with stakeholders and prepared artifacts such as BRD, SRD, RTM and UML diagrams like activity, sequence, data flow diagrams (logical and physical data flow diagrams).



- Worked on CMS Center for Medicare and Medicaid Services, excellent knowledge of the advantage plans in the Medicare services.
- Defining process deliverables, monitoring milestones and expenses incurred against expected expenditures, engaging capital, evaluating threats, and recommending contingency plans.
- Good understanding of the FHIR resources and experience implementing those in the projects for the Claims Adjudication like the Explanation of Benefits, Claims, Claims Response, Coverage, Electronic Medical Record (EMR) data of the patients.
- Prepared project plans using MS Project and coordinates timelines as guided by the Project Manager.
- Cultivate and lead cross-functional delivery teams to ensure high quality, on-time, on-budget delivery of technology platforms.
- Successfully created the Work Breakdown Structure (WBS) and the RACI Matrix while assisting the Project Manager in the initial phase of the project. Also created the budget plan and performed the cost benefit analysis for the project.
- Implemented a communication strategy, led project workgroup meetings (information gathering) and project status meetings (reporting) and generated project status reports.
- Effectively allocated resources and tasks, problem solving, status reviews and reporting, standards development, control of change, and compliance with all policies and procedures. Workshops such as JAD, JAR sessions are also facilitated.
- Work with Clinical Pharmacy to update formularies and develop clinical services for the pharmacy claim adjudication method.
- Implement pharmacy rate improvements and network additions in the pharmacy claim adjudication scheme in collaboration with Pharmacy Network Management.
- Initiated and engaged in cross-organizational dependencies for/from other scrum teams and facilitated mitigation of impediments.
- Collaborated and maintained project plans and schedules with the off-shore and on-shore teams.
- Responsible for ensuring User Stories follow INVEST Criteria and receive Definition of Ready (DoR) before adding to sprint backlog.
- Implemented Moscow, Business value-based method in prioritizing user stories and Planning poker for user story estimation in Sprint backlog and assisted the technical team by drafting the artifacts.
- Effective use of Rally to develop individual/group dashboards, create user stories, create bugs, change requests, and team tracking.
- Assisted the product owner and technical team in determining and negotiating the acceptance criteria for Potentially Shippable Product Increment (PSPI) to receive a Definition of Done (DoD) at the end of sprint (Sprint Review).
- Experienced in creating the product roadmap for the release while working closely with the Core Technical Services (CTS) team.
- Used MS Office extensively (Word, Excel, Access, PowerPoint, Outlook, Project) for calculations, graphs, analysis, presentation, and documentation throughout the project.

Environment: Agile-Scrum, Rally, MS-Visio, Java, MS Visual Studio, IBMDb2, Tableau, MS Office, Rally, SharePoint, CI/CD, Swagger, AWS, IAM, SailPoint, CyberArk, Splunk, AWS.

Walgreens, Chicago, IL

08/2018 -04/2020

Lead Business Analyst

Project: Application Life Cycle Management System

Responsibilities:



- To understand the program's strategic objectives, the organizational structure of a line of business to identify and engage senior management, Subject Matter Expert (SMEs), technical experts, project teams and end users as full SDLC partners
- Involved in identifying the problem definition as part of continuous process improvement using define, measure, analyze and improve to support the business continuity of the organization
- Developed and prioritized key deliverables like the Project Management Plan, Schedule Baseline, Scope Baseline, RTM, WBS, and WBS dictionary.
- Developed the Project Plan, created the scope, estimated project resources, timing, and sequence of deliverables.
- Gathered requirements using various elicitation techniques such as one-on-one interviews, brainstorming, prototyping with stakeholders and prepared artifacts such as BRD, SRD, RTM and UML diagrams like activity, sequence, data flow diagrams (logical and physical data flow diagrams).
- Acted as a liaison between Business management and Data Warehouse management team.
- Gathered business requirements and understood the goal of the data warehouse.
- Effectively allocated resources and tasks, problem solving, status reviews and reporting, standards development, control of change, and compliance with all policies and procedures. Workshops such as JAD, JAR sessions are also facilitated
- Extensively interacted with data analysts during the ETL operations in identifying the source files/databases and implementing the transformation logic for achieving data uniformity in the operational data store (ODS).
- Used Mockup screens to convey the look and feel of GUI screens for the end users to developers.
- Established Requirements Traceability Matrix (RTM) using Rational Requisite Pro to trace the completeness of requirements
- Used Postman to test and document the external APIs and web services used in the project.
- Analyzing and reporting on JIRA usage and activity.
- Experienced in integrating the API and the microservices in the application, along with enhancing the already existing API and microservices.
- Used SoapUI to test and document the external APIs before completing the integration process for those APIs used in the project.
- Successfully analyzed the functional/non-functional requirements of the data warehouse for generating BI reports and communicated the same to architects and developers.
- Used various SQL commands like Create, Delete, Update, and Inner, Outer, Left, and Right Joins to update the database and retrieve data for data analysis and validation.
- Used Unified Modeling Language (UML) to prepare Use Cases diagrams, process flow diagrams, sequence diagrams from the gathered requirements and created diagrams using MS Visio.
- Excellent experience in design and development of Data warehousing solutions and generation of OLAP reports.
- Extensively interacted with the designers, developers to ensure functional implementation of business requirements and QA Team in executing Test Plans, Test Scenarios, and Test Cases.
- Produced risk registers, mitigation strategies, and contingency plans, issue logs and presentations.

Environment: SAFe- (HTML/CSS, JavaScript, Java, Oracle), MS Visual Studio, MS Project, MS Visio, Office Suite, Jira, Confluence, PowerBI, Web Services, API, Microservices, AJAX, SOAP UI, RESTful Services, MS 365.

Regions Bank, Birmingham, Alabama

04/2016 -07/2018

Sr. Business Systems Analyst

Project: Mortgage Loan Origination System

Responsibilities:

- Facilitated multiple sessions between development Team Leads and SMEs to understand stakeholder requirements and convert high-level requirements to low-level requirements to achieve sprint goals.



- Experience in creating artifacts like Business Requirement Document (BRD), System Requirement Specification (SRS), Requirement Traceability Matrix (RTM), Data Mapping Document and API Mapping Document.
- Attended team level ceremonies to ensure cadence (Daily Stand-up, Sprint Planning, Backlog Grooming, Sprint Review and Sprint Retrospective), resolving impediments and conflicts within the team for team's success.
- Worked with API Integration and API Verification for different internal and external APIs when working with API Documentation.
- Explored UDDI for WSDL for existing SOAP and REST web services, REST APIs to understand request and response.
- Experienced in integrating the API and the microservices in the application, along with enhancing the already existing API and microservices.
- Performed initial testing of REST API's using Postman to verify to API response message and codes
- Solid understanding of the existing SOAP and REST web services, REST APIs and request and response web methods, Client-Side Validation, Server-Side Validation and Database Validation for various functionalities of the system.
- Used Postman for examining and validating the external APIs used in the project.
- Performed Functional testing and Smoke testing to confirm that the basic functionalities of the system are working.
- Facilitated Triage calls to identify defects by performing Root Cause analysis and mitigated it along with the dev and QA team.
- Actively worked and documented in Data Mapping for various schemas like Star Schema and Snowflake Schema and Data Migration from OLTP to OLAP database.
- Assisted QA team with Manual Testing, assisting with creating artifacts like test plans, test summary reports, test scenarios, test steps, test results, defect tracking, bug and defect mitigation strategies, Requirements Traceability Matrix (RTM), Delivery Plan ensuring Test-Driven Development (TDD), Acceptance Test-Driven Development (ATDD) practices are implemented.
- Actively involved in designing the release calendar with help of the Core Technical Services (CTS) team.
- Worked on Enablers and Spike stories and assigned story points by convincing the team so that sprint goal is completed within schedule.

Environment: Agile- Scrum Framework- (HTML/CSS, JavaScript, Java, Oracle), MS Visual Studio, MS Project, MS Visio, Jira, Confluence, PowerBI, Web Services, API, Microservices, AJAX, SOAP UI, RESTful Services.

Molina Healthcare (L&T Infotech), Hyderabad, India

12/2013- 02/2015

Business Systems Analyst

Project: Claims Management

Responsibilities:

- Collected and documented business processes as well as business rules and performed GAP analysis
- Translated the business needs into system requirements, communicating with the business on a non-technical level, and with the System Analyst on a more technical level
- Created various Business Documents such as BRD and SRS to record Functional, Non-Functional Requirements, and Technical Requirements
- Developed use cases, workflow, screen mock-ups, and functional and business requirements
- Interfaced with business users extensively to prepare and update requirements
- Performed data analysis and the mapping of the attributes between the source system and the target system
- Ensured all artifacts complied with corporate SDLC Policies and guidelines
- Validated technical designs created by IT developers against functional specification
- Responsible for coordination and maintenance of the project change request catalogue.



Environment: Agile- Scrum Framework- (HTML/CSS, JavaScript, Java, Oracle), MS Visual Studio, MS Project, MS Visio, Jira, Confluence, PowerBI, Web Services, API, Microservices, AJAX, SOAP UI, RESTful Services.

Sanofi Pharma (L&T Infotech), Hyderabad, India

06/2012- 11/2013

Jr. Business Analyst

ETL and Reporting

Responsibilities:

- Worked to promote transparency across teams and stakeholders by preparing Project Documentation like Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), Release Notes, minutes of meetings (MOM) utilizing MS office.
- Gathered Business Requirements by using techniques such as document analysis, system analysis, one to one interview with Business Users, Stakeholders, and Subject Matter Experts (SMEs).
- Worked with Data Warehouse team in developing and analyzing the ER-Diagrams.
- Identified and analyzed stakeholders and subject areas.
- Identified and analyzed source data coming from Oracle, SQL server and flat files.
- Preparation of reports and presentation to client.
- Performed testing, knowledge transfer and assisted other team members.

Environnements: SAFe- (HTML/CSS, JavaScript, Java, Oracle), MS Visual Studio, MS Project, MS Visio, Office Suite, Jira, Confluence, Power BI, Web Services, API, Micro-services, AJAX, SOAP UI, RESTful Services, MS 365.

EDUCATION:

- Bachelor of Psychology, Krishna University - India
- Master's in Business Administration (MBA), Monroe College - New Rochelle, NY.

REFERENCE 2:

Reference	
Organization Name	Computer Aid Inc.
Contact Name	Krystal McGraw
Physical Address	NA
Email Address	krystal.mcgraw@cai.io
Telephone Number	(717) 802-5743

RESUME 2: Kyle Leslie Taylor

CERTIFICATIONS

- Certified Project Management Professional (PMP)
- Certified SAFe Scrum Master (SSM)



- ITIL v3 - Foundation Certificate in IT Service Management

CORE KNOWLEDGE & SKILL AREAS:

- Requirements Engineering
- Data analysis
- Object Oriented Programming (Java, Python, Ruby, etc.)
- Lean Six-Sigma Methodologies and Practices
- Product Planning and Integration
- Project Management Tools: Work Breakdown Structure, Gantt Chart, etc.
- Cloud Technologies (AWS and VMware)
- Managing/Coordinating Employee Activities
- Making Oral Presentations
- SAFe Agile Methodologies and Practices
- Implementing Effective Procedural Changes
- Organizing Large Collections of Sensitive Data
- Training Employees
- Organizational Change Management
- Stakeholder Engagement
- Microsoft Visio Process Mapping
- Systems Engineering Design and Concepts

EMPLOYMENT HISTORY

Virginia State Police

03/2023 – Till Date

Senior Business Systems Analyst

Responsibilities:

- Leads the overall review, analysis and evaluation of current business systems, processes and evaluates new user requirements.
- Review, analyze and evaluate user/system needs
- Performs gap analysis on existing state of requirements in conjunction with current business needs
- Proficient in Organizational Change Management
- Contributes to and drives a collaborative effort to support organizational change management associated with the new solution
- Elicit requirements using various elicitation techniques such as Brainstorming, Data Mining, Document Analysis, and Interviews with users, facilitate risk analysis to produce requirement artifacts such as Field Definition Matrix, Business Rules, Interface requirements, Use Cases, activity diagrams and Wireframes.

Department of Justice

01/2021 – 03/2023

PM/Technical Consultant

Responsibilities:

- Conducted market research to inform capital investments in emerging technologies and software capabilities essential to advancing litigation mission and activities.
- Provided technical insight and assistance in the development of procurement artifacts and requisite documentation.
- Advised senior leadership of value-add commercial product offerings and build or buy decisions.
- Developed strategic plans to improve geospatial data quality, availability and end user adoption.
- Developed and refined geospatial metadata hosting strategy and geospatial metadata management process.
- Developed geodata identification and inventorying process.

U.S. Marshal Service

02/2020 – 01/2021

Principal Consultant

Responsibilities:

- Planned and executed all required process steps as defined in Client Methodologies.



- Developed and managed project metrics reporting and data gathering across associated lines-of-business.
- Managed project deliverables and timelines.
- Developed test case scenarios to support regression, in-sprint, and user acceptance testing intervals.
- Facilitated requirements gathering sessions with subject matter experts and software developers.
- Provided primary support toward installation of application releases into production.
- Facilitated structured peer reviews / walkthroughs to evaluate application features and incremental development plans.
- Created operational documentation in support of personnel training and communication of application changes.
- Provided input to assist in determining level of work effort for assigned activities.

Department of Commerce, U.S. Census Bureau
PM/Business Analyst

02/2017 – 01/2020

Responsibilities:

- Supported IT platform development, by evaluating and modeling successful risk mitigation strategies, aligned to the achievement of core business and technological objectives.
- Facilitated joint design and technical engagement meetings.
- Refined feature requirements to maintain alignment to stakeholder expectations and within the sustainable scope baseline.
- Led planning meetings to execute implementation, and governance of the program's change and configuration management practices.
- Managed product backlog as Product Owner for cross-functional software development team in support of enterprise data dissemination platform.
- Facilitated agile ceremonies.
- Wrote users stories, acceptance criteria, and test cases for inclusion in the feature scope and analysis documentation for each program increment.
- Provided business and technology integration support.
- Led development and implementation of the program's quality management system
- Performed duties as an Agile Product Owner to increase the rate of delivery for value- based features and functionality of the Enterprise Data Dissemination Environment (EDDE) platform.
- Facilitated requirements gathering sessions for public release of Request for Proposals (RFP) and Request for Information (RFI).
- Facilitated source selection activities.
- Performed contract quality management duties as a contract officer representative (COR).

Department of the Navy
Sr. Business Intelligence Analyst

08/2015 – 02/2017

Responsibilities:

- Developed ad-hoc queries and reports to collect and present information that satisfied client requirements and contributed to the achievement of organizational goals
- Provided project management support for various human resource department initiatives.
- Conducted in-depth quantitative analyses of available metrics and briefed senior leadership of findings, enabling them to improve the quality and reliability of analytical products and maximize visibility and usefulness to the community.
- Developed and maintained complex analytic and metric dashboards with the use of Microsoft Excel and Tableau visual design tools.
- Maintained the data integrity and availability of human resource information systems (HRIS) to include HR Link's Analysis Studio, Total Workforce Management System (TWMS), and the Defense Civilian Personnel Data System (DCPDS).

Department of the Veteran's Affairs
Functional Analyst
Responsibilities:

11/2014 – 10/2015



- Conducted quarterly reviews of various product development processes and made recommendations to senior decision makers on key areas of process improvement.
- Mapped VA's Health Information Exchange (HIE) interoperability architecture from the "As-Is" to the "To-be" Target IT interoperability architecture.
- Synchronized IT interoperability architecture with the VA's healthcare ecosystem and electronic health record modernization roadmap.
- Facilitated technical requirements gathering sessions with senior level management and subject matter experts.
- Created diagramming documentation detailing the design, functionality, clinical domains, dependencies, data types, data sources, data volume, and customers for Interoperability infrastructure.
- Developed technical papers pertaining to enterprise shared services (ESS) that identified and isolated opportunities for operational improvement and the consolidation of resources.
- Conducted multi-year planning of technical baselines at the system and subsystem level to support future planning and efficient product portfolio management.
- Developed Technical Architecture Plan (TAP) to support DoD/VA interoperability requirements and technical architecture alignment to "OneVA" enterprise architecture and transition planning, to include a network and infrastructure analysis.
- Applied industry best practices and systems engineering expertise in the establishment and implementation of a product platform management framework (PPMF).

Department of the Navy
Software Management Analyst/ Sr. Program Specialist

06/2014 - 11/2014

Responsibilities:

- Tracked and managed software license governance and compliance in accordance with enterprise software licensing policy, process, procedures and controls by internal staff and external service providers.
- Collected information for budgeting, software compliance & inventory, contract summaries, and cost comparisons.
- Identified savings opportunities for renewals, software licensing, and services. Follow through with vendors to obtain identified savings.
- Processed funding request for software procurements through Navy Information Dominance Approval System (NAV-IDAS).
- Performed detailed business case analyst to provide fact-based information to support a recommended course of action for IT related projects or acquisitions.
- Managed and assisted in managing software related projects within the supported Program Office.

United States Marine Corps
Special Assistant

05/2012 - 05/2014

Responsibilities:

- Facilitated internal and external meetings including logistics, preparation and distribution of meeting materials, agendas, and assisted in follow-up after meetings on action item coordination.
- Established objectives; determined priorities and managed time of a team of five personnel.
- Ensured executive-officers maintained compliance with all USMC and DOD policies and regulations pertaining to the activities of their respective offices and assignments.

United States Marine Corps
Department Fund Manager

03/2011 - 08/2012

Responsibilities:

- Created monthly expense reports and advised senior leaders of budget status.
- Offered appropriate recommendations based upon incisive budget analysis.
- Government Purchase Card Program (GPC) lead; was responsible for conducting and accounting for all Government Charge Card procurements.
- Maintained compliance with all governing federal policies and regulations pertaining to GPC Program.



- Tracked the approval and proper obligational funding of government purchases via SABRS' (Standard Accounting, Budgeting, and Reporting System) web-based interface, PR Builder.

United States Marine Corps

03/2011 – 03/2012

Information Security Coordinator

Responsibilities:

- Maintained the physical and network security of over \$1,000,000 in technology assets.
- Maintained custom designed database applications.
- Assisted in the administration of NMCI's NET and Service Request eForms (SREF) system.
- Served in an IT Help Desk capacity, troubleshooting minor hardware and software conflicts.
- Purchased IT supplies and equipment via the Information Technology Procurement Request and Approval System (ITPRAS).

United States Marine Corps

04/2007 – 03/2011

Manpower and Personnel Analyst

Responsibilities:

- Utilized the Marine Corps Total Force System (MCTFS) and Operational Data Store Enterprise (ODSE) to extract service member data into Excel spreadsheets for the purposes of conducting further analysis into personnel deficiencies and manpower requirements.
- Created desktop references used to train new and incumbent service members on standard operating procedures (SOP) and ad hoc reporting request.
- Responsible for the daily administrative activities such as correspondence editing and tracking, records management, and dissemination.
- Performed personnel monitoring, tracking and analysis. (Al Taqaddum, Iraq)
- Was an active contributor in the integration and deployment of the Secure Personnel Accountability (SPA) System; was able to improve the manpower reporting process by significantly reducing the delay of information pertaining to real-time personnel tracking and reporting. (Al Taqaddum, Iraq).
- Developed, improved, and implemented manpower reporting processes. (Al Taqaddum, Iraq)
- Formulated detailed reports pertaining to manpower analysis daily. (Al Taqaddum, Iraq)

Education:

- M.S., University of Maryland University College – Technology Management/Systems Engineering
- B.S., American Military University – Health and Sports Science

Certifications:

- Certified Project Management Professional (PMP)
- Certified SAFe Scrum Master (SSM)
- ITIL v3 - Foundation Certificate in IT Service Management

REFERENCE 3:

Reference	
Organization Name	OST Global
Contact Name	Drew Ellis
Physical Address	2010 Corporate Ridge # 1000, McLean, VA 22102, United States
Email Address	DMellis@ostglobal.com
Telephone Number	(717) 639-8011

RESUME 3: Srinija Pathem



SUMMARY:

- Business Analyst with around eight years of IT experience identifying business needs and determining solutions to business problems for complex software projects.
- Excellent analytical and problem-solving skills in developing and implementing innovative business processes and providing system solutions using new approaches. Expertise in systems testing of web application, client-server, and multi-tiered architecture.
- Domain knowledge and extensive experience in Retail, Healthcare, and financial industry verticals. Valuable cross-functional expertise in interactions and business flow between the ERP and CRM business processes.
- Working expertise in the Software Development Life cycle (SDLC), Software Development methodologies, including Rational Unified Process (RUP), Waterfall, and Agile.
- Actively used Joint Application Development (JAD) and Rapid Application Development (RAD) sessions with Business users, SME's and Stakeholders alike in gathering requirements and analyzing them to identify the real business need and facilitating the development of a customized solution which delivers maximum cost and usability benefit to the client.
- Extensive knowledge and working experience in converting business requirements into UML diagrams using Rational Rose and MS Visio and managing and tracking those requirements.
- Experience in process modeling using Use Cases, Sequence Diagrams, Collaboration Diagrams, Activity Diagrams, Class Diagrams.
- Extensive experience in producing documents like Business Requirements Documents (BRD), Functional Requirement Specifications (FRS), Software Requirement Specifications (SRS), Creating Request for Proposals (RFP), Statement of Work (SOW), and creating Requirements Traceability Matrix (RTM).
- Experience in developing and imparting pre- and post-implementation training, conducting GAP Analysis, User Acceptance Testing (UAT), SWOT Analysis, and ROI analysis.
- Proficient in all cycles of the test life cycle from test planning, defect tracking, managing defects life cycle and responsible for test deliverables, status reporting, issue escalation, and defect trend analysis.
- Proficient in the design and execution of Test Strategy, Test Plan, Test Scenarios, and Test Cases based on the applications' requirements.
- Performed System Testing including Functional, Regression, and Performance Testing using automated software testing tools such as HP ALM 11, HP Unified Functional Tester12 UFT, IBM Clear Quest, and Quick Test Professional and Test Director.
- Project management experience involving delegating responsibilities, budgeting, designing time schedules and work breakdown structures, preparing weekly status reports for management, communicating, and presenting the reports, and resolving issues and conflicts.
- Developed webpage prototypes and UI mockups for client portal and worker portal to demonstrate compliance with stakeholder requirements and specifications and provide solutions to complex and challenging issues.
- Extensive experience in project management skills using MS Excel, Project Reader, and SharePoint.
- Driven by creative ideas and backed by strong Analytical and methodical problem-solving skills, identifying causes, corrective actions, and providing innovative solutions, building strategic partnerships with senior business leaders, and getting commitments to actions from individuals at all levels.
- Analyzed the Service Requests submitted by business or end user throughout the life of the project and incorporated them into the system being built.

TECHNICAL SKILLS

Business Skills	Business Process Analysis & Design, Gap Analysis, JAD, Requirement Gathering
Methodologies	Agile (SCRUM), RUP, and Waterfall, Iterative
Languages	C, C++, SQL, PLSQL, XML, Shell



Change Management Tools	Clear Quest, Test Director and Rational Requisite Pro
Version Control Systems	Clear Case, JIRA
Testing Tools	HP Quality Center, QTP, Load Runner, HP ALM, Rally
Databases	DB2, Oracle, SQL Server, Sybase, MS Access, Data Modeler, Teradata
Operating Systems	Windows, MS-DOS, Mainframe, UNIX
Project Management Tools	MS Office Suite, MS SharePoint, MS Project, MS FrontPage
Modeling Tools	Rational Rose, Microsoft Visio, Balsamiq, UML, and UXPIn
Reporting Tools	SSRS, Tableau, Power BI

Employment History:

State of New York, Dept. of Taxation & Finance, Albany, NY
Senior Business Analyst

06/2018-Till Now

Responsibilities:

- Develop a technical solution that will address the business transformation of three core business functions and the development of a modern, web-based application for Real Property System.
- Model AS-IS business process workflows adhering to RPSv4 standard and negotiated agreement of all TO-BE processes across the internal and external business and technical teams.
- Document the process improvement measures in the Business Requirement Document (BRD) and performed requirement analysis to transform business requirements into Functional Specifications (FSD) and undertook sessions for the technical team.
- Serve as a resource and participant in business process re-design activities. Assist the customer in determining if and how system modernization may improve process flow and business function.
- Deliver elements of systems design, including data models, such as entity-relationship diagrams, system context diagrams, data flow diagrams, wireframes, or other detailed deliverables using MS Visio and UX Pin.
- Recommend changes to the interface to improve user experience (GUI).
- Creating Requirements Document for the Assessment Community Enterprise System project.
- Participated in the designing and engineering, optimization, and standardization of new hardware for the project infrastructures including hardware and software recommendation, installation, and management.
- Detailed the system transactions and performed GAP analysis by performing the system analysis between the scheduling systems and documented the gap items.
- Develop test plans and test Scripts, defined test Scenarios, analyzed bugs and, involved in quality assurance reviews with the team to ensure bugs are reported and closed.
- Prepare defect reports, status reports, and perform Bug Triage, defect tracking using HP Quality Center.
- Share Daily Status Reports with all the team members, managers, and clients.
- Perform Regression tests and assist in User Acceptance Tests.
- Prepared custom reports, data analysis and performed the SQL queries and verified them on MS Access.
- Interact with the technical team in prioritizing the defect list and validating known bug fixes.
- Responsible for Requirements meetings, gathering requirements and obtaining sign-off from the Stakeholders.
- Other responsibilities include working closely with the project manager in managing the releases, assigning work to the development team, and providing updates to Sr. Management with the progress of the projects.

Environment: Agile, MS Visio, HP ALM, SnagIt 11, MS Project, UML, Test Director, SQL, MS Office Suit, Brainstorming and JAD sessions, GAP Analysis, Data Analysis, UXPIn, Advanced Excel.



CVS Pharmacy, Cincinnati, OH
Business Analyst

01/2017-06/2018

Responsibilities:

- Involve in software development methodology lifecycle - including business planning, data analysis, process analysis and design; business, functional, and non-functional requirements analysis, use case analysis, system design, development, testing, and implementation.
- Gather requirements and prepared business requirement documents (BRD) for transforming the existing workflow for delivering the Emergency Kit (eKit) medications with better assistance.
- Responsible for translating BRD into functional specifications and test plans. Closely coordinated with both business users and solution architects for arriving at a mutually acceptable solution.
- Conduct Business Requirement and Solution Requirement sessions to define the project and to reduce the time frame required to complete deliverables.
- Analyze the Current State and work on updating the workflow for upgrading the existing workflow to obtain the Future State.
- Conduct various working sessions with Businesspeople and document very high-level business requirements for improving the workflow for different facilities like Intravenous (IV), Assisted Senior Living (ALF/SL), Clinical Intervention Centers (CIC), Adjudication Centers (Claims).
- Use MS Visio and MS Office Suite for creating use cases, workflows, and sequence diagrams according to UML methodology thus defining the Data Process Models.
- Use Case development and UML modeling using modeling tools like MS Visio.
- Perform extensive Business Process Modeling using Swim-Lane diagrams, Sequence diagrams, Workflow diagrams, and Activity diagrams using MS Visio.
- Work closely with the Product Owner to translate roadmaps into Use Cases and User Stories.
- Conduct meetings with EDI Developers, Data Modelers, and Business Users to understand/document the data mappings for the conversion process.
- Support the Solution Architect in defining the solution and communicating to the application teams and clearly articulated the system solution to all business partners and application Business Analysts.
- Create product documentation, printed user manual and training materials.
- Define Use cases from requirements and helped convert them into software specifications.
- Analyze business needs, created, and developed new functionality to meet real time data integration that facilitated decision-making.
- Coordinate the Regression Testing and create test scenarios for User Acceptance Testing (UAT).
- Maintain documents for change request and implement procedures for testing changes.
- Deploy, in-house MS Access Database for constructing data tables, queries, and reports, for project and program review.
- Coordinate the cross functional task forces to remove impediments.
- Develop strong alliance with the Enterprise Project Manager, raising and resolving the issues.
- Participate in business process analysis and redesigned existing business processes. Assisted the other testers with the system and functional testing process.

Environment: Agile, MS Visio, SnagIt 11, MS Project, Sybase, UML, SQL Server, Test Director, MS Office (Word, Excel, PowerPoint), HP ALM.

Walmart, Bentonville, AR
Business Analyst

06/2016-01/2017

Responsibilities:

- Gathered Business requirements and prepared solution design for developing Sales Order processing and Invoicing Application.
- Develop project charter, implementation plans, and financial analysis summary and presented it to lead to seeking findings for new initiatives.



- Work closely with the Business Users, Quality Analysts, Performance Engineers, and SMEs to understand and document the current state and future state of the business and technical goals.
- Perform Gap Analysis, requirement elicitation, and developed data dictionaries, class diagrams, wireframes, etc.
- Work with the business users in documenting the current process flows AS-IS process models and create TO-BE process flows and identify the Gaps by performing the Gap Analysis between the current and the future states.
- Handle Sprint planning, creating user-stories for the technical team, prioritizing, and maintaining product backlogs in JIRA, work closely with other architects and BSA's to define and prioritize their use cases and develop APIs.
- Work with Python developers on proof of concepts and feasibility studies for new/proposed applications using the Django framework.
- Participate in system analysis and data modeling, which required advanced SQL and PL/SQL skills to create tables, views, indexes, triggers, functions, procedures, cursors, and packages to facilitate consistent data entry into the database.
- Create reports to capture KPIs, Change Impact Analysis, Risk Assessment, Mobile Application Performance Drivers, and other miscellaneous reports to assist management and leadership in decision making and choosing escalation paths.
- Prepare Test Plan, Test Cases, Test strategies, and defect tracking for each iteration in HP ALM.
- Engage in the Quality Assurance process in each sprint for ensuring high-quality deliverables and timely completion of the project by creating additional test scenarios, writing test cases, and test scripts, functional and non-functional requirements for UAT and PROD environments.
- Guide technical teams in understanding the business requirements, highlighting issues and challenges, roadblocks to management and leadership, and proposing creative solutions to project teams and management. Helped to manage risk analysis and mitigation plans, status reports, and client presentations.
- Responsible for publishing, documenting, and overseeing security procedures and policies of REST APIs using the Swagger framework.

Environment: Agile Methodology, JIRA, Traditional Story Board, XML, SQL Server 2005/2008, MS- Office Suite, MS SharePoint Server 2007, ServiceNow, HP ALM, UML 2.0.

Group Health Coop., Seattle, WA
Business Analyst

04/2015-06/2016

Responsibilities:

- Involve in the software development methodology lifecycle - including business planning, data analysis, process analysis and design; business, functional, and non-functional requirements analysis, use case analysis, system design, development, testing, and implementation.
- Responsible for translating BRD into functional specifications and test plans. Closely coordinated with both business users and solution architects for arriving at a mutually acceptable solution.
- Responsible for creating AS-IS, TO-BE workflows, UML diagrams, Flow Chart, and Activity Diagrams using MS Visio.
- Accountable for making Data Flow Diagrams (DFD) and presentations to stakeholders.
- Worked heavily on SQL Server database to extract data and build Business reports.
- Acquire data from various data sources and maintained databases/data systems.
- Perform GAP analysis by performing the system analysis between the scheduling systems and documented the gap items.
- Use MS Visio and MS Office Suite for creating use cases, workflows, and sequence diagrams according to UML methodology thus defining the Data Process Models.
- Use Case development and UML modeling using modeling tools like MS Visio.
- Involve in identifying, documenting, and facilitating the resolution of business/functional issues across multiple systems.
- Create product documentation, printed user manual and training materials.



- Coordinate the Regression Testing and create test scenarios for User Acceptance Testing (UAT).
- Maintain documents for change request and implemented procedures for testing changes.
- Deploy, in-house MS Access Database for constructing data tables, queries, and reports, for Project and Program review.
- Assist Project Teams in preparing Software Requirement Specifications SRS, User Interface Design, designing of Application Architecture Database Modeling. Evaluating the Design Quality Physical design checks, Normalization, Standards, Security
- Interact with the stakeholders to get a better understanding of client business processes and gather business requirements.

Environment: Agile, MS Visio, GAP Analysis, SQL Server, MS Project, UML, HP ALM, Oracle Database, MS Office (Word, Excel, PowerPoint), Mainframe.

Garima System Solutions, HYD, India
Intern/Business Analyst

01/2014-12/2014

Responsibilities:

- Actively participate in requirement gathering and requirement management.
- Conduct JAD sessions with business units and stakeholders to define project scope, identify business flow and determine whether any current or proposed systems are impacted by the new development efforts.
- Develop requirement traceability matrix and attribute traceability matrix to manage changing requirements.
- Create full life cycle documentation from product requirements in the developmental stage to functional specifications for the completed application components' completed modules.
- Work as part of the QA team for designing Test Plan and Test Cases for Quality Assurance Testing.
- Efficiently prioritize and manage the defects using Quality Center.
- Responsible for the data setup in the QA environment to perform the Baseline testing and Postcode fix testing for the test case execution.
- Prepare documents to conduct professional meetings for the client and team members.
- Participate in enhancement meetings to make the product more effective in real-time. Work with developers and QA Analysts to clarify the SRS.
- Successfully elaborated the Current process and proposed process for the projects in the organization. Work actively for completing High Priority Tasks on time.

Environment: Rational Requisite Pro, MS Project, MS Visio, Clear Case, Clear Quest, Quality Center, Tomcat, SQL.

Education:

Degree (AA/AS, BA/BS, MA/MS/MBA, PhD, JD)	Area of Study	School/College/University	Location	Was the degree awarded? (Yes/No)	OPTIONAL: Date (MM/YY)
BE	Electronics & Communications	JNTU	INDIA	Yes	
MS	Computer	University of Houston	Houston ,TX	Yes	



2. NETWORK ENGINEER

REFERENCE 1:

Reference	
Organization Name	Metropolitan Transportation Authority (MTA), NYC
Contact Name	Reggie Matela
Physical Address	333 W. 34th Street, New York, NY 10001-2402
Email Address	reggie.matela@mtahq.org
Telephone Number	(646) 376-0065

RESUME 1: Mico J White

Technical Skills

- Advance skills and knowledge designing, implementing and supporting IP Routing Protocols EIGRP, OSPF, RIPv2, BGP, MP-BGP. Advance skills troubleshooting IP Internetworks
- Advance skills and knowledge with LAN Technologies (layer 2/3 switching, VLANs, STP, VTP etc).
- Advance skills and knowledge with WAN/MAN technologies (MPLS, EVPL, T1, OCx etc).
- Advance knowledge and skills with Cisco Routers (ISR 800/4000, ASR 1000 etc). Cisco Catalyst Switches (6880, 4500, 3850, 6500 etc). Advance knowledge with Cisco IOS/XE/XR technologies.
- Advance skills Deploying and Administering Cisco ASA 5500 with firepower and Implementing Security policies. Expert Skills Implementing Secured Network Solutions.
- Expert skills with DMVPN, IPSec Site-to-Site, client and client-less Remote Access VPNs.
- Advance skill and knowledge with Palo Alto Firewalls deployment and administering.
- Functional skills and knowledge with Cisco Cloud Web Security and ISR connectors. SD-WAN.

Certifications.

- CCNP Routing and Switching. (Feb 2002) Renew 04/18.
- CCNP Security – (Nov 12) Renew 04/18.
- CCNA Security – (April 09) Renew 04/18.
- CCNA Routing and Switching. (April 00) Renew 04/18.
- Diploma – Telecommunications (June 86)
University of Technology. Kingston, Jamaica.

Experience:

Metropolitan Transportation Authority

07/2022 – Till Date

Network Engineer

Responsibilities:

- identifying network issues using various tools and working with support teams to resolve those issue
- installing, configuring, managing, and maintaining security of all network devices
- executing network implementation activities for multiple short- and long-term projects while adhering to all project management standards.
- ensuring that long-term requirements of systems operations and administration are included in the overall systems planning of the organization.
- providing technical support in the integration and test of complex large-scale integrated networks.



- assisting with developing network security and related procedures; and assist with performing network management activities.
- assisting with periodic network reviews and analysis
- assisting with development of the network management platform adoption, configuration and tuning

TEKsystems

Deployment Engineer – Department of Education

4/16 – 07/2022

- Perform network modification projects in relation to DoE Wide Area Network (WAN), DoE enterprise data centers that include routing protocol configuration changes, router/switch configuration, and firewall/VPN configuration.
- Provide support for the integration of network equipment upgrades (ASA 5500-X/ Firepower, Blue coat Proxy, EVPL migration, Cisco 6800, 2960-X, 3750 switches, 3800/3900 routers, WAAS).
- Proof of concepts buildout and certification.

Eze Castle International, New York, NY

12/14 – 12/15

Network Engineer

- Hedge Funds provider. Cloud Infrastructure. Global Enterprises.
- Tier3 Network Services. Escalation for Implementation and Support.
- Clients network design, implementing and support. Clients access to Cloud Infrastructure and Services.
- Enterprise BGP, VRF-Lite, MP-BGP, OSPF, EIGRP, IP SLA, Remote Access/ Site-to-Site VPNs
- Manages and monitor client network security, vulnerability assessment and penetration testing.
- Cisco ACS 5.4, NAC, Cisco ASA series, Cisco 4400, 2800/2800/3800/3900 and ASR 1000 routers, Cisco 4500, 3750, 3650 switches
- Implementing Palo Alto, Sourcefire/FirePower and ISE.

eMarketer Inc, New York, NY

3/13 – 10/14

Network Security Engineer

- Design and Implement Company's Migration solution to VPLS
- Manages and administer Company's Network Security Solutions utilizing Cisco ASA 5520s.
- Access-list, Network Access Control, Remote Access, Firewall Rules, IPS/IDS
- Deploy and managed IPS inline detection solutions. Aruba Wireless.
- Deploy and managed Company's Site-to-Site IPsec VPNs, Client and Clientless SSL VPN solutions.
- Implement and managed Barracuda Proxy servers, ACS, NAC.
- Managed network infrastructures consisting of Cisco 6509s, Dell switches, Barracuda Web Proxy VoIP and ISP connections.
- Create and manage documentations and Visio diagrams
- Main point of contact for network and networking related security issue and escalation.
- Web Defend administration

R-Square Inc

Network Engineer – CBS Corporation

2/12 – 12/12

- WAN Migration from Frame- Relay Point-to-Point to MPLS (Nexus 7000 Core)
- Designed, implemented and supported advanced Routing Protocols EIGRP, OSPF, RIPv2 and BGP. Enterprise MPLS implementation and deployment, Cisco 1800/2800
- BGP, OSPF and EIGRP core routing and route redistribution.



- Migration Backup Site-to-Site VPN to Internet Based IPsec DMVPN Solution (ASR1001 Hub)
- Tier 3 NOC Operation: Layer 1, 2, 3 network isolation; DWDM, GigE, Point to Point T1/T3 and Frame-relay. Avaya layer 2 network; Wireless (Cisco WLC Based) issues; Cisco ASA Based Site-to Site IPsec VPN. SNMP monitoring and polling.
- Access-list, Network Access Control, Remote Access, Firewall Rules, IPS/IDS.

Collabera Inc

Network Engineer – AT&T Labs

1/11 – 7/11

Middletown, NJ

- Provides Tier-4 (advanced) technical support, configuration development and testing.
- Inter-AS Multi-Protocol BGP design and Implementation. IPv4/IPv6/VPN core routing.
- Writes Deployment Guidelines (DGs) and troubleshooting guides. Lab setup and testing DG.
- Performs low-level routing troubleshooting to assist Tier-3 technical support personnel.
- Work with Cisco OSR and GSR routers. Juniper MX960, M320. MPLS, BGP, OSPF, HSRP/VRRP, MPLS L2/3 VPN, WAN QoS, VRF/VRF-Lite.

Network Engineer - Maintech

10/10 – 1/11

Wallington, NJ

- NOC Shift Lead
- Provide a technical point of escalation for troubleshooting for NOC Operators for issues/events/outages
- Perform initial troubleshooting, problem analysis and isolation of network and system events in accordance with NOC incident management guidelines.
- Implemented, Deployed and Support IPsec VPN. PIX/ASA, Cisco 6500/7200/3800, ASA 5500s.
- Support IPsec VPN network with Digital Certificates. Network Access Control. IPS/IDS. ACS 5x

TekSystems.

1/10 – 7/10

Associate Engineer – Comcast Business NOC

Bishops Gates Blvd, Mt Laurel. NJ

- Tier 3 Support for Cell Backhaul core and cpe provisioning and support (Juniper MX series, Ciena and Axerra devices)
- Tier 3 support for Metro E and Fiber customers providing layer 1, 2 and 3 problem resolution.
- Spanning-Tree, VLANs/VTP. OSPF and BGP routing.
- Devices including Cisco 7606/7609/3550/3750/2950, Marconi ATM switches, Nortel, Tellabs, Ciena.
- Provide timely reports and documentation updates.

ExterNetworks Inc

10/08 – 01/10

Piscataway, NJ 08854.

Network Engineer.

- Install, configure and Deploy Cisco Network devices at clients site for routing, switching and security on converge networks.
- Implement IP Infrastructure according to design.
- Troubleshoot and isolate routing problems across LAN/WAN. Troubleshoot layer 1 and 2 circuit issues with T1s and fractional T.



- Cisco 3800s/2800s for WAN connectivity and routing. Cisco 6500s, 3560, 3750, for layer 2 – 7 routing and switching. ASA 5500s and PIX firewalls for security. Racking and Cabling.
- Produce Network documentation and reports.

Collins Consulting
Technical Support Engineer.

10/05 – 9/08

AT&T Piscataway, NY

- Provide Tier2/3 support to AT&T Managed Internet Global customers.
- Resolved assigned trouble tickets, take customers call to resolution.
- Resolve layer 1 and 2 problems with DS1, DS3, GigE and OCx circuits.
- Resolve connectivity and BGP routing problems across MPLS / Internet network.
- Verify and rectify Layer 3 and 4 routing, HSRP redundancy and VLAN routing on managed customer network.
- Cisco IOS / IOS-XR, Cisco 3840/3750/7200/7600/1840 Cisco 12k and GSRs. Incident isolation.

Custom Computer Inc.
Happauge, LI. NY

2003 – 2005

- Conduct wireless site survey for 802.11 a/b/g wireless at NYC Schools.
- Install and configure wireless network infrastructure Catalyst 6500, Cisco 3840, WLAN Controllers and Access Points.
- Produce network documentation and reports

Stratus Technologies
Shrewsbury, NJ
Network Engineer

01/02 – 03/03

- Resident Network Engineer at client site. Implementing and supporting converge networks
- Install and configure Network Devices – Routers, Switches, Hubs and CAT 5 cabling.
- Troubleshoot LAN / WAN layer 2 and 3 problems to resolution.
- Devices Cisco 800s/1600s/2500s/2600s/4000s/7200s, CAT 5000/5500, PIX 515. T1 / T3, Frac T circuits.

Securities Industries Automation Commission.
Brooklyn, NY

10/01 – 04/02

Network Engineer

- Six months Lab study implementing 802.11 a/b/g wireless networks for NYSE.
- Assist on the Network Infrastructure team of cross divisional network Architects and Engineers.
- Prepare and produce physical and logical network as required. Network Operation Support.

Source One Network solutions
Madison, WI.

1999 – 01

Lead Network Technician.

- Retail clients Toys R US, William-Sonoma, Montgomery Ward etc.
- Remote Access and Site to Site VPNs. New sites cabling and commissioned online.
- Point of Sale Terminals, Registers and Servers. Cisco 2500/2600, Access Points, CAT 5 cables.



REFERENCE 2:

Reference	
Organization Name	Metropolitan Transportation Authority (MTA), NYC
Contact Name	Reggie Matela
Physical Address	333 W. 34th Street, New York, NY 10001-2402
Email Address	reggie.matela@mtahq.org
Telephone Number	(646) 376-0065

RESUME 2: Paul F. Zoitke

Qualifications Profile

Detail-driven and dedicated network professional with over 20 years of extensive experience as a enterprise network engineer, administrator and project manager. Extensive skill sets include, configuration, network design, infrastructure implementation, network operations, troubleshooting and documentation. Adept at leading operations while sustaining compliance with standards and regulations within the information technology industry. Armed with excellent organizational, multitasking, and interpersonal skills; complemented with strong ability to establish relationship with staff and other professionals within the industry. U.S. Secret Clearance (Inactive) 8570 and IAT II compliant.

Core Competencies

Network Engineering | Network Design| Quality Control/Assurance | Process Improvement | Network Installation and Configuration | Program Development | Staff Supervision and Development | Team Building

Technical Acumen:

ROUTING PROTOCOL CONFIG, DESIGN AND SUPPORT: OSPF, EIGRP, BGP

ROUTE SUMERIZATION, ROUTE LEAKING, ROUTE MAPS, PREFEX LISTS, ROUTE FILTERING, PBR, IOS, NEXUS OS, VRF, VPC, VSS, VDC, SVI'S, MULTI-CAST, QOS, COS, HSRP, VRRP, GLBP, IP-SLA, MULTICAST, IP-V6 (6-4 TUNNELING, DUAL STACK) NAT/PAT, DNS, DHCP.

STP/MST/RSTP/PVST+, VLAN, PVLAN, VOIP VLANS, STACKWISE, VACL'S, CAT-6/8 568B NODE AND PATCH PANEL TERMINATION AND TESTING. FIBER MULTI/SINGLE MODE ST-LC, HOT MELTS, DAC, FLUKE, PENTA SCANNERS.

NETWORK MANAGEMENT: SOLARWINDS, SNMP-V3, NETFLOW, WHATS UP GOLD, SPECTRUM, WIRESHARK, REMEDY CHANGE MGMT, TICKETING SYSTEM

NETWORK SECURITY: CISCO ASA, IPS, IDS, ACLS, OSPF/EIGRP AUTHENTICATION, DOT1X, PORT SECURITY, DHCP SNOOPING, VPN-IPSEC, VPN-SSL, PVLANS.

INFRASTRUCTURE LAN/WAN: DM-VPN, PTP, GRE OVER IP-SEC, METRO-ETHERNET, SITE-SITE VPN, ENTERPRISE, CAMPUS, DATA-CENTER, SPINE-LEAF, ACCESS-DISTRO-CORE, COLLAPSED CORE, BRANCH-EDGE, FRAME, T1/T3, DARK FIBER.

VOICE: VOIP, CISCO CALL-MANAGER (MAC), MITEL 5000, VOIP HUNT GROUPS, DIAL PATTERNS, BULK REPORTS, SIP TRUNKS, T1 PRI'S.

WIRELESS: WLC/AP CONFIG AND SUPORT, 802.11, CAPWAP, SSI, WPA-2, ROAMING, 2.4/5.0 GHZ SPECTRUMS, SITE SURVEYS EKAHAU, AP ON A STICK, FLEX CONNECT, RPLS.

DOCUMENTATION: AUTOCAD, VISIO, MOP'S, SOP'S, BOM'S, PROJECT PLANS.

EQUIPMENT: CISCO: SWITCHS/ROUTERS/ASA/WLC/AP'S, 2K,5K,7K, 9K, FEX, 4500, 6500, 2960, 3750 3760, 3770, 8500, 7500, 5500 SERIES ASA's, 5508/2504 WLC's, BROCADE, DELL SWITCHES (Power Conn, 8024's)



PROJECT MANAGEMENT:

- NEW DATA CENTER BUILD: VIACOMS MTC, VH1, NICKOLODEON ONLINE DIVISIONS.
- MIGRATION EXPANSION VIACOMS CORP. DATA CENTER AT 1515 BROADWAY.
- NEW INFRASTRUCTURE FOR SPECTRUM NETWORK MGMT. (AFGHANISTAN, FOB SHARANA)
- WIRELESS SITE SURVEYS FOR WINTHROP HOSPITALS (MINEOLA) UTILIZING EKAHU, AP ON A STICK, BOM, SOP's, MOP's.
- SLOAN KETTERING MIGRATION FROM BROCADE, DELL, ARUBA TO CISCO

CURRENT PROJECTS: SD-WAN (VIPTELA) CCNP (NEW FORMAT)

CERIFICATIONS AND EDUCATION: CCNP ROUTE/SWITCH/T-SHOOT, CCNA ROUTE/SWITCH, CCNA SECURITY, SECURITY PLUS, MITEL, ITIL, OSHA, ASSOCIATES APPLIED SCIENCES S.U.N.Y FARMINDALE (COMPUTER SCIENCE)

Professional Experience

METROPOLITAN TRANSPORTATION AUTHORITY

NETWORK ENGINEER

07/12/2022 – 12/09/2022

RESPONSIBILITY:

- Identifying network issues using various tools and working with support teams to resolve those issue
- Installing, configuring, managing, and maintaining security of all network devices
- Executing network implementation activities for multiple short- and long-term projects while adhering to all project management standards.
- Ensuring that long-term requirements of systems operations and administration are included in the overall systems planning of the organization.
- Providing technical support in the integration and test of complex large-scale integrated networks.
- Assisting with developing network security and related procedures; and assist with performing network management activities.
- Assisting with periodic network reviews and analysis
- Assisting with development of the network management platform adoption, configuration and tuning

CUSTOM COMPUTER SPECIALISTS (HOLTSTVILLE, NY)

SENIOR NETWORK ENGINEER- PROJECT MANAGER

NOV 2019–APR 2020

- Responsible for overseeing DOE (Dept. Of Education) Refresh of all public schools within the five boroughs for the city of New York.
- Responsibilities included onsite management, support and installation of new Wired and Wireless infrastructures.
- Equipment installed for this project included new Cisco WAP-AIR-AP3802E for wireless branch communication. AP's were configured to support Cisco FLEX-Connect. AP's wired to Cisco dedicated 2960's. Central communication located at DOE HQ utilizing Cisco 9800 Controllers.
- Cisco 6880's dedicated to support L3 and isolated VRF's for student access, faculty, facilities, etc.
- Metro Ethernet provides redundant high bandwidth communications between schools and DOE HQ as well as VPN connectivity for emergency failover.
- Responsibilities also included creating, updating and editing BOM's, Builds and Visio Network Diagrams.
- Pre-configuring of network equipment prior to installation, testing and burn-in.



DATA VISION (CANON) (HAUPPAUGE, NY)

NETWORK ENGINEER

JUNE 2019– OCT 2019

- Responsibilities included implementation and operational support for Canons North and South American Facilities, Manufacturing, Office and Warehouses using mainly Cisco solutions.
- Support for our outside locations included equipment such as Cisco 4500's, 6500's, 951's, 2960's and ASR 1000 to name the most common.
- Internally at headquarters in our Melville Long Island Data Center, responsibilities included trouble-shooting and support of our infrastructure. This consisted of 7K's, 5K's and FEX's.
- Worked with both What's Up Gold and Solarwinds to help support all external and internal devices as well as graphing Netflow data.
- DNS.DHCP using was implemented using Infoblox.
- My main project I was responsibility was coordinating and implementing the removal of outdated Motorola Switches and Desktop Hubs replacing them with 2960's.
- Projects also consisted of migrating our BGP network to a Metro Ethernet solution across Canada and the U.S.
- Configuration of multiple sets of equipment to be sent to our remote sites for upgrades or redundancy. I.e, 2960's, 951's, 3650's, etc.
- Support of our Wireless LAN solution utilizing the Cisco 5500 comptrrollers and Aironet AP's.
- Traces completed using Wireshark.
- All Documentation was completed with Visio.

AKORN PHARMACEUTICALS (AMITYVILLE, NY)

NETWORK ENGINEER

SEPT 2018– MAY 2019

- Engineering support for entire campus network across Amityville Long Island for Akorn Pharmaceuticals.
- Responsible for administration, documentation and database additions for all Akorn Amityville/Copliague sites for PQE adherence.
- Worked with FDA administration officials to verify all Amityville/Copliague sites adhere to federal regulations.
- Full configuration and testing for new infrastructure at all nine sites at Amityville locations.
- Installation of Cisco 2900's stacked switches at all IDFs across all nine sites including Copliague.
- Installation and operational support of Cisco 4500's, 6500's VSS.
- Support and Configuration of Cisco's Nexus 7000 series switches including VPC configurations.
- Operational support for Akorns BGP WAN infrastructure
- Support and troubleshooting for both Akorns IGP protocols OSPF/ EIGRP.
- Site surveys and installation of new Aruba 510 series AP's
- Moves, Adds and Changes with DELL Power Connect Switches (8024's, Trunks, GVRP)
- Network Management tools for Infrastructure support utilizing Mindsight and Solarwinds.
- Use of Remedy ticketing system for MAC work and change management.
- Administration of new IP scopes and DNS through Active Directory.
- Administration of Cisco ASA's VPN/Rule Base changes
- Installation of Rack UPS's, ATS.s, Switches.

AT&T (OMNICOM) (NEW YORK, NY)

NETWORK ENGINEER

JUNE 2018– AUG 2018

- . Responsible for Omnicom's IP documentation and restructuring project.
- Re-design and consolidation of all Omnicoms VRF's globally.
- Full documentation of all MPLS/GRE/VPN WAN to prepare for redesign.
- Visio Diagrams of all internal LAN/Wireless networking equipment.
- Configured Cisco 3950/4500/6500/Nexus 7000's for new Vlans in preparation of new design.
- Re-configured new management VLAN for consistency across all agencies.



PANGAIA PARTNERS (NEWARK, NEW JERSEY)

NETWORK ENGINEER

SEPT 2017– JAN 2018

- Installed and configured 6807 VSS/VSL switches with redundant Sup6's within NYU's MDF.
- Configured both Layer 3 and layer 2 port channels for distribution and access layers.
- Installed and configured redundant 10 G uplinks utilizing both 4500 and 3850 stacked switches.
- Conducted wireless surveys using the Ekahau application for preparation in installing NYU's RTLS.
- Updated both topological and physical network diagrams including rack layout and elevations using Visio.
- Completed OSHA certification for work on live construction sites.
- InfoBlox for IPAM and DNS support.
- Administration of Cisco ASA's.

COGNIZANT (PSE&G) (BETHPAGE, NY)

NETWORK ENGINEER

AUG 2016–APRIL 2017

- Installation and support of Cisco's Nexus 5000/7000 series switches.
- Configuration and support of Nexus VPC's for redundant communication.
- Configuration and support of 4500/6500 VSS for High Availability.
- Cisco 4500,3850 Switches. Upgrades, installation and troubleshooting. Day to Day administration.
- Layer 2 Port, VLAN, Spanning Tree, IOS upgrades, etc., performed daily.
- Configuration and support for Cisco's ASA 5500, VPN's, Rule Base, etc.
- Support, configuration and troubleshooting of internal routing protocol OSPF.
- Proactive monitoring utilizing Solarwinds, Spectrum.
- Additional network management performed using Cisco Prime
- IP management and DNS were achieved using IPAM.
- All network Moves Adds, and changes was added into Visio as well as any new equipment installations.

TELEVERSE COMMUNICATIONS (HOLTSVILLE, NY)

VOIP/NETWORK ENG.

NOV 2015–JUNE2016

- Mitel 5000 VOIP Installation and support.
- Technical support for Intertel 5000 and Access IP systems.
- Service and operational support for VOIP systems including Hunt Groups, Dial Patterns, T1, Carrier Issues, Trunk Faults, VOIP problems, etc.
- Operational support and consultation on network requirements including VOIP, application and security considerations.
- Troubleshooting for all network related issues were Mitel and Intertel systems are considered.
- Consultation, Support, Installation and certification on all physical media requirements including CAT6/5, Single Mode/Multi-Mode fiber including end points, patch panels, etc.
- Rack and stack all equipment including documentation via Visio.

APEX (CABLEVISION) (HICKSVILLE, NY)

NETWORK ENGINEER

MAY 2015–AUG 2015

- Supported 1.5 million access points across Long Island, Manhattan and New Jersey.
- Installed and supported indoor access points in-house (Hicksville, Bethpage)
- Upgraded, installed and supported Cisco Wireless controllers (Cisco 7500, 8500).
- Installed Cisco ASR 9922 for network aggregation.
- Configured and supported Cisco NEXUS 5000 and 7000 series switches.
- Management tools included Opware for pulling configurations, downloading code, inventory, scripts, etc.
- Utilized SevOne for network management including benchmark graphs, utilization, forecasting, proactive troubleshooting, etc.



ITT EXELIS - IRAQ/AFGHANISTAN

LEAD NETWORK ENGINEER

SEP 2011–JAN 2014

- Promoted to Senior Network Engineer out of Camp Phoenix, Kabul Afghanistan supporting all bases in the RCCN.
- Supported the Strategic network for the Army's infrastructure in Afghanistan FOB Sharana 25th Sig. Battalion.
- Provide design and troubleshooting of all networks, including the Non-secure Internet Protocol Router (NIPR), Secret Internet Protocol Router (SIPR), and CX-I.
- Vlan Administration, Port Security, switch and router administration.
- Administer MAC work for Cisco Call Manager for Voice over IP (VoIP) phones for all networks.
- Support various equipment, including Cisco switches and routers (2800's, 3700's, 3800's, 4500's, 6500's, 2950's, 3550's, 3560's, 3750's and NEXUS 5000's).
- GD Tac-lane administration.
- Accomplish the installation of multiple ACS servers for SIPR/NIPR/CX-I networks allowing [Authentication, Authorization and Accounting](#) (AAA) and [Terminal Access Controller Access-Control System](#) (TACACS) for secure authentication and authorization.
- Configured Brocade switches at the access level. Removed because of interoperability issues with Cisco.
- Managed and utilized CA-Spectrum to monitor the capabilities of three enclaves, which allowed timely response to potential problems.
- Monitor the utilization of [VLAN Membership Policy Server](#) (VMPS) architecture within three networks for secure authentication for network access and prevention of cross-domain violations.
- Ensure the accomplishment of network access through the use of port-security across all three networks utilizing DOT1X port authentication through Remote Authentication Dial-In User Service (RADIUS) server.
- Oversee the entire Visio diagrams throughout three networks in order to sustain compliance with Defense Information Assurance Certification and Accreditation Process (DIACAP) standards.
- Facilitate the installation of new KIWI database for SIPR/NIPR/CX-I to provide backup and configuration uploads and downloads for bulk configuration needs, including the SysLog.

REFERENCE 3:

Reference	
Organization Name	City of Sunnyvale
Contact Name	ANNA LEWIS
Physical Address	NA
Email Address	alewis@sunnyvale.ca.gov
Telephone Number	(408) 730-3042

RESUME 3: Sargis Moghadas

Senior Network Engineer

Innovative, technologically savvy, analytical, and hands-on IT professional with 25 years of experience in network, system and information security, network administration and engineering, and spearheading infrastructure design and support. Extensive background in developing processes to protect networks, computers, programs and data from attack, damage or unauthorized access. Solutions-oriented and results-driven, with excellent interpersonal communication and multilingual skills, strategic collaboration, time management and multitasking abilities, robust task ownership, and a strong work ethic. Understands and conveys complex information to resolve multiple issues and navigate technological barriers to achieve key deliverables.

Technical Skills



System Administration | Network Administration | Network Design | Network Security | Network Performance | VMWare Administration | Active Directory | Disaster Recovery | Migrations | Implementations | Upgrades | Firewall Technologies (*Cisco ASA & Palo Alto Networks*) | Installations | Configurations | Troubleshooting | Integrations | Deployment | Routers | Switches | Firewalls | Network Connectivity & Troubleshooting

Data Centers| Network Storage Technologies (Pure & NetApp) | Fiber Channel | ISCSI over Ethernet | UCS Chassis | UCS blades | Fabric Interconnect | Intersight (*UCS Management Platform*) | Software Licensing|

Enterprise Software | Information Security | Backup Software | Network Segmentation (VLAN)

IPSec & AnyConnect VPN tunnels | Microsoft Azure | Microsoft Exchange | Cryptography | Cost Containment | TCP/IP | HSRP | VLAN | Port-channel |Trunk | Cisco ISE |

Cisco Firepower Management/Firepower Appliances | SIEM | Wiring and Patch Panel | DFS Shares | IIS | DHCP | DNS | SSL Certificates | LAN Switching | Routing {static & EIGRP}

Solarwinds | Cisco VoIP| RSA | DUO | Load Balancers | Multilingual: English, Persian, Assyrian

Key Accomplishments

- Achieved an annual cost saving of \$24K by converting a vendor-supported core firewall to in-house management
- Decreased annual cost by \$48K by redesigning and successfully migrating a layer 3 MPLS WAN platform to VPLS layer 2
- Saved \$30K of capital expenditure in 2014 by consolidating hardware for VPN and vendor connectivity
- Successfully replaced corporate firewalls (Cisco ASA) with Palo Alto's with High Availability deployment resulting \$30k cost saving on professional services
- Converted vendor-supported core firewall to in-house management, leading to an annual cost saving of \$24K

Professional Experience

City Of Sunnyvale – Sr. Network Engineer

- Plans, designs, recommends, installs, upgrades, and supports data center activities and systems of data, voice, radio and video network infrastructures, equipment, servers, and applications to achieve optimum performance in accordance with the IT Service Level Agreement (SLA).
- Reviews and evaluates technological network related needs and recommends appropriate solutions; works closely with vendors to ensure complete and successful projects.
- Troubleshoots, upgrades, or configures network systems or server hardware or operating system issues to determine cause(s) of failure and resolves problems including relocation of wiring infrastructure and ensuring compliance with warranties and/or specifications.
- Performs structured and complex analyses and develops integrated information flow according to documentation related to area of assignment.
- Monitors system capacity and utilization and performance of systems or networks and performs necessary restructure or recommends expansion.
- Upgrades network operating systems, server and storage systems and configures software.
- Researches, designs, develops security and integrity of network systems to ensure protection from inappropriate access or destruction to include disaster recovery and business continuity.



- Implements a preventive maintenance routine identifying weaknesses of current system to determine critical server/storage or networking issues.
- Evaluates and monitors cost acquisition of network and server related items to obtain the best results, meet budget guidelines and ensure system compatibility.
- Assists in the development and execution of preventive maintenance programs identifying weaknesses of current systems to determine critical server/storage or network issues, including cybersecurity.
- Develops technical system documentation, training materials and provides training to users and other support staff.
- Leads and coordinates IT, departmental, and vendor resources for projects in accordance with project plan.
- Prepares presentation materials for meetings, documents and follows up accordingly.
- Assists in the development and operations of the IT Strategic Plan (ITSP).
- Provides input, recommendations on new technology and solicits technical specifications.
- Communicates clearly and concisely, both verbally and in writing.
- Assists in the creation of operational procedure manuals.
- Sets timelines and expectations for tasks within various project plans.
- Provides guidance to team members.
- Acts as a liaison between the various divisions within the department along with the client departments.
- Provides subject-matter expertise on complex technical issues related to their area of focus.

Excite Credit Union | San Jose, CA

2001 – PRESENT

Senior Network Engineer

- Install, upgrade, maintain, and troubleshoot the entire network including LAN/WAN connectivity, Cisco routers and switches, Palo Alto firewalls, ASA appliances and corporate VPN connectivity
- Enhanced corporate security by segmenting the network implementing VLANs and restrict access based on department and role.
- Proactively monitor the network for optimum uptime; discover, investigate, and resolve bandwidth issues utilizing Solarwinds Network Performance Tools
- Migrated ASA5520 to a pair of ASA5525-x in active/standby mode
- Implemented Cisco AnyConnect Remote Access VPN on a pair of ASA5515-X firewalls in HA mode along with successful deployment of RSA two-form-factor authentication
- Successful implementation of DUO MFA, fully integrated with Cisco ISE (Identity Service Engine)
- collaborated with all the vendors to change the IPSec tunnels to reflect the new IP scheme
- Implementation of Palo Alto Firewalls in HA deployment and successful migration from cisco ASA5525-X; Implemented SSL decryption as well as inbound policies based on app-id rather than ports/services
- Recent implementation of Palo Alto Panorama for central management of our Palo Alto Firewalls.
- Successfully implemented Palo Alto firewalls at our branch locations with IPSec deployment as backup to the primary for branch connectivity
- Recent migration from UCS Manager platform to latest Cisco UCSX chassis & blades over at both primary and disaster recovery sites. Building the entire environment from ground up in "Intersight" (policies, templates, vNics, VLANs, etc...) including a fresh installation of VMWare ESXi hosts).
- Recent implementation of NetApp storage at our disaster recovery location (iSCSI implementation).
- Currently, implementing Firepower Appliances and migrating from exciting ASA5515-X firewalls.
- Currently migrating ISE appliances from version 2.7 to 3.X
- Organize, plan, and work with ISP's to order circuits and work on implementation.
- Maintain smartnet contracts as well as any other non-cisco related hardware gear.
- Researched, redesigned and successfully migrated a layer 3 MPLS WAN platform to AT&T switched layer 2 Ethernet network (VPLS), resulting in an annual cost saving of \$48K
- Recent successful migration from AT&T switched layer 2 Ethernet to Comcast switched layer 2 Ethernet (ENS)
- Designed, planned, and migrated ISP from Cogent to AT&T, resolving speed and performance issues while maintaining 100% system uptime



- Spearheaded maintenance and troubleshooting of vendor connectivity; implemented vendor security utilizing Cisco ASA firewalls in HA mode to secure and limit third-party vendor connections to the network
- Implemented and maintain VPN appliances and site-to-site tunnels for branch redundant backup connectivity utilizing Palo Alto firewalls
- Actively build, monitor and maintain IPSec tunnels established with 3rd party vendors for the services they provide to our organization.
- Implemented Cisco Identity Service Engine for Network Access Control.
- Enhanced security by Implementing 802.1x authentication for corporate domain joined computers utilizing and authorizing based on machine certificates.
- Successfully implemented a wifi solution at the corporate office using Cisco wireless controller.
- Securely implemented and maintain Meraki Access Points with multiple SSID's for users and guest access, integrated with Cisco Identity Service Engine (ISE).
- Researched and investigated a SIEM solution using IBM QRADAR for corporate; collaborated with the implementation team on configuration/implementation
- Recent migration from QRadar to LogRhythm SIEM solution.
- Work actively with Cisco TAC for any unresolved hardware, IOS, network-down, or configuration-related issues
- Manage our Domain Controllers, Group Policies, DFS Shares, DNS, DHCP, printing, permissions.
- Successful migration of corporate users from Microsoft Exchange 2003 to the Exchange 2010, then to 2013 and finally 2019 in Active/Standby configuration.
- Managed Mitel (formerly ShoreTel) IP Phone System.
- Cisco Unified Communication; successfully implemented Cisco VoIP Platform in early 2021. Worked with our consultant diligently for months throughout this implementation which resulted in a successful implementation.
- Oversee Windows 2016 Active Directory, group policies, logon scripts, window shares, DFS shares, user security permission utilizing "group-based access"
- SSL Certificate management
- Cisco ISE (Identity Service Engine); Implementation in progress
- Successfully implemented Sophos (email gateway, endpoint as well as DLP solution); Prior to Sophos, I had implemented Symantec EndPoint Security Suite and maintained it for years.

EXCITE CREDIT UNION | SAN JOSE, CA

2007 – 2002

Network Administrator

ALLIANCE CREDIT UNION | SAN JOSE, CA

2001 – 2007

Systems Administrator

XORIENT CORPORATION | SANTA CLARA, CA

2000 – 2001

Systems Engineer

DIGITAL MICROWAVE CORPORATION | SAN JOSE, CA

1998 – 2000

Network Administrator



DIGITAL MICROWAVE CORPORATION | SAN JOSE, CA

1997 – 1998

Desktop Engineer

FRY'S ELECTRONICS | SAN JOSE, CA

1996 – 1997

PC Technician

PACKARD BELL | NORTHRIDGE, CA

1992 – 1994

PC Hardware Assembly Technician

EDUCATION

Bachelor of Science, Economics: Shahid Beheshti University – Tehran, Iran

1990

Electronic Troubleshooting and Repair: Electronic Institute of Tehran

Masters Institute: Novel Network Administration

Heald Institute of Technology: Microsoft Certified System Engineer training

Mission College: Linux Administration

Deanza College: General information Technology Courses

West Valley College: General Information Technology Courses

1986

SPECIALIZED TRAINING

- Deploying Cisco ASA Firewall Solutions Training | Skyline-ATS **2014**
- Deploying Cisco ASA VPN Solutions Training | Global Knowledge **2013**
- VMWare 6.7 Administration and Configuration Training | Global Knowledge **2019**
- Cisco Certified Network Associate (CCNA) Training | Global Knowledge, Mission College **2011**
- Cisco Identity Service Engine Training | Global Knowledge **2022**
- Citrix Presentation Server Administration Training | Entisys **2005**
- Microsoft Certified Systems Engineer (MCSE) / MCP+Internet Training | Heald Institute of Technology **1997**
- Linux RedHat Administration | Mission College **2019**

LICENSES/CERTIFICATIONS

- Cisco Certified Network Associate (CCNA) **2014**
- Microsoft Certified Systems Engineer (MCSE) / MCP+Internet **1998**



3. PROJECT MANAGER

REFERENCE 1:

Reference	
Organization Name	HBITS, Office of General Services
Contact Name	David Gambacorta
Physical Address	NA
Email Address	ogs.sm.hbits.contractors@ogs.ny.gov
Telephone Number	518-473-9614

RESUME 1: Frederick George Theadore

Summary:

- Proven ability to lead teams to deliver solutions in support of business and technology objectives.
- Extensive knowledge and experience across all facets of the project lifecycle.
- Experience with a wide variety of technologies and software development methodologies across multiple platforms from mainframes to the cloud.

Professional Experience:

New York State Office for People With Developmental Disabilities Project Manager

10/10/2023 – Till Date

Responsibility: Project managers will perform a full range of project management tasks including:

- Allocation, estimation, and reporting of project resources;
- Identification and maintenance of critical path and contingencies;
- Utilization of formal project change control process;
- Identification, monitoring, control, and mitigation planning of project risks;
- Creation and management of project documentation including but not limited to scope statement, schedule, budget, risks, issues, and communication plan;
- Establishment of project team roles and responsibilities;
- Facilitation of regular status meetings with project team to monitor project health and progress;
- Creation of weekly and monthly status reports to communicate project status to all levels of stakeholders including executives, sponsors, and management;
- Facilitation of sponsor and executive level meetings.

Contec Holding Schenectady, NY IT Project Manager

Aug 2012 – 10/10/2023

- IT project manager for the following major projects:



- Transition of existing ERP to cloud-based system in six months, including extensive training and support at the main repair facility in Mexico.
- Startup and ongoing support of multiple repair hubs across the US.
- Various data exchange projects with major OEMs, major cable providers, and logistics companies.
- Managing all aspects of the cloud-based corporate data warehouse.
- Designed and developed key performance indicators for all US hubs that are the basis for invoices.
- Leading resource for time critical data mining and reporting projects.

Auto Mate Dealership Systems

Oct 2010 – Jul 2012

Clifton Park, NY

Software Development Manager

- Managed two teams of 15 total developers working on automobile dealer management software.
- Filled IT project manager role on about 6-8 active projects at any given time. Key projects included:
 - Message bus for integration across application suite and with external vendors.
 - Web service data exchange with major OEMs.
 - Enhancements to support new customer installations.
- Implemented new processes for release management, application support and resource allocation.

CMA Consulting

Jun 2006 – Oct 2010

Latham, NY

Project Manager

- Project manager for informatics projects managed through the New York State Department of Health (NYSDOH) Office of Science Project Management Office (OS-PMO). Key projects included:
 - Represented New York State on national project workgroup of six health departments to develop common business processes and system requirements for public health preparedness.
 - Developed curriculum for quality improvement courses and trained 54 local health departments and NYSDOH. Adapted and recorded training curriculum as 12 module series for video and online presentation.
 - Led diverse, cross-program team of 40 subject matter experts to develop system, process, and training requirements to improve the management of outbreaks at the local, regional, and state levels.
 - Led team of NYSDOH staff and outside consultants to perform usability analysis against NYSDOH Health Commerce System.
- Introduced standard project and quality improvement tools, including a portfolio dashboard.
- Regular presenter of key project information to representatives from local health departments.
- Co-wrote grant applications and assisted in management of budgets for projects.

New York Independent System Operator, Guilderland, NY
Manager, Supervisor, and Senior Analyst

Apr 1999 – May 2006

- Led four teams of 60 total software developers, plus ongoing maintenance and 24x7 support of software, to run the wholesale electric market and operation of the New York State bulk power grid. Managed \$8-9 million budget and relationships with many external vendors.
- Managed strategic project team in construction of corporate data warehouse. Met corporate goal at highest level for posting of key settlement data elements. Planned strategic vision, vendor management and budget for future data marts and ongoing maintenance.
- Managed team to develop, implement and support market bidding and scheduling software.
- Led team in development of first web service to exchange hourly transaction information across control areas.
- Led team in redesign of corporate web site using Agile development.

Optimal Solution Technologies, Albany, NY
Director of Technical Services

Jul 1994 – Apr 1999



- Responsible for all technical issues, including project management, application development, web site development and purchase of hardware and software.

Logic Technology, Schenectady, NY
Engineering & Scientific Consultant

Nov 1992 – Jul 1994

- Developed client/server applications as contractor to General Electric.

IBM, Kingston, NY
Staff Programmer

Sep 1989 – Nov 1992

- Member of development/QA team for a product to solve math optimization problems.

Technical Skills:

- Languages: Java, JavaScript, CSS/HTML, XML, C/C++, FORTRAN, various scripting languages
- Databases: MySQL, SQL Server, Ingres, Oracle, Sybase, Postgres, SQLBase
- ERP Systems: Odoo
- Development/BI Tools: Jira, MS Project, Power BI, Pentaho, Business Objects, Rational, Eclipse, JBuilder, Visual C++, Power++, C++ Builder, Visual Basic, PowerBuilder, SQLWindows, XWindows, OpenGL, MATLAB
- Platforms: UNIX (Linux, AIX, SunOS, HP-UX, IRIX), Windows, MVS, VAX/VMS, VM/CMS

Publications:

- Gibson, J., Theadore, F., & Jellison, J. (2012). The Common Ground Preparedness Framework: A Comprehensive Description of Public Health Emergency Preparedness. American Journal of Public Health, 102(4).
- 1st Place, 2009 PHIN Conference Poster Competition, "Listening to Your Users: Use of the Common Ground Experience in the Requirements Development of an Outbreak Management Solution"

Education:

- M.S., Computer Science, State University of New York at Albany, 1988
- B.S., Computer Science/Mathematics, Clarkson University, 1986

REFERENCE 2:

Reference	
Organization Name	OST Global
Contact Name	Drew Ellis
Physical Address	2010 Corporate Ridge # 1000, McLean, VA 22102, United States
Email Address	DMellis@ostglobal.com
Telephone Number	(717) 639-8011

RESUME 2: James R. Sanford

Summary:

- Diligent project manager offering a proven record of success leading all phases of technology projects.
- Business strategist adept in planning and managing projects, aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains.
- Excellent communicator leveraging my technical, business and financial acumen to communicate



effectively with stakeholders around priorities and expectations.

- Outstanding troubleshooting and problem solving skills leading to root cause diagnoses and resolution.

Skills Summary:

Project Management	System Migrations/Integrations	Requirements Analysis
ROI Analysis	Enterprise Resource Planning	Asset Management
Costing & Budgeting	Implementations	Business & IT Planning
Continuous Improvement	Cross-Functional Supervision	Lean Manufacturing
	Kaizen Methodology	

Career:

Pennsylvania Turnpike

01/2022 – Till Date

Technical Project Manager

Responsibility:

The Business Process Specialist will perform business process analysis and documentation, testing, meeting with business units to help refine business processes, and overall support of the business units using these applications.

- This is a professional level non-supervisory position which may require coordination of business analyst activities being conducted by the team.
- Leverages excellent written and verbal communication skills. May coordinate activities of other project team members as part of a project (technical lead).
- Supports the technical team in relating business process to technical needs.
- Provides status of work to Team Lead.
- Anticipates, identifies, tracks, and resolves issues and risks affecting own work and work of the Business Process Team.
- Develops and maintains User Acceptance and QA Test plans for implementation efforts.
- Engages in ongoing process improvement.
- High level technical knowledge of the applications, as applicable to aid in business process analysis.
- Develops business requirements documents.
- Processes open incident tickets.
- Strong problem solving and analytical skills
- Interpersonal skills, ability to work in a dynamic team environment
- Adheres to schedules and project timelines
- Communicates issues/problems that may impact objectives

GENERAL DYNAMICS INFORMATION TECHNOLOGY (2016 – 2019) Mechanicsburg, PA

U.S. Department of Defense, Defense Security Cooperation Agency (DSCA)
Principal Administrator (February 2016 – February 2019)



- Technical Project Manager responsible for overseeing multiple infrastructure and systems implementations.
- Oversaw asset and inventory management development for five sites within the DSCA. Established policy and implemented DoD process and standards for the receipt and distribution of physical IT assets; tracking and maintaining hardware and software purchases as well as warranty/maintenance agreements; and promoting a culture of property accountability utilizing the Defense Property Accountability System (DPAS).
- Managed a \$1.2 million dollar annual project budget for infrastructure and contract requirements.
- Prepared the DSCA for the Financial Improvement Audit Readiness (FIAR) property / inventory audits.
- Developed status reports, cost estimates and resource plans.

STEVENSON UNIVERSITY (2010 – present) Owings Mills, MD

Adjunct Professor, Technology Management, School of Graduate & Professional Studies

- Creativity in Information Systems - Explores the creative problem-solving models and their use in the systems development process, in order to support the organization in solving problems in a changing environment. Application of past solutions to current problems often has not been successful. Research shows that creative solutions can arise from a careful, methodological process and this process can be learned.
- Enterprise Data Management – Explores the development of large-scale, enterprise-wide systems that manage, store, and distribute an organization's data.
- Supply Chain Management - Studies the supply chain from end to end and traces the flow of products, services, and information from suppliers to the final customer.
- Cognitive Science for Requirements Analysis - Studies the elements of cognition as they relate to decision-making, problem solving, information analysis, and system development and use, and understand the structure of cognition and its associated limitations and biases.
- Disaster Recovery & Business Continuity - Provides students with the ability to identify vulnerabilities, and to create and implement appropriate countermeasures to address them or, at a minimum, mitigate disruption of service to the organization's constituents.

HARLEY-DAVIDSON MOTOR COMPANY (1994 – 2011; 2012 - 2015) York, PA

Sr. Data Steward (2012-2015)

- Provided technical expertise for Operations and Product Data Management Groups to the Center of Excellence (CoE) organization.
- Program manager responsible for project teams implementing Integrated Product and Process Engineering (iPPE) and Variant Configuration (VC) for Kansas City Plant SAP ERP implementation.
- Accountable for gathering information requirements and defining standards and rules to ensure master data is compliant with defined information policies and quality requirements within their assigned domain (Material Master, Routings, Production Version, Supply Area, Warehouse and Functional Location, and Storage Location).
- Responsible for gathering technical requirements from business and technical subject matter experts and provide input to project teams.
- Responsible for governance of the enterprise level master data and the document management system.
- Responsible for identifying and executing robust and continuous improvements opportunities within the plant and enterprise data management processes in the applicable systems.
- Monitor defined interfaces and assist in the resolution of IDOC and COGI errors.
- Responsible for the ongoing maintenance of a comprehensive PFEP record for current and new production materials.
- Lead the business readiness and execution of defined interfaces to ensure resource alignment, communicate status, escalate issues, and continuously improve the process.
- Oversaw the development of training documentation and plans for the various master data domains.



- Developed project plans, managed resources, and had overall project management responsibility for design and process verification build events and model year launch.

Sr. Business Process Analyst (2008 – 2011)

- Project manager for the implementation of a SAP solution for the following areas: iPPE, VC, Bill of Material (BOM), Quality Management and Master Data for BOM and QM.
- Developed and led the engineering change process ensuring timely and accurate communication between Engineering, Supply Chain, Data Management and Production.
- Executed master data configuration of SAP software.
- Conducted walk through / prototyping / design validation of functionality to extended team.

Sr. Product Development Coordinator (2006 – 2008)

- Project Manager responsible for coordinating and monitoring product development builds and model year launch activities between safety, assembly operations, manufacturing and the supply chain managers.
- Responsible for the identification of opportunities to leverage learning in the product development process.
- Process champion leading and growing the knowledge management process.
- Function as a control point for all stakeholders in the Product Development process.

Supervisor Production, Touring Assembly Line (2004-2006)

- Supervised 110+ bargaining unit employees in the completion of production operations on component parts, assemblies and sub-assemblies.
- Reduced average daily downtime by 18% while reducing quality defects by 51%.
- Demonstrated success in bargaining unit relationship management, with ability to quickly build genuine rapport with hourly employees and union leadership.
- Initiated and lead change for continuous improvement working with the engineering group to trace sources of waste and initiate effective corrective action.

Statistical Process Control Systems Specialist (2001 – 2004)

- Project manager for the implemented a \$2 million SPC system at the York factory on-time and to budget.
- Provided planning, budget control, issue resolution and change management throughout the project.
- Developed a vision and strategy for the corporate SPC implementation team.

Supervisor Production, Quality (1998 – 2001)

- Project manager for several Quality Information Systems implementations transforming data into information leading to knowledge that laid the foundation for fact-based, data-driven problem solving and decision making. Examples include: Defect Tracking System and a Non-Conforming Material System.
- Provide warranty analysis for York facility identifying trends, reporting on issues and initiating corrective action.
- Supervise bargaining unit employees across three shifts in diverse areas: Shop Floor Inspection, Coordinate Measuring Machine, X-Ray Inspection, and ISO:9004 Audits.

*Supervisor, Data Analysis (1996-1998) Quality
Coordinator (1994 – 1996)*

YORK COLLEGE OF PENNSYLVANIA (2014 – 2017) York, PA

Assistant Professor, Decision Sciences, The Graham School of Business

- Operations Management – Focused on the management of resources required to produce products and



services within the framework of an organizational structure; the principles of operational processes, product/service development, forecasting, facility and layout planning, job design/work measurement, materials management, Kanban, Kaizen, Lean, and Six Sigma methodologies, quality control and research techniques are covered in the course.

FISKER AUTOMOTIVE (2011 – 2012) Wilmington, DE

Technical Project Manager

- Project manager for the integration of IT solutions for all aspects of the manufacturing facility including SAP integration through the facility.
- Oversaw the implementation of the MES (Manufacturing Execution System) from Rockwell Automation that drove every activity on the assembly line and provided inventory requirements throughout the supply chain.
- Oversaw a cross-functional team to identify and resolve operations inefficiencies throughout the production process at Finland production factory.
- Developed a Time and Labor Management solution including the time clock system, data interface into SAP and the export of a pay file to our third party payroll supplier.

Education:

Master of Science, Business & Technology Management, (GPA: 4.0) Villa Julie College
Dean's Award for Exceptional Scholarship

Bachelors of Science, Business Management, *cum laude*, (GPA: 3.5) Albright College. Associates of Science, Business Administration, York College of Pennsylvania.
Graduate, York Suburban High School

Volunteer Community Involvement:

Central Pennsylvania Mensa

President: 2015 – 2017, 2009 – 2013; Board of Directors: 2009 – 2017; Treasurer: 2013-2015; Scholarship Chair: 2008 – present; Testing Coordinator and Proctor: 2009 – 2016; Regional Gathering Chair: 2011 – 2017; Youth Coordinator: 2011 – 2015; Web Master: 2010-2017.

White Rose Credit Union

Chairman of the Board of Directors: 2018 – present; Vice-President: 2015 – 2018; Board Member: 2014 – present; Committees: Assets & Liability, Technology Committee, Policy, Human Resources.

Harley-Davidson Federal Credit Union

Board of Directors: 2001 – 2007, 2013-2014; Supervisor Committee Chair: 2005-2007.

Make-A-Wish Foundation of Greater Pennsylvania

Volunteer Wish Granter: 2009-2014.

Boy Scouts of America, Cub Scout Pack / Boy Scout Troop 20

Boy Scout Asst. Scoutmaster & Committee Member: 2012 – 2015.

Cub Scout Committee Chairman: 2012 – 2015; Cub Master: 2009 – 2012; Den Leader: 2007 – 2009.

York Little League - Board of Directors and Umpire Coordinator: 2016-present, Coach: 2007 – 2009.

REFERENCE 3:



Reference	
Organization Name	OST Global
Contact Name	Drew Ellis
Physical Address	2010 Corporate Ridge # 1000, McLean, VA 22102, United States
Email Address	DMellis@ostglobal.com
Telephone Number	(717) 639-8011

RESUME 3: L. Joseph Minnick

Summary:

I'm a Principal Project Manager (PM) with over 35 years of Department of the Navy (DON) and private sector experience in Information Technology (IT) and Program/Project Management. Experience ranges from hands-on work in both the IT and Supply communities to the management of high visibility/high dollar projects. Primary clients include the Chief of Naval Operations (OPNAV), the Naval Supply (NAVSUP) Systems Command (SYSCOM), the NAVSUP Business Systems Center (BSC), the Pennsylvania (PA) Turnpike Commission (PTC), the PA Department of Health (DOH), and the PA Department of Corrections (DOC). Prior to my federal retirement, I was a charter member of the NAVSUP Command Information Officer's (CIO) staff, serving as the Special Projects Officer. In my current private sector position I am the only contractor Project Manager on a team of five PMs in the DOC Project Management Office (PMO).

Professional Experience:

Pennsylvania Department of Human Services

11/2021- Till Date

Project Manager

Responsibility:

- Coordination with multiple organizations involving stakeholders from OA/OIT, HHS Delivery Center, HHS agencies.
- Interfacing regularly with the other commonwealth positions such as, but not limited to, Delivery Center and agency CIO, CTO, IT managers, project and portfolio managers, IT Governance and affiliated sub-committees as required.
- Coordinating and facilitating status update and working sessions
- Preparing presentations and agendas, as well as, providing meeting minutes
- Supporting ensuring that MS Team Modernization SharePoint site documentation and OneNote is updated weekly
- Maintaining weekly a high-level project plan with key milestone timelines and tasks, responsible parties
- Ensure that issues/risks are tracked weekly and escalated as appropriate
- Providing weekly project status updates to HHS TSO Project Management Office Division as required by Daptiv

May 2013 – Aug 2020

Principal Project Manager

Momentum, Inc., Camp Hill, PA

- **PA Department of Health**

- Led the requirements definitions, product search, vendor selection, and implementation of the Prescription Drug Monitoring Program (PDMP) critical to fighting the state's opioid epidemic – PDMP won a Governor's Award
- Reported directly to the then Deputy Secretary for Quality Assurance



- Engagement was extended by 12 months
- Oversaw the work of several contractor companies
- Successfully terminated the troubled PA Quality Assurance (**PAQA**) project that was three years behind schedule and vastly over budget
- PA Turnpike Commission
 - Established the PTC Project Management Office to include standard forms and monitoring practices
 - Reported directly to the Chief Information Officer (CIO)
 - Six month engagement was extended to 25 months
 - Attended all PTC CIO Division Director meetings with equal recognition at the table
 - Represented the CIO in managing and monitoring the work of many private contractors and PTC staff
- PA Department of Corrections
 - Completed in eight months an inherited project that was nearly three years behind schedule
 - Managed DOC projects using both Agile and Traditional PM methods simultaneously
 - Engagement was extended for another 12 months
 - Managed five-to-seven projects routinely with culturally diverse projects teams of private contractors and state employees
 - Managed several projects within the largest, most visible program in DOC's development portfolio, the Corrections and Parole Total Offender Repository (CAPTOR)
- Department of the Navy (DON)
 - Six-month task to gain control of troubled project
 - Inherited a distressed DON Purchase Card project
 - Nine person team had several hundred uncompleted tasks
 - Worked closely with the Assistant Secretary of Navy (ASN) Financial Management Office (FMO) and Citi Bank's Vice President for Department of Defense (DoD) Card Management Programs
 - In the time I was there, unpaid invoices reduced to their lowest level in 14 months and incomplete tasks were driven below 100
- PA Department of Education (DOE)
 - Completed and verified Requirements Documents and Test Plans for DOE's use of the Pennsylvania Information Management System (PIMS)
 - Verified the accuracy of Test Results conformance with the Reporting requirements

Jan 2007 – May 2013

Principal Program Manager

Target Systems, Mechanicsburg, PA

- Responsible for Target Systems' entry into Electronic Healthcare Records (EHR)
 - Established new corporate business area for Target Systems
 - Developed close collaboration with a complementary teaming partner
 - Oversaw the IT development of an EHR Meaningful Use website
- Led the NAVSUP/BSC-sponsored One Supply Integration (OSI) Study
 - Managed a three company team
 - Led presentation of the team's afloat supply streamlining recommendations
 - Report was the foundation document for the Navy's Single Supply Baseline project
- Led the OPNAV N6-Sponsored Navy-wide Telephony Assessment Project
 - Managed a team of five technical Telephony Analysts and business Subject Matter Experts
 - Final deliverable detailed the "as is" problem and the recommended "to be" solution
 - Estimated cost savings were in the tens of millions of dollars per year
- Member of the Target Systems Corporate Management Business Development Board
 - Secured three year follow-on contract at OPNAV
 - Responsible for a two year Naval Sea Logistics Center (NSLC) contract



1995 – Jan 2007

Naval Supply Systems Command (NAVSUP),

Mechanicsburg PA

- **Special Projects Manager for the Command Information Officer (CIO)**
 - Researched emerging IT technologies
 - Advised the CIO regarding the feasibility of Command projects
- **Command Lead for IT Program/Project Management**
 - Wrote the Command's Program/Project Management Policy
 - Established Project Manager performance criteria
- **Led the development of the Command's IT Strategic Plan**
 - Impacted on Headquarters and ~20 subordinate and remote Activities
 - Responsible for a future look to position the Command to exploit information technology
- **Project Manager for:**
 - Migrating hundreds of NAVSUP IT applications to a commercial hosting facility
 - Transitioning from Military Standards (MILS) to Defense Logistics Management System (DLMS) data standards

Prior to 1995

Project Manager

Ship's Parts Control Center (SPCC), Mechanicsburg, PA

- Charter member of the DON Computer-Aided Acquisition and Logistics System (CALS)
- Developed data standard policies, practices, and migration plans
- Named by Rear Admiral Mitchell as NAVSUP's Electronic Data Interchange (EDI) Program Manager
- Named by Rear Admiral Mitchell as NAVSUP's CALS Program Manager
- Supervisory Systems Analyst for ~40 Computer Programmers, Computer Analysts, and Supply Analysts
- Led cross-functional teams in a complex matrix management environment



Education:

- MS, IT Project Management, Harrisburg University of Science and Technology
- BS, Information Systems, Albright College
- Master's Certificate in Project Management, George Washington University

Special Skills:

- Encouraging Teams to succeed
- Translating between IT technicians and business functionalists
- Bringing parties with diverse interests to a common solution

Certifications:

- Project Management Professional (PMP) current since 2005
- Scaled Agile Framework (SAFe) 4.5 current since 2017
- PA State Police Background Clearance current since 2018

DoD Secret Clearance: Status = "Current" until March 2022 – Expires October 2029

Achievements:

- Taught the "Professional Communications for Project Managers" course in the Master of Science program at Harrisburg University of Science and Technology for two semesters (2010 & 2011)
- Planned the establishment of the NAVSUP Command's Electronic Commerce business office
- Former Vice Chair of the American National Standards Institute (ANSI) Accredited Government Subcommittee (X12) for Electronic Data Interchange (EDI) and extensible Markup Language (XML) data standards

Military: U.S. Army, Personnel Specialist, SP-5 (E-5)

Community Service:

- Hampden Heights Homeowners' Association President, 1997 - Present
- Cub Scout / Boy Scout Committee Chairman, 1988 – 2001

4. QUALITY ASSURANCE ANALYST

REFERENCE 1:

Reference	
Organization Name	Computer Aid Inc.
Contact Name	Krystal McGraw
Physical Address	NA
Email Address	krystal.mcgraw@cai.io
Telephone Number	(717) 802-5743

RESUME 1: Pradeep Anjuru



Summary:

- Over 8+ years of diverse experience in Information Technology with an emphasis on Software Quality Assurance, performing Manual and Automated Testing of standalone, client/server and web applications.
- Experience in Software Development Life Cycle (SDLC) [this includes multiple platforms like system study, analysis, design, development, unit integration, acceptance testing and implementation], Agile and Waterfall Software test methodologies.
- Excellent knowledge and experienced in creating Requirement Traceability Matrix, developing and executing Test scripts & Test cases, Engineering Test data and analyzing Test results.
- Extensive knowledge of different kinds of testing like Back-End Testing, Positive/Negative Testing, Data Driven Testing, Black-box/White-Box Testing, End to End Testing, Unit Testing, Functional, Integration Testing, System Testing, UAT Testing and Regression Testing
- Expertise in problem solving and bug tracking using HP Quality Center, Rally, Jira, Bugzilla and Rational Clear Quest.
- Expertise in querying and testing using RDBMS tools like Oracle, MS SQL server, PL/SQL, DB2, QMF, TOAD, and MS Access for Data integrity
- Responsible for executing test plans to ensure delivery of quality information systems and/or software programs that conform to organization standards and user requirements.
- Excellent knowledge in Functional and Regression tools like HP QTP/UFT
- Experience in writing and executing automated test scripts using Selenium Web Driver/RC, Selenium IDE, TestNG/JUnit, Jenkins, Maven and Java.
- Maintained the Selenium & JAVA automation code and resources in source controls like CVS, SVN over the time for improvements and new features.
- Good experience in testing both SOAP and REST services using SOAP UI, Postman, Rest Assured and Tested both XML and JSON formats
- Good knowledge and hands on experience in Tosca automation Tool
- Extensively used HP QC/ALM and MS TFS for writing and executing Test Cases, Test plan, defect tracking, prioritizing defects and disposition in defect scrum meetings.
- Experience in Data warehousing integration services: SSIS, Reporting Services: SSRS and SSAS and also involved in the report generation of BI systems using Crystal Reports.
- Experience in Data Analysis, Data Cleansing (Scrubbing), Data Validation and Verification of data conversion rules.
- Good knowledge in using DWH Tools like SSIS and Informatica to execute the batch jobs.
- Having experience in SMOKE test case preparation for phase wise.
- Highly experienced with Advanced SQL Queries and UNIX scripts to retrieve Data from the Databases for Backend Testing and Validating Database using SQL Developer and TOAD.
- Excellent knowledge of MS Office products and able to handle multiple assignments.
- Possess strong analytical, verbal, organizational and inter-personal skills that help in communicating with Developers, team members, writing reports and test documentation.
- Excellent analytical/trouble-shooting skills and strong technical background and able to cope with fast paced working environments.
- Liaison with Stakeholders, BAs, and delivery teams to ensure highest standards of quality is delivered to the business.



Technical Skills:

- Operating system UNIX, Windows 98/2000/NT/XP.
 - Mainframes MVS, CICS, COBOL, JCL, DB2, QMF, SPUFI, FILE-AID
 - Quality Assurance tools HP QC/ALM, Microsoft-TFS, Load Runner
 - Automation Tools HP QTP/UFT, Selenium IDE/Web driver/Grid, JUNIT, Jenkins, TestNG, ANT
 - Reporting Tools Rational clear quest, JIRA, BugZilla, Rally
 - Programming Languages SQL, VB script, C, C++, Java
 - Scripting Languages HTML, XML, VBScript, JavaScript, WSDL
 - Database MS SQL Server, Oracle, MySQL, MS Access, Teradata
 - GUI Tools Visual Basic 5.0/6.0, Power Builder
 - DWH Tools SSIS, SSRS, Informatica Power Center 8.6/9.0.
 - Browser IE, Firefox, Mozilla and Google Chrome.
 - Other tools SoapUI, REST, Mobile testing, Ultraedit, Putty, Cognos, Microsoft Office Tools (Word, Excel and Power point)
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Professional Experience:

NC Department of Health and Human Services
Role: Automation Tester

02/2022 – Till Date

Responsibility:

- Duties include analyzing business requirements for testability and completeness using Functional Specification Documents, Business Requirements Documents and Technical Design Documents,
- Analyzing and developing requirements into test conditions, development and execution of automated scripts using.
- Trisentis Tosca to thoroughly test software to ensure proper operation and freedom from defects.
- Responsible for reviewing automated test cases and other testing artifacts to ensure the accuracy and completeness of all test artifacts.
- He coordinates developing, testing, reports and tracks automated testing problems by providing reproducible test cases, works with other product team members to diagnose and recreate problems as well as prioritize and implement solutions and close problem reports.
- Responsible for automated test scripting data collection and analysis according to the project plan schedule and ensuring adherence to standard practices and procedures.

State of Minnesota , St Paul, MN
Role: QA Analyst

Dec 2015 - Current

Responsibilities:

- Extensively worked on all stages of testing life cycle, Test Driven Development methodologies, Software Test Life cycle (STLC) using Waterfall, Agile methodologies.



- Created Test Scripts to implement Test Cases, Test Scenarios, and features for BDD (Behavior Driven Development) using Cucumber.
- Developed and implemented robust Model View Controller pattern based testing with Selenium

WebDriver which cut down the script development time in half.

- Automated test cases using Java, Maven, Selenium WebDriver, Junit and Cucumber.
- Actively took part in Daily standups, meetings, Sprint Planning, Sprint retrospective and reviews.
- Created and enhanced numerous test scripts to handle changes in the objects, in the tested application's GUI and in the testing environment using Selenium WebDriver.
- Worked on distributed test automation execution on different environment as part of continuous integration process using Selenium Grid and Jenkins.
- Created test scripts with Tosca automation testing tool for Enrollment and Eligibility modules.
- Involved in System Integration testing phase and tested major functionalities (open enrollment, special enrollment, renewals, Verifications etc) of application.
- Worked on Selenium GUI Object / element verification is done through XPath, CSS Selectors.
- Extensively used Page Objects design and page navigation framework for readable test script and easy maintenance from developer perspectives.
- Design and develop Test Automation Scripts using Tosca.
- Created XML based test suite and integrated with Jenkins Server to execute automation scripts on a regular basis by scheduling Jenkins jobs in different test environments with different test

configurations.

- Created defects in Jira along with required logs, screenshots and test steps to reproduce the problem.

Tested Customized curam web application as per State and Federal requirements

- Created Page Object repository using Firebug and Firepath to write Xpath and css locators for element identification.
- Created Java scripts to automate the test cases.
- Played a key role in a development wide transition from ClearCase to Subversion which resulted in an increase in efficiency for the development community.
- Conducted backend testing using SQL queries to validate data for database.
- Executed User Acceptance Test Plan on completion of system testing before installation of the application in production environment.
- Participated in validating Sanity, functional, Integration and Regression test suites using Selenium and the request and response of the Web Services.

Environment: Java, Selenium WebDriver, Cucumber, Maven, Jenkins, SOAPUI, Jira, Eclipse, Agile, HTML, XML, XPath, JavaScript, SQL, Oracle, UNIX, Windows.



Toyota Financial Services, Plano, TX
Role: QA Analyst

Feb 2014-Nov 2015

Responsibilities:

- Created Test scenarios, scripts and traceability matrix.
- Involve in analyzing Business Level Requirements, and Manual testing methods.
- Performed smoke, functional, integration, system, User Acceptance Testing, regression and GUI testing.
- Developed test cases and performed integration testing of the combined software modules and tested as a group.
- Followed up with the developers on defects status on a daily basis and generated reports for managements.
- Identified correct GUI elements using various Selenium Locators like ID, Name, Link Text, Partial Link Text, XPath and CSS to find the Web Elements using selenium and creating automation scripts.
- Created and enhanced numerous test scripts to handle changes in the objects, in the tested application's GUI and in the testing environment using Selenium WebDriver
- Developed and executed Selenium test cases using Maven (Page Object Module) and Jenkins.
- Experience in using Selenium Web driver, Eclipse, Java and TestNG frameworks in creating test scripts, Annotation, Parameterization, Data providers, Test suites and HTML reports.
- Exported Test Case Scripts (Java-Selenium RC) in Eclipse IDE and modified the selenium scripts and executed.
- Run tests by using Selenium remote control in different browsers.
- Parallel running test scripts using Selenium Grid & get report in Local Machine
- Use Jenkins as Continuous Integration Tool to integrate Selenium test results, and run Selenium Grid.
- Performed cross-browser testing for the web interface and mobile application using Selenium WebDriver
- Applied robust Page object pattern (POM) on new builds and every modification in the application for Selenium WebDriver to do Smoke and Regression testing.
- Involved in testing Web services with tool called SOAP UI and using this tool to locate WSDL file on internet, created Test cases and executed them.
- Used Firebug to capture and validate XPath Locators to identify elements.
- Developed and executed complex SQL queries to validate test data and activities in SQL Like select, Index, insert, joining tables, aggregate functions, sub-queries, set functions, triggers, errors and views.
- Generated status reports and Defect reports and presented them in weekly status meeting.
- Communicated with different team such as development, requirement, and configuration management

Environment: HP QC/ALM 10 .0, Agile, Rally, Selenium IDE/Web Driver/Grid, Jmeter, JUnit, TestNG, Maven, Page object pattern (POM), Jenkins, Fire Path, Firebug, HTML, Internet Explorer, Chrome, Mozilla Firefox, UNIX, SOAP UI, Linux, Windows XP, Java, JavaScript, XML, EXCEL, SQL, Windows.

State Farm Bloomington, IL
Role: QA Tester

May 2013- Dec 2013

Responsibilities:



- Responsible for multiple projects accountable for requirements analysis, and tracking; test planning, test execution and reporting of testing results, defect reporting and resolution for the application development of Hilton Hotels Corporation Web sites across all branded sites.
- Identified, proposed, and implemented changes to software development lifecycles (SDLC) by moving test case development into the HP Quality Center software tool, from MS Excel, Word, and other manual methods.
- As a QA Tester, involved in Testing, Debugging, and Bug Reporting & Documentation.
- Involved in Core testing, basic testing and Delivery testing on projects - Special Offers, Brand.com and Global Web.
- Developed both Manual and Automation Test scripts based on Use cases.
- Involved in generating test scripting by using HP Quick test professional/UFT.
- Coordinating and arranging UAT testing after completing the basic, core and delivery testing.
- Involved in preparing the Status Reports every week which includes Revision History, Test cases status, metrics, QA Issues.
- Automation changes that have been implemented include mapping tests to requirements by documenting tests and testing results in a central repository.
- Created filters, dashboards, reported issues/bugs using JIRA and worked closely with Application Developers to fix defects.
- Providing for improved application testing practices through a reusable component based structure, mapping test runs to insure software requirements meet or exceed the needs of the organization.
- Developed improved issue management processes by implementing work-flow rules in the Quality Center tool using VB Script.
- Introduced an automated functional and regression approach to reuse scripts across all Hilton Hotel Corporation branded sites to enable manual resources to focus on new functionality, rather than repeating efforts to regress core business processes.
- Performed load testing against internal application services using Load Runner to emulate users and monitor systems performance.

Environment: HP Quick Test Pro 9.1/9.2/UFT, VB Script, HP Quality Center 9.0, Load Runner 9.5, JIRA, VB Script, MS-Office, SQL, RUP, C#, VB.NET, ASP.NET, HTML, XML/XSL, IIS and Windows XP.

PNC Bank, Philadelphia, PA
Role: QA Analyst

Oct 2012 - Apr 2013

Responsibilities:

- Requirement study and analysis and assisted in Master Test Plan, Detailed Test Plan and wrote Test Cases
- Performed Manual testing on various system components
- Performed Smoke testing, Functional testing, Regression testing, Integration testing and End to End testing.
- Detected defects and tracked them till they are resolved in RCQ.
- Conducted Daily Defect Meetings and sent Daily Execution Status Report.
- Verified the Funds transfer service (FTS) engine on mobile applications
- Tested FTS on the iOS/Android platforms using windows based emulators and hand held devices
- Validating the MainFrame CICS systems to ensure accurate Authorization, Memo posting and the settlement/clearing of different banking transactions.



- Verified daily mainframe reports to include pre/post cut off settlement, withdrawal, deposits, transfers, failed transactions, and General ledger reports
- Submitted Mainframe batch jobs using FTP and verified the Funds transfer service (FTS) engine
- Validating the Web Services that constitute the Common Banking Services using the Integrated Framework (IF) Tester tool and SOAPUI tool
- Creating and maintaining a SharePoint repository to provide the current expression of the testing effort

Environment: HTML, .NET, Mobile, IOS, RCQ, Android, DB2 Mainframe, Clear Quest, Quality Center, HP Quick Test Professional 8.0, SQL, MS Excel.

Health Group, Pune, India
Role: QA Tester

Aug 2011- Jul 2012

Responsibilities:

- Created and managed requirements in Quality Center.
- Evaluated, modified and enhanced the existing quality methods and processes according to QA methodology
- Maintained QA lab standards, documentation review assisted in establishing and maintaining best practices for QA
- Implemented the whole life cycle of QA methodology starting from planning, capturing, creating, executing reporting and tracking the defects
- Wrote and enhanced test cases and test scripts to meet new functional requirements as per the new business requirements for ETL process verifications as well
- Performed ETL data validation using MS Excel and Informatica.
- Used Teradata SQL queries on database tables
- Used UNIX shell scripts for monitoring the servers during testing sessions
- Created and maintained Teradata SQL functions and UNIX Shell scripts to perform Back-End Testing on the Teradata RDBMS database
- Performed User Acceptance Testing (UAT) with business users
- Analyzed test results using reports and graphs generated in Quality Center
- Participated in various meetings meant for enhancement and modifications of applications, following client request

Environment: MS Excel, Teradata, SQL, UNIX Shell scripts, ETL process, Informatica, HP Quality Center.

Education:

Bachelor's in computer science, Osmania university, India.

REFERENCE 2:

Reference	
Organization Name	Computer Aid Inc.
Contact Name	Krystal McGraw
Physical Address	NA



Email Address	krystal.mcgraw@cai.io
Telephone Number	(717) 802-5743

RESUME 2: Pradeep Cherupally

Employment History

- Expertise in various phases of **Software Testing life cycle (STLC) and Software Development Life Cycle (SDLC)** that includes **Requirements Analysis, Design, Coding, Testing, Implementation and Maintenance**.
- Hands on experience in functional testing, unit testing, integration testing, regression testing, black box testing, white box testing, API Testing, GUI testing, back-end testing, browser compatibility testing, in different stages of Software Development Life Cycle (SDLC).
- Around 10 + years of total IT experience in Software Development Life.
- Experienced in SQA (Software Quality Assurance) including **Manual** and **Automated** testing with tools such as **Selenium WebDriver/IDE/Grid, Cucumber, TestNG, JIRA, ALM, POSTMAN and SOAP UI**.
- Proficient in writing Test cases using **Element locators, WebDriver** methods, Java programming features and **TestNG** Annotations.
- Expertise in getting the test data using TestNG Data provider.
- Sound knowledge on **TestNG** framework for Unit testing, **Maven** for Project building tool, **Jenkins** for Continuous Integration.
- Working experience with **Traceability Matrix**, Testing/Defect Metrics.
- Prepared **SQL** queries for **Database Testing**.
- Performed **API Testing** using **SOAP UI** and **Postman**.
- Developed the Test Cases Client based on FSD'S and Business Rules and for Web Client Test Cases based on Use Cases, Wire Frames, Annotated Documents and Business Rules.
- Business Requirement (**BRD**) or Statement of Work (SOW) Analysis, **BDD**, TDD, Test Planning, Defining Test Strategy/Approach, Frame work design, Effort Estimations, Work Allocation, Design, Reviews, Test Estimation, Environment Setup, Test Planning, Test Execution, Test/Defect Metrics, Defect Triage, Defect Tracking, **Test Management**, Conflict Management, Project Management, UAT, Staging and Production support & Status Reports.
- **Selenium Web Driver, Test NG, Maven, XSLT, CI/CD, Cucumber, Java, Chrome, Fire Fox, IE, Jenkins, GIT, Log4j, Work Sheets, Text Files, Extent Reports, Oracle SQL, SOAP UI, Postman, JSON, XML, HTML, Java Script, JIRA** and Manual Test reports etc.
- Expertise in different automation frameworks like Data Driven Framework, Key Board Driven, **Page Object Model (POM)** and Hybrid framework.
- Good Knowledge on **Core Java, JDBC, Object Oriented Programming**.
- Good understanding of **Waterfall and Agile** Software development models.
- Expertise IDE tools like **Eclipse, Spring Tool Suite**.
- Hands on experience with **SQL** and **PL/SQL** and has good knowledge on relational databases like **Oracle, SQL Server**.
- Experienced in Installation and configuration of MQClient/MQServer in different environments.
- Proven ability to work in tighter schedules and proficient in meeting deadlines
- Quick Learning, Good analytical and strong inter-personal skills.



TECHNICAL SKILLS:

Testing Tools	Selenium Web Driver, TestNG, Cucumber, JIRA, SoapUI, POSTMAN, Rest Assured
Testing Methodologies	Black box Testing, White Box testing, Functional Testing, Integration Testing, GUI Testing, Regression Testing, System Testing, UAT Testing
SDLC Methodologies	Agile/Scrum, Waterfall
Frameworks	Hybrid Driven Framework, Keyword Driven Framework, Data Driven Framework, POM
Scripting	Java Script, Shell
Browsers	Firefox, IE, Google Chrome & Safari
Language	JAVA, SQL
RDBMS	Oracle, SQL Server
SCM, CI, Build Tools	SVN, Git, GitHub, Jenkins, Maven
Operating Systems	Windows, Linux/UNIX

PROFESSIONAL EXPERIENCE:

NC Department of Health and Human Services

03/2022 – Till Date

Role: Automation Tester

Responsibility:

- Duties include analyzing business requirements for testability and completeness using Functional Specification Documents, Business Requirements Documents and Technical Design Documents.
- Analyzing and developing requirements into test conditions, development and execution of automated scripts using Trisentis Tosca to thoroughly test software to ensure proper operation and freedom from defects.
- Responsible for reviewing automated test cases and other testing artifacts to ensure the accuracy and completeness of all test artifacts.
- Coordinates developing, testing, reports and tracks automated testing problems by providing reproducible test cases, works with other product team members to diagnose and recreate problems as well as prioritize and implement solutions and close problem reports.
- Responsible for automated test scripting data collection and analysis according to the project plan schedule and ensuring adherence to standard practices and procedures

State of Missouri, Jefferson City, MO

Dec 2017 – 03/2022



Role: QA Analyst

Responsibilities:

- Extensively worked on all stages of testing life cycle, Test Driven Development methodologies, Software Test Life cycle (STLC) using Waterfall, Agile methodologies.
- Created Test Scripts to implement Test Cases, Test Scenarios, and features for BDD (Behavior Driven Development) using Cucumber.
- Developed and implemented robust Model View Controller pattern based testing with Selenium WebDriver which cut down the script development time in half.
- Automated test cases using Java, Maven, Selenium WebDriver, Junit and Cucumber.
- Actively took part in Daily standups, meetings, Sprint Planning, Sprint retrospective and reviews.
- Created and enhanced numerous test scripts to handle changes in the objects, in the tested application's GUI and in the testing environment using Selenium WebDriver.
- Worked on distributed test automation execution on different environment as part of continuous integration process using Selenium Grid and Jenkins.
- Created test scripts with Tosca automation testing tool for Enrollment and Eligibility modules.
- Involved in System Integration testing phase and tested major functionalities (open enrollment, special enrollment, renewals, Verifications etc) of application.
- Worked on Selenium GUI Object / element verification is done through XPath, CSS Selectors.
- Extensively used Page Objects design and page navigation framework for readable test script and easy maintenance from developer perspectives.
- Design and develop Test Automation Scripts using Tosca.
- Created XML based test suite and integrated with Jenkins Server to execute automation scripts on a regular basis by scheduling Jenkins jobs in different test environments with different test configurations.
- Created defects in Jira along with required logs, screenshots and test steps to reproduce the problem. Tested Customized curam web application as per State and Federal requirements
- Created Page Object repository using Firebug and Firepath to write Xpath and CSS locators for element identification.
- Created Java scripts to automate the test cases.
- Played a key role in a development wide transition from ClearCase to Subversion which resulted in an increase in efficiency for the development community.
- Conducted backend testing using SQL queries to validate data for database.
- Executed User Acceptance Test Plan on completion of system testing before installation of the application in production environment.
- Participated in validating Sanity, functional, Integration and Regression test suites using Selenium and the request and response of the Web Services.

Environment: Java, Selenium WebDriver, Cucumber, Maven, Jenkins, SOAPUI, Jira, Eclipse, Agile, HTML, XML, XPath, JavaScript, SQL, Oracle, UNIX, Windows.



Toyota Financial Services, Plano, TX
Role: QA Analyst

Feb 2014-Nov 2015

Responsibilities:

- Created Test scenarios, scripts and traceability matrix.
- Involve in analyzing Business Level Requirements, and Manual testing methods.
- Performed smoke, functional, integration, system, User Acceptance Testing, regression and GUI testing.
- Developed test cases and performed integration testing of the combined software modules and tested as a group.
- Followed up with the developers on defects status on a daily basis and generated reports for managements.
- Identified correct GUI elements using various Selenium Locators like ID, Name, Link Text, Partial Link Text, XPath and CSS to find the Web Elements using selenium and creating automation scripts.
- Created and enhanced numerous test scripts to handle changes in the objects, in the tested application's GUI and in the testing environment using Selenium WebDriver
- Developed and executed Selenium test cases using Maven (Page Object Module) and Jenkins.
- Experience in using Selenium Web driver, Eclipse, Java and TestNG frameworks in creating test scripts, Annotation, Parameterization, Data providers, Test suites and HTML reports.
- Exported Test Case Scripts (Java-Selenium RC) in Eclipse IDE and modified the selenium scripts and executed.
- Run tests by using Selenium remote control in different browsers.
- Parallel running test scripts using Selenium Grid & get report in Local Machine
- Use Jenkins as Continuous Integration Tool to integrate Selenium test results, and run Selenium Grid.
- Performed cross-browser testing for the web interface and mobile application using Selenium WebDriver
- Applied robust Page object pattern (POM) on new builds and every modification in the application for Selenium WebDriver to do Smoke and Regression testing.
- Involved in testing Web services with tool called SOAP UI and using this tool to locate WSDL file on internet, created Test cases and executed them.
- Used Firebug to capture and validate XPath Locators to identify elements.
- Developed and executed complex SQL queries to validate test data and activities in SQL Like select, Index, insert, joining tables, aggregate functions, sub-queries, set functions, triggers, errors and views.
- Generated status reports and Defect reports and presented them in weekly status meeting.
- Communicated with different team such as development, requirement, and configuration management

Environment: HP QC/ALM 10 .0, Agile, Rally, Selenium IDE/Web Driver/Grid, Jmeter, JUnit, TestNG, Maven, Page object pattern (POM), Jenkins, Fire Path, Firebug, HTML, Internet Explorer, Chrome, Mozilla Firefox, UNIX, SOAP UI, Linux, Windows XP, Java, JavaScript, XML, EXCEL, SQL, Windows.

State Farm Bloomington, IL

May 2013- Dec 2013

Role: QA Tester



Responsibilities:

- Responsible for multiple projects accountable for requirements analysis, and tracking; test planning, test execution and reporting of testing results, defect reporting and resolution for the application development of Hilton Hotels Corporation Web sites across all branded sites.
- Identified, proposed, and implemented changes to software development lifecycles (SDLC) by moving test case development into the HP Quality Center software tool, from MS Excel, Word, and other manual methods.
- As a QA Tester, involved in Testing, Debugging, and Bug Reporting & Documentation.
- Involved in Core testing, basic testing and Delivery testing on projects - Special Offers, Brand.com and Global Web.
- Developed both Manual and Automation Test scripts based on Use cases.
- Involved in generating test scripting by using HP Quick test professional/UFT.
- Coordinating and arranging UAT testing after completing the basic, core and delivery testing.
- Involved in preparing the Status Reports every week which includes Revision History, Test cases status, metrics, QA Issues.
- Automation changes that have been implemented include mapping tests to requirements by documenting tests and testing results in a central repository.
- Created filters, dashboards, reported issues/bugs using JIRA and worked closely with Application Developers to fix defects.
- Providing for improved application testing practices through a reusable component based structure, mapping test runs to insure software requirements meet or exceed the needs of the organization.
- Developed improved issue management processes by implementing work-flow rules in the Quality Center tool using VB Script.
- Introduced an automated functional and regression approach to reuse scripts across all Hilton Hotel Corporation branded sites to enable manual resources to focus on new functionality, rather than repeating efforts to regress core business processes.
- Performed load testing against internal application services using Load Runner to emulate users and monitor systems performance.

Environment: HP Quick Test Pro 9.1/9.2/UFT, VB Script, HP Quality Center 9.0, Load Runner 9.5, JIRA, VB Script, MS-Office, SQL, RUP, C#, VB.NET, ASP.NET, HTML, XML/XSL, IIS and Windows XP.

PNC Bank, Pittsburgh, PA

Oct 2012 - Apr 2013

Role: QA Analyst

Responsibilities:

- Requirement study and analysis and assisted in Master Test Plan, Detailed Test Plan and wrote Test Cases
- Performed Manual testing on various system components
- Performed Smoke testing, Functional testing, Regression testing, Integration testing and End to End testing.
- Detected defects and tracked them till they are resolved in RCQ.
- Conducted Daily Defect Meetings and sent Daily Execution Status Report.



- Verified the Funds transfer service (FTS) engine on mobile applications
- Tested FTS on the iOS/Android platforms using windows based emulators and hand held devices
- Validating the MainFrame CICS systems to ensure accurate Authorization, Memo posting and the settlement/clearing of different banking transactions.
- Verified daily mainframe reports to include pre/post cut off settlement, withdrawal, deposits, transfers, failed transactions, and General ledger reports
- Submitted Mainframe batch jobs using FTP and verified the Funds transfer service (FTS) engine
- Validating the Web Services that constitute the Common Banking Services using the Integrated Framework (IF) Tester tool and SOAPUI tool
- Creating and maintaining a SharePoint repository to provide the current expression of the testing effort

Environment: HTML, .NET, Mobile, IOS,RCQ, Android, DB2 Mainframe, Clear Quest, Quality Center, HP Quick Test Professional 8.0, SQL, MS Excel.

REFERENCE 3:

Reference	
Organization Name	Computer Aid Inc.
Contact Name	Krystal McGraw
Physical Address	NA
Email Address	krystal.mcgraw@cai.io
Telephone Number	(717) 802-5743

RESUME 3: Teja Chavana

Employment History

More than 8 years of Information Technology experience in the Software Testing with solid experience in Manual/Automated Testing on ecommerce/Web based, Database, Mobile application, Client/Server Applications on Windows, OS X, LINUX, and UNIX environments.

Professional Summary:

- Excellent understanding of Software Development Life Cycle (SDLC), Software Test Life Cycle (STLC), System Life Cycle Methodology (SLCM) and Test Methodologies from project definition to post-deployment documentation.
- Strong experience in QA Methodologies (Waterfall and AGILE) and Structure Testing.
- Strength in Total Automation using TOSCA, Selenium - Java, WebDriver, Quality Assurance, Engineering, and business development function as well as expertise in Total Quality Management and use these functions effectively to achieve the overall objectives of the organization.



- Define Test approaches incorporating Manual, Automated, Black-box, White-box and Security testing as appropriate at each stage of development.
- Expert in analyzing (reviewing) the business, technical and functional requirements to develop the Test plans, Test cases, Test Scripts, Use Cases and Test strategies.
- Experience in designing, developing, enhancing module base automation using Tricentis' model-based automation tool TOSCA 9.1.
- Experienced in SQA (Software Quality Assurance) including Manual and Automated testing with tools such as Selenium RC/WebDriver/IDE/Grid, HP Quick Test Professional and Junit/TestNG, Load Runner, Quality Center, JMeter, JIRA
- Expertise in Mobile application testing – iOS, Android, and Windows.
- Worked on Selenium WebDriver and Appium.
- Specialized in user requirement analysis, documenting test plans, execution of test cases to verify application functionality against business requirements, by using Selenium IDE, WebDriver.
- Performed Web services testing using SoapUI.
- Experience in automating web service API's using SoapUI, JMeter.
- Extensively used SoapUI to validate Soap/WSDL and web services.
- Testing web applications on different mobile browsers like chrome, Firefox, Safari and Internet Explorer.
- Generated high quality defects to create reports based on findings and coverage on various operating system platforms like iOS, Android, RIM (Research In Motion).
- Experience on Object Oriented Programming (OOP) like Java, using Eclipse, Visual Studio Team Systems and Visual studio with Back end as Oracle and SQL Server
- Tested embedded application software on various mobile devices, including smart phones and tablets.
- Performed manual testing of web and client server application using IBM Clear Quest and HP Quality center.
- Experience with Compatibility Testing (cross Windows/ Mac and Android/ iOS platforms, cross browsers, cross mobile devices - phones, tablets, and iPads).
- Test Mobile app's behavior under various interruptions: battery strength (full/medium/low), incoming calls, SMS, video calls.
- Experience with IBM Clear Quest, HP Quality Center, & Mercury Test Director Defect module.
- Expertise in understanding Requirements and attending for Requirement sessions and giving the estimates for testing those requirements.
- Integration testing using **Maven, Jenkins, GIT, and Ant build tools**
- Developed and maintained automated test scripts, analyzed defects in applications.
- Solid analytical and dynamic troubleshooting skills. Proficient in continuous
- Excellent in communication, presentation, and interpersonal skills. Good team player with the ability to lead, manage and work independently in a time sensitive environment.

Technical skills:

Test Approaches	Waterfall, Agile/Scrum, SDLC, STLC, Bug Life Cycle, Rational Unified Process (RUP).
Testing Tools	Selenium, WebDriver TestNG, Selenium IDE, Selenium RC, Cucumber, TOSCA, SoapUI, QTP, Clear Quest and Quality center.



Programming Languages	C, C++, SQL, Java, XML, HTML, JSON
Frameworks	Data Driven, Selenium, Page Object Model (POM)
Markup Languages	HTML, XML, XPath, CSS Selector.
Databases	MySQL, Oracle, SQL Server, DB2
Browsers	Internet Explorer, Mozilla Firefox, Google Chrome, Safari
Operating Systems	Windows 7/8, UNIX, LINUX, MAC OS, Android, iOS.
Defect Tools	HP Quality Center, Clear Quest.
MS Office Tools	Word, Excel, Outlook, PowerPoint, MS Access
Utilities	Eclipse, GIT, SVN, TFS, Firebug, Fire Path

Professional Experience:

NC Department of Health and Human Services

112/2021 – Till Date

Automation Tester

Responsibility:

- Duties include analyzing business requirements for testability and completeness using Functional Specification Documents, Business Requirements Documents and Technical Design Documents.
- Analyzing and developing requirements into test conditions, development and execution of automated scripts using Trisentis Tosca to thoroughly test software to ensure proper operation and freedom from defects.
- Responsible for reviewing automated test cases and other testing artifacts to ensure the accuracy and completeness of all test artifacts.
- Coordinates developing, testing, reports and tracks automated testing problems by providing reproducible test cases, works with other product team members to diagnose and recreate problems as well as prioritize and implement solutions and close problem reports.
- Responsible for automated test scripting data collection and analysis according to the project plan schedule and ensuring adherence to standard practices and procedures.

Client: United Parcel Service, Lutherville-Timonium, MD

Jan 2019 – Present

Role: Sr. Quality Automation Tester

Description: UPS is the logistics-based organization. Returns Next Generation (RNG) seeks to increase usage of UPS returns services by making it easier for shippers to offer their customers self-service access to authorized return shipping and expanding access to UPS No Print label options. RNG accepts requests for return shipments based on either tracking number or items from a specified customer order.

Responsibilities:

- Interacted with developers to understand the application functionality and navigation flow.



- Involved in Software Development lifecycle and Test Life Cycle of the project from requirements gathering to transition using Agile/Scrum Methodology.
- Developed Test Cases based on the Requirement documents.
- Involved in writing Test Plans and Test Strategies.
- Performed Regression testing on new builds, every modification in the application using Selenium RC.
- Created traceability matrix between requirement and test cases and document the application, data associated in each test case.
- Performed Black Box testing which includes System Integration (SIT), User Acceptance (UAT), Regression, Functional, Positive and Negative Testing.
- Performed Integration and Regression testing of the application.
- Interacted with Business Analysts and developers to resolve defects.
- Involved in backend testing for validation testing.
- Performed Integration Testing, Security Testing, Positive & Negative Testing.
- Participated in daily and weekly meetings with the development and SMEs for project status.
- Responsible for monitoring the execution of QTP scripts ran on nightly basis and distribution of test results within the team.
- Executing, Reporting and Tracking the defects through ALM and Quality Center 9.0
- Actively involved in developing automation scripts & application using TOSCA 9.1.
- Implementing recovery scenarios wherever applicable in TOSCA automation.
- Develop and Maintain test modules in TOSCA.
- Experience in Tricentis Tosca test automation (custom libraries and cross-platform integration)
- Experience in Tosca Test suite with navigation and steering capabilities. Provide estimates for TOSCA automation.
- Experience in Implementing integrations, continuous testing/integrations, and Tosca Rollout/installation
- Involved in testing Web services and XML with tool called 'SoapUI'.
- Responsible for building complex Request XMLs for HTTP-based SOAP-based services based on the client requirements.
- Validating Request and Response XMLs based on the mapping documents.
- Mapped Test Cases to Requirements (traceability Metrics)
- Used JIRA, TFS and Confluence during the life cycle development of the project.

Environment: HP ALM, SoapUI, Web Services, Google Chrome, Explorer, MS Office Tools, Windows, iOS,

Applications: Click software, Colligo, Epoch field, TOSCA, Docuware

Client: State of Virginia Department of Social Services, Richmond VA

June 2016 – Dec 2018

Role: Selenium /Mobile/Web Services Tester

Description: VDSS is a state supervised and locally administered Social Services system providing benefits to 1.6 million Virginians every year. VDSS has an Internal application called VACMS (Virginia Case Management System) which is used to enter applications and to get track of all benefits. DSS had different internal applications like ADAPT, CHAMPS and MMIS, all these were combined and got migrated to VACMS.

The Department is responsible for administering a variety of programs including Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medicaid, Adoption, Child Care Assistance, Refugee Resettlement Services, and Child and Adult Protective Services.



Responsibilities:

- Worked closely with the members of the Development, Business partners to review the designs of systems, implement test plans, and test the quality of software products.
- Develop and execute manual and automated tests, test cases, test plans, and thoroughly document defects that are identified.
- Performed Hands-on testing including regression, integration, acceptance, security, stress/load, performance, and usability testing.
- Developed test code in Java language using Eclipse, IDE and TestNG framework.
- Configured Selenium Web Driver, TestNG, Maven tool and created selenium automation scripts in java using TestNG prior to agile release.
- Involved in design and implementation of Selenium WebDriver work for smoke and regression test suites (JUnit/ TestNG and ANT).
- Developed and implemented robust MVC Pattern base testing with Selenium RC and WebDriver which cut down the script development time in half.
- Developed Data Driven Tests using TOSCA and automated functional testing.
- Develop and execute automation testing throughout the entire Agile SDLC as appropriate to validate and measure quality using TOSCA.
- Actively involved in developing automation scripts using TOSCA 9.1, Creates Business Process Models test cases using ALM BPT add-on.
- Involved in testing the Mobile Applications.
- Test and Automate native mobile applications on iOS and Android platforms.
- Involved in Interrupt testing- Able to receive the calls while running the application.
- Plan, conduct and monitor testing and inspection of materials and products to ensure finished product quality.
- Added new mobile automated tests to the framework.
- Involved in SOAP and Restful web services using SoapUI.
- Used Property Transfer test step when needed in SoapUI.
- Validated XML messages using SoapUI.
- Tested **JSON Web services** for creating, deleting modifying a big set of pools and products by writing pure **White box test cases**.
- Expertise in writing SQL complex queries using SQL Server database.
- Support release process and run automated Regression tests against all supported mobile devices.
- Experience in Appium.
- Involved in testing of GUI and functionality on Android and iOS.
- Involved in testing GUI and functionality on Windows 7, MAC OS X, Android, iOS platfor.ms using VMWare and report numerous software defects in that area.
- Developed Automation Scripts using HP UFT.
- Responsible for creating automated test scripts in UFT QTP and updated the scripts as per requirement change
- Captured the Test Results to show the success or failure of Test Cases.
- Performed Integration Testing, Security Testing, Positive & Negative Testing.
- Involved in testing of web applications on mobile emulator using Selenium Automation tool.



Environment: Selenium WebDriver, TestNG, Java, Ruby, Clear Quest 8.0.1.7 and later, SoapUI, Appium, Selenium IDE, SVN, Windows, OS, iOS, Android OS, iOS SDK, Visual Source Safe 6.0, Watir-Webdriver.

Client: General Motors, Warren, MI

Nov 2014-Dec 2015

Role: Selenium/Web Services/Mobile tester Description: General Motors Company designs, manufactures, markets and distributes vehicle and vehicle parts, and sells financial services. General Motors IT is a leader in innovative technologies such as design collaboration, mobility, telematics, mission-critical business systems, supercomputing and real-time computing.

Responsibilities:

- Reviewed business requirement document and the technical specifications.
- Interacted with developers to understand the application functionality and navigation flow.
- Involved in Software Development life cycle and Test Life Cycle of the project from requirements gathering to transition using Agile/Scrum Methodology.
- Developed Test Cases based on the Requirement documents.
- Involved in writing Test Plans and Test Strategies.
- Updated/maintained the test scripts for regular/patch releases and executed the test scripts.
- Involved in testing application on different mobile Platform such as iOS and Android devices.
- Writing and executing test scripts in Selenium IDE.
- Recorded and plays back test in Firefox using Selenium IDE.
- Configured Selenium WebDriver, TestNG, Ant tool and created selenium automation scripts in java using JUnit prior to agile release.
- Involved in automating test cases using Selenium WebDriver with TestNG.
- Used Firebug Tool to identify the Object's id, Name, XPath, link in the application.
- Extensively worked on selenium web Driver with the preferred Languages Java and Ruby.
- Implemented open source web test tool Selenium WebDriver for cross browser and cross platform web testing.
- Involved in testing usability and GUI of the application against guidelines published by US Government.
- Experience with mobile testing using mobile test framework with Appium.
- Technical experience in software product testing/debugging using QA Tools for iOS and android OS
- Involved in testing login functionality with different accounts.
- Create and execute positive and negative test cases Involved in backend testing for validation testing
- Performed Integration Testing, Security Testing, Positive & Negative Testing.
- Test Execution through **Jenkins** for continuous integration testing.
- Written complex SQL queries for Data Validation.
- Involved in testing of web services using SoapUI and Broken links for enhancements.
- Expertise in writing SQL complex queries using SQL Server database.
- Documenting and communicating test results using Mercury Interactive Quality Center.
- Installed, configured SoapUI to test web services using WSDL file given by Development team.
- Worked on AGILE Methodologies.
- Mapped Test Cases to Requirements (traceability Metrics).
- Executing, Reporting and Tracking the defects through ALM.
- Executed Regression Testing.
- Performed end to end UAT



Environment: Selenium WebDriver, TestNG, Java, Java script, iOS, Android OS, iOS SDK, Web Services, Ecommerce, Oracle, Clear Quest, Quality Center, Jenkins, Appium, Selenium IDE, Visual Source Safe 6.0

Client: Vijaya Bank, India

March 2014-Oct 2014

Role: QA Analyst/Tester**Description:** The financial application is shared between Vijaya Bank, Call centers and Collection centers for customer services. This application covers entry of Cash-In, Cash-out, Loan approvals, and Financial Cash-flow statements, Credit Cards, Personal Loans, Mortgage Loan Access and repayments. Defaulters are forwarded collection center for collections.

Responsibilities:

- Reviewed business requirement document and the technical specifications
- Interacted with developers to understand the application functionality and navigation flow.
- Involved in Software Development life-cycle and Test Life Cycle of the project from requirements gathering to transition using Agile/Scrum Methodology.
- Developed Test Cases based on the Requirement documents.
- Involved in writing Test Plans and Test Strategies.
- Created traceability matrix between requirement and test cases and document the application, data associated in each test case.
- Performed Integration and Regression testing of the application.
- Used Rational Clear quest for Bug reporting, Tracking and defect Management.
- Interacted with Business Analysts and developers to resolve defects.
- Involved in backend testing for validation testing to check front-end and database systems using SQL commands.
- Performed Integration Testing, Security Testing, Positive & Negative Testing.
- Participated in daily and weekly meetings with the development and SMEs for project status.
- Developed and executed automated test scripts using Quick Test Professional (v 11).
- Used VB scripting to develop the automated test scripts from the scratch.
- Performed database testing using QTP.
- Involved in developing database queries for Backend Testing
- Involved in functionality testing of web pages using different types of browsers like IE, Safari, Google Chrome, Mozilla Firefox
- Worked on Clear Case for version Controlling

Environment: Manual Tester, Clear Quest, Clear Case, SQL, PL/SQL, Oracle9i, TOAD, Windows 2000/ XP/7, LINUX, TIBCO, HTML, XML, JAVA, J2EE, JSP, MS Office Tools

Client: Albert David Pvt Ltd, India

May 2012- Feb

2014Role: QA Analyst

Description: Albert David is a multi-specialty health care company focused on discovering, developing and commercializing innovative pharmaceuticals, biologics that enable people to live life to its greatest potential. The Clinical Trial Management System keeps track of the clinical trials, Studies in various geographies, Patients involved and the Investigators who perform various investigations

Responsibilities:



- Reviewed Business and Functional Requirement Documents for Quality and Completeness.
- Executed test cases to test end to end of application.
- Performed Integration, System and Regression testing of the application.
- Involved in managing defects and testing process using Quality Center
- Interacted with developer to resolve application Defects.
- Manually tested the whole application before going for automated testing
- Performed Positive, Negative, Navigational, end-to-end, UAT and User Interface Testing.
- Prepared Test Data for Various Scenario's
- Manually tested XML batch files and made sure that the order is in complete status and appears in Database.
- Involved in backend testing for validation testing to check front-end and database systems using SQL commands.
- Executed SQL Queries using TOAD for Data Mapping & Back-end Verification
- Worked on Clear Case for version Controlling.
- Involved in testing the same application in Windows and Unix O/S.
- Involved in Manual Testing
- Involved in Developing and Executing test cases for Web front-end testing of the application
- Tested POS web Applications using different types of browsers like Netscape, IE on different versions
- Prepared reports on daily status to the project lead and project manager.

Environment: Manual Testing, Quality Center, Clear Case, JAVA, J2EE, JSP, XML, Oracle, SQL, TOAD, Windows XP, LINUX, MS Office Tools.

5. SECURITY ANALYST

REFERENCE 1:

Reference	
Organization Name	Metropolitan Transportation Authority (MTA), NYC
Contact Name	Reggie Matela
Physical Address	333 W. 34th Street, New York, NY 10001-2402
Email Address	reggie.matela@mtahq.org
Telephone Number	(646) 376-0065

RESUME 1: Michael D. Molinaro

CHIEF INFORMATION OFFICER / CHIEF INFORMATION SECURITY OFFICER / CHIEF TECHNOLOGY OFFICER

Transformative and visionary Information Technology executive with 30+ years of leadership success combined with in-depth and diverse technical expertise. Sought-after speaker at regional and national events, presenting unique insights in IT, security, risk, compliance, cyber-defense, leadership, service delivery, business process integration and fraud.

Distinction of successfully defending a public national event, the Republican National Convention (RNC) in Tampa, Michael built a COE with a suite of Cybersecurity tools and coordinated with 140+ local, state, and federal law enforcement and government agencies including US Secret Service, FBI, DoD, DHS, FDLE, and US Armed Forces.



Specialized in building and improving IT Operational & Service programs, he has built many IT, IT Security/CyberSecurity and GRC programs from the ground up. He works effectively with the Board of Directors and executive/senior management, delivering on many small to large multi-\$Mil projects and budgets over \$75Mil. Experienced managing Dept.'s over 250+ projects and staff of 500+ globally.

QUALIFICATIONS

- ❑ Executive IT Leadership
- ❑ IT/OT Security, Risk and Compliance (SRC) Mgmt.
- ❑ Cyber Defense Strategy, Deployment & Operations
- ❑ IT/OT Strategy, Planning & Governance Integration
- ❑ IT Service Management & Vendor Management
- ❑ IT/OT Program/Project Management
- ❑ IT and GRC Budgets and CapEx Planning
- ❑ Regulatory Compliance (PCI, SOX, HIPAA, GDPR, ABA, China CS, OFAC, FinCEN, FISMA, FDA 21 CFR 11, USA Patriot Act – BSA & SIP)
- ❑ Business Process Management (BPM) & Dev/Ops
- ❑ Enterprise Architecture Planning, ERP, CPOE/Med-OE
- ❑ Telecommunications and Network Infrastructure

PROFESSIONAL EXPERIENCE

CLEAR CONSULTING GROUP, LLC

C-Level Expert Advisors on Risk, "CLEAR"

OCTOBER 2017 TO PRESENT

Chief Technology & Security Officer, Executive Consultant and SME on IT/OT Operations, IT/OT Security/Cybersecurity, Risk, Compliance, IT Service Management and Cloud Services. Our consulting company currently provides the following services:

- ◆ Interim, virtual and/or On-call CIO & CISO and Executive Consulting Services
- ◆ IT/OT Operational Security, Cybersecurity, Risk & Compliance Consulting Services
- ◆ Third-Party IT Risk Assessments for Security Due Diligence and Compliance: HIPAA, PCI, GDPR, CCPA, FDA, FinCEN, OFAC, China CS, GDPR, FISMA, CMMC, CSF, GLBA, NERC and SOX
- ◆ PCI Readiness & Gap Assessments and Consulting Services e.g., Remediation, Scope Reduction
- ◆ Management Services e.g., Policies / Procedures, Vendor Mgmt., Vulnerability Mgmt., Project Mgmt.
- ◆ Security Awareness and Incident Management Training
- ◆ IT/OT Operations and Business Process Management Automation (BPM & RPA)
- ◆ ITIL Implementations from Single Domains to Full IT Service Lifecycle Mgmt. and OSS/BSS Integration
- ◆ Merger & Acquisition Operational Risk Assessments (for ROI and Business Evaluation Purposes)
- ◆ Anti-Fraud Intelligence and Data Breach/Incident Investigative Services
- ◆ IT/OT Security, Risk, Compliance and Fraud Lectures and Training
- ◆ Business Analysis/Liaison to SOC/SIEM, Remote/VPN, SaaS, and other Cloud-based Service Providers

A Sample of Previous CLEAR Consulting Clients:

- 1.) *Largest Metropolitan Transportation Service in the US*
 - a. *Azure/Google/AWS cloud Standards, Requirements and security hardening build and operations*
 - b. *Full and complete IT/OT Wi-Fi Technical, Operational and Security Standards for all MTA,*
 - c. *Data Standards, Risk & Operations Management Program build and operations,*
 - d. *Design, architect and manage acquisition and OEM for the new MTAPD Telecommunications Project and Avaya Aura Call Manager Systems for the Long Island City C³ and Graybar facilities,*
 - e. *Develop and manage the CJIS or Criminal Justice Information Systems GAP and Risk Assessment project,*
 - f. *Develop, document, Lead, manage and brief management on the MTAPS IT Asset Management program.*
 - g. *Develop and manage comprehensive design, architecture, process flow and operations diagrams,*
 - h. *Conduct multiple and concurrent targeted, specific, and broad risk assessments for OT/IT technology, controls, and processes/procedures,*
 - i. *Assess, improve, and deploy ITSM practices – focusing on risk and security services and management,*



- j. Design, architecture, planning, build and deploy the MTAPD VoIP/SIP Call Management (PBX) systems for the overall Police Department and the Command, Control and Communications Center*
- k. Project Manager for multiple complex IT, Risk and Security tasks and projects (also reorganize stalled projects and realign flailing projects),*
- l. Develop and implement a Delivery Management Office and operations,*
- m. Develop and deploy third-party risk management (TPRM) program and cloud security standards / requirements,*
- n. Develop and manage all IT/Cyber Security Architecture, Engineering and Operations standards,*
- o. Developed IT/Cyber Security, IT Risk, and IT Compliance standards, Policies and SOPs (large quantity of Standards Policies, P&Ps, SOPs & guidelines),*
- p. Established and deployed controls for GDPR, CCPA, CSF, CMMC and FISMA requirements,*
- q. Documented, deployed, and measured IT Risk & Security Governance Framework, controls, and measurement capabilities,*
- r. senior executive management reports and presentations (Quarterly State of the Cybersecurity Briefings),*
- s. Police Department and Police Support Unit / Departmental senior IT/Cyber Risk, Security and Compliance advisor,*
- t. Project Manage the OT Cybersecurity Controls by Agency IT Asset Management and Controls project.*
- 2.) *Global Mobile Telecommunications Device Remanufacturer*
 - a. Global IT Department restructuring plan, develop and deploy global town hall meetings.*
 - b. Azure/Google/AWS cloud migration and security hardening build and operations*
 - c. Data Standards, Risk & Operations Management Program build and operations.*
 - d. Assess, improve, and deploy ITSM practices – focusing on Change/Release Management and integration to Cloud Services*
 - e. Develop and deploy third-party risk management (TPRM) program and cloud security standards / requirements.*
 - f. Develop and manage all IT/Cyber Security Architecture, Engineering and Operations standards.*
 - g. Introduced and deployed all IT/Cyber Security, IT Risk, and IT Compliance standards, Policies and SOPs (89 Standards Policies, P&Ps, SOPs & guidelines)*
 - h. Deployed from requirements build to operational SOP the Global Security Operations Center*
 - i. Develop and deploy global facilities and loss control operations, teams, and staff (integrated into the Global Fusion Center & Security Operations Center) (includes armed and unarmed guards)*
 - j. Hired all new SharePoint development, security, risk, compliance, and IT Service operations staff.*
 - k. Established and deployed controls for GDPR, CCPA, CSF, CMMC, FISMA and GLBA requirements*
 - l. Documented, deployed, and measured IT Risk & Security Governance Framework, controls, and measurement capabilities.*
 - m. Board and senior executive management reports and presentations (Quarterly State of the Cybersecurity Briefings)*
 - n. Deployed IT Security Training*
- 3.) *Global Pharmaceutical Company, NYC, Interim-CISO & Assistant CIO*
 - a. Azure/Google/AWS cloud migration and Security Hardening build and operations*
 - b. Data Management Program build and operations.*
 - c. Assess, improve, and deploy ITSM practices – focusing on Change/Release Management and integration to Cloud Services*
 - d. Develop and implement the entire IT life cycle and asset management systems, controls and management program.*
 - e. Develop and manage all IT/Cyber Security Architecture, Engineering and Operations standards.*
 - f. Introduced and deployed all IT/Cyber Security, IT Risk, and IT Compliance standards, Policies and SOPs*
 - g. Deployed from requirements build to operational SOP the Global Security Operations Center*
 - h. Hired all new staff.*
 - i. Established and deployed controls for GDPR, CCPA, updated SOX, HIPAA, and FDA requirements*
 - j. Documented, deployed, and measured IT Risk & Security Governance Framework, controls, and measurement capabilities.*
 - k. Board reports and presentations (Quarterly State of the Cybersecurity Briefings)*
 - l. Deployed IT Security Training*
- 4.) *Global Insurance Company, NJ*



- a. Developed management risk ratings, risk automation and selection criteria for a global Human Capital Management Cloud SaaS vendor selection and migration.
- b. Developed an extensible standardized risk score for Vendor Governance that can be automated in software such as Archer or a BPM with status and Big Data analysis dashboards.
- c. GDPR alignment and GAP findings for existing security and compliance standards and regulations at the organization
- d. Detailed and thorough Cloud/Managed Service Provider Technical and Operational Risk and Security Requirements and Standards
- 5.) Large Diagnostic Laboratory, NJ
 - a. HIPAA Security and Privacy Risk Assessment
 - b. PCI Level 1 & 2 merchant gap assessments & ROC Preparation
 - c. HIPAA Data Breach Notification Responsibility Assessment
 - d. Policies and Procedures Development
 - e. GDPR expectations regarding their clients, systems, and services to include a GDPR GAP review.
 - f. Access and develop plans for a full service PMO deployment.
- 5.) Healthcare Performing Provider System, NY
 - a. HIPAA Security Risk Assessment
 - b. Project Manager for risk assessment of the Data Warehouse, remediation, and report of MAP to NYDOH
 - c. vCIO & CISO
- 6.) Largest Broadway/Theater Retail Ticketing Company, NY/NJ (2018 and 2021 ROC's)
 - a. PCI DSS v3.2.1 Readiness Assessment and SME support for ROC
 - b. PCI Risk Assessment and remediation
 - c. Security Incident Management Plan and Security Training development
 - d. Policies and Procedures development (all IT Policies)
 - e. SDLC, Network and Security Management planning and implementation
 - f. Security & Compliance Training (material and class work)
 - g. Assess and improve Change Management and various other ITSM processes.
 - h. vCISO
- 7.) YMCA organization, Northeast Region
 - a. Data Warehouse information, Security and Compliance architecture and design
 - b. DWaaS IT, Risk and Security Functional Requirements development
 - c. DWaaS Policies and Procedures development
 - d. DWaaS and general Cloud Security deployment including GDPR controls.
 - e. Master Data Management standards and review
- 8.) Largest Healthcare Cooperative/Alliance, DC/NJ (Fortune 100 Companies, Global/US)
 - a. Assess Datawarehouse Operations, Security and Controls (full lifecycle)
 - b. Conduct Independent Data/Security Incident Evaluation and Broad/Residual Risk Incident Investigation
 - c. Recommendations to improve Technical and Operations Practices to resolve findings of Cloud Provider for the Alliance
 - d. Conduct HIPAA Four (4) Factor Post Event Assessment
- 9.) Virtual CIO and CISO for medium and small companies

BIOREFERENCE LABORATORIES, INC. (ACQUIRED BY OPKO HEALTH), ELMWOOD PARK, NJ Nov2014 TO OCT 2017
Third largest, \$1.5+ Billion, global medical and genetic diagnostic and medical retail company in North America

VP, Information Systems & CISO:

- ◆ Integral member of the executive management team in the development of corporate IT Strategy, Security/Risk Management, and Compliance.
- ◆ Facilitated business growth by aligning technology and security objectives with business goals.
- ◆ Implemented IT Security, Risk, and Governance programs enabling HIPAA, PCI, GDPR and SOX compliance.
- ◆ Managed a CAPEX/OPEX \$6+Mil budget encompassing IT Security, Risk, Governance, PMO, eDiscovery and ITSM programs and staff. Design and deploy the initial CMDB, Configuration Management, Change



Management, Security Management, Release Management, ITAM and various Service Management processes.

- ◆ Developed GDPR GAP program with governance metrics and automated/hybrid controls.
- ◆ Implemented Business Process Management (BPM) automation and applications solutions for various business lines (IT, diagnostics, medical, risk, sales, compliance, and Security processes to leverage cloud applications and the speed of services to market/business, including automation of change management, release management, test management, SDLC, Compliance, Cyber-security, reporting, business intelligence and others)
- ◆ User Interface (UX) and IOT API development for ERP and CPOE platforms.
- ◆ Developed corporate policies and procedures for Enterprise IT, Risk and Security.
- ◆ Transitioned company to secure/compliant Cloud solutions e.g., AWS and Armor/Rackspace MSPs.
- ◆ Built the Global ISOC, security, and fraud incident management practice, liaising with critical infrastructure and law enforcement.
- ◆ Architected secure and compliant Cloud solutions; Amazon Cloud Services (AWS) and Armor/Rackspace MSP's.
- ◆ Advised senior executive management on improving and implementing systems and practices for the deployment and improvement of service management, application development, data management-protection, and compliance by "baking" risk and security into processes and the corporate culture.
- ◆ Built the Global ISOC, security, and fraud incident management practice, liaising with critical infrastructure and law enforcement.
- ◆ **Assisted in the development** of automated process, assurance controls and design of various imaging, reporting, middleware, migration/conversion, and instrument interface systems.

BRIGHT HOUSE NETWORKS, (ACQUIRED BY CHARTER COMMUNICATIONS), TAMPA, FL

Mar 12 TO JAN 15

Bright House Networks was a +\$4 Billion company that was the 6th largest cable, telecommunications/ISP in the US (20th globally), serving 5+ Mil residential and business customers domestically and internationally.

VP, Enterprise IT, CIO and CISO:

- ◆ Integral member of executive leadership team, managing a \$75+Mil IT and global Security budget.
- ◆ Led an operational staff of 200+ staff with 7 Line Directors, with projects/events scaling up to 450+.
- ◆ As VP of IT/CIO, built and led enterprise IT operations, service delivery, and technology support teams, redesigning IT organization from 12 separate departments.
- ◆ Deployment and development of ERP on-premises and cloud platforms, integration of Salesforce.com platforms with Enterprise billing systems.
- ◆ As CISO, built Enterprise IT, Risk, Governance, Security and Compliance departments from ground up.
- ◆ Developed Global IT Application NOC (ANOC) and Security Fusion Center (ISOC) for external and internal customers that handled approx. 350,000 IT service requests and 1,500 security incidents annually. (Liaised with DHS, FDLE, FBI, multiple state LEO's, NASA, DOD, CentCom and SoCom).
- ◆ Developed Data Forensic program to accommodate criminal, civil, and government/national defense subpoenas and FISA/Wiretap/Trap and Trace orders. (Facilitated apprehension of persons allegedly involved in terrorism, organized crime, money laundering, child exploitation, human trafficking, and payment card/financial fraud).
- ◆ Implemented automated audit processes to manage GDPR, HIPAA, PCI, FCC, and SOX based audits.
- ◆ Pioneered a corporate-wide PCI Compliance Program (Level 1 merchant with 20+Mil annual trans.) with staff of ISAs performing full assessments, remediation, and validation reporting.
- ◆ Successfully defended the RNC in Tampa and DNC support:
 - Implemented full cyber-defense solution and Communication Fusion Center in just 20 weeks.
 - Managed a combined total of 450+ management, technical staff, and consultants for 7 months.
 - Successfully thwarted cyber-attacks, primarily from hackers and nascent states.
 - Liaised with 140+ local, state, and federal law enforcement and government agencies including US Secret Service, FBI, DoD, DHS, FDLE, and US Armed Forces.



- ◆ Provided cyber support for national events where Bright House Networks (BHN) was the telecom. and ISP e.g., the DNC, World Cup Committee, NATO World Summit, and Bollywood conventions.
- ◆ Pioneered multiple IT/Security MSSP services (Virtualized based Cloud Services and Support) to BHN business customers, resulting in \$500K in initial revenue.
- ◆ Integrated Business Process Management (BPM) platform for high-speed low code IT Dev/Ops (IT software development), which slashed application and hardware deployment time by 75%.
 - Designed and deployed large scale full service ITSM systems to entire department.
 - Integrated Serena Software BPM based ITSM into both BMC Remedy and ServiceNow.

AEGIS INSURANCE SERVICES, INC., EAST RUTHERFORD, NJ

Dec 2007 TO DEC 2011

\$2.5+ billion global insurance and financial services company.

Information & Security Officer (VP)

- ◆ Advisor to EVP-CIO, CEO and senior managers on IT and security strategies and technology innovation.
- ◆ Established Enterprise Security Office with IT Security, Risk, Compliance, and Governance programs.
- ◆ Led development and deployed the BPM based ITSM with Dev/Ops, PMO, and Change/Release programs, for close-to 100% on-time delivery rates.
- ◆ Managed IT security, GRC, infrastructure, and other projects, coming in up to 15% under budget.
- ◆ Presented IT assessments and strategy plans to the Board, gaining approval on multi-\$Mil initiatives.
- ◆ Integrated BPM low code software to deliver key components of ITIL Delivery Management and Enterprise Software deployment (Change/Release/Test/Service/Security Management Automation).
- ◆ Administered a \$20+Mil annual budget, delivering projects that were up to 15% below budget.
- ◆ Established COSO, CobiT and NIST controls for all IT audits (Safe Harbor, GLBA, SOX, NERC, and PCI).
- ◆ Drove audit remediation, enabling IT organization to go from consistent Fail to Pass in just 1 year.
- ◆ Increased IT Dept.'s CMMi and ITIL maturity ratings in service and security mgmt. from 1.8 to 3.5 in just 30 mo.'s.
- ◆ Design and deployed full ITSM software, processes, and tools – moving from manual to almost full automation.

GROUND TRAVEL TECHNOLOGY TEAM, INC. ("GT3"), HACKENSACK, NJ

OCT 2005 TO OCT 2007

\$25+ million cloud-based SaaS startup company that specialized in automation technology for the ground transportation and travel industry. Was acquired by Fidelity/Boston Coach.

VP of IT, Operations, Security & Compliance

- ◆ Operationally transformed start-up from several failed launches to a successful multi-\$Mil company
- ◆ Recovered \$1.6Mil lost business that resulted from previous product/support issues.
- ◆ Led technology and services/product delivery teams (70+ staff), serving customers world-wide, including Fortune 50 clients Pfizer, GlaxoSmithKline, Lehman Brothers, JPMorgan Chase, and MetLife.
- ◆ Design contributor to one of the first credit card and cellular GPS systems for taxi/cabs and ground car transportation. Led partner negotiations and defined systems criteria with Cingular and other carriers.
- ◆ Realigned business-critical software systems/processes (SDLC, PMBOK, and ITIL) and embedded security & compliance into IT Operations, eliminating delivery gaps that used to be up to 60%.
- ◆ Built application security services (Cloud/SaaS) as additional revenue stream in the MSSP market.
- ◆ Built a world-class SSAE16 certified facility (\$4+ million revenue) and call center (\$5+ million revenue).

CHRISTIAN HEALTH CARE CENTER, WYCKOFF, NJ

November 1996 to August 2005

\$100 million regional long-term and psychiatric acute care organization

Director of Information Technology & Information Security Officer

- ◆ Built the IT Department from the ground up, enabling the organization to quadruple in size/revenue.



- ◆ Designed and deployed a full service ITSM practice based on ITILv2/3
- ◆ Managed all technology, hardware, software, and IT services with \$8+ Mil annual budget and staff of twelve.
- ◆ Established IT, Security, Risk, Compliance, Project Management, and Software Development programs.
- ◆ Directed multi-year initiative to achieve HIPAA, PCI, and SOX compliance, putting the organization in forefront of New Jersey healthcare compliance (to meet original March 2005 deadline).
- ◆ Liaised with Executive Management, to ensure IT organization's ROI and strategic impact to the business.
- ◆ Installed clinical and IT automation solutions for various financial and operational functions.
- ◆ Designed and implemented all network systems and integrations with all Application Service Providers.
- ◆ Leveraged large 15K+ device telecommunication system as a revenue-generating managed service.

EDUCATION

MBA (focus in IT & Cybersecurity) (4.0 GPA – Phi Kappa Phi) Florida Institute of Technology
MS in Information Technology & Cybersecurity (4.0 GPA – Phi Kappa Phi) Florida Institute of Technology
BS, Electronic Engineering Technology (focus in software and process automation) Thomas Edison State University

ACTIVE CERTIFICATIONS

CFE (Certified Fraud Examiner) ACFE
C|CISO (Certified Chief Information Security Officer) EC|Council
CISM (Certified Information Security Manager) ISACA
CRISC (Certified in Risk & Information Systems Controls) ISACA
CGEIT (Certified in the Governance of Enterprise IT) ISACA
CISSP (Certified Information Systems Security Professional) (ISC)²
ITILv3 Foundations (Information Technology Infrastructure Library version 3) OGC
CDPP (Certified Data Privacy Practitioner) Network Intelligence
CPSP (Certified Payment Security Practitioner)(PCI-DSS) Network Intelligence
HCISPP (Health Care HealthCare Information Security and Privacy Practitioner)(HIPAA) (ISC)²

REFERENCE 2:

Reference	
Organization Name	Metropolitan Transportation Authority (MTA), NYC
Contact Name	Reggie Matela
Physical Address	333 W. 34th Street, New York, NY 10001-2402
Email Address	reggie.matela@mtahq.org
Telephone Number	(646) 376-0065

RESUME 2: Paul O'Neil

KEY SKILLS

- Programming Languages: Python, Golang, Bash
- Tools: Burp Suite Pro, Nessus, Nmap, X-Ways, FTK, Wireshark, SIEM
- Operating Systems: Windows, Linux, MAC



- Web: GCP, Flask, PHP, OWASP

EXPERIENCE

Special Tactics Cyber Operator Oxytis Forensics LLC

2019 - Present

- Computer forensic analysis, data recovery, eDiscovery, and other threat investigative work. Assess intrusion signatures, tactics, techniques, and procedures associated with sophisticated cyber breaches.
- Technical assessments (security assessments, penetration testing, and ethical hacking).
- Web application security assessments that also focus on secure cloud design patterns during cloud architecture assessment phase for applications running in cloud (AWS/Azure/GCP), to include review of regulatory standards and data compliance (privacy law fundamentals, GDPR, U.S. sectoral requirements and state level pre-emption).

Senior Offensive Security Engineer Redspin

2016 - 2019

- Lead offensive web application security engineer using Burp Suite Pro.
- Cloud architecture assessments (AWS, Azure, GCP) focusing on cloud design patterns and well architected frameworks using vendor technologies, governance/compliance requirements in the cloud (PCI, GDPR...).

Senior Technology Consultant IDT911 Consulting

2014 - 2016

- Lead penetration tester (nessus/nexpose/metasploit/canvas/nmap).
- Lead Forensics & Incident Response. (WinPE/X-Ways): digital forensic acquisitions, electronic evidence collection and forensic analysis, and reporting.
- Cloud architecture assessments (AWS, Azure, GCP) focusing on cloud design patterns and well architected frameworks using vendor technologies, governance/compliance requirements in the cloud (PCI, GDPR...).

Senior Technology Consultant CenturyLink

2012 - 2014

- Security architectural engineering and system integration of IDS/IPS, WAF, DDoS, F5/ACE, Tripwire, SIEM/SIM, Qualys.
- Lead penetration testing to support external customer engagements for testing of enterprises and hosted infrastructure: Burpsuite Pro, nessus/nexpose/metasploit/canvas/nmap.
- Lead Forensics & Incident Response. (WinPE/X-Ways): digital forensic acquisitions, electronic evidence collection and forensic analysis, and reporting

Cyber Security Researcher (Computer Scientist) General Electric, Niskayuna, NY

2010 - 2012

.NET Programmer Analyst II Golub Corporation, Rotterdam, NY

2008 - 2010

EDUCATION

Harold Abel School of Social and Behavioral Sciences, Minneapolis, MN

Master of Science in General Psychology, 2007



Norwich University, Northfield, VT

Master of Science in Information Assurance, 2006

CERTIFICATIONS

Active: eCDFP (Digital Forensics Professional), CIPP/US (IAPP)

Expired: PCIP, CCNA, CISSP, GCFA, GSEC

REFERENCE 3:

Reference	
Organization Name	Metropolitan Transportation Authority (MTA), NYC
Contact Name	Reggie Matela
Physical Address	333 W. 34th Street, New York, NY 10001-2402
Email Address	reggie.matela@mtahq.org
Telephone Number	(646) 376-0065

RESUME 3: Suresh Daggubati

CERTIFICATIONS:

- Certified Information Systems Security Professional (CISSP)
- GIAC Certified Forensic Analyst (GCFA) - SANS FOR508
- GIAC Certified Intrusion Analyst (GCIA) -SANS SEC503
- Azure AZ-900
- ITILV3 Foundation

PROFESSIONAL SUMMARY:

- Experienced, passionate & certified Cybersecurity professional with telecom, network security background.
- Security event analysis including Cloud, Endpoint, network, and forensic artifact analysis.
- Enterprise Incident response handling utilizing threat intelligence, threat hunting methodologies.
- Detection and response to internal and external threats, incidents and mitigating by different measures.
- Reviewing raw log, manipulating, correlation and analysis of host, datacenter, and perimeter devices.
- Using continuous monitoring, I can interpret and prioritize threats with help of Intrusion Detection/Prevention Systems and Security Information and Event Management (SIEM).
- End point, network security and log analysis for detecting threats and finding, remediating malware.
- Packet and log analysis using various security tools in recognizing potential, successful and unsuccessful intrusion attempts and compromises through analysis of security events, logs, and network traffic.
- Follow vendor agnostic approach in investigation and querying various data sources following Mitre ATT&CK framework, threat intelligence gathering using MISP framework.
- Having experience in implementing Enterprise Cybersecurity initiatives, enhance security capabilities, disaster recovery testing.
- Involved in Prepare, respond, mitigate, report, recovery, remediate and post recovery of cyber threats and incidents using NIST framework.



- Hands on experience with Splunk integration, log management, monitoring, and report generation.
- Good understanding on TCP/IP, evaluating firewall change requests and assessing risk.
- Expertise in Test Bed setup, activations of telecom nodes from scratch and integration testing over cloud.
- Trouble shooting skills on Windows, UNIX like operating systems namely RHEL, CentOS, IBM AIX.
- Good knowledge on Linux Clustering, OS hardening, vulnerability checks and disaster recovery.
- Good exposure to all kinds of testing such as integration, functional, system, regression testing, acceptance testing as per the process of SDLC.
- Participated in customer delivery projects, handling scope, risks and owning the solution during delivery.

TECHNICAL SKILLS:

Cybersecurity:	PowerShell, Carbon Black, Eric Zimmerman Tools, KPMG KDR, FTK, CyberChef, Malwarebytes, CyberArk, Splunk (SPL), DLP, TCPDUMP, Wireshark, tshark, Zeek (bro), Snort, MISP, SIEM, RSA Net witness, SIFT, AWK.
Data Center, Devops:	Azure cloud, RSA Archer, ServiceNow, IBM udeploy, ITEC Jira, Confluence

EMPLOYMENT HISTORY:

Dell Technologies

06/2018 - Present

Advisor, Cybersecurity Incident Response

Responsibilities :

- Leading a team of global Incident responders, handling company wide variety of incidents.
- Incident response in cloud, on premise environments including commodity and advanced malware.
- Troubleshoot, analyze using threat intel, threat hunting methodologies and document procedures.
- Protect, detect, and defend systems, on premise and cloud data centers from security threats and incidents.
- Follow threat landscape, ongoing vulnerabilities and interpreting to internal enterprise.
- Incident detection, response, vulnerability mitigation and threat management.
- Analyze packets, end point log analysis to triage and remediate ongoing incidents.
- Inside threat analysis, triaging, forensic data collection, interpretation, and analysis.
- Traffic trend analysis, report generation troubleshooting and log analysis using Spunk.

Fidelity Investments

10/2014 - 06/2018

Enterprise Cybersecurity engineer

Responsibilities:

- Cybersecurity Operations, handling critical live Enterprise Cyber security (ECS) systems following NIST framework
- Involving in implementation of two-factor authentication (2FA), API security enhancements.
- Migration of physical servers to cloud (IaaS) environment, server hardening and patch management.
- System upgrades, device hardening as per corporate policies, auditing following industry best practices.



- Maintaining system availability through Security Information and Event Management (SIEM) systems.
- Involving live database systems migrations as per data center strategy.
- High Availability (HA) failover testing following Disaster Recovery (DR) best practices.
- Create new ways to solve existing production security issues and preventive maintenance.
- Documenting configurations, application setup and application knowledge on internal wiki (Confluence).

Dialogic Networks

04/2012 – 10/2014

Technical Solutions Consultant

Responsibilities:

- Linux systems configuration, OS hardening & troubleshooting, performance tuning and monitoring.
- Installing, configuring, and maintaining Session Border Controllers (SBC), media platforms.
- Configuring and maintaining perimeter and end point security.
- Representing company in the events, customer interactions and roadmap demonstrations.
- Implemented Dialogic extended Media Server (XMS) over cloud to provide services as SaaS.
- Creating, Installing, configuring, and maintaining the Virtual Machines, installing Guest Operating Systems like Windows, Linux and participating in POCs.
- Implemented policy-based web application security using F5 ASM that blocks attacks.
- Securing all data center applications against OWASP Top 10 threats, vulnerabilities and zero-day attacks.
- Implementing SAN like topologies, switch zoning (soft & hard), LUN masking on SAN Storage devices, LUN creation and Storage Management.
- Maintaining BIG-IP LTM to load balance the IBM HTTP and WebSphere application servers.
- Network security Configuration on ESX servers which include Bonds & VLANs.
- Interact with end clients to problem resolution in a timely and accurate manner.

Hewlett-Packard India Sales Pvt. Ltd

10/2006 – 04/2012

Info Systems Architect

Responsibilities:

- Deployment and maintenance of RHEL systems and application software in multiple clusters across 23 data centers. Clustering includes N+1 and N+N with HA.
- Developed and maintained binary installation, application deployment and scaling scripts to perform day to day operations in WebSphere application server clustered environment.
- Evaluated and performed POC work for Eucalyptus and other cluster technologies.
- Evangelized cross-department coordination of monitoring systems.
- Participated in 24X7 on-call production support rotation for heavy traffic applications.
- Run of business activities including DNS, Apache, and Tomcat configuration management, RSA SecurID (Cisco VPN) management, OS upgrades, and security fix deployment across installations.
- Installation, configuration, and maintenance of HP ProLiant servers, Procurve switches and HP data protector.
- Installation, configuration of eTrust Antivirus and management of eTrust clients using centralized console.
- Installation, configuration and activation of HP OpenCall software, HP OpenView, and NMS for monitoring.
- Integrated Lights Out (iLO) management for remote accessing of servers.
- Testbed setup, performance testing using different tools.



- Managing high end Content Distribution System (CDS) to share contents to remote systems.
- Managing Management Information System (MIS) and CDR Collection and Control System (CCPS).

Huawei Technologies India Pvt. Ltd

07/2005 – 09/2006

Software Engineer

Responsibilities:

- Testing the Telecom Intelligent Network services using signaling protocols and tools.
- Product development and administration of managed services and dedicated Linux servers.
- Extensive critical support and programming for managed Linux server customers.
- Deployment of clustered, HA Linux systems for internal and customer use.
- Testing using simulation, automation tools. System administration and user management for the testing team.
- Involving in Performance testing, tuning and bug tracking.
- Functional testing of services and GUI using SDLC by following testing methodologies.
- New patch implementation, deployment, and integration to replicate customer environment.
- Implemented custom billing and provisioning software to replace legacy systems.
- Installation, configuration, and maintenance of IBM AIX servers
- Provisioned and designed Linux, Solaris, and IIS servers
- Provided direct support to collocation and advanced Linux/HA cluster customers
- Administered Informix data base and AWK scripts.
- Perl and shell scripting for automation, SNMP, and SCP billing system integration.

Tata Teleservices Ltd

10/2003 – 07/2005

Graduate Engineer Trainee

Responsibilities:

- Installation and configuration of Lucent MSC and BSCs, integration of new BTS with Motorola BSC.
- Installation, configuration, and maintenance of SCO UNIX servers.
- Launching services: Prepaid Fixed Wireless telephone, SMS for CDMA-CDMA, and CDMA-GSM networks.
- Operation and Maintenance of MSC, SMSC, STPs and Intelligent Network nodes.
- Software Distribution using SMS, testing different call features like call forwarding, call forward no reply, call waiting, conferencing. Installation, configuration, and maintenance of Ericsson AXE 810.
- CDR collection, segregation, report generation, performing preventive maintenance, augmentation activities.
- Verifying the backup data, checking audit trail logs every day as per ISMS standards.

Education:

- B. Tech in Electronics and Communications from VR Siddhartha Engineering College - April 2003.
- Executive General Management Program for Technical Professionals (EGMPTP), IIT Bombay, Oct 2011



6. SOFTWARE DEVELOPER/ENGINEER

REFERENCE 1:

Reference	
Organization Name	Computer Aid Inc.
Contact Name	Krystal McGraw
Physical Address	NA
Email Address	krystal.mcgraw@cai.io
Telephone Number	(717) 802-5743

RESUME 1: Madhavi Latha Nallapu

SUMMARY:

- Around 11+ years of experience in full life cycle includes Design Analysis, Application Development, Implementation, Maintenance and Documentation of Data Warehouse, Data mart and Business Intelligence
- Expertise in implementing and practicing best practices in OBIEE/Tableau/Power BI
- Experience in implementation of Data Warehouse, BI solutions and a strong understanding of Data Warehouse Concepts, ETL, OLAP, OLTP, Star Schema, Data Modeling using Normalization, Business Process Analysis, Dimensional Data Modeling, FACT & Dimensions tables, Physical & Logical Data Modeling.
- Proficient in Installation and configuration and Administration of OBIEE 10.1.3.x /11.1.1.7.x/12c and related components.
- Experience in development and production support environments, setting up single-sign on, LDAP authentication.
- Experience with Live Connections, Tableau Data Extracts and Legacy Connections in Tableau Desktop
- Experience with Migration of OBIEE reports to Tableau/Power BI, setting up KPIs, security set up, troubleshooting etc.
- Experience creating Power BI dashboards to provide insights for management and end users
- Experience with several Visual Analysis, complex calculations, formatting options in Tableau
- Extensive experience in designing and maintaining complex reports in canned and ad-hoc environment.
- Experience configuring Interactive Dashboards with drill-down capabilities using global and local Filters, Siebel Security Setup (groups, data access/query privileges), Metadata Objects and Web Catalog Objects (Dashboard, Pages, Folders, Reports, Filters, Prompts).
- Experience in administrative duties like Setting up permissions and privileges to the requests, dashboards, prompts and Setting up users and groups.
- Experience in technical assistance, resolving issues, training end users in several BI Tools.
- Expertise in Universe designing, developing and generating complex, ad-hoc, complex reports by linking data from multiple data providers and functionalities like Combined Queries.
- Experience in working closely with IT development team on various complex projects.
- Excellent Verbal and Written communication skills; Self Motivated and good team player, adaptive to changes and challenges, detail oriented ability to multi-task in a fast-paced environment.

EDUCATION

M.S in Computer Science, June 2009

Bachelor of Technology in Computer Science Information Technology, April 2005



TECHNICAL SKILLS

BI Tools	OBIEE 10.1.3.x/11.1.1.7.1/12c, Tableau 8.x/9.x/10.x , Power BI, BI Publisher, Business Objects XIR2/4.0, Designer, Reporter, Performance Management, Crystal Reports
ETL Tools	Informatica Power center 8.x, 9.x, ODI 10.1.3.5/11g/12c
DBMS/RDBMS	Oracle 12c/11g/10g/9i, DB2, Teradata, MS Access, Essbase(MDBMS),SQL Server
GUI Tools	Toad, SQL Developer, SQL Loader

PROFESSIONAL EXPERIENCE

GDOT, Atlanta, GA

OBIEE Developer

Sep 2020 – Current

- Attend Biweekly team status meetings to go over all the Incidents assigned to each team member and discuss the current status and any roadblocks encountered and new estimated resolution dates if any changes/dependencies.
- Coordinate with PMs, Data Architects and other Application teams, Users and internal team as required
- Working on POCs in Power BI to support additional tickets from Power BI Power Users.
- Working on Creating Visualizations in Power BI and comparing with OBIEE Visualizations as part of POC.
- Working on comparing reports from Dev, QA and Prod to identify the newly formatted reports and dashboards and having them migrated to QA and Prod.
- Currently working on a POC/Research to automate environments availability email notification and daily high priority reports ran successfully or not.
- Conducted Demo sessions/training with Training group to document Data Visualization features and functionality in OAS.
- Documented Dashboard Formatting that includes GDOT standard custom colors used for Dashboard background, prompt background, header background, image, column properties and section properties like standard Dashboard Template.
- Working on various types of remedy incident tickets like New, Upgrade, Support, Enhancement, Configure and Bug Fix categories.
- As part of Exalytics to OAS Upgrade, working on cleaning up massive rpd Warnings by project to start with clean rpd in OAS environment
- Worked on a POC to enable checkbox in BIP by testing it on my personal VM and successfully implemented in all environments.
- Rewritten crystal reports in BIP using online layout and RTF templates using standard colors and GDOT image in Header.
- Placed BIP report and corresponding Dashboard prompt on Dashboards to let users' access BIP reports from OBIEE Dashboards.
- Also provided report URLs to pass Incident number in BIP report from Dashboard page to some users without accessing OBIEE Dashboards.
- Troubleshooted data discrepancies during implementing enhancement and made several join changes to the View scripts to be updated in DB by DB team.



- Worked on creating Adhoc Subject Area almost like an image of existing Subject Area for one of the Applications using only tables to provide base features to Power users for doing any analysis or create their own templates or to request additional canned Dashboards.
- Research and implement some challenging solutions as requested by Team Lead Eg: Weekend Schedule Report, Special Friday Schedule Report
- Environment: OBIEE 12.2.1.3.0, Power BI, BI Publisher, Primavera, Oracle, SQL Server 2017, Oracle Analytics (OAS 5.5.), Remedy ITSM, SharePoint

IHG, Alpharetta, GA

Feb 2018 – Aug 2020

Sr BI Report Developer

- Meeting with Business Users/end users to discuss requirements and to gain feedback on the developed reports and dashboards.
- Work on the User Stories/tasks assigned as per Rally Board and create and KT relevant documentation to migrate to Prod for RFCs, worked on Prod issues (as per created Incidents on Service Now).
- Created Highly Customized Reports and Dashboards to meet Corporate Users's expectations and Requirements using Several line/bar formatted charts, tabbed reports converted to hyperlinks on Dashboard by Group and Period Frequency
- Migrating Excel reports to Tableau & Power BI Reports with latest drill down options and accessing reports in different output format.
- Implemented several DAX functions for various fact calculations for efficient data visualization in Power BI.
- Archive the web catalog objects with individual or folders based on the release and unarchive them in higher environment after taking the backup of respective folders.
- Involved in extensive performance tuning of reports initially by taking report query timings across the Globe(Asia, Americas, Europe etc) at Regional and Hotel level with and without VPN and at different times(ETL runtimes and other times) and implemented different solutions like Reporting tables in Teradata, create another cube with lesser data in Essbase
- Restart OBIEE servers when Initialization Blocks were not either updated or refreshed and or reload metadata.
- Created Metadata Project from end-end(similar to Data Lineage) combining both Catalog reports and Repository Metadata.
- Environment: OBIEE 11g, OBIEE 12.2.1.2.0, FR Studio 11.1.2.3.700, Tableau 10, Power BI, SQL Server, Essbase, Smartview, Rally Agile, Teradata, Sharepoint

LAUSD, LA, CA

Sr OBIEE/ODI Lead Developer

Dec 2017 – Feb 2018

- Coordinated with BA, Business Liaisons, IT Team for seeking requirements, interpretation to BRD, FDD, TDD
- Worked with Admin teams to get various access or set up for new contractors like VPN, DB Application access etc.
- Installed software like OBIEE, ODI, Sql Developer, SQL server required for development activities.
- Created analysis documentation in order to create Data Models for prototype activities.



- Responsible for tracking project status, individual tasks progress, published status reports to management team
- Worked on rpd models to create reports for prototype, demo purpose.
- Merged rpd, sent to admins for deployment, created few reports and dashboards for demo.
- Tested access issues over VPN to different applications, DBs and sent updates to the team.
- Environment: OBIEE 12c, ODI 12c, SQL Developer, SQL Server 2012, Oracle 11g

General Motors, Chandler, AZ

Sep 2017 – Dec 2017

Sr BI Consultant

- Worked as IT Liaison for any Production Issues related to data.
- Created a working POC of OBIEE to Power BI reports conversion for project approval.
- Worked on Migration of Cognos reports to OBIEE to Power BI as part of insourcing Project initiative.
- Hosted the Power BI reports using Power BI service and created Workspaces and Apps.
- Integrated various data sources to created data model in Power BI.
- Designed Power BI data visualization utilizing cross tabs, maps, scatter plots, pie, bar, and tree maps.
- Customizing the RPD to implement Marketing Segmentation for Customers, Assets and Leads etc.
- Translate reports into different languages as per client's requirements.
- Customize and schedule Load plans in DEV, SIT environments to load data from Siebel to DWH.
- Created and implementing functionalities like Dimensional Hierarchies, Measures, Aggregation rules, Level based measures, Rank functions, Time Series Objects and leveraged in YTD, MTD reports.
- Created summary and detail report using Navigate to web page and scheduled through Agent to send as link in html format to enable the user to download the detail report automatically by passing credentials.
- Working on several reports and dashboards using bar charts, performance title, narrative view etc.
- Created several conditional Agents and chained them to decrease the maintenance of the schedules.
- In process of implementing Data Security based on the Dealer Code, Region assigned to users.
- Environment: OBIEE 11.1.1.7, OBIA 11g, ODI 11g, Power BI, SQL Developer, Oracle 11g, Siebel 8.1.1.7, SVN, TFS

American Tower Corporation, Woburn, MA

Sr BI/ODI Developer

May 2017 – July 2017

- Worked as IT Liaison for any Production Issues related to data.
- Analyze, design, develop, modify and test OBIEE Dashboards / Reports with different Analytics Views (Pivot Table, Chart, Tabular and View Selector), Alerts, Guided Navigation, and Dynamic / Interactive Dashboards with drill-down capabilities using global and local Filters.
- Worked on Production Backlog changes and also production issues in ODI and OBIEE.
- Built several interfaces, packages and procedures to pivot the data at Asset level based on user requirements.
- Trimmed RPD as per client requirements and uploaded modified rpd in EM with subsequent changes/enhancements.
- The interface was built to meet the batch and real time integration needs. The ODI interfaces, packages and scenarios were in turn modified to work cohesively with the structure



- Involved in the process of migrating code including ODI packages and scenarios from development to test and to production and building migration documents
- Create or update Mappings, Procedures and Packages in DEV and generate scenarios to run in higher environments.
- Create physical, logical architectures and assign corresponding contexts in Topology Manager.
- Environment : OBIEE 11.1.1.7.150120/12c, OBIA 11g, ODI 12c,Sql Developer, Oracle 11g/12c, SQL Server, Linux, Putty, Win SCP, MS Office 2013, Visio, SVN, SharePoint

Verizon Telematics, GA

Sr BI Developer

Aug 2016 – April 2017

- Met with Business Users/Partners to discuss requirements for new reports and enhancements on existing reports.
- Coordinate with the Team Lead & the team for various complex business requirements through SCRUM Agile process.
- Document the requirements and distribution of the documents for sign-off before proceeding with development and also documenting the ongoing reporting work for future reference.
- Implement several best practices and Oracle recommendations in OBIEE rpd for better performance and ad-hoc capabilities.
- Implemented Bookmarks functionality in reports to showcase more detail visualization in Tableau.
- Developed different KPI metrics to perform year over year, quarter over quarter, YTD, QTD and MTD type of analysis using various Time Intelligence functions in Tableau.
- Created different KPI & Visualization reports on Member, Loan, Share & GL Data using Tableau.
- Created CRs for deployment of rpd, catalog, Informatica Mappings, DAC Execution Plans to Prod.
- Worked on enhancement of RPD, created side by side bar charts for Hum and Hum Prod in OBIEE.
- Scheduled and maintained Incremental Refreshes, troubleshooted several log files for detail queries etc.
- Environment : OBIEE 11.1.1.7.0, OBIA 7.9.6, Tableau 9.x/10.x,Sql Developer, Oracle 11g, Informatica, DAC, Linux, Putty, Win SCP, MS Office 2013, Siebel, Hive ,Impala, Hadoop, Cassandra, Microservices, JIRA

Oracle Tax, CA

Sr OBIEE Consultant

Sep 2015 – Mar 2016

- Met with Business users and gathered Primavera OBIEE Requirements and involved in design sessions and UAT review sessions.
- ReInstalled and reconfigured OBIEE 11g and Primavera on Linux environment to fix few existing environmental issues.
- Designed rpd to add new columns, model using opaque Views for complex Business scenarios.
- Create and grant privileges, access to Primavera and OBIEE users, reset passwords, unlock users
- Support Primavera and OBIEE Application and maintenance issues using Weblogic, EM and other tools.
- Customized several existing reports and dashboards by customizing conditional colors on Bar Graphs, align report dimensions, Reports Links on top of page, Paging Controls etc.



- Using VNC Viewer and staretl file, added several UDF fields from Primavera to OBIEE
- Created Import Templates in Primavera for several Views and exported data and made updates to data and re-imported to several projects.
- Created few EPS, Projects and Primavera Views and granted access to the users appropriately.
- Created Direct DB requests, several analysis, dashboards, prompts, filters, Bar charts, Pie Charts
- Customized reports by creating conditional formatting, bins, filter functions, sliders in charts
- Customized the Dashboard pages by creating sub tabs underneath the respective dashboard pages to group each page by a Business Group.
- Environment : OBIEE 11.1.1.7.0, Primavera R8.3, Sql Developer, Oracle 11g, ODI 11g, Unix, VNC Viewer, Putty, Win SCP, MS Office 2013, Beehive Workspace, Beehive Conferencing

Harvard Business School, MA

Sr BI Developer

Feb 2015 –July 2015

- Met with Business Users/end users to discuss requirements and to gain feedback on the developed reports.
- Extracted and documented all queries generated from existing Hyperion Reports before converting them to BIP Reports, created deployment and maintenance documents.
- Created workspaces, Apps and Published reports to workspaces on Power BI Service and created different types of schedules to refresh reports using Power BI gateway
- Explored data in variety of ways and across multiple visualizations using Power BI & Tableau.
- Formatted RTF Templates to use Headers and Footers display BLOB Images and display data in different formats like PDF, Excel, and HTML.
- Created complex DB Views, PL/SQL packages with the queries extracted from Hyperion Reports to enable Data Model process for BIP Reports
- Worked on several business models and established different parameters for a business and personalized recommendation model for Tableau.
- Developed best visual strategies to improve customer experience, increase revenue generation, reduce operational cost using Tableau.
- Created complex Data Models using DB Views built and also individual queries as needed for BIP Reports
- Developed RTF templates, Excel Templates using xml data generated after creating Data Models
- After conversion of Hyperion reports, Format the created BIP reports similar to Hyperion Reports formatting
- Set up permissions on folders and update DB connections after migration from Stage to Prod.
- Created Go urls for all the reports to be integrated with PDM Application and updated the urls in Database.
- Coordinated with the Application team to integrate the BIP reports to work from Buttons within the Application which replaced prior Hyperion Report links.
- Environment: OBIEE 11.1.1.7.150120, BI Publisher 11.1.1.7.150120, Tableau 10, Power BI, Informatica Power Center 9.1.0, Java, MS Office 2010, Oracle EPM 11, Oracle 11g, DB Visualizer Pro, Sql Developer, Bugzilla, SVN source code control, SharePoint

PEPSICO Inc., NC

Sr BI Lead Developer

Oct 2011 – Jan 2015



- Primary Lead role with support, development, maintenance of several projects, point of contact person onsite for users and other BIS teams.
- Played a key role in setting up project plans/schedules and EMP/PLM documentation for seeking e-approvals, GO-LIVE, support, defect fixes.
- Created and supported Implementation Plan during GO-LIVE and coordinated with several BIS, IT, internal, external teams by creating placeholders and marking the tasks complete after seeking status updates.
- Proactively participated in Architecture meetings with Enterprise Architects, Sys Architects and Developers to finalize System specifications.
- Merge RPD and Deploy/migrate RPD, Web Catalog from Dev to QA/UAT/Prod and send notification to the team
- Performed RCA, CAR analysis and documented, presented to the management team for decision making.
- Involved in DR (Disaster Recovery) techniques to continue Business with minimal impact to the Users, Customers etc.
- Created Custom complex SQL Queries to generate the data from database and used it for making Innovative and Powerful Dashboards for easy Data Visualization and Forecasting in Tableau.
- Generated and published different Tabs Dashboards and used effective Filters like Quick filter, Action Filters, Context Filter and Parameters, Groups and sets to handle views more efficiently in Tableau.
- Setting up permissions for Marketing Server Groups, managing Marketing jobs and Marketing defaults.
- Generated Tableau dashboards with combination of charts with different Data visualization Techniques like Tree Maps, Geo Maps, Stack Bars and Line –Graphs for Showing Trend with Dual-Axis and Data blending Technique.
- Created Custom complex SQL Queries to generate the data from database and used it for making Innovative and Powerful Dashboards for easy Data Visualization and Forecasting in Tableau.
- Generated and published different Tabs Dashboards and used effective Filters like Quick filter, Action Filters, Context Filter and Parameters, Groups and sets to handle views more efficiently.
- Making Automation in Tableau for Showing different Portfolio Mix Analysis, Disbursement Trends and Delinquency Trend using several calculated fields.
- Published workbooks on Tableau Server for Top level Management by creating user filters so that only authorized teams can view it.
- Environment: OBIEE 10.1.3.4.1/11.1.1.7.1, OBIA 11.1.1.7.1, ODI 10g/11g, BI Publisher, Crystal Reports 2008, Job Monitor, Tableau 8.x, Siebel Tools 8.1.1.5, Siebel Call Center 8.1.1.5, MS Office, Rapid Sql 7.6.3, PL/SQL, Oracle 11g, IBM DB2, Teradata 13.11, Sybase, Informatica 9.1, HP Quality Center 10.0, Autosys, Borland Star Team, SM 7, Caliber, PEPNET, PPM, Sharepoint, Windows Server 2008

State of Georgia DHS, Georgia

Sr BI Developer

Jan 2011 – June 2011

- Reviewed Business Requirements Document, System Technical Specification Document, ER Diagram, Design Document Deliverable and ETL Design Specification document.
- Involved in monitoring the saw logs as users are being logged out of the system while accessing the dashboards randomly and raised a SR with Oracle.
- Created DB Views, procedures, packages to improve performance in OBIEE reports.
- Worked on identifying data issues, mapping issues in existing reports or mapping logic on Data warehouse, documented, came up with solutions and discussed with Deloitte team to get approval for fixing the issues.



- Worked with end users, BAs in understanding the requirements and mapped Business Elements to Data Elements as part of new report requirements.
- Conducted unit testing on the reports and migrated rpd, catalog from DEV to UAT and fixed issues came across during UAT; Implemented OBIEE Usage Tracking
- Applied conditional formatting to the reports, made necessary changes, monitored the query response time, view session logs and analyzed the queries.
- Environment: OBIEE 10.1.3.4.1, Informatica Power Center 9.0.1, Business Objects XIR2, Crystal Reports 2008, Linux 5.3, IBM Mainframe Z/OS 11, Adobe Robo Help 7, ER Studio Data Architect 8.5, Oracle 11gR2.0.1, Toad, SQL Developer, Putty, WinSCP

Quintiles, North Carolina

Sr BI Consultant

May 2010 – Dec 2010

- Created Opaque Views, DB views in Oracle to reduce loading time, enhancing performance of dashboard reports.
- Scheduled the Scenarios to execute in serial/parallel modes to meet the data load requirement in ODI.
- Monitor the scheduled ODI jobs in PROD and apply fixes for failed ones as part of Emergency Maintenance.
- Developed reports after designing rpd, main features in reports include navigation between reports, column selectors, report selectors, guided navigation.
- Documented unit test cases for all reports and made a Unit Test Case Template to execute in HP QC.
- Tested the reports with Siebel Dev Application & Data store, inserted test data in Siebel
- After successful development & testing of reports on dev server, migrated catalog to test/UAT environment and tested the reports with Siebel Test Application & Data store.
- Worked in Integrated environment of Siebel Application where in users have access to BI Dashboards
- Fixed Bugs & issues raised by testing team in QC, after the issues are fixed, added comments in QC to close the tickets.
- Environment: OBIEE 10.1.3.4.1, BI Publisher, Cognos, Adobe Dream weaver CS5, Siebel Tools 8.1, Siebel CTMS 8.1, MS Office, SQL Developer, PL/SQL, SQL * Plus, ODI 10g, Oracle 11g, Toad, HP Quality Center

Verizon Communications Inc., Texas

BI Developer

Sep 2009 – Mar 2010

- Interacted with the team to come up with an action plan for design, implementation, testing and maintenance of the project, reviewed design documents and data dictionary to achieve the same.
- Modeled Star Schema by creating dimension and fact tables in Data Warehouse during BOBJ to OBIEE migration.
- Created several BMMs, SAs as per client requirements to enable smooth transition from BO/Crystal to OBIEE/BIP.
- Developed complex BI Publisher Reports through DB functions, GTTs using session variables and integrated into OBIEE Dashboards.
- Extensively used pivot tables and conditional formatting to meet existing report layouts in BO/Crystal.
- Performed several administrative roles like setting up users, roles and permissions, managing catalogs.



- Monitored Saw log for Server crashes or any errors and acted accordingly, Purged Cache entries in Answers and rpd.
- Merge repositories of other team members before deploying to higher environments.
- Developed several OBIEE/BIP reports, dashboards as part of migration from BO/Crystal to OBIEE and deployed in UAT and Production.
- Used Stack Chart, Bar Chart, view selectors, Column Selectors, static text, narrative views, guided navigations, and links for several summary and detailed dashboards.
- Provided dynamic cascading prompts as per client's new requirements on organizational hierarchy.
- Environment: OBIEE 10.1.3.4, Catalog Manager, BI Publisher, Business Objects XIR2, Crystal Reports XI, MS Office, SQL Developer, PL/SQL, SQL * Plus, SQL Loader, Oracle 11i/10g, Toad, ODI 10.1.3.5, HP Quality Center

REFERENCE 2:

Reference	
Organization Name	NYC Administration for Children's Services
Contact Name	Pauline Stewart
Physical Address	150 William Street, 12th Floor New York, NY 10038
Email Address	pauline.stewart@acs.nyc.gov
Telephone Number	212-676-8729

ACSNYC-Email-Green-Horizontal

RESUME 2: Neeraja Kumari

PROFESSIONAL SYNOPSIS:

- Around 7 + years of experience in Information Technology, including Strong Development experience using Java/J2EE and User Interface development.
- Strong understanding and working knowledge of Core Java (1.7, 1.8).
- Expertise in developing applications using Java, J2EE Standards, Java Server Faces, EJB, JSP, Struts, Spring, JDBC, JMS, JNDI, XML, Hibernate, Oracle, MVC Architecture, Web Services, HTML, Java beans and JavaScript.
- Good Experience in Java toolkits and frameworks such as JSF, Struts, and Spring etc.
- Strong in J2EE application development using Java, Servlets, JSP, EJB, JDBC, Struts, Web Services, spring, Hibernate.
- Sound Understanding and good Experience with Object Oriented Programming Concepts, Object Oriented JavaScript and Implementation.
- Experienced in Working with Spring JDBC template, JMS template and JavaBeans.
- Deep understanding of computer science fundamentals (Data structures, Algorithms, Operating Systems, multiprocessing and complex Database Schema designs).
- Significant experience in web development tools like Spring Tool Suite, Eclipse and Notepad++.
- Skilled in Angular 2 controllers, directives, components, factory, service resources, routings, and events
- Expertise in different JAVA frameworks like Struts 2, Spring MVC, Hibernate.
- Proficiency in programming with different Java IDE like Eclipse and NetBeans.
- Implemented JSP-Servlet technologies for web page to java code communication/flow.
- Experience in developing applications using Waterfall Methodologies.
- Working experience in build configuration tool Eclipse, Maven, Gradle, NetBeans.
- Have knowledge in developing Responsive Web Design, REST Service Application with Reusable Code and High Quality & Performance using suitable Front-End Technologies.



- Written SQL queries using relational databases like Oracle, MySQL.
- Experience in working with RESTFUL Web Services.
- Used different Design patterns like MVC pattern, DAO pattern, and singleton to achieve clean separation of layers.
- Worked on implementation of multi-tier applications using web-based technologies like Spring MVC and Spring Boot.
- Used Spring Core Annotations for Dependency Injection Spring DI and Spring MVC for REST APIs and Spring Boot for microservices.
- Tomcat Web Server and Eclipse IDE were used for deploying and running the application.
- Knowledge on design and developing UML diagrams with MS-Visio.
- Familiar with manual testing.
- Working experience in build configuration tool Eclipse, Maven, NetBeans.
- Excellent communication skills, strong architectural skills, hardworking and a very good team worker.
- Keen aptitude for learning and productively applying new knowledge resourcefully.

Skill Set:

Platforms	Windows 2000/NT/ XP/Vista
Programming	JDK 1.5, 1.6, 1.7, 1.8.
Server Scripting	JSP1.2,2.1, JSP-EL, JSTL, Custom Tags
Client Scripting	JavaScript, CSS2, CSS3, HTML4, HTML5
Java Frameworks	Struts 2.1, Spring MVC, DI, JSF 2.1
Database	Oracle 11g/10g, MySQL, MS-SQL Server, PL/SQL
Version Control	GitHub
IDEs	Eclipse 3.0, 3.1, My Eclipse 4.1, NetBeans.
J2EE Technologies	JDBC, Servlets 2.5
Build Tools	ANT 1.7, 1.8, 1.9, Maven, Gradle.
Application Servers	WebLogic 8.1, 10.0, JBoss 4.0
Web Servers	Tomcat 5.0,6.0,7.1
UML Tools	MS Visio
ORM Frameworks	Hibernate 3.0,3.1,4.1
Defect Tracking	JIRA, Bugzilla
HTML Editors	MS-Frontpage 2003, Notepad++

SCHOLASTICS:

- Master's In Information system management, from Marist College May 2017.

CERTIFICATIONS:

- Sun Certified Java Programmer -5.



CAREER SUMMARY:

State Farm-Bloomington, IL

Feb 2019-Present

Java/J2EE Developer

Description: State Farm Mutual Automobile Insurance Company works hard to offer you the best combination of price, service and protection- Financial Responsibility Reporting (FRR) project is responsible for providing proof of automobile liability insurance coverage to the Department of Motor Vehicles (DMV) or their vendors as mandated by the compulsory insurance reporting laws. The Goal of these laws is to reduce the number of uninsured motorists on the roadways, by mandating programs that attempt to keep track of the insurance status of drivers in each state.

Responsibilities:

- Involved in batch processing using Spring Batch framework to extract data from JSON files.
- Extensively used the spring framework implemented upon the MVC design pattern and exposed web services for system integration.
- Implemented design patterns like Singleton, Template and DAO.
- Responsible for creating DAO CRUD methods using Hibernate & Spring framework.
- Developed Restful API using spring boot.
- Used SQL Queries in Java code to do select/update/delete depending upon the business requirement.
- Having experience with Cloud Computing environments like Amazon Web Services (AWS), Dockers Containers.
- Used Spring Data Framework to use the features of Spring JDBC and Spring ORM classes like JDBCTemplate and Hibernate template to perform the database operations by connecting to Data sources available.
- Responsible for creating efficient design and developing User Interaction screens using HTML, CSS3, Bootstrap, JavaScript, Angular 7 and Node JS.
- Created Typescript reusable components and services to consume REST API's using Component based architecture provided by angular 7.
- Implemented Spring MVC framework and integrated modules with web services.
- Designed and developed Application based on Spring framework using MVC design patterns.
- Designed and developed the REST based Micro services using the Spring Boot.
- Developed REST API using Spring MVC and REST Controllers.
- Developing JUnit test cases using Easy Mock.
- Utilized Amazon Web Services (AWS) EC2 to deploy Docker containers.
- Built end to end web applications using MEAN stack with Angular1.X, 2.
- Developed SQL queries /scripts to validate the data such as checking duplicates, null values, truncated values and ensuring correct data aggregations.
- Used Maven as a build management system.
- Used STSIDE as a development environment.
- Used SOAP UI for testing the Web Service calls (Request and response formats and data)

Environment: WAS server, Agile Methodology, JDBC, JSP,Tomcat,IntelliJ,Angular7,GIT,SpringToolSuite, JDK 1.8, HTML5, JQuery,CSS3,Spring3.1(DI,MVC),AWS,Angular-CLI,Ngx-Bootstrap,Ngrx,RxJS,Postgres,SOAPUI,SpringBatch,SpringBoot.



DCAS-New York, NY

Aug 2018-Feb 2019

Java/J2EE Developer

Description: The ARCHIBUS Space Planning & Management application provides tools for creating a space inventory—a listing of floor plans, of the space that an organization uses. They also provide many features and reports designed to help organizations manage and optimize their current space and plan for the future.

Responsibilities:

- Designed, developed and implemented Power BI Dashboards & KPI Reports.
- Extensively used the spring framework implemented upon the MVC design pattern and exposed web services for system integration.
- Implemented design patterns like Singleton, Template and DAO.
- Designed dynamic client-side JavaScript codes to build web forms and simulate processes for a web application, page navigation using Angular 2.
- Responsible for creating DAO CRUD methods using Hibernate & Spring framework.
- Developed RESTful API using spring boot.
- Used SQL Queries in Java code to do select/update/delete depending upon the business requirement.
- Used Spring Data Framework to use the features of Spring JDBC and Spring ORM classes like JDBCTemplate and Hibernate template to perform the database operations by connecting to Data sources available.
- Created Micro services using AWS Lambda and API Gateway using REST API.
- Implemented Spring MVC framework and integrated modules with web services.
- Designed and developed Application based on Spring framework using MVC design patterns.
- Expertise in developing and updating a web page quickly and effectively using, HTML, CSS, JavaScript and jQuery with the webpage cross browser compatibility and Responsive web design (RWD). Proficient in developing Single Page Applications (SPA) i.e. web applications using JavaScript MVC frameworks such as AngularJS, Backbone JS, Angular 2.
- Designed and developed the REST based Microservices using the Spring Boot.
- Developed REST API using Spring MVC and REST Controllers.
- Created and modify Interactive Dashboards using Power BI
- Good knowledge on AWS cloud formation templates and configured SQS service through java
- Ability to write efficient Power queries and SQL queries.
- Developed Power BI reports and dashboards from multiple data sources using data blending.
- Developed SQL queries /scripts to validate the data such as checking duplicates, null values, truncated values and ensuring correct data aggregations.
- Worked on Spring JDBC, Spring Hibernate ORM.
- Explored data in a variety of ways and across multiple visualizations using Power BI.
- Strategic expertise in design of experiments, data collection, analysis and visualization.
- Designed Power BI data visualization utilizing pie, bar, Drill-down column chart, Drill-down donut chart and Slicer.

Environment: Web Central, AXVW, JDBC, JSP, Microsoft Power BI, Apache Tomcat, MYSQL SERVER Eclipse, JDK 1.7, Multithreading ,Core java,, MS Visio, JSTL, HTML5,AWS, CSS3,Spring 3.1(DI, MVC), Hibernate 4.0.

IBM-Southbury, CT

Oct' 2017 to June' 2018

Java/J2EE Developer



Description: The Claims Management System is a U.S. HealthCare system under development and for its clients and also will be used by other Healthcare firms. The basic functionality of this system is to automate the processing of claims and acts as a provider of quality accounts receivable reduction services. The goal of this system is to make clients (Service Providers) receive reimbursement for services they have provided to patients in the most efficient, regulatory compliant manner possible.

Responsibilities:

- Developed UI for web platform using JavaScript, HTML, CSS, JavaScript, JQuery validations and JSON.
- Responsible for creating efficient design and developing User Interaction screens using HTML5, CSS3, JavaScript, and JQuery.
- Develop HTML templates and perform client-side Validation using JavaScript.
- Extensively used Hibernate in the data access layer to access and update information in the database.
- Extensively used the spring framework implemented upon the MVC design pattern and exposed web services for system integration.
- Implemented design patterns like Singleton, Template and DAO.
- Responsible for creating DAO CRUD methods using Hibernate & Spring framework.
- Used SQL Queries in Java code to do select/update/delete depending upon the business requirement.
- Worked on Hibernate as ORM to integrate with the application developed using Spring
- Used Hibernate as the ORM tool to communicate with the database.
- Developed server side application to interact with database using Spring Boot and Hibernate
- Developed Business objects using POJOs and data access layer using Hibernate framework.
- Implemented and tested the enterprise application with JQuery, Spring MVC.
- Designed and developed the REST based Microservices using the Spring Boot.
- Used Spring Data Framework to use the features of Spring JDBC and Spring ORM classes like JDBCTemplate and Hibernatetemplate to perform the database operations by connecting to Data sources available.
- Used logging techniques provided by Log4J tool for efficient logging and debugging.
- Used GitHub for Version Control to track check-ins and rollback code.

Environment: Spring 3.2.6, JDBC, Hibernate 4.2.8, JUnit 4.11, Log4J, PL/SQL, Apache Tomcat, Oracle 11g, Eclipse. JDK 1.7, Multithreading, Core java, Spring 3.1(DI, MVC, Tran Management, Integration), Hibernate 4.0, UML, MS Visio, JSTL, Oracle 11g, Eclipse 4.2, Junit, HTML5, CSS3.

Catax Solution Pvt., Ltd, Hyderabad, India.

Aug'2013- June' 2015

Project 2:

Java/J2EE Developer

Description: The **RCS Employee Pulse** is a system developed for the use of The RCS Employees. It's an online survey system developed to track the employee pulse for immediate managers. The survey will be filled by the employees for every 6 months. In the system there will be a set of questions which will be answered by the reps and the results can only be seen by the Service line lead. The questions vary from time to time and the questions will be decided by the higher level of management. system. View results is the module through which the service line lead views the result.

Responsibilities:

- Developing, enhancing new and existing Java/J2EE applications.
- Involved in design and development of server-side layer using JSP, JDBC, JNDI, EJB and DAO patterns using Eclipse IDE.



- Designed and developed JSP Pages and Tag libraries.
- Designed and developed various modules of the application with frameworks like Spring MVC, Web Flow, architecture and Spring Bean Factory using IOC concepts.
- Design and Coding of User Interfaces using JSP, JavaScript, CSS and HTML.
- Extensively used Hibernate in the data access layer to access and update information in the database.
- Used the JDBC for data retrieval from the database for various inquiries.
- Involved in using Apache Tomcat Server for deploying and testing the code.
- Create MySQL procedures and fine tune database queries.
- Involved in implementing Spring MVC Framework.
- Implemented design patterns like Singleton, Factory, Template and DAO.

Environment: J2EE, JSP, Servlets, Spring Framework, JSF, HTML5, Multi-threading, CSS3, jQuery, JavaScript, RDBMS, SQL, Hibernate, SQL, WebLogic application server, Eclipse.

Project 1: Java/J2EE Developer.

Sep' 2011- Aug' 2013

Description: The Denial Management System is a U.S. Health care System developed for the clients of Deloitte Consulting. The basic functionality of this system is to work on denials, i.e. claims denied. The claims denied are filtered to this system DMS. This system helps hospitals and larger physician groups, to bill and/or to follow-up on bills for services that were provided to patients and denied by the payer for different reasons. Denials Management is exclusively for working on denied claims. Request Management is for creating requests on the denied claims.

Responsibilities:

- Enhanced the presentation layer using **JSP, HTML, and CSS3**.
- Developed JavaScript code responsible for client-side validations for sign up pages and user form validation.
- Used JSTL tags for creating the tables with contents easily.
- Worked with core Java technologies like Multi-Threading.
- Used JDBC Prepared statements to call from Servlets for database access.
- Implemented design patterns MVC, Session Facade for developing the application.
- Used the JDBC for data retrieval from the database for various inquiries.
- Developed the application using **Core Java, J2EE and JSP**.
- Installation and deploying in **Tomcat** server.

Environment: Java, J2EE, JSP, MVC, Servlet, JDBC, Tomcat Server, HTML, Hibernate, Multi-threading, JavaScript, Multithreading, MySQL.

REFERENCE 3:

Reference	
Organization Name	Metropolitan Transportation Authority (MTA), NYC
Contact Name	Reggie Matela
Physical Address	333 W. 34th Street, New York, NY 10001-2402
Email Address	reggie.matela@mtahq.org
Telephone Number	(646) 376-0065



RESUME 3: William Jeffrey Weidman

PROFESSIONAL SUMMARY:

- I have over 10 years of experience developing Oracle databases. I am strong in PL/SQL (stored procedures/triggers), SQL, TOAD, Erwin, Oracle Forms and Reports, and in creating and maintaining database objects. I also have years of experience in data modeling, and some in database administration.
- For two years I was the technical team leader of an Oracle development project and reported to the project manager and mentored junior developers.
- Most recently, I was asked to return to the Bureau of Engraving and Printing and add a feature to an Oracle Forms and Reports application which I originally developed for them years before. That system schedules the monthly production of the annual currency order of the Federal Reserve Banks.
- One aspect of it is assigning serial numbers to currency and tracking that, so as to pick up numbering where the last currency order left off.
- I was the principle developer of the forms, reports, PL/SQL stored packages, and database storage.
- For more than five years I supported four complex DoD budget systems of the Office of the Under Secretary of Defense (Comptroller). I developed and maintained advanced PL/SQL stored packages, and forms. For six months prior to that, I supported the Oracle Forms-based financial grants system of the Air Force Office of Scientific Research (AFOSR), where I troubleshot, fixed, and added new Oracle forms. For four years I was the lead data modeler and developer of two Oracle applications at the Bureau of Engraving and Printing (BEP), which were based on PL/SQL and Forms and Reports. One of them was to schedule and track monthly currency production and assign serial numbers to currency.
- The other was to process and track redemption of mutilated currency.

SECURITY CLEARANCES

- Public Trust (Current – Bureau of Engraving and Printing, Dept. of the Treasury)
- Secret (Expired – DoD)

PROFESSIONAL AFFILIATIONS

- Independent Oracle Users Group (member since 2000)
- American Institute of Chemical Engineers (member since 1982)

TECHNICAL SKILLS

- Strong Oracle PL/SQL (stored packages, procedures, functions, and triggers)
- Advanced SQL queries
- Query tuning (Explain Plan, hints, etc.)
- Data modeling
- Creating and maintaining database objects
- ETL Processes
- Expert Oracle Forms and Reports
- TOAD
- Erwin
- SQL Loader
- Version control tools
- Strong analytical and debugging skills, with attention to detail

EMPLOYMENT HISTORY:

Bureau of Engraving and Printing, Dept. of the Treasury, Washington, DC

2/2019 – 2/2020



Oracle Data modeler

- I was asked to return to the Bureau of Engraving and Printing (BEP) and add a feature to an Oracle Forms and Reports application which I originally developed for them years before.
- This is a system of record for the manufacturing of U.S. currency.
- During this time, I modified the primary PL/SQL stored package, wrote another one (to add the functionality), created tables, migrated data, created a new, innovative form, modified several others, substantially modified several reports, and thoroughly tested everything.
- Throughout, I also kept all stakeholders informed with progress reports, informal emails, and progress demonstrations.

Early retirement

2/2018 – 1/2019

Office of the Under Secretary of Defense (Comptroller), OUSD(C), Arlington, VA

15 – 1/18

Developer

- I used the “off” time of my Part Time On Call status to develop new skills in MySQL, PHP, WordPress, and QuickBooks to use in a new company, which I helped to launch.
- The company manufactures and markets a medical disposable product, StethoShield™, which my brother and I invented, patented, and developed.
- The StethoShield™ is a stack of shields to be applied to the diaphragm of a stethoscope for hygienic barrier protection. Our company’s website is www.stethoshield.com.

Office of the Under Secretary of Defense (Comptroller), OUSD(C), Arlington, VA

9/2007 – 1/2015

Oracle developer

- I supported multiple DoD budget systems of the Office of the Under Secretary of Defense (Comptroller), which are based on Oracle databases, PL/SQL stored packages, and Forms.
- These budget systems collect data and create and manage the budget for the Department of Defense. They track Congressional budget actions through the appropriation process, execute the approved budgets; and release funds to DoD organizations.
- These are complex systems that demand exactness and have tight deadlines. Most of my work involved adding features to existing systems.
- The solutions required in-depth knowledge of the existing systems and innovative and practical thinking.
- Collectively, the systems I worked on consisted of hundreds of tables and over 1,000 PL/SQL packages.
- In this position I developed, wrote, and maintained PL/SQL stored packages and forms, and tested the work of others.
- The PL/SQL packages that I developed, or worked on, provided the means for the users of the Services (Army, Navy, Air Force) to enter their budget requests through PL/SQL generated HTML screens, and for the budget analysts to review and edit them. Application security packages determined who has what access to what data.
- Dynamic SQL drove summary reports and Excel extracts.
- Other PL/SQL packages constantly enforced business rules in entering, editing, and reporting data. Still other packages scrubbed and loaded bulk data, and provided diagnostics to find data inconsistencies.



Air Force Office of Scientific Research (AFOSR), Arlington, VA

12/2006 – 6/2007

Oracle developer

- I was a member of the Oracle developer team that supported their financial grants system, which was a complex application based on Oracle Forms.
- I troubleshooted, fixed, and developed new forms.
- I also gathered user requirements, performed functional analyses, and wrote design specifications and test plans.

Bureau of Engraving and Printing (BEP), Washington, DC

12/2002 - 12/2006

Oracle Data modeler

- I was the principle data modeler and developer of an Oracle database system that is used to schedule and track the monthly production of the annual currency order of the Federal Reserve Banks.
- One aspect is to assign serial numbers to series of notes and keep track of them, so as to pick up where the last print order left off, which could be months or years later.
- This is a system of record for the manufacturing of U.S. currency.
- I developed the most difficult of the scores of forms and reports, and I wrote the PL/SQL stored packages that assigned currency serial numbers, scheduled currency production, and retrieved production details of queried serial numbers.
- I also was the technical team lead of another project that re-engineered, modeled, and converted an MS Access application to Oracle which processed the redemption and destruction of mutilated currency.
- As the technical lead, I reported to the project manager and mentored junior developers.
- I developed project requirements and provided alternatives, recommendations, and assistance to the project manager and staff.
- I developed the process flow diagram, modeled the entity-relation diagram with Erwin, created the schema, cleansed and migrated the historical Access data to Oracle, designed the forms and reports, and wrote or reviewed all of them.
- I developed the application standards, form template, library modules, the style of user documentation, and the test acceptance process.
- In addition, I developed database PL/SQL triggers that created audit trail records for all data that was changed, and developed other application-specific security features.
- I also converted the client-server forms and reports of BEP's Bureau of Public Sales to web-based forms, and developed additional reports for them.

Smithsonian Institution (Arts and Industry Museum), Washington, DC

10/2002 - 11/2002

Oracle Data modeler

- During my brief, but wonderful time at the Smithsonian, I designed and developed a series of web-based reports with Oracle Reports for the director of the museum's National Outreach Program.
- These reports tracked traveling exhibits, special events, affiliate museums, donations, and political support.
- I taught members of the Smithsonian IT staff how to build these reports and also served as an expert source of other Oracle information for them.



US Postal Service, National Test Administration Center (NTAC), Fairfax, VA

9/2001 - 6/2002

Oracle Data modeler

- I was the principle data modeler and designer of a web-based Oracle 8i that helped to manage 40,000 USPS maintenance workers in 400 mail processing facilities.
- This centralized database replaced 200 stand-alone FoxPro systems and manual processes. \
- I was responsible for all aspects of the database design and the implementation of it.
- I worked closely with the business expert and performed the requirements analysis. I selected and installed Oracle software and administered Designer 6i. I used most of the features of Oracle Designer 6i extensively to design, model, and implement the database.
- This included creating a process flow diagram; specifying entities, primary keys, attributes, relations, and domains; generating tables, columns, indexes, and constraints; sizing database objects (tables, indexes, tablespaces); and generating application PL/SQL web modules. I created the development, test, and production databases and set up roles to control data access.
- I set up procedures to back up the databases and set up the design repository, and wrote scripts to monitor performance and storage utilization.
- I planned, coordinated, and performed the data migration from the predecessor FoxPro systems, which involved writing scripts to transform, cleanse, and load data. This project was acclaimed by end-users, the administration, HR/labor relations, and organized labor, alike.

US Postal Service, Software Process Management Dept., Merrifield, VA

9/2000 - 9/2001

Oracle Data modeler.

- I was the primary person responsible for all aspects of the administration of an Oracle 8 database that tracked the implementation, problems, and quality evaluations of software that control the mail-handling machines.
- I managed security, storage, users, database performance, and Net8 networking. I implemented procedures for backup and recovery and set up separate databases for testing and development. I maintained the production database, moved it to a new NT server, remapped its layout, and resized/rebuilt its tables, indexes, and tablespaces. I converted the forms and reports of the database from MS Access to web-based Oracle Forms and Reports 6i, and added bar charts.
- I wrote the user's guide for the application. I was responsible for selecting and installing Oracle products, such as Oracle 8i, Forms and Reports 6i, and their patches.
- I also recommended using Oracle Designer 6i to plan and develop a new, expanded version of this database and won its approval.
- I installed Designer 6i, set up its repository, and used it to model the business process.
- I tracked down bugs and their patches using MetaLink and was an expert source of Oracle information for USPS staff members.

EDUCATION:

- B.S.E. (Chemical Engineering), University of Michigan – Ann Arbor, MI
- A.B. (Chemistry), Oberlin College – Oberlin, OH



7. SYSTEM ADMINISTRATOR

REFERENCE 1:

Reference	
Organization Name	Computer Aid Inc.
Contact Name	Krystal McGraw
Physical Address	NA
Email Address	krystal.mcgraw@cai.io
Telephone Number	(717) 802-5743

RESUME 1: Venkata Satya Varma Penmetsa

Certification/Training:

- BM Certified System Administrator - WebSphere Application Server Network Deployment v8.0
- IBM Certified System Administrator - WebSphere Application Server Network Deployment v7.0
- IBM Certified System Administrator - WebSphere Application Server, Network Deployment v6.1

Employment History

Georgia Department of Labor

05/2022-Till Date

Senior Middleware Administrator

- 1. Provide advanced administrator duties for IBM WebSphere Application Servers V8.5.5 and forthcoming V9.x, and writing scripts to automate the manual tasks in a highly Virtualized Environment running on VMWare ESXi.
- 2. Build/deploy/configure and maintain WebSphere, Tomcat and IIS environments.
- 3. Be proficient in Apache and IBM HTTP Server (IHS). Manage and monitor SSL, certificates, private/public key pairs and be up to date with latest cipher strengths as per Security Requirements.
- 4. Adhere to standards, processes, procedure and audit compliance controls. Maintain security audit requirements for Middleware Products and Servers.
- 5. Design and build automated code deployment systems that simplify development work and make deployments more consistent and issues predictable.
- 6. Manage existing WordPress system, perform patching, and meet all security compliances.
- 7. Leverage open source technologies such as Jenkins, ELK, TICK, Grafana and many more.
- 8. Good knowledge on VMware - snapshots, revert and storage.
- 9. Provide Linux support and develop/maintain Linux shell scripts. Implement and maintain Linux security and authorization integration with Active Directory.
- 10. Perform appropriate Change Management duties to comply with IT policies and procedures.
- 11. Perform appropriate Incident Management duties to comply with IT policies and procedures.
- 12. Report progress on a weekly basis of status on all assigned work tasks.
- 13. On-call support and occasional weekend onsite support. Provide Level2/Level3 support.
- 14. Create process documentation for team and provide internal training to team members.
- 15. Explain complex design items through documents and whiteboard sessions.
- 16. Provide recommendation on Spring Frameworks upgrades.



- 17. Advanced experience doing dump analysis with IBM tools.
- 18. Work with software/hardware vendors for problem resolution or planning.

ZIMMER BIOMET, Austin, Texas

May 2017 --Present

Role: IT Sr. Analyst

Responsibilities:

- **Configuring and managing the WebSphere Application server v9/8.5/8.0, WebSphere Portal v8/8.5, IBM BPM v8, WebSphere Commerce v8, Tivoli Directory server v6.3, Pega v7/8, WebSphere Liberty ND 8.5/18.0**
- Pega application administration
- Experience in creating scripts to Automate the jobs to restart/deploy/configure the environment accordingly.
- Experience in using the **Jenkins** to **deploy and configure**.
- Experience in using and configuring Db2 and SQL.
- Experience in moving code to Pega environments using Deployment manager and manually.
- Using Pega PDC to diagnose, monitor, analyze application performance
- Trouble shoot PROD issues on priority order and supporting 24/7 oncall.
- Created and maintained support documentation and reviewed production support documentation provided by developers.

Environment: WebSphere Application Server v8.5/8.0, WebSphere Portal v8/8.5, IBM BPM v8, WebSphere Commerce v8, DB2, Oracle11/12g, IBM HTTP Server v8.5/8.0/, Nagios, Red Hat Linux 7.0, AIX 7, TDS v6.3, Shell Scripts, JACL Scripts.

NATIONWIDE INSURANCE, Columbus, Ohio

Feb 2014 - May 2017

Role: Sr. WebSphere (Java Hosting) Admin

Responsibilities:

- Installing and configuring the WebSphere Application server V8.5/8.0, WebSphere hypervisor 8.0, WebSphere Liberty ND v8.5, WebSphere Virtual enterprise 7.0, eXtreme scale 8.6 using IWD
- Creating the cells with defined configurations and resources.
- Experience in creating scripts to Automate the jobs to restart/deploy/configure the environment accordingly using the IBM RAF tool.
- Experience in using Docker for install/configure/start/stop for automation jobs based on environments.
- Experience in using the RAF to deploy/promote/import all the configuration settings to RAF server for future references.
- Experience in using Github as repository for code freeze.
- Experience in using and configuring the XC10 appliance as the session database.
- Responsible for installing and creating a separate cell for extreme scale session database and configuring to the WebSphere application server cell.
- Experience in allocating the memory and CPU depending on the cell size using the IWD.



- Implementing the global load balancing (GTM) to failover all traffic to the DR environment in case of PROD outage using the F5 load balancer.
- Experience in setting the ODR routing rules for customized applications.
- Creating the DB2 for the RAF tool to save the configurations of the cell and backing up.
- Experience in using the HP probes to monitor the application and make appropriate changes in the configurations.
- Installing Clear trust and TAI agents for the SSO where needed.
- Used sitescope to make sure PT and PROD environments match the same in configurations
- Trouble shoot PROD issues on priority order and supporting 24/7 oncall.
- Created and maintained support documentation and reviewed production support documentation provided by developers.

Environment: WebSphere Application Server v8.5/8.0, WebSphere Liberty 8.5/16.0, eXtreme scale 8.6, XC10 Appliance, Hypervisor 8.0 , Virtual experprise 7.0, DB2, Oracle11/12g, IBM HTTP Server v8.5/8.0/7.0/6.1/6.0, Docker, HP PProbe, Site scope, Red Hat Linux 7.0, Clear trust(WebAgent and TAIAgent), Shell Scripts, JACL Scripts, Jenkins, GitHub.

IBM, Dublin, Ohio

Oct 2010 – Feb 2014

Roles: Sr. WebSphere Administrator

Responsibilities:

- Installed and configured IBM WebSphere Application Server v8.0/7.0/6.1/6.0, WebSphere Portal 6.1, WebSphere Process server 6.1.2/6.1, WSRR 6.2, WCM6.1 and IBM HTTP Server v8.0/7.0/6.1/6.0 on IBM AIX, Windows, Linux platforms using Silent scripts and GUI.
- Created, Configured and Administered Profiles, Clusters, Nodes and Node Groups for WebSphere Application Server.
- Configured Business Process Container and Human Task Container for the work flow process.
- Performed 24x7 upgrade of WebSphere Application Server (64-bit) environments Installed
- Implemented horizontal and vertical clusters for WAS and Portal environments.
- Experience with performance monitoring of J2EE applications using products like Tivoli Performance Viewer and Wily Introscope.
- Experience in deploying Stewardship and Customer Center applications on WCC environments.
- Experience in enabling Global Security and Application security using LDAP by configuring different kinds of repositories like OS repositories, Stand-Alone LDAP and Federated LDAP repositories.
- Utilized Log Analyzer for performance tuning and troubleshooting.
- Administered Portal environments using admin portlets (Portal console), ConfigEngine tasks and WP scripting tool.
- Deployed portal artifacts (Web Applications, Portlets {JSR and IBM API}, Pages) using XMLAccess and Portal console.
- Responsible for propagating the regenerated plug-in.xml file to internal and external instances of IBM HTTP Server.
- Experience in integrating WSRR with Process Server to leverage the process flows as applicable to service lifecycle transaction.
- Experience in integrating the WCM with WebSphere Portal Server to capture and manage large amount content.
- Configured WebSphere ESB to establish SSL connection while querying a secured WSRR instance.
- Involved in designing WebSphere Application Server features like High Availability, Load Balancing and Work Load Management.



- Experience in integrating WebSphere Portal with WebSphere Process Server for workflow support.
- Deployed EAR/WAR files using a combination of Jython/Jacl/wsadmin/Unix shell scripts and WAS Admin Console in Development, Test, QA and Production environments.
- Deployed WAR files using XMLAccess scripts and WebSphere Portal Console (WP Admin Portlets).
- Configured the Web Server interfaces, session management, virtual hosts and transports for WebSphere Application Servers.
- Responsible for managing, monitoring and creating Change Management Records (CMR), Critical System Support, to Install Web Applications. Clearing the problem and ticket queues, solving problems and reassigning to concerned groups by end of the day if required.
- Enabled Security Socket Layer (SSL) by requesting and generating digital certificates for implementation of HTTPS between Plugin and Application Server.
- Configuring mutual Security Socket Layer (SSL) between Web server and AppServer along with Java client and App Server.
- Installed and Configured Wily Introscope agents on WebSphere environments along with monitoring custom DashBoard on Wily Enterprise Manager Console.
- Created the Problem Management Records (PMRs) with the IBM L2/L3 Support.
- Involved in configuration of JDBC Providers, Data Sources along with tuning Connection pool settings for various application databases on DB2 and Oracle Servers.
- Involved in administering users, pages and portlets and integrating Portal 6.0 with LDAP.
- Responsible for providing security for new enterprise applications like Single Sign-On(SSO), Application Access Control using SiteMinder Web Agent and TAI Agent, SPNEGO TAI and LTPA.
- Automated WebSphere administration tasks like installation, application deployment, configuration changes and run time operations by using wsadmin.sh and Jacl scripts.
- Responsible for developing SHELL scripts to handle daily administrative activities: Set up ANT script in the place of building and deployment processes.
- Created and maintained support documentation and reviewed production support documentation provided by developers.
- Performed 24/7 on-call support.

Environment: WebSphere Application Server v8.5/8.0/7.0/6.1/6.0, Portal server 6.1.5/6.1, Process server 6.1.x, AIX v5.3, UNIX, DB2, Oracle10g v10.2.0.4, Windows 2003 Server, DB2 UDB v9.0, IBM HTTP Server v8.5/8.0/7.0/6.1/6.0, Wily 8.0, Red Hat Linux 8.0, CA SiteMinder (WebAgent and TAI Agent), Shell Scripts, JACL Scripts.

EDUCATION:

- Masters in computer science (2007-2010)
- Bachelors in computer science (2002-2006)

REFERENCE 2:

Reference	
Organization Name	HBITS, Office of General Services
Contact Name	David Gambacorta
Physical Address	NA
Email Address	ogs.sm.hbits.contractors@ogs.ny.gov
Telephone Number	518-473-9614

RESUME 2: Ronnie Jose Salvador



Summary of Experience:

- Over 35 years of Model 204 experience in an IBM mainframe environment. Accomplishments include the strategic and technical application of software development technologies to the solution of diverse business and system requirements. Experienced in the capacity of database administrator, installer, developer, file manager, system manager, tuner, designer, project manager, technical architect, and EDP auditor.
- Assisted numerous Model 204, IBM, and Sirius Software clients across a spectrum of business environments. Included taking a leadership role in the areas of application programming, design specifications, database "Filemgmt", "Subsysmgmt", system / LPAR administration, Dictionary administration, Sirius products such as Janus and SirPro, quality assurance, installation, customization, systems development, performance tuning, project 'damage control', and function point analysis. Extensive experience in JAD sessions to solve many kinds of business problems.
- Successfully implemented ambitious Model 204 information systems for government and private institutions. Reviewed the design of many Model 204 application systems; some of which involved many gigabytes of data and high transaction rates. Throughout the systems development life cycle, process improvement was affected through quality metrics, analysis, and feedback. Evaluated Model 204 application performance. Authored implementation manuals for Model 204 applications. Interacted with numerous database and software vendors.
- Richard Award winner, the annual award conferred by the international Model 204 / IBM community for the Most Noteworthy and Innovative Achievement. For many years considered to be one of the top Model 204 consultants in the United States.
- Conducted several thousand class hours in Model 204 User Language, File Manager, System Manager, Dictionary, Filemgmt, Subsysmgmt, backup & recovery, product upgrades, data modeling, JCL, COBOL, and operating system classes for several hundred students, including programmers, DBAs, and end users.
- Expert witness with information technology, multimillion-dollar litigation regarding large scale Model 204 application delivery approaches and project management. Contributing Author, "IT Measurement: Practical Advice from the Experts", by Addison Wesley. Certified by the International Function Point Users Group as a Certified Function Point Specialist.
- Formerly a Managing Consultant for Deloitte. Along with billable work, had accountability in marketing, RFP proposals, staff hiring and development, and project quality assurance.

I/T Experience

Technology Consultant | Major clients listed below.

NYS Information Technology Services

| August 2016 – Present

Provide database administration, programming, and application support on New York State's remaining two agencies that are still on Model 204. Work includes backup and recovery, installation of new versions, Early Warnings, RACF security administration, and IBM mainframe disk storage management. Model 204 versions installed were v7.6 and v7.7. Also, responsible for writing and running JCL jobs on an IBM z/OS LPAR, using TSO to facilitate JCL job creation and submission, writing Model 204 User Language procedures, and work with Janus, Dictionary, Filemgmt, and Subsysmgmt. Agencies served includes the NYS Division of Housing and Community Renewal and NYS Department of State.



Verisk**| August 2018 – April 2019**

Provide programmer mainframe conversion services for Model 204, Janus, and COBOL based applications. Work includes detailed analysis on application online and batch components, legacy database table extraction and conversion, and many test scenarios to work closely with an external development team [ExperSolve]. This also involved gathering and combining several mainframe job statistical sources with custom utilities and fed into database tables to help determine the active components in each application. Responsibilities included development via Janus on a file synchronization mechanism and programmer utilities that retrieved / displayed Model 204 application code on a webpage.

NYS Department of Labor**| January 2015 – April 2019**

Lead technical and business analyst resource in the RFP preparation, publication, and evaluation for the NYS Department of Labor's Unemployment Insurance Modernization project. The RFP will result in possibly the State's largest IT related bids in recent years. Duties include functional and nonfunctional requirements development, business analysis, use case development for more than 400 use cases, use case standards, subject matter expert sessions, SharePoint cloud administration/ design/ development, liaison with State SharePoint cloud technical staff, overall quality assurance on use cases and RFP instruments, analysis on numerous other UI state or consortium development projects / shadow systems, and primary technical author/ QA with the RFP.

Responsibilities also include developing comprehensive proposal evaluation instruments and procedures, working with the state controller's office and the federal government to review and approve the RFP (several thousand pages), give proposal evaluation training for more than a hundred evaluators, guide the technical evaluation teams, manage the vendor live demonstrations, and liaise with counsel and commissioner staff. Software: ClearCase, SharePoint, Adobe Pro, Microsoft Project, and Visio. The procurement is New York State's largest IT project in more than a decade.

NYS Department of Taxation & Finance**| September 1996 to May 2016 (19+ years)**

Provide application design and development, product maintenance and upgrades, database administration, strategic direction, and direct frontline responsibility for numerous state government tax systems. These systems were used by hundreds of concurrent daily online users. The largest of these handled billions of tax and fee deposits, from the department's initial receipt through the bank deposit process and proper crediting to the individual taxpayer. This system won the Commissioner's Award, the top award given by the department for excellence and impact to the community.

Perform Model 204 database, system administration, installation, upgrades, and maintenance in File Manager and System Manager capacities. Heavily used Dictionary/204, Filemgmt, and Subsysmgmt for field / record / view / file, and system updates. Responsible for analysis documents, application development approach, project timelines, file management, application and database tuning, system management, backup / restore, and disaster recovery testing for thousands of Model 204 and COBOL programs in a multitier transactional environment that access Model 204, DB2, and IDMS databases. The last six years assisted in conversion on numerous Model 204 applications to other technical platforms.

Other significant taxation systems with direct responsibility pertain to sales tax, real estate transfer tax, income tax, bulk sales, casual sales, and tax enforcement. Lead the implementation of 2D barcode technology. Responsible for components of several tax amnesty efforts; including the exclusion of criminals. This work required interaction with government entities such as New York City Finance and 62 New York counties.



Served also as the liaison between New York State's Statewide Financial System [SFS] and the NYS Department of Taxation & Finance. Responsibilities include close interaction of taxation systems with the PeopleSoft based SFS. Adapted taxation systems to interact with SFS. This required deep knowledge of PeopleSoft and years of customization performed for the State.

Software: Model 204 User Language, Model 204 File Manager / Subsysmgmt / Dictionary / Janus, IBM Mainframe JCL & TSO, DB2, IDMS, SQL, COBOL, MQ, ClearCase, SharePoint, Adobe, Visio, Microsoft Project, Excel, PowerPoint, Word.

NYS Department of Environmental Conservation, NYS Division of Housing and Community Renewal | September 1996 – September 2013

Assist in special projects. Provide high-level strategic consulting. Serve as a resource on numerous technical issues for the statewide datacenter consolidation effort. Conduct various application and software measurement classes.

Sirius Software | January 2008 – January 2009

Develop web enabled screens for a student information system. Assisted with negotiations and procurement to obtain the base software from a government entity. Software: Model 204 User Language, Janus, SQL, Model 204 File Manager, Model 204 Dictionary, IBM JCL.

State of Mississippi, 1999 to 2001. Expert witness. Perform autopsy on a failed large-scale Model 204 outsourced software project. Write expert opinions on project management and estimation, software measurement, technical architecture, and application development issues.

Software: Model 204 User Language, Model 204 File Manager, Model 204 Dictionary, Model 204 Subsysmgmt, IBM JCL & TSO, DB2, SQL, MS Project, Excel, PowerPoint, Word.

Managing Consultant | Deloitte & Touché Consulting Group (formerly CCA/ Polaris), numerous clients listed below | 1986 – 1996

DBA/ Principal Developer/ Project Leader, NYS Department of Environmental Conservation | 1994 – 1996

Technical counsel for numerous procedurals, operating system, and application issues. Provide Model 204 database administration and application support for numerous systems. Led the development of the Fresh Kills Air Monitoring System, which takes automated air samples around New York State and sends the readings to Sun Sparc stations and the IBM mainframe for online retrieval and reporting. Led technology conversion of printer matter output from Xerox printers to newer Hewlett-Packard PostScript laser printers. Improved the average response time of a new system written by the client from over 5 minutes to 3 seconds.

Project Manager, Matthew Bender and Company | 1993 – 1994

Led team that designed and implemented this publishing company's Model204 based subscription renewal and inventory tracking system. As articulated by the CEO, this system was the company's most critical project. Objective was to combine several legacy applications and functions from different technologies into a singular architecture. Managed a team responsible for new development and enhancements for all mainframe systems.

Business Analyst/ Developer, NYS Department of Environmental Conservation | 1992 – 1993

Led the development of the Pesticide Applicator Certification System. This Model 204 based licensing system provided for exam generation and automated OCR test correction. Facilitated day-to-day user liaisons. Counseled agency on the operating system conversion and IT issues.



Project Leader, NYS Education Department

| 1992

Led statewide Model 204 development team that enhanced the state's financial administration and student information applications. Facilitated numerous JAD-sessions with users.

Business Analyst/ Developer, NYS Insurance Department

| 1991 – 1992

Implemented applications related to insurance company applications, statements, fees, fraud reports, and regulation enforcement.

Project Manager/ Developer, NYS Division of Housing and Community Renewal

| 1990 – 1992

Managed team that implemented the Rent Overcharge System in Model 204, which maintains the rents and penalties associated with New York City's 1.2+ million rent-stabilized apartments. This system improved overcharge case resolution rate from two per week to four per day. Facilitated JAD sessions with over thirty users. Conducted system demonstrations for the commissioners. Created logical and physical DBMS files. Wrote program specifications. Trained and supported hundreds of users. Wrote the application development standards.

Business Analyst, Suffolk County Board of Cooperative Educational Services

| 1990

Led team in the implementation of the Homeless Students Tracking system. Constructed an end-user query tool to generate reports and statistics on user-defined sets of students.

Principal Developer, NYS Education Department

| 1990

Implemented a statewide bibliographical Model 204 query facility for Youth-at-risk and AIDS documents.

Principal Developer, NYS Department of Environmental Conservation

| 1989 - 1990

Provided Model 204 strategic technical direction. Initiated computer aided software engineering standards. Evaluated and effected performance recommendations. Designed and implemented the Regulatory Compliance System.

Principal Developer, Canadian Depository and Securities Commission

| 1989

Implemented system to facilitate stocks and bonds certificate inventory movement.

Database Administrator/ Principal Developer, NYS Education Department

| 1987 – 1989

Performed Model 204 database administrator tasks in the development of the student tracking/grade reporting system and an integrated financial system. Developed and tuned applications; wrote intricate subroutines and online programs; effected program and system quality assurance; served as the expert resource for the development teams. Coordinated statewide effort in establishing the state application development standards.

Project Manager, Metro Toronto Housing Commission

| 1987

Managed a team that implemented a Model 204 based subsidized housing and tenant placement system. Implemented programming standards. Facilitated JAD sessions.

Principal Developer, Canada Trust Company

| 1986

Led team that designed and implemented various online banking programs.

Business Analyst, Ontario Ministry of Education

| 1986



Developed the Model 204 based Correspondence Management system. Implemented system that matched 15+ million Revenue Canada assessment records against 1+ million Toronto School Board records, recovering millions of dollars from taxpayers.

Database Administrator and EDP Auditor - Ernst & Young

| 1984 - 1986

Performed Model 204 file design, system tuning, and data dictionary maintenance. Implemented various accounting applications. Wrote programming utilities such as a program cross-referencer and screen editing tools. Gave technical training and support to the computer audit staff. Provided worldwide client support for the firm's proprietary DUSPAK dollar-unit-sampling accounting package. Developed computer aided audit techniques. Authored the firm's Computer Aided Audit Techniques manual. Rendered client security reviews and software evaluations.

Analyst and Systems Programmer - Indas Limited

| 1982 - 1984

Indas was a service bureau that did Prentice-Hall's data processing services. Implemented a Model 204 online and batch accounting applications. Created data center operating procedures. Performed systems programming including PTF's, DBMS installation, DASD management, and software upgrades. Supported the mailing systems for over 40 magazines.

Related experience

Webmaster, Porsche Club of America, 2006-present. TriCounty Tennis Association, 2001-2015. Maintain website and registration software for these non-profit organizations.

Contributing Author, "IT Measurement: Practical Advice from the Experts", Addison-Wesley. © 2002

Expert witness, State of Mississippi, 1999-2001. Perform autopsy on a failed large-scale outsourced software project. Write expert opinions on project management and estimation, software measurement, technical architecture, and application development issues.

Expert witness, class action lawsuit vs. Toshiba, Ontario, Canada, 2001. Render expert opinion on information technology's economic impact, project management, software measurement, technical architecture, and the influence of personal computers on society.

Adjunct Faculty Member, Seneca Community College, Continuing Education Division, 1983-1984. Created class material and instructed computer workshop classes.

Independent Consultant, Colonial Candle of Cape Cod, MAI and Rexon minicomputers, 1983-1985. Designed and implemented an integrated accounting system, including custom reports and screens for management.

Independent Software Writer, 1982-1984. Wrote award-winning educational software and games for the Apple personal computer. The medical-educational game called "You're the Doctor", was selected by the Journal of Computers in Education as one of the best in their 'Doing Science' category and reviewed positively by several leading trade magazines.

Instructor, Apple Computer, 1983-1984. Instructed numerous ages and skill levels of users.



Software Skills

Hardware	IBM mainframes, Sun, Tandem
DBMS	Model 204, Janus, DB2, IDMS, Sybase, MS Access, CICS, CSP, DBASE
Project Tools	SharePoint, ClearCase, Smartsheet, MS Project
Web Publishing	Xara Web Designer, Sony Creative Software
Desktop	Adobe Acrobat, Adobe PageMaker, Adobe Illustrator, PDFill, MS Excel, Microsoft Visio / FrontPage / PowerPoint / Word / Publisher, Microsoft Word Combine
CASE Tools	Application Development & Information Engineering Workbench, Knowledgeware; Excelerator, Index Technology
Languages	SQL, COBOL, Model 204, HTML, PDSMAN, DARS, REXX, PostScript, Assembler, BASIC, Visual Basic, C, FORTRAN, Pascal, PL/1, Exec II, RPG II
Software	PeopleSoft, RACF, Connect*, Janus, Sirius product family, MQ Series, TSO/ISPF, AFP, Dyl-280 II, Easytrieve+, JCL, VSAM, OS/MVS, VM/CMS, DOS/VSE, Librarian, Panvalet, Telon

Education

Cornell University, School of Industrial and Labor Relations, Management Studies Graduate Program, Albany, New York | March 1996.

Ryerson Polytechnic, Toronto, Canada | 1985
Course work: Management Information Systems

George Brown College, Toronto, Canada | 1982-1983
Course work: Microprocessor Technology and Accounting

Control Data Institute, Toronto, Canada | 1982
Diploma in Programming & Analysis

University of the Philippines, Manila | 1981
B.S. in Medical Technology

Attended seminars held by the Canadian Information Processing Society, the Computer Corporation of America, the EDP Auditors Association, IBM, the International Function Point Users Group, the New York State Forum for Information Resource Management, Stanford Center for Professional Development, Sybase, University of California at Berkeley Computer Science Division, and the University of Pennsylvania Wharton Business School.

Awards, Certifications, and Conference Speaker Selections

Certified Function Point Specialist, International Function Point Users Group.

Speaker, Insight Database Conference, September, 2002; Government and Technology Conference East (GTC East), November, 2001; New York State Interdepartmental Conference on Electronic Data Processing, 1996; International Model 204 Database Conference, 1994, 1993; Northeast Model 204 Database Conference,



1995, 1994, 1993, 1992, 1990; MidAtlantic Model 204 Database Conference, 1994; Northwest Model 204 Database Conference, 1992. Regular participant in 'Guru' panels.

**Winner, 1992 Richard Award, the annual award conferred by the international Model 204 database community for the Most Noteworthy and Innovative Achievement.
Vice President (past), International Model 204 Users Group.**

Partial List of Papers Presented at Conferences

Information Technology: A Paradox in Productivity
Proving that Existing Systems can be Better than the Alternatives
Measure Up or Stay Locked in the Past: The Business of Function Points
Look Before You Leap: The Concealed Costs of Downsizing
The True Costs of Client/Server Systems
Using Databases Effectively
Extending the Project Timeline
Streamlining the Systems Development Cycle
CASE Tools on Trial
Effective Online Help Systems

Partial Client List

Private Sector: Canada Trust/TD Bank, Toronto, Canada
Canadian Depository & Securities, Toronto, Canada
Colonial Candle, Toronto, Canada
Imperial Life, Toronto, Canada
Insurance Services Organization (Verisk), Jersey City, New Jersey
Matthew Bender and Company, Albany, New York
Prentice-Hall, Toronto, Canada
Sirius Software, Cambridge, Massachusetts
Southern New England Telephone, New Haven, Connecticut
St. Peter's Hospital, Albany, New York

Public Sector: Department of Environmental Conservation, Albany, New York
Department of Labor, Albany, New York
Department of State, Albany, New York
Division of Housing and Community Renewal, Albany, New York
Erie 1 BOCES, Buffalo, and OCM BOCES, Syracuse, New York
Metro Housing Commission, Toronto, Canada
Ministry of Education, Toronto, Canada
Ministry of Housing, Toronto, Canada
New York City Department of Education, New York, New York
Office of General Services, Albany, New York
Office of Information Technology Services, Albany, New York
State Education Department, Albany, New York
State Department of Tax & Finance, Albany, New York
State Insurance Department, Albany, New York



State of Mississippi, Jackson, Mississippi
Suffolk County and Westchester County BOCES, New York

Notable MEMBERSHIPS and extracurriculars

Association of Computing Machinery
International Function Point Users Group
U.S. Soccer Federation: Grade 7 soccer official and certified coach
National Federation of State High School Associations (NFHS): varsity soccer official
National Ski Patrol (lifetime member) / Otter Ski Patrol (oldest ski patrol in the country): senior level patroller, outdoor emergency care instructor

REFERENCE 3:

Reference	
Organization Name	HBITS, Office of General Services
Contact Name	David Gambacorta
Physical Address	NA
Email Address	ogs.sm.hbits.contractors@ogs.ny.gov
Telephone Number	518-473-9614

RESUME 3: Sreekar Baskaran

CERTIFICATIONS:

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- Palo Alto Accredited Configuration Engineer (ACE)
- Palo Alto Certified Network Security Engineer (PCNSE)

PROFESSIONAL SUMMARY:

- 6+ years of experience in Networking, including hands-on experience in providing network installation, network integration, network support, and analysis for a broad range of LAN/WAN/MAN communication systems.
- Hands on experience and demonstrated knowledge on the Routing & Switching, Network Security, Information Security.
- Experience with Azure cloud connectivity using express routes. Configured express routes and NSG in cloud security center, cloud application security.
- Hands on experience Zscaler cloud proxies ZIA and ZPA. Worked on setting up tunnels to Zscaler Zens, zero trust network access.
- Experience with setting up AWS direct connect to Amazon S3, Amazon EC2, Amazon VPC.
- Worked on traffic flows from on-premises to AWS, AWS to internet via virtual PALO ALTO FIREWALLS for service that include PAAS and IAAS.
- Installed, maintained, and administered storage area network servers in a VMware environment.
- Performed sizing calculations of VMware environments based on current systems and future growth.
- Designed and recommended architecture of virtualization and private cloud environments based on VMware technologies.



- Experience with SD-WAN solutions for optimization of WAN traffic. Hands on experience with creating in path rules, traffic policies, troubleshooting issues related to delay, jitter, throughput on Riverbed Steelhead.
- Hands on experience on the Python and Ansible scripting.
- Experience with F5 and AVI networks for application load balancing.
- Experience with network segmentation using illumio and Palo Alto firewalls for traffic filtering and applying policies on illumino central manager.
- Hands on experience with data center technologies that include spine leaf, CISCO ACI, Arista cloud vision.
- Experience utilizing industry standard network management tools such as Riverbed, OpenView HPNA, and NNM.
- Also have knowledge on diagnostic logging and tracing capabilities along with client-load balancing.
- Working Knowledge and demonstrated experience on the Cisco Juniper, HP Aruba, Avaya, and Arista switches & Routers.
- Working experience on the Cisco Catalyst 2960, 3750, 3850, Cat 9K, Cat 4500X, Cat 6500 switches; Nexus 2k, 3k, 5k, 7k, and 9k series switches.
- Working experience on the Cisco ISR 800 series, 1000 series, 4000 series; ASR 1000 series, 5000 series, 9000 series; IOSXRV 9000, Meraki vMX100 virtual routers.
- Working experience on the Juniper EX 2200 series, EX 2300 series, EX 3400 series, QFX 5120 series; MX5, MX40, PTX series, and T4000 Core Routers.
- Working experience on the HP Aruba 2920 series, 2930 F series, and 5400R series switches.
- Working experience on the Arista 7150S series, 7160 series, and 7260QX series switches; 7508R routers.
- Hands-on experience on implementation and troubleshooting complex layer 2 technologies such as VLANs, SVI, Trunks, VTP, EtherChannel, DTP, STP, RSTP and MSTP; Implementation of HSRP, VRRP, GLBP for Default Gateway Redundancy.
- In-depth knowledge and hands-on experience in ISP Routing Policies, Network Architecture, IP Addressing and Subnetting, ARP, VLSM, TCP/IP, MPLS, NAT, ACL, DHCP, DNS, FT1 / T1 / FT3 / T3 SONET POS OCX / GIGe circuits.
- Thorough knowledge and hands on experience on the data center technologies such as VDC, VPC, VXLAN, FEX, OTV, FCoE, and Fabric Path.
- Extensive knowledge and hands on experience on the configuration of Site-to-Site IPSec VPN, SSL VPN, and DMVPN.
- Implementation of Quality of Service (QoS) through the QoS models, tools, mechanisms, and algorithms to avoid the congestion.
- Experience with Windows DNS and DHCP; Migration experience from Windows to Infoblox.
- Working knowledge and demonstrated experience on the Palo Alto, Check Point, Cisco ASA, and FortiGate firewalls.
- Working knowledge and demonstrated experience on the PAN-OS 6, 7.1, and 8.0 versions; PA 220, PA 820, PA-2K, PA-3K and PA-5K firewalls.
- Thorough knowledge and hands on experience on the Palo Alto firewall User-ID's, App-ID's, SSL Decryption, URL Filtering, Policies, Zone Protection, High Availability, and Certification Management.
- Worked on Check Point Firewall R77, R80 versions; 3000, 5000 series security gateways.
- Hands on experience on the configuration and management of Gateways, Groups, user accounts, access control policies, user accounts, threat prevention policies, VPN tunneling, and High Availability.
- Working knowledge and demonstrated experience on the Cisco ASA 9.7, 9.9 versions; ASA 5500-X Firepower series.
- Thorough knowledge and hands on experience with the Cisco Firepower NGIPS/IDS.
- Hands on experience with the FortiGate 100, 200, 600 series Next Generation Firewalls.
- Configured remote VPN connectivity, IPS/IDS, Unified Threat Management on the FortiGate firewall.
- Thorough knowledge and hands on experience with the application of LAN Security practices such as DHCP snooping, Port Security, Dynamic ARP Inspection (DAI), IEEE 802.1X, and IP Source Guard (IPSG).
- Hands on experience and demonstrated knowledge on the F5 Load Balancers, Citrix NetScaler.
- Administered in implementing and configuring F5 Big-IP LTM-6400 load balancers.



- Hands-on experience on F5 LTM, GTM series like 6400, 6800, 8800 for the corporate applications and their availability. Experience on Virtual Servers, Pools, Persistence, iRules, Listener IP's, WideIP's, SSL, HTTP and TCP headers.
- Upgrading Palo Alto Firewalls, Cisco Routers, Nexus Switches, F5 Load Balancers and Bluecoat proxy devices.
- High level experience with F5 LTM, GTM and APM modules. Experience with load balancing internal and external applications. Worked on BIGIP 5000 and Viprion series up to version 13.X.
- Worked on load balancers like F5 to troubleshoot and monitor DNS issues and traffic related to DNS.
- Experience with F5 Viprion Series. Configured vCMP, provisioned resources, installed and configured Viprion series from scratch for LTM, GTM, APM and ASM modules.
- Working knowledge and demonstrated experience on the Cisco, HP Aruba wireless networking.
- Worked on the deployment and installation of Wireless Access Points, and their management through Wireless LAN (WLAN) Controller from scratch.
- Hands on experience with the integration of Cisco WLAN controller with Cisco ISE for access control.
- Hands on experience with cisco Aironet 500 series, 1800 series, 2800 series, 3800 series Wireless Access Points (WAPs) and their management through the 3504 and 3650 Wireless LAN Controllers (WLCs).
- Worked on the configuration of AP groups, LWAPs, Guest networks, SSID's, Authentication rules, RRM, Signal strength issues. Provisioning AP's etc.
- Hands on experience and demonstrated knowledge on the Network monitoring tools such as SolarWinds, Cisco Prime, Wireshark, Splunk, ELK, Catchpoint, Extra hop and Moogsoft.
- Hands on experience with the Bluecoat Proxy and Infoblox for the DNS, DHCP, and IPAM (DDI).
- Used ChatOps and chatbot tools for incident management.
- Hands on experience with Juniper Pulse setup in DMZ and inside environment for remote SSL VPN setup.
- Worked on application acceleration service on pulse and deploying pulse secure agent on client's machines.
- Hands on experience and demonstrated knowledge on the Red Hat Enterprise Linux (RHEL), Ubuntu OS, CentOS, and Kali Linux.

EMPLOYMENT HISTORY:

McLaren Greater Lansing, Lansing, MI

11/2021 – Present

SR. Network Engineer

Responsibilities:

- Assigning IPs Address and add & host DNS entries to the assigned Ips.
- Worked on SolarWinds NPM, NCM, IPAM, Windows DHCP and DNS. Infoblox as DHCP and DNS server.
- Demonstrated proficiency in network administration in large datacenter environment – DNS/DHCP, Load Balancing (F5 Networks, AWS ELB).
- Responsible for Palo Alto, Checkpoint firewall management and operations across our global networks.
- Configured Routing protocols such as RIP, OSPF, EIGRP, MPLS, static routing and policy-based routing.
- Handling the design, installation, and administration of organization-wide local area network, wide area network, network segmentations, and internet system
- Enhance network performance and reliability by maintaining hardware and software, analyzing technical issues, and ensuring availability to system users.
- Implement effective security measures to protect data, software, and hardware.
- Deliver network support to resolve all issues for 1000+ users.
- Execute the maintenance window changes for multiple locations, performing troubleshooting of routing and switching issues.
- Experience in managing and Troubleshooting of Layer 2 and Layer 3 Datacenter (DC) network infrastructure.
- Implementing and migration of cloud solutions for medium and large size clients utilizing private and public cloud platforms (Azure, GCP, AWS and OCI)
- Implementing and Maintaining Network Management tools (Solar Winds, Zenoss, Infoblox, IPAM)
- Experience in managing and troubleshooting of switch network configured with MST, RPVST, Ether-channel, Dot1Q Trunking, Pruning, etc.



- Experience in managing and troubleshooting of complex enterprise routing with MPLS, BGP, OSPF and QoS
- Experience in managing and Troubleshooting of Cisco NEXUS switches (5000, 7000, 6000, 2000 Series) configured with VDC, VPC, and FEX
- Experience in managing and Troubleshooting of the Cisco Wireless LAN and monitoring through Cisco Prime, Wi-Fi network, including all updates, security vulnerabilities, SSID adjustments
- Experience of working and on successfully migration of DEV & stage terraform on-cloud boundary with OCI and aviatrix gateways and WAF's LB.
- Experience of working in network security domain, Implementation, design, and deployment of perimeter security.
- Experience using Visio or comparable tool for documenting network design
- Hands on experience on implementing and administering rules on egress & ingress rules when migrating on terraform DEV & stage.
- Hands on experience on implementing and administering rules, policies and port-opening, new firewalls setups, new devices syncing with panorama and troubleshooting of M-600 Panorama Palos.
- Experience in upgrading and downgrading of PAN-OS of PA-3220 and migration of PAN OS versions for M500 to M600 Boxes.
- Applied routing changes including BGP, OSPF, and EIGRP, which improved network/system performance by 40% during Network Segmentation projects.
- Experience in migrating and upgrading of BIP IP, WAF's and viprion boxes.
- Designed, configured, and installed all Data Center Network Devices to support 1000+ users, including ran cables, ports, routers, switches, Load Balancers, and VPNs, Addressing technical queries for customers on Cisco Firepower Firewall services.
- Configured circuits; implement provisioning on circuits, test, and turn-up new circuits for the IP infrastructure layer 2/layer 3
- Vendor co-ordination for data center Migrations which included to get involved in configuration changes on firewalls and network segmentation.
- Build and maintain Visio documentation database of network
- Ensuring smooth cutovers of data centers as result of pre-planning activities with application, database, and server teams.
- Experience in migrating and upgrading of CISCO ASA 5500 series firewalls and IPS version upgrades.
- Making test cases and testing the same E.g., Firewall failover test, VPN failover test, application server reachability test, site to site tunnel connectivity, monitoring test, Power failure test etc.
- Design, Implement and Integration of Cisco Firepower firewall for perimeter connectivity.
- Design & Implementation of Cisco ASA 5555 in High Availability.
- Design & Implementation of Cisco ASA 5545 as VPN gateway.
- Understanding of security services like FW, DDoS mitigation, Equinix, WAF and Amazon AWS WAF.

Environment: Cisco 2948/3560/4500/3560/3750/3550/3500/2960/6500 switches and Cisco 3640/12000 7200 / 3845 / 3600 / 2800 routers, Cisco Nexus 7K/5K, Palo Alto, Cisco ASA 500, Checkpoint, SolarWinds, Windows server 2003 / 2008, RIP, OSPF, BGP, EIGRP, LAN, WAN, VPN, HSRP, WAP 561, WAP 571, 1850i, 2800i, 3800e, DNS, DHCP.

Nuance Communication, Burlington, MA

05/2021 – 10/2021

Sr. Network Engineer

Responsibilities:

- Implementing and migration of cloud solutions for medium and large size clients utilizing private and public cloud platforms (Azure, GCP, AWS and OCI)



- Worked on the migration from Cisco ASA to the Palo Alto firewall and the configuration of User-ID's, App-ID's, SSL Decryption, URL Filtering, Policies, Zone Protection, High Availability, and Certification Management.
- Worked with different models of Cisco/Juniper/Arista switches, routers, firewalls, load balancers, VPNs, and wireless systems.
- Responsibilities included installation, configuration, maintenance and troubleshooting of the corporate network, monitoring network performance using various network tools to ensure the availability, integrity and confidentiality of application and equipment and to provide support for Cisco firewall network.
- Reviewing, analyzing, approving and executing all changes in the network. All Configurations of Cisco Routers and Switches.
- Worked on Arista Cloud Vision (CVP) & Cloud Vision Exchange (CVX) Deployed on VMs.
- Worked on Routing protocols Eigrp and BGP. Working on Infoblox for IPAM, DHCP and DNS. Working on Linksys, SG500, Cisco, Arista switches and Cisco routers.
- Supported Infoblox appliances grid environment for DNS, DHCP and IP Address Management tools (IPv4).
- Responsible for FortiGate and CISCO ASA firewall management and operations across our global networks.
- Experience working with Layer 3 Routing Protocols OSPF and BGP.
Experience working with BGP attributes such as Weight, Local-Preference, MED and AS-PATH to influence inbound and out bound traffic.
- Implemented EBGP peering between all the branch offices.
- Created Designs for guest network and mobile access network for NAC solutions.
- Proactively monitored and managed all productions network systems to maximize system availability in Citrix NetScaler.
- Created network diagrams using MS VISIO for remote offices.
- Configured and deploy Riverbed steelhead at remote locations.
- Installed FortiGate's 100E, 600E & 60E Forti manager & Forti analyzer and Implemented layer seven capabilities.
- Experience in working with Nexus 7010, 9396, 5548, 5020, 2148, 2248 devices.
- Experience in configuring vdc, fex pinning, fex port-channel, port-channel, peer keep alive, peer link.
- Experience consisting of Global load balancing, Local load balancing, SSL acceleration, HTTP compression.
- Involved in the modification and removal (wherever necessary) of BGP from the MPLS routers.
- Involved in complete LAN, WAN development (including IP address planning, designing, installation, configuration, testing and maintenance).
- Involved in Switching Technology Administration including creating and managing VLAN's, Port security, Trunking, Inter-VLAN routing, LAN security etc.
- Configured HSRP and VLAN trunking 802.1Q, VLAN routing on catalyst 9300 switches.
- Implementing and Maintaining Network Management tools (Solar Winds, Zenoss, Infoblox, IPAM)
- Experienced in assigning the IP address dynamically to the end devices and involved in the migration of DHCP server.
- Designed, validated, and implemented LAN, WLAN & WAN solution to suite client's needs.
- Configured and designed LAN networks with Access layer switches such as Cisco 4510, 4948, 4507 switches.
- Responsible for turning up BGP peering and customer sessions, as well as debugging BGP routing problems.
- Proficient in using SolarWinds network management tools like network performance monitor, NetFlow traffic Analyzer NCM and cisco prime.
- Worked on Packer filtering and Analyzation using Wireshark in the Corporate Network
- Configured and maintained Cisco-Meraki to manage Remote Branch office networks and security cameras.
- Worked 24X7 network supports for ON-CALL & maintained 99.98% uptime of the system.
- Documented all the work done by using Visio, Excel & MS word.



Environment: Cisco Router 7613, Cisco Switch 6500, Nexus 2K, 5K, 7K, OSPF, BGP, VLAN, MPLS, 802.1x, Cisco ASA 5550, 5585, Infoblox, SDN, PIX Firewall, F5 Load Balancer 6400, 6800, Nokia 7210 switch, 7750 routers DNS, DHCP.

South Jersey Industries (SJI), Folsom, NJ

01/2021 – 04/2021

Sr. Network Engineer

Responsibilities:

- Experience in working on Azure Cloud environment, built VNets, application gateways, virtual network gateways, cloud vpn, ipsec vpn and network security groups.
- Install, configure, maintain and administer Linux / UNIX operating systems and components. Diagnosed and resolved problems associated with DNS, DHCP, VPN, NFS, and Apache.
- Experience in IP addressing and Subnetting with Variable Length Subnet Masking (VLSM), Route Summarization, Route Redistribution, TCP/IP, DHCP, DNS and LAN/WAN technologies.
- Responsible for designing and implementation of network and Security infrastructure.
- Experience in working with Nexus 7010, 9396, 5548, 5020, 2148, 2248 devices.
- Experience in configuring vdc, fex pinning, fex port-channel, port-channel, peer keep alive, peer link.
- Experience in working and designing configurations for vPC, vPC domain, vPC peer-gateway, vPC peer-switch, auto-discovery, vPC single sided, vPC double sided, NX-OS, Vfr, Otv, fabric path.
- Experience with configuring Nexus 2000 Fabric Extender (FEX) which acts as a remote line card (module) for the Nexus 5000.
- Experience working with Layer 3 Routing Protocols OSPF and BGP.
- Experience with Cisco ACI on VXLAN's, VTEPS, VNID's, EVPN, Bridge Domains, Tenants, Application profiles, Contracts etc. on ACI. Thorough understanding of Spine Leaf Architecture.
- Worked with different models of Cisco/Juniper/Arista switches, routers, firewalls, load balancers, VPNs and wireless systems.
- Heavily involved with data center migration from Cisco firewall to primarily Arista with minimal downtime utilizing VxLAN.
- Configured and maintained VPCs with 7010/7018 and 5548 in the network and maintained VDCs in 7k switches, maintained VRFs in those separate VDCs.
- Worked on ACE, A10 load balancers. Experience with F5 load balancers - LTM, GTM series like 6400, 6800, 8800 for the corporate applications and their availability.
- Implemented over 250 Arista switches for new data center deployment in a CoLo facility utilizing Python scripts I built.
- Worked in updating the Ciphers Suits to the VIP's in A10 and worked on enabling and disabling the Backend servers.
- Experience consisting of Global load balancing, Local load balancing, SSL acceleration, HTTP compression.
- Involved in the modification and removal (wherever necessary) of BGP from the MPLS routers.
- Experience in searching possible anomaly using Splunk, Elasticsearch, Websense DLP, DeviceLock DLP, Adallom, Okta MFA, SiteMinder SSO, Skyfence, Netskope, Sumo Logic, DeviceLock DLP, CyberEdge Risk Tool, KALI, NetCat, NMap, Wireshark, Suricata for IPS/IDS, SmoothWall Web Filtering.
- Involved in complete LAN, WAN development (including IP address planning, designing, installation, configuration, testing and maintenance).
- Experience in installing Okta's Lightweight agent to integrate with Active Directory.
- Experience in Okta – Set up Single Sign On (SSO) for applications within Okta that are used company wide.
- Experience in Okta and Duo – Administer, troubleshoot and manage two-factor authentication (2FA).
- Involved in Switching Technology Administration including creating and managing VLAN's, Port security, Trunking, Inter-VLAN routing, LAN security etc.
- Configured HSRP and VLAN trunking 802.1Q, VLAN routing on catalyst 6500 switches.



- Implementing and Maintaining Network Management tools (Solar Winds, Zenoss, Infoblox, IPAM)
- Experienced in assigning the IP address dynamically to the end devices and involved in the migration of DHCP server.
- Responsible for Palo Alto, Checkpoint firewall management and operations across our global networks.
- Working with Palo Alto, Checkpoint Support for resolving escalated issues.
- Designed, validated and implemented LAN, WLAN & WAN solution to suite client's needs.
- Configured and designed LAN networks with Access layer switches such as Cisco 4510, 4948, 4507 switches.
- Responsible for turning up BGP peering and customer sessions, as well as debugging BGP routing problems.
- Worked on Packer filtering and Analyzation using Wireshark and Riverbed in the Corporate Network
- Configured and maintained Cisco-Meraki to manage Remote Branch office networks and Internet connectivity.
- Worked 24X7 network supports for ON-CALL & maintained 99.98% uptime of the system.
- Documented all the work done by using Visio, Excel & MS word.

Environment: Cisco 2948/3560/4500/3560/3750/3550/3500/2960/6500 switches and Cisco 3640/12000 7200 / 3845 / 3600 / 2800 routers, Cisco Nexus 7K/5K, Palo Alto, Cisco ASA 500, Checkpoint, SolarWinds, Windows server 2003 / 2008, RIP, OSPF, BGP, EIGRP, LAN, WAN, VPN, HSRP, DNS, DHCP, WAP 561, WAP 571, 1850i, 2800i, 3800e.

Firefly Credit Union, St. Paul, MN

01/2020 – 12/2020

Sr. Network Engineer

Responsibilities:

- Configured Routing protocols such as RIP, OSPF, EIGRP, MPLS, static routing and policy-based routing.
- Responsible for three open source projects like Elasticsearch, Logstash and Kibana.
- Hands-on experience on taking care of server-side data processing pipeline and sending it to 'stash'.
- Played key role in documentation of Root Cause Analysis (RCA).
- Worked on the implementation of Infoblox DNS, DHCP, and IPAM (DDI) for the network.
- Experienced in creating Python apps to automate the daily networking tasks like configuring devices, network information collection and testing by client simulations.
- Experienced in assigning the IP address dynamically to the end devices and involved in the migration of DHCP server.
- Assisted the networking team on the installation of 7800, 6900, and 3900 series IP phones.
- Implemented cutting-edge 100G Arista environment for high-bandwidth global collaboration network utilizing VxLAN and EVPN.
- Configured LACP, OSPF protocols on Arista 7250qx-64 switches monitored and Created traffic Pattern on Arista 7250 switches using Open flow.
- Expertise with Installation of Arista 7250QX series switches on Spine Platform.
- Assisted the team in the configuration of Cisco Unified Communications Manager (CUCM).
- Experience with converting Cisco ACE load balancer to F5 LTM load Balancer in data center environment.
- Working knowledge and demonstrated experience on the Arista 7150S series, 7160 series, and 7260QX series switches and 7508R routers.
- Hands on experience with networking experience including configuring Cisco firewall, Arista, Juniper Networks switch including 10/40/100Gb. Experience designing and configuring Arista and Cisco Switches and Routers, review technical requirements for deployment.
- Used Python for capturing, decoding, and analyzing the network packets.
- Played key role in providing support for the organization for service improvement.
- Hands-on experience with ITIL processes like knowledge management, service validation and testing, release, and deployment management.



- Experienced on querying SNMP objects on the network devices.
- Functional Knowledge and hands on experience with the Citrix infrastructure components such as Web interfaces, PNA Server, NetScaler setup and administration, License Server management, EdgeSight. Management and configuration of RSA SecurID Server.
- Formulated group policies for Citrix and NetScaler apps, and NetScaler review for load balancing high value web system.
- Hands on experience and demonstrated knowledge with the deployment of NetScaler, rolling out the applications, and their integration.
- Experience working with migration from 4500 series devices to 6500 Series switches in Campus deployments at Core and Distribution Layers.
- Worked on the installation and configuration of HP Aruba 207, 300, and 330 series Wireless Access Points (WAPs) and their management through the HPE 7220 Mobility Controller and DMZ, PAT, SSL Encryption, App-IDs on the Palo Alto firewall.
- Worked on the configuration and installation of HP Aruba 2520, 5400 R series switches and HSR routers.
- Hands on experience with the working of Routing protocols such as MP-BGP, OSPF, SIP, RTP, RTSP, and IGMP for supporting the Voice, Data, and Video networks.
- Experience in the deployment & troubleshooting F5 Load Balancer includes BIGIP Series 5050V, 10000V, 8900, 6900, and 3900.
- Worked on 2600, 3500, 7613 Routers, implemented OSPF and BGP and performed route filtering and route manipulation by applying distribute-lists, route-maps & offset lists.
- Translating Cisco IOS Route maps to Cisco IOS XR Routing policies.
- Worked on the migration from Cisco ASA to the Palo Alto firewall and the configuration of User-ID's, App-ID's, SSL Decryption, URL Filtering, Policies, Zone Protection, High Availability, and Certification Management.
- Worked on the URL filtering and upgradation of Palo Alto firewall from PAN-OS 7.1 to PAN-OS 8.0.
- Worked on the implementation of Cisco Meraki wireless solutions and the deployment of wireless access points.
- Working knowledge and hands on experience with the PA-200, 500 Series firewalls.
- Resolving issues in the Network Operations Center (NOC) through the ticketing system and escalating the issues if necessary.
- Configure, manage, troubleshoot and migrate Azure Networking Infrastructure. (Cloud Platform for Microsoft)
- Worked on the implementation of Cisco Meraki Enterprise Cloud Wireless Bridge/Repeater to extend the LAN for multiple buildings.
- Installed and configured Meraki (MX80, MX60) Appliance via Meraki MX400 Cloud.
- Installed and configured Cisco Meraki (MR66, MR18) wireless Access points in the warehouses from scratch.
- Configuring HSRP between the 3845 router pairs of Gateway redundancy for the client desktops.
- Upgrading the IOS on the ASA 5550, 5585 and have done IOS upgrades on Cisco routers and switches.
- Involved in Configuring and implementing of Composite Network models consists of Cisco 7300, 7600, 7200, 3800 series and ASR 9k, GSR 12K routers and Cisco 2950, 3500, 3550, 3750, 5000, 6500 Series switches.
- Mutual redistribution of OSPF and BGP routes using route maps for WAN optimization.
- Configuring VLAN, STP, VSTP, SNMP on EX series switches from scratch.
- Hands on experience in Design, Installation, and configuration of Checkpoint Provider Environment.
- Managed the Checkpoint firewalls and provided Level 3 support for the Checkpoint Firewall administration.
- Performed upgrades on all Checkpoint firewalls and managed security policies for the firewall from scratch.
- Configured New Client connectivity via Site-to-Site/Remote/SSL VPN on Checkpoint firewall.
- Hands on experience and demonstrated knowledge with the VMware Workstation and the management of different virtual machines.



- Installed and configured Firepower Management Center 6.0 on VMware and added ASA Sourcefire Agents as well as Firepower NGIPS for monitoring and management.
- Provided remote support for AWS Managed Services clients via all channels (Help desk, phone, email) adhering to SLA guidelines and providing thorough and timely communication.
- Deploying and decommissioning of VLANs on core ASR 9K, Nexus 9K, 7K, 5K and its downstream devices and configuration of 2k, 3k, 7k series Routers.
- Moved Core switches and several non-Cisco devices under strict deadlines to maintain network functionality.
- Upgrading system images on Nexus 5 and 7 multi-layers switches using kick start and FTP server.
- Hands on experience with the configuration of Route 53, NAT, VPC, and subnets through Amazon Web Services (AWS) for the deployment of web applications.
- Implemented SmartKey for cloud scalability, secure key / secret generation, storage, life-cycle management, encryption and tokenization for PII.
- Hands-on experience in keeping PII, CPNI and PCI applications secure in multicloud environments.
- Implemented strong authentication protocol, user access management solutions.
- Played a key role in monitoring and analyzing user's activities for secure environment.
- Familiar with setting up the network connections with multiple cloud providers such as AWS, Azure, Oracle etc.
- Worked on the configuration of BGP and advertisement of routes to the ISP network.
- Experience in creating and monitoring high availability, scalable, networks in AWS using EC2, Lambda, VPC and other AWS services.

Environment: Cisco Router 7613, Cisco Switch 6500, Nexus 2K, 5K, 7K, OSPF, BGP, VLAN, MPLS, 802.1x, Cisco ASA 5550, 5585, Infoblox, SDN, PIX Firewall, F5 Load Balancer 6400, 6800, Nokia 7210 switch, 7750 routers.

Deutsche Bank, Piscataway, NJ

06/2017 – 12/2019

Sr. Network Engineer

Responsibilities:

- Configured CIDR IP RIP, PPP, BGP and OSPF routing.
- Worked on AWS and Azure cloud configurations with respect to network connectivity and Security. Worked on configuring VNETs, Security Groups, Direct Connect, Express Routes, troubleshooting EC2 instances, Installation of Infoblox, Palo alto firewalls in different AZs.
- Involved in the configuration & troubleshooting of routing protocols: MP-BGP, OSPF, LDP, EIGRP, RIP, BGP v4.
- Configured IP access filter policies.
- Working knowledge and demonstrated experience on the Check Point Firewall R77 version; 3000, 5000 series security gateways.
- Worked on the creation and implementation of virtual machines on VMware ESXi in the Network Operations Center (NOC).
- Worked with scripting Automation for JavaScript, Linux/Unix toolbox, Python, Perl, Bash, ESX, VMware Virtual Switch with Design/Implementation.
- Configured and Implemented Gateways, Groups, user accounts, access control policies, user accounts, threat prevention policies, VPN tunneling, and High Availability on the Check Point Firewall.
- Communities, Route-Reflector clusters, Route-maps and route policy implementation.
- Deploying and decommissioning of VLANs on core ASR 9K, Nexus 7K, 5K and its downstream devices.
- Performed OSPF, BGP, DHCP Profile, HSRP, IPV6, Bundle Ethernet implementation on ASR 9K redundant pair.
- Hands on experience with the SQL database maintenance logs and database mining procedures.



- Functional knowledge and hands on experience with the Citrix NetScaler, like creating NetScaler IP addresses, enabling packet forwarding, configuring VMACs and route monitors, configuring basic load balancing, basic content switching, some knowledge of FIPS too.
- Managed fast Layer 3 switched/routed LAN/WAN infrastructure as a part of Network team. The LAN consisted of Cisco firewall campus model of Cisco 3550 at access layer, Cisco 6513 at distribution/core layer.
- Worked on the configuration and installation of arista 7160 series switches.
- Configuring routing protocols OSPF, EIGRP, RIP, MPBGP, LDP and BGPV4.
- Worked extensively on Cisco ASA 5500(5510/5540) Series, experience with convert PIX rules over to the Cisco ASA solution.
- Provided proactive threat defense with ASA that stops attacks before they spread through the network.
- Palo Alto Firewall troubleshooting and policy change requests for new IP segments that either come on line or that may have been altered during various planned network changes on the network.
- Modified internal infrastructure by adding switches to support server farms and added servers to existing DMZ environments to support new and existing application platforms.
- Worked on Physical site Inventory verification, gather information of various Cisco Network devices and Security Devices to develop Run book and Spec Book.
- Installation of the Aironet 500, 1850, 2800, 3800 series Access Points and their management through the different Wireless Lan Controllers (WLANs).
- Configuration and troubleshooting of Cisco catalyst 6509, 7613 with supervisor cards.
- Used Microsoft project server 2013 for task and resource management.

Environment: Cisco 2948/3560/4500/3560/3750/3550/3500/2960/6500 switches and Cisco 3640/12000 7200 / 3845 / 3600 / 2800 routers, Cisco Nexus 7K/5K, Palo Alto, Cisco ASA 500, Checkpoint, SolarWinds, Windows server 2003 / 2008, RIP, OSPF, BGP, EIGRP, LAN, WAN, VPN, HSRP, WAP 561, WAP 571, 1850i, 2800i, 3800e.

Hitachi – India

02/2015 – 05/2017

Sr Network Engineer

Responsibilities:

- Good exposure in network security and networking performing system administration analysis that includes installing/configuring, DNS (InfoBlox), IP addressing scheme & IP subnetting with vlsm and using different kind of network monitoring, packet sniffing, protocol analyzing and troubleshooting tools, tcpdump, Network Monitor.
- Configured redundant interfaces, DHCP server, DHCP relay, NTP settings, and sub interfaces on firewalls.
- Worked with different models of Cisco/Juniper/Arista switches, routers, firewalls, load balancers, VPNs and wireless systems.
- Implementing and Maintaining Network Management tools.
- Responsibilities included installation, configuration, maintenance and troubleshooting of the corporate network, monitoring network performance using various network tools to ensure the availability, integrity and confidentiality of application and equipment and to provide support for Cisco firewall network.
- Heavily involved with data center migration from Cisco firewall to primarily Arista with minimal downtime utilizing VxLAN.
- Configured HSRP between VLANs, configuring Ether Channels, Port Channel on 6500 catalyst switches.
- Performed data center migration in Access, Distribution and Core layers.
- Experience working with ASR 9000 series switches with IOS-XR.
- Configured Routing protocols such as RIP, OSPF, EIGRP, MPLS, static routing and policy-based routing.
- Configured and troubleshoot link state routing protocols like OSPF in single area and multiple areas.
- Configured BPDU Guard, port-fast, uplink fast and other spanning tree features.
- Worked on the installation of softphones on the client's end devices through Cisco IP Communicator.
- Upgraded Cisco ASA 5510 firewalls using 6500/7600 catalyst modules for enhanced performance, security and reliability.



- Provided Technical support for improvement, upgradation, and expansion of the existing network architecture
- Done troubleshooting of TCP/IP problems and connectivity issues in multi-protocol Ethernet environment.
- IOS upgrade 1900, 2900, 3500 series Cisco Catalyst switches and 2500, 2600, 3600 series Cisco routers using TFTP.
- Migrated IPv4 addresses to IPv6 addresses using mechanisms like Tunnel Broker, Transport Relay Translation (TRT), NAT64, DS-Lite and DNS64.
- Configuration and installation of IP phones and Session Initiation Protocol (SIP) implementation to enable the communication.
- Performed Binding of LUNS onto the RAID Groups in the Clarion Boxes.
- Worked on the VMware ESXi, Microsoft Hyper-V by running several operating systems.
- Configured ACLs (Standard, Extended and Named) to allow users all over the company to access different applications and blocking others.

Environment: Cisco 3750/3550/3500/2960 Switches and Cisco 3640/12000/7200/3845/3600/2800 routers, Cisco Nexus7K/5K, 2248/3560/5020/6509, Cisco ASA5510, Checkpoint, SolarWinds, Blue Coat Proxy, Controllers 6000, 3600, 3400, 650, Juniper SRX, Microsoft Lync, MPLS, VOIP, SIP, Cisco Unified Video Conferencing, Unix commands, IPV6, Cisco IP phones, Cisco 5500, 6500 series controllers, Avaya3000, 6000, 7200 series Controllers, Cisco IOS CLI.

EDUCATION:

- Masters in Computer.