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## Header 1

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Procurement Type: Central Master Agreement

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Total of Header Attachments: 1

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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 ESR05072400000006806	1

**VENDOR**  
VS0000010082  
MSys Inc

**Solicitation Number:** CRFQ 0705 LOT2400000011  
**Total Bid:** 1  
**Response Date:** 2024-05-07  
**Response Time:** 11:34:00  
**Comments:**

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

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

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

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

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

Temporary IT Staffing Services

***Request for Proposal  
Prequalification Agreements IT Temp Staffing  
Solicitation# CRFQ 0705 LOT2400000011***

**SUBMITTED TO**

Attention: Toby L Welch  
State of West Virginia Purchasing Division  
2019 Washington Street, East Charleston,  
WV 25305  
Fax: (304) 558-3970  
E-mail: [toby.l.welch@wv.gov](mailto:toby.l.welch@wv.gov)

**SUBMITTED BY**

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***Due Date: May 07, 2024  
01:30 PM***

## Cover Letter

May 07, 2024

**Attn:** Toby L Welch  
State of West Virginia Purchasing Division

In Reference to solicitation **CRFQ 0705 LOT2400000011– Prequalification Agreements IT Temp Staffing**, MSys, Inc. (hereafter referred as “MSys”) is hereby submitting its technical quote, demonstrating its capability of meeting requirements of this solicitation.

MSys' strategic IT services and solutions focus on enhancing business performance of its clients by streamlining processes, reducing organizational risk and leveraging the global sourcing/ outsourcing organizational model. We have worked with clients in a wide range of industries to help them leverage the strengths of IT to optimize their business performance and produce value driven results. MSys's quality consulting services are tailored to assist organizations in attaining operational excellence through targeted process solutions. Our consulting expertise spans three key areas, aimed at enhancing organizational performance and efficiency.

- IT governance
- Software Engineering Infrastructure
- Operations

With this submission, MSys acknowledges the receipt of Addendums and acceptance to terms and conditions detailed in this Solicitation for the State of West Virginia.

Have any queries, feel free to reach me!



Sincerely  
Rajamani Thiyagarajan, President  
MSys, Inc.  
Phone: (202) 629-0353 x701  
Email: [rfpresponse@msysinc.com](mailto:rfpresponse@msysinc.com)

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## 1. Vendor Qualification Requirement [RFP 3 Prequalification Agreement Specifications]

### Business Experience Requirement

MSys follows industry's best practices in performing its projects. It has established a Project Management Team for each of its contracts and tracks common business practices of its customers for successful project execution. Our approach to system implementation and support has been to apply best practices and run an effective change management program. We understand the need to have a stable team throughout the life of the project in order to ensure a high level of project performance. We accomplish this by assigning properly trained staff with the right experience and education and incentivizing them to stay through Project Completion and offering Project Retention Bonuses and Performance Awards. We also assign Shadow Resources (this is done in large projects by deploying 3-4% additional resources to cater to any unplanned attrition) that would be available to backfill vacancies on a temporary basis.

### Our Key Contracts

GSA Schedule 70 (132-51)	State of Kentucky
Department of Defense	State of Maine
Department of Education	State of Maryland
Department of Labor	State of Michigan
California Multiple Award Schedules	State of Arkansas
City of Phoenix, AZ	State of Oklahoma
County of Durham, NC	State of Oregon
Dallas Independent School District, TX	State of Pennsylvania
State of Arizona	State of South Carolina
State of Colorado	State of Minnesota
State of Delaware	State of North Carolina
State of Iowa	State of Utah
State of Virginia	State of Vermont
Sacramento Municipal Utility District, CA	Department of Labor, Licensing & Regulation, MD
Department of Justice	Administrative Office of the Courts, NC

### Company Overview

MSys, Inc. (hereafter MSys) is an IT Services and Solutions firm providing a spectrum of services in Enterprise Applications and Integrated Business Solutions. MSys mission is to emerge as a global leader in its field, while adding value to its customers through high quality and cost effective services. Our Vision is that we envisage ourselves as a company with a strong customer base, best known for our reliability, trust and integrity in all our relationships across the globe, harnessing technology at each step to stay ahead of competition.

MSys was established in 1994 provides It staff augmentation and Software Development for Government and Fortune 500 customers. We have proven expertise in software product development and IT services. It is headquartered in North Carolina, USA and with Offices in Bedford, United Kingdom, Leiden, Netherlands, and Hyderabad, India. We are solution providers in a wide spectrum of IT and other services, with a global presence of excellent professionals located across the world. Our focus is to provide solutions for a dynamic environment where business and technology strategies converge. Our client relationships are among our greatest competitive assets. We deepen and enrich this relationship through disciplined growth, innovation, and seamless execution. We demonstrate our commitments to clients through the firm's emphasis on excellence, integrity and ethical behavior.

### Strategic Capabilities

- **Data & Analytics:** To make better business decisions, challenge your assumptions. Turn information into insight with our latest cloud, big data and predictive analytics solutions.
- **Business Process Services:** Rethink how you run your business with the help of our industry-savvy consultants. We improve performance, enhance productivity and drive growth initiatives.

- **Organizational Change Management:** Successful organizational change is a top management mandate. Our Change Management practice works with executives on strategic and transformational challenges.
- **Customer Relationship Management:** Building a strong relationship with your customers is as important to us as it is to you. Tap into expert solutions to connect with your customers.
- **Digital Transformation:** MSys enables organizations to create engaging and consistent digital experiences across every touchpoint, providing new opportunities for growth.
- **Supply Chain Optimization:** We can help you re-wire your supply chain to improve global trade, transportation, distribution, planning, collaboration and forecasting performance.
- **Business & IT Strategy:** Our consultants create business strategies that enable global companies to define new business and target operating models to maximize value and manage complex changes throughout their organizations.
- **Enterprise Architecture Services:** Maintaining business agility is not easy when technologies and business requirements keep changing. Our approach to Enterprise Architecture ensure businesses stay current with emerging technology platforms and be able to harness new opportunities.
- **Enabling Infrastructure:** IT expectations are higher than ever. Our experts can help you build and manage an IT infrastructure that equals the demands of a changing business environment.
- **Program Management:** We help leading companies drive business transformation by providing industry-leading program management consulting services.
- **Quality Engineering and Assurance:** If you do not have the resources for testing, leave it to us. Our excellent QA team and rigorous testing processes provide the assurance your company deserves.

We are able to obtain huge client satisfaction for providing exceptional services to these clients. We continue to raise level of quality, customer satisfaction, cost containment and on-time delivery as the pre-eminent one-stop-shop provider of management consulting solutions and services. We challenge ourselves everyday - that is our ethic and commitment to be the best. Simple, we offer our best: our most senior people, a breakthrough service approach and leadership strength to ensure that end-results are the same no matter the prevailing conditions.

### Service methodology employed by proposed firm

MSys used ITSM (Information Technology Service Management) framework for delivering IT services efficiently and effectively to meet the needs of the business and its customers. The ITIL (Information Technology Infrastructure Library) framework is one of the most widely adopted methodologies within ITSM. Here is an overview of ITSM service methodology based on ITIL:

- **Service Strategy:**
  - Define the IT service strategy aligned with business objectives.
  - Identify and prioritize the services to be offered.
  - Assess market demand and understand customer needs.
  - Develop strategies for service portfolios, financial management, and demand management.
- **Service Design:**
  - Design IT services and supporting processes to meet business requirements.
  - Define service levels, including service catalog, SLAs (Service Level Agreements), and OLAs (Operational Level Agreements).
  - Create service architectures, policies, and processes.



- Plan for service continuity, availability, capacity, and security.
- **Service Transition:**
  - Plan and manage the transition of new or changed services into production.
  - Coordinate changes effectively through change management processes.
  - Ensure knowledge transfer and training for operational staff.
  - Validate service changes through testing and evaluation.
- **Service Operation:**
  - Execute and manage the day-to-day IT operations to deliver and support services.
  - Monitor service performance, availability, and security.
  - Handle incidents, service requests, problems, and changes according to defined processes.
  - Manage access, fulfill service requests, and ensure service continuity.
- **Continual Service Improvement (CSI):**
  - Continuously monitor and evaluate service performance and identify areas for improvement.
  - Implement improvements to enhance service quality, efficiency, and cost-effectiveness.
  - Establish metrics and key performance indicators (KPIs) to measure service performance.
  - Foster a culture of continual improvement across the organization.

Throughout the ITSM lifecycle, communication, collaboration, and integration among various IT functions and business units are crucial. ITSM emphasizes the importance of customer satisfaction, service quality, and alignment with business goals. ITIL provides detailed guidance and best practices for each stage of the ITSM lifecycle, helping organizations to establish and maintain effective IT service management practices. Additionally, ITSM tools and technologies are often used to automate and streamline IT service delivery processes.

### Staffing Experience Requirement

At MSys, our management consulting solutions and services provide clients with wide range of unsurpassed expertise and capabilities in Healthcare, Public Sector, Natural Resources, Financial Services, Enterprise Management, Governance, Infrastructure, and Privatization. We has vast experience of providing both vertical, horizontal and integrated management consulting solutions and services with tremendous return on investment. We have experience of providing Management Consulting services to MN Judiciary, Department of Labor, Licensing and Regulations MD, South Carolina Department of Human Services and South Carolina Department of Social Services.

### Our Placements

Name of Client	Staff Title	Duration
State of OK	Software Architect, .Net developer, Reports developer	2014 - Present
OPERS	Java developers, network engineer	2019-Present
District of Columbia	Project Manager, Security Architect. SOC analyst, Virtualization engineer, desktop support	2016-present
State of PA	.Net developer, Testers. PI/SQL Developer	2018-Present
State of NC	.Net developer, Java developer, QA/Tester, Project Manager, AWS Architect	2015-Present
RLI Insurance	QA Analysts	2019-Present
Geico	QA Analyst, RPA Developer, Business Analysts	2019-Present
Verizon	Software consultants	2019 - Present
State of SC	ERP Developer, EDI Analysts, SQL Server DBAs, Network Engineer, SharePoint Developer	2015-Present

### Projects

Client	Project Experience
State of North Carolina,	The North Carolina Statewide Warrant Repository Project (NCAWARE) and eCitation project. Developing Java/MQ interface to allow eCitation to handle arrestable offenses and to transmit the associated citation data to populate a

Administrative Office of the Courts	temporary Magistrate's Order based on a citation. Involved in analysis, design and development of eCitation and NCAWARE code to handle creation of temporary processes based on an arrest by citation.
Department of Justice, US Attorney General Office, Columbia SC	<ul style="list-style-type: none"> <li>• Web Design</li> <li>• SharePoint management</li> <li>• Customer support</li> <li>• IT Systems/network administration</li> <li>• System security and internet operations</li> <li>• Litigation support services</li> </ul>
Department of Labor, State of Maine Augusta ME	Involved in supporting the Benefits system. These projects include the replacement of UIPROD and the development of improved Overpayment processing. These projects will involve development in the Unemployment Compensation Benefits system at the MDOL. The Benefits system is a critical legacy system, which provides MDOL with the capability to register individuals for unemployment insurance benefits and disburse those benefits. The Benefits application is programmed in a combination of Oracle PL/SQL, SQL, Unix scripting, and COBOL languages. There are a fair number of programs that are written in COBOL so the resource needs to be able to both read the code and modify existing code as needed or write a new module within an existing COBOL program. In addition, the resource needs to be comfortable compiling Cobol.
WIC, State of Maine, Augusta ME	Responsible for the WIC reporting project using the Microsoft SSRS and SQL Server toolchain including analysis, design, coding, component and assembly testing, documentation and placing in production of all application code.
DSS, State of VA, Richmond VA	Java/JSF Development for DSS
<b>DLA</b>	<ul style="list-style-type: none"> <li>• Support archiving consolidation tasks to streamline data migration activities</li> <li>• Support new archiving systems to include administration and server administration</li> <li>• Support archiving administration tasks to include user management, troubleshooting, performance monitoring and ensure overall system health</li> <li>• Assist in developing archiving related process/procedure documentation, IA related documentation and customer level communications</li> </ul>
DMV, State of SC, Columbia SC	<p>Ongoing Project to Enable DSS To Move to A More Dashboard Reporting Approach. Responsible to work with business users to develop requirements for reports;</p> <ul style="list-style-type: none"> <li>• Analyze user needs, as required, and leads in the design of specifications to meet those needs; Responsibility for developing SQL Server Reporting Services reports and components</li> <li>• Tests and debugs software; assists in testing projects for other developer/analysts. Accountable for the successful delivery of reports within time estimates; Develops and documents design;</li> <li>• Identifies risks and communicates risks to the project manager and project team;</li> <li>• Minimizes rework by utilization of best software engineering practice;</li> <li>• Supports and adheres to change management process</li> </ul>
Delta Dental	Provided .Net development Services
<b>State of OH, Dept. of Education</b>	Responsible for data analysis and database management. Database Administrators typically are involved in maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning. Database Administrators have a range of skills and knowledge of the utilities and production tools used for data storage management to support the Application Team.

<b>State Of PA, DEP</b>	DEP's enterprise system is called eFACTS (Environmental Facility Application Compliance Tracking System). It is an Oracle web form based application that uses an Oracle 11G DB as the back end. It provides a holistic view of the clients and sites (including facilities) that DEP regulates. In addition, it tracks the various functions that support DEP regulations such as compliance activities, bonding, fees, certifications, authorizations/ licenses/ permits, etc. eFACTS is a complex system encompassing thousands of business rules. There is over 2000 users from all facets of the department, plus several external users. It provides for basic data entry roles, application processors, compliance specialist, bonding, certification, etc. The eFACTS system has over 140 Oracle Forms, over 2500 tables in its main schema, and over a thousand other tables, views indexes for interfacing with integrated systems. These individuals will be utilized to support the existing system, implement enhancements for the various program areas, assist in upgrades and architectural changes, and provide mentoring and support to DEP staff. These positions may be involved in any or all facets of developing application system such as defining user requirements, system impacts, analysis, coding, testing, deployments, documentation, etc.
<b>State of PA, DOT</b>	The senior BI developer will perform both .NET and Business Objects application development services for an enterprise business intelligence portal. At least 50% of the candidates time will be spent developing reports, dashboards, and analytical components using the Business Objects tool suite (version XI 3.1 R2 and eventually 4.0). The remaining time will be spent doing ASP.NET development for a custom BI portal. The candidate will be a member of a dynamic enterprise team responsible for performing multiple concurrent projects. The candidate will perform all phases of the SDLC. The position requires advanced problem-solving skills to build and maintain complex analytical BI components, encompassing .NET, Business Objects, and Oracle SQL. The candidate should also have a strong understanding of data warehousing concepts. Core technologies to be leveraged are .NET, Business Objects XI Web Intelligence, Universes, Xcelsius Dashboards, and Crystal Reports 2008 as well as Oracle 10g/11g.
Department of Revenue, State of SC	Provide Microsoft SQL Server Administration
DSS, State of SC, Columbia SC	Provide high-level .Net architecture and project management consulting.
Maryland DLLR (Department of Labor, Licensing and regulation), Baltimore MD	Project Management Services
Department of VA, Washington DC	Provided a Microsoft BI solution to the department.
Department of Education, State of OH, Columbus OH	Provide Microsoft Consulting services
State of Ohio, Cleveland OH (Ohio Lottery)	Provide Microsoft Consulting services
State of Iowa, Des Moines IA	Provide Microsoft .Net consulting services
State of OK, Stillwater, OK	Provide .Net consulting services and MS Business Intelligence project management/architect services



Ohio Public Employee Retirement System, Columbus OH	Provide System Administration and management services
Sacramento Municipal Utility District (SMUD), Sacramento CA	Provide system administration and migration of Windows XP machines to Windows 7
McKesson, San Francisco CA	Provide SAP Consulting services. SAP, BPC, BW architect, design, development and support. Create reports using Bex and Business Objects. Upgrade BW and fine tune performance
State of PA, DOT	Serve as a programmer/ developer for iOS Mobile Computing solutions for PennDOT. The solution will involve working with iOS mobile development tools, relational databases, and web service-oriented client/server architecture
State of PA, DOT	Senior/lead data warehouse developer for DW/BI solutions within the PennDOT's Bureau of Business Solutions & Services. Lead DW/BI projects and initiatives related to the expansion of the enterprise data warehouse and development of new BI applications serve as the DW/BI team's Informatica expert, and is expected to have very strong data warehousing experience, Oracle PL/SQL, and data modeling skills. Responsibilities will include Informatica architecture and technical support, Informatica ETL development and troubleshooting, dimensional modeling, SQL and PL/SQL development, Oracle performance tuning, and BI developer support. Technologies include Informatica PowerCenter 9.5, Oracle 11g, PL/SQL, and Business Objects XI. Candidate can expect to spend 75% of their time doing hands-on development and 25% performing lead/architect duties.
State of VA, Richmond VA	Provide installation and configuration services for Oracle WebLogic 10.3.6, Oracle Forms, and Reports 11.1.2. Provide appropriate documentation regarding installation and configuration. Assist with Oracle DB 12C configuration as needed.
State of SC Medicaid/ Clemson University	<ul style="list-style-type: none"> <li>• Web-based distributed systems architecture and design: design, develop, and implement enterprise level web-based systems, enterprise defined in terms of system scope as well as number of users. Plan for responsive user interfaces incorporating modern web 2.0 technologies (such as Ajax) and mobility needs (smartphones and tablets). Stay abreast of industry-directions and trends and continually evaluate them for potential impact and/or use in the architecture.</li> <li>• Software engineering: design and develop java applications incorporating industry-standard frameworks where appropriate (such as spring or struts or hibernate). Plan for highly available and scalable applications. Incorporate services into system design where appropriate. Coordinate and plan the work of java development teams.</li> <li>• Software project lifecycle management: effectively implement and utilize modern web-based software industry standards and best practices including an agile/scrum-based methodology, use of integrated development environments, strong emphasis on unit testing and participation in complete software lifecycle from analysis and design through testing and deployment. Assist end-user and business analysts in turning business needs into incremental software development projects and sprints. Serve as a champion for quality software and software development practices.</li> <li>• Communication: communicate with a broad mix of stakeholders involved in the information technology system replacement projects including business users, analysts, software engineers, database architects and</li> </ul>

	<p>administrators (dbas), quality assurance engineers (qa), systems and infrastructure staff, and support staff</p> <ul style="list-style-type: none"> <li>• Willingness and ability to effectively engage with people and organizations on a continuous basis.</li> </ul>
State of SC, DHS	Involved in planning, developing, documenting & exchanging knowledge with onsite team using Agile Principles and Practices. Typical work included developing and promoting the Scrum process, working with Project Managers, Product Owners, Business Analysts, Spring team members, etc. to ensure the effective and efficient functioning of the Sprint team. A candidate will work to promote and improve the practice of Agile / Scrum, provide status, and risk information to Project Management and Stakeholders.
AMC Entertainment, Kansas City, MO	Provide data modeling services.
<b>State of PA, PDE (Department of Education)</b>	Analyze data, as it exists now for PIMS collections and make recommendations to meet the proposed requirements for the PIMS Data Collection Consolidation project. The business analyst will review existing data collections and reports, evaluate the difference between the existing code and the required changes, capturing the gap. The business analyst uses the gap analysis to document the new report specification and testing requirements. The business analyst will work with the programmers to design the reports. The business analyst tested and evaluated the accuracy of the final report and work with the programmers to resolve issues. The business analyst worked with SQL and Cognos programmers.
<b>SC Dept of Budget and Control Board, Columbia SC</b>	Advise agencies on proper firewall configuration in accordance with industry best practices, DIS policies and SOC installation guidelines. Assist local government entities with Incident Response and risk mitigation in the event of compromise or discovery of vulnerabilities. Perform duties as a Security Operations Center (SOC) analyst including Intrusion Detection Systems (IDS) and Security Incident and Event Management (SIEM) monitoring, investigation, incident handling and entity coordination using established operational procedures. Perform administrative duties on infrastructure-specific applications such as Nagios, scripts and storage hardware devices such as HP MSA. Administration functions on core SIEM devices and end-user training on the use and analysis of available information.
<b>DTI, State of DE</b>	Enabling Excellence in Delaware State Government. Principal responsibilities include the planning, requirements, design, coding, testing, debugging, system integration, and documenting of software components of complex, multi-tier government systems. Responsible for evaluating user requests for new programs, modifications to existing programs, and system integration of off the shelf Products. Performs research and gathers relevant data to determine feasibility, appropriateness, and cost and time required. Prepares detailed estimates in order to obtain approval to proceed. Prepares detailed program specifications. Develops software according to approved specifications, tests and debug programs for the delivery of quality applications. Creates system and user documentation. Monitors ongoing program and system performance. Provides training and mentors less experienced team members. The ideal candidate must be a fast learner with excellent communication and problem-solving skills, and able to work with minimal supervision as part of a multidisciplinary team. The ideal candidate must be able to work well with a diverse group of team members to deliver software solutions on time, on budget and within specifications. Bachelor's Degree in an IT discipline strongly preferred or equivalent work experience. Basic training in project management principles and practices. Trained or

	experienced in Quality Process management. Possesses professional certifications commensurate with ADVANCED to EXPERT technical capabilities.
<b>Office of Retirement Services, State of MI</b>	Provide Java consulting services
<b>Department of Revenue, State of PA</b>	<p>Responsible for systems analysis, design, and programming of medium to complex assignments within the new ITS (Integrated Tax System) Modernization project. Used ABAP programming language, which is the basis language for SAP/TRM (Tax and Revenue Management). Responsibilities will include:</p> <ul style="list-style-type: none"> <li>• Planning, directing, scheduling and evaluating of technical requirements involved in SAP/TRM and the application design, development, and maintenance of ABAP applications to meet the Business and Function needs of the ITS Modernization Project.</li> <li>• Providing technical support and solution for all SAP/TRM needed applications such as:               <ul style="list-style-type: none"> <li>○ Forms</li> <li>○ Reports</li> <li>○ Interfaces</li> <li>○ Enhancements</li> <li>○ Correspondence</li> <li>○ Workflows</li> </ul> </li> <li>• Providing technical assistance to users, our integrator, the Business Team, the Functional team and the ITS Technical Division in resolving SAP/TRM related issues.</li> <li>• Preparing realistic project plans and effective systems development schedules, and monitors assigned projects to ensure that tasks are performed according to schedules</li> <li>• Planning and developing of the procedures and documentation for administration of change control and problem reporting for all SAP/TRM duties</li> <li>• Developing, maintaining, and publishing documentation for all SAP/TRM FRICE-W areas, and all other areas of involvement.</li> <li>• Taking initiative to learn and maintain knowledge of the various software products used by the respective systems to ensure a quick response time to problem resolution, as well as the ability to inform users, our integrator, the Business team, the Functional Team, and ITS Technical Division management.</li> <li>• Maintaining familiarity with the state-of-the-art principles, procedures, software and techniques related to the SAP/TRM solution</li> <li>• Using appropriate tools and methods to define and analyze the user requirements, and to develop the external design as needed.</li> <li>• Using appropriate tools and methods to develop the detail system design, including data structure, processing specifications and output prototypes</li> <li>• Performing project leadership over complex projects.</li> <li>• Designing solutions for complex problems.</li> <li>• Developing complex application programs, modules and interfaces, using appropriate coding language and the methods that will best meet the requirements and conform to the design specifications.</li> </ul>



	<ul style="list-style-type: none"> <li>• Conducting complete system testing, using plans developed in conjunction with users, the Business Team and the Functional team to validate that the system is functioning as required.</li> <li>• Providing appropriate user documentation where needed.</li> <li>• Overseeing the effective utilization of hardware, software, personnel and other resources in meeting assigned goals and objectives of the ITS Technical Division and the Modernization Project.</li> <li>• Overseeing compliance with procedural standards for preparing technical and administrative tasks, and participates in developing additional technical standards appropriate to the section.</li> <li>• Preparing reports to supervisor on project status, resource commitments, and technical problems.</li> <li>• Participating as a Lead Developer in meetings with personnel from the department, other governmental agencies, and our system integrator.</li> <li>• Overseeing that bureau and departmental security policies and guidelines are adhered to by subordinates, and within assigned system applications.</li> <li>• In accordance with the terms of Contract No. 4400007198 and the duties of staff augmentation personnel outlined therein, staff augmentation personnel shall provide complete knowledge transfer to the Department of all tasks and projects assigned by the Department. Knowledge transfer includes complete written documentation including systems design, technical design and specifications, and coding to the Department for all tasks and projects to which personnel are assigned.</li> </ul>
<b>State of PA</b>	<p>Responsible for assisting DOR with the further enhancement of our BI/BW environment for the ITS. Responsibilities include the following:</p> <ul style="list-style-type: none"> <li>• Provide support for enhancements to existing SAP BW Data Sources, DSOs, Info Cubes, MultiProviders, InfoObjects, InfoSets &amp; APDs</li> <li>• Create/modify transformations, update rules and/or transfer rules for the enhancements. Update SAP BW queries and workbooks using the Query Designer and BEx Analyzer tools</li> <li>• Identify, troubleshoot &amp; resolve issues in development/ configuration/ reporting. Provide accurate and detailed work effort and time estimates</li> <li>• Develop and document test strategies &amp; results</li> <li>• Preparing realistic project plans and effective systems development schedules and monitors assigned projects to ensure that tasks are performed according to schedules.</li> <li>• Providing technical assistance to users, the Business Team, the Functional team and the ITS Technical Division in resolving BI/BW related issues.</li> <li>• Developing, maintaining, and publishing documentation for functional and technical design documents.</li> <li>• Developing, maintaining, and publishing documentation for all SAP/TRM FRICE-W areas, and all other areas of involvement.</li> <li>• Performing other related duties as required.</li> </ul>
<b>State of AZ</b>	<ul style="list-style-type: none"> <li>• Designs, prepares, tests and debugs web program coding for business applications. Reviews coded and compiled structured programs. Prepares test data and conducts unit testing to ensure compliance to specifications.</li> <li>• Analyzes automation requests. Creates all required SDM technical documents: Functional Specifications, Design Documents, etc.</li> <li>• As an active team member, interfaces with users gain understanding necessary for enhancement, maintenance, and problem resolution for exiting application; and maintains continuous awareness of user's plans/activities relevant to the project.</li> <li>• Translates requirements and specification into computer programs; designs, codes, analyzes, test, and documents computer software</li> </ul>

	<p>programs and systems using lifecycles development techniques. Creates work plans, develops schedules, and develops time and cost estimates for projects.</p> <ul style="list-style-type: none"> <li>• Attends staff and technical meeting in the work unit. Prepares routine periodic project status reports; between reports, communicates with management and customers as necessary.</li> <li>• Advanced Experience:               <ul style="list-style-type: none"> <li>○ C# .Net</li> <li>○ Visual Studio (latest versions)</li> <li>○ Web Services</li> <li>○ SQL Server 2008 R2</li> <li>○ SSRS</li> <li>○ T-SQL</li> <li>○ Asp.Net 4.0 Framework</li> <li>○ IntlnTy Framework 4.0</li> <li>○ MVC (Model View Controller)</li> <li>○ .Net applications</li> <li>○ Systems Development Methodology (SDM)</li> <li>○ MS Project</li> <li>○ TFS (Team Foundation Server)</li> <li>○ Deploy web apps using MSI</li> <li>○ Visual Studios 2010</li> </ul> </li> </ul>
<b>Trianz</b>	Trianz is a major system integrator with customers like Master Card, New York Life, etc. We currently have about 10 consultants working; we hope this will grow to 30-50 in future
<b>State of MD - Mental Hygiene</b>	Provide .Net development services; this is a BPO
<b>Library Of Congress</b>	Provide Infrastructure services to Library of Congress
<b>State of AZ various agencies</b>	Provide many resources including Project Assistants, Microsoft Developers, .Net Developers
<b>State of MN Judiciary</b>	Provide the Court system with identifying and analyzing IVR/IWR systems for the customer.
<b>State of SC SCEIS</b>	Provide SharePoint Administration services to the State Agency
<b>State of NC, DOT</b>	Provide Microsoft development services to DOT
<b>MN Judiciary</b>	BA services for messaging and voice
<b>SAMTRANS</b>	Develop .Net web applications for Samtrans portal
<b>Value momentum/ RLI Insurance</b>	Provide QA services for RLI insurance
<b>PWC QA Project</b>	Provide QA services to PWC
<b>Dept. Of Energy, Richland WA</b>	Provide project management services to Dept. Of Energy
<b>District of Columbia, various agencies</b>	Providing the following: Desktop support services, Oracle EBS project management, IT project management, Privacy/Security administration.
<b>Washington State Department of Enterprise Services</b>	FileNet Support

### Documentation Requirement

### Past Performance and Reference

#### Reference #1

<b>Organization Name</b>	Cognoscentio/ Liberty Mutual
--------------------------	------------------------------

<b>Contact Name</b>	Sri Vijay
<b>Telephone Number</b>	978-902-3860
<b>Email Address</b>	Sri.Vijay@congnoscentio.com
<b>Length of time</b>	Jan 2021 – Aug 2022
<b>Services Provided</b>	<ul style="list-style-type: none"> <li>• Designed and implemented a Microsoft SQL 2008 server database greatly improving record keeping and access to records.</li> <li>• Monitored daily backups, antivirus status, shared storage space and network activity, adjusting network equipment and settings as needed.</li> <li>• Designed, managed and maintained group policies.</li> <li>• Developed and supported custom backend software for use of job tracking, inventory, shipping and workflow management.</li> </ul>

**Reference #2**

<b>Organization Name</b>	Value Momentum/ Geico
<b>Contact Name</b>	Bharath Devalla
<b>Telephone Number</b>	510-870-0426
<b>Email Address</b>	Devella.bharath.23@gmail.com
<b>Length of time</b>	Jul 2022 – Jun 2023
<b>Services Provided</b>	<ul style="list-style-type: none"> <li>• Provided daily technical support for e-mail, network connectivity, peripheral equipment, and system maintenance.</li> <li>• Deployed, maintained and operated numerous devices such as PCs, data projectors, iPads, smartphones, and sound systems.</li> </ul>

**Reference #3**

<b>Organization Name</b>	Office of Management and Enterprise Services, Oklahoma
<b>Contact Name</b>	Kumar Mishra
<b>Telephone Number</b>	480-747-3645
<b>Email Address</b>	<a href="mailto:Kumarendra.Mishra@omes.ok.gov">Kumarendra.Mishra@omes.ok.gov</a>
<b>Length of time</b>	2014 - Present
<b>Services Provided</b>	<ul style="list-style-type: none"> <li>• Provided .Net Development and Project Management Services</li> </ul>

## 2. Mandatory Contract Terms and Deliverables

### Multiple-Award Contract

MSys understands the multiple-award contract, prioritizing prequalification to engage reputable vendors.

### Classifications

MSys affirms its readiness to bid on all categories as necessitated by the Agency's requirements.

### Professional Compatibility and Compliance

MSys recognizes and embraces the dynamic IT staffing requirements delineated by the Lottery, which span hourly to annual needs and include coverage during weekends and holidays when necessary. We acknowledge that assignments may extend over specified durations, contingent upon written agreement with the Agency. Committed to delivering IT professionals tailored to the Lottery's diverse needs, MSys ensures seamless support across varying timeframes. Additionally, we understand the critical obligation for prequalified vendors to supply skilled IT professionals tailored precisely to the Lottery's requirements. We prioritize compliance with all Lottery policies and procedures, as well as adherence to Federal and State statutory and regulatory mandates. Moreover, MSys acknowledges the imperative of upholding standards established by relevant accreditation and licensure bodies to ensure service delivery at the highest industry standards.

Acknowledging the pivotal role delineated for the aforementioned positions or classifications, MSys comprehends their significance in providing technical expertise to meet the Lottery's contracted staffing needs. We understand that these services encompass the development of new computer systems, along with modifications and enhancements to existing systems for the Agency's benefit. Additionally, MSys recognizes the responsibility to mentor, offer technical training and support, and facilitate "shadowing" opportunities for State employees, among other duties outlined in the Lottery's Delivery Order for these services. We are dedicated to meeting these expectations with proficiency and commitment, thereby making valuable contributions to the division's IT initiatives.

### Background Checks

All employees employed by MSys undergo a complete background check. MSys has established a comprehensive process for conducting background checks and verifications that verifies the accuracy of the information submitted by a candidate during the selection and on-boarding process. The following background checks are conducted (supplemented by any additional checks required by our clients):

- **Education verification:** Including college degree, master's degrees, diplomas, and certifications.
- **Employment verification:** Employment verifications for all previous jobs or minimum of seven years of job history, if applicable.
- **Residential address verification:** For verification, we refer to the government-authorized proof of evidence submitted by the candidate.
- **Criminal checks:** For the US and Philippines, a criminal check is a mandatory requirement. Police verifications are conducted for employees in India.
- **Reference checks:** MSys HR staff contacts two to three of a candidate's professional references to validate that the employee worked for the listed reference and/or validate the character reference, as allowed by local labor laws.
- **The required information and relevant documents** are collected from candidate's post-onboarding and sent to a third-party vendor for verification. Employment/Education verification reports take between 7-21 days and Criminal/Police verification takes between 45-120 days.

### Minimum Experience Requirements

MSys will ensure that our staff members meet or exceed the minimum experience requirements for the associated classification and target technology

### Candidate Performance

- ***The agency will notify the awarded vendor if a Vendor's employee fails to consistently perform the contracted duties***

MSys has read and understands that the agency will inform the vendor who has been awarded the contract if an employee of the vendor does not consistently fulfill the duties outlined in the contract.

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

MSys has read and understands that as part of this solicitation, the agency may ask the vendor to substitute the candidate. If such a request is made, the vendor will have two weeks (equivalent to 10 business days) to propose another candidate who meets the required qualifications for replacement.

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

MSys acknowledges and understands that the Lottery reserves the right, exercising sole discretion, without opportunity for appeal or protest, to remove any proposed candidate from the vendor's candidate pool.

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

MSys has reviewed and comprehends that should a vendor furnish a candidate with falsified documentation, the Lottery will have grounds for canceling the Delivery Order, leading to the removal of the vendor from the prequalified vendor pool.

### **Behavior/ Performance Issues**

MSys strives to curtail behaviour/performance issues before they escalate. We recognize that unresolved matters cause disruption and disharmony in the workplace, reducing production and increasing stress. Whenever the Agency expresses a concern, either outright or during a quality assurance phone call, we will address this with our employees immediately, log the event into their records, and make our employees aware of the fact that their workplace conduct is being documented. We will provide ongoing support and follow-up to the Agency to ensure the problem is resolved quickly. In certain work situations, we have found it useful to base pay increases upon attendance, punctuality, and reliability. Our replacement search is triggered when an infraction occurs. We do this to prevent a disruption of service, should the issue escalate. If a third subsequent infraction occurs, the resource is terminated and replaced by our stand-by employee.

### **Replacement Process**

While MSys management has significant influence over employee performance and retention, some events are beyond our control. We believe that a robust, proactive employee maintenance and performance program—including training, employee development, and performance reviews—promotes optimal staff performance and productivity and may prevent the need for staff remediation measures. However, if one of the consultants we assign to the Agency does not meet the performance expectations or if security issues arise, we follow our established process to resolve such issues.

If the Agency determines there is a performance problem, the Agency should immediately notify MSys, the Account Manager. MSys will then work with the Agency to determine if there is an opportunity to address and correct the employee issue. If we mutually agree this can be corrected, we will follow our standard process for performance improvement. In this process, if this is the **first occurrence of an issue** for the consultant, we will:

- Identify the issue, the impact, and how we expect the consultant to correct behavior or actions (we will do this in the form of a verbal warning to the consultant)
- Routinely follow up to update and monitor progress.

- Document results and progress to provide to the Agency.

If the **issue persists** and the Agency is supportive of additional performance improvement measures, MSys will:

- Supply the consultant with a second, written warning that clearly states the issue we have identified, and the steps required to correct the behavior.
- Develop with the consultant a performance improvement plan to define the goals and expectations for improving behavior.
- Communicate to the consultant that any subsequent issues cited by the Agency will result in termination.
- Routinely follow-up to update and monitor progress.
- Document results and progress for the Agency.

If the Agency does not wish for us to follow MSys's standard performance improvement measures or the MSys consultant is not making enough progress on improving performance or behavior, then we will initiate our termination procedures.

MSys will first work with the Agency to determine a transition plan resulting in a coordinated removal of the consultant from the assignment. If you direct us to provide a replacement resource, we will facilitate the same on priority.

As part of these task orders, the personnel we provide will remain assigned to your project throughout the life of the task order. If circumstances change—if one of the resources we assign to you does not meet your performance expectations, or if a resource is no longer available—we will commit to finding a suitable replacement candidate.

We are committed to providing with high-quality personnel and delivering superior support services. If a personnel change occurs for any reason, we will do everything possible to maintain continuity of services and minimize the impact on you. If necessary, we will identify temporary resources to support your project.

By maintaining frequent, on-going communication, we will identify poor performers early, and quickly implement corrective action. If necessary, we will remove an employee from your environment after discussion with all appropriate state staff and obtaining approval to proceed. Our goal is to act before a performance problem becomes an issue for you.

When a replacement candidate is needed, we will screen prospective replacement candidates, then submit them to the client for consideration. Any candidates submitted will be of an equal or better qualification at an equal or lower billing rate. Once we have final approval from the client, we will assign our personnel to the project.

At MSys, we believe that the ability to assign the right IT professionals while maintaining an environment that is challenging, and supportive results in low attrition levels. By doing so, we can maintain higher productivity levels, and avoid the disruption, and costs associated with the ramp-up of new team members.

The recruitment process shown in the following exhibit is designed to help us respond quickly when clients have a new urgent staffing need. For this engagement, our goal will be to identify a replacement candidate within two days so we can promote continuous support of your tasks.

To accomplish this, within 24 hours of any personnel change request/Urgent Request, we will coordinate the change with the client staff, initiate efforts to screen resumes, and conduct phone interviews. We will quickly begin conducting face-to-face interviews with individuals who clear our initial screening. Within 4 days of the request, we will present three potential candidates to the client for review.

Once we clear a potential candidate, we will offer client an opportunity to review and meet the candidate. We will also see to it that the MSys team and the candidate promptly complete all steps needed to begin work for the client as soon as possible.



## Work Location and Work Hours

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

MSys has read and acknowledge the statement.

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

MSys has read and acknowledge the statement.

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

MSys has read and acknowledge the statement.

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

MSys has read and acknowledge the statement.


## Non-Disclosure Agreement (NDA) or Confidentiality Agreement

MSys acknowledges the requirement for all parties involved, including the Vendor, Lottery, and proposed candidates, to sign a mutual Non-Disclosure Agreement (NDA) prior to the award. We understand the importance of safeguarding the confidentiality of the information exchanged during the course of our engagement. Therefore, we are committed to adhering to the terms outlined in the attached Lottery NDA (Exhibit — B) to ensure the protection of sensitive information and maintain the trust and integrity of our partnership with the Lottery.

## Previous Employees

MSys acknowledges the Lottery's policy prohibiting any previous employee dismissed by any state agency for disciplinary or performance reasons from returning to work through any Staffing Agency. We understand and respect the Lottery's commitment to maintaining high standards of professionalism and performance, and we are committed to complying with this directive in all our staffing endeavors for the Lottery.

### 3. Addenda Acknowledgement (if applicable) [RFP 8 Instructions to Vendor Submitting Bids]

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

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

<b>BID RECEIVING LOCATION</b> BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US
--

<b>VENDOR</b> <b>Vendor Customer Code:</b> <b>Vendor Name :</b> MSys, Inc. <b>Address :</b> 1025 Connecticut Ave, NW Suite 1000 <b>Street :</b> <b>City :</b> Washington <b>State :</b> DC <b>Country :</b> USA <b>Zip :</b> 20036 <b>Principal Contact :</b> Rajamani Thiyagarajan <b>Vendor Contact Phone:</b> (202) 629-0353 x701 <b>Extension:</b>
--

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

  
**Vendor Signature X**

56-1862003  
**FEIN#**

May 07, 2024  
**DATE**

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



**ADDITIONAL INFORMATION**

Addendum No 1 is issued for the following reasons:

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

--no other changes--

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

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

Comm Code	Manufacturer	Specification	Model #
80111600			

**Extended Description:**

Temporary IT Staffing Services

**SCHEDULE OF EVENTS**

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

**SOLICITATION NUMBER:** CRFQ LOT2400000011

**Addendum Number: 1**

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

**Applicable Addendum Category:**

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

**Description of Modification to Solicitation:**

Addendum No 1 is issued for the following reasons:

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

--no other changes--

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

**Terms and Conditions:**

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

Revised 6/8/2012

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ LOT24\*011**

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

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

**Addendum Numbers Received:**

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input 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.

MSys, Inc.

\_\_\_\_\_  
Company

\_\_\_\_\_  
Authorized Signature

May 07, 2024

\_\_\_\_\_  
Date

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

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**4. Exceptions and Clarifications [RFP 11- Instructions to Vendor Submitting Bids]**

MSys affirms that our bid submission adheres strictly to the specifications outlined in the Solicitation document. We confirm that no exceptions, clarifications, or modifications are proposed in our bid.

**5. Small, Women Owned, or Minority-owned businesses [RFP 16 Instructions to Vendor Submitting Bids]**

Not Applicable

**6. Vendor Non-Conflict [RFP 34 - Instructions to Vendor Submitting Bids]**

MSys confirms that neither our company nor any of its representatives hold any interest, direct or indirect, that would compromise the performance of services outlined in the agreement.

## 7. 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) Rajamani Thiyagarajan, President

(Address) 1025 Connecticut Ave, NW Suite 1000, Washington, DC 20036

(Phone Number) / (Fax Number) (202) 629-0353 x701/ 510 280 7352

(email address) rfpresponse@msysinc.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.

MSys, Inc.

(Company)

(Signature of Authorized Representative)

Rajamani Thiyagarajan, President May 07, 2024

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

202) 629-0353 x701/ 510 280 7352

(Phone Number) (Fax Number)

rfpresponse@msysinc.com

(Email Address)

Revised 8/24/2023

## 8. Appendix - Sample Resumes

### Business Analyst

**Aditya Dhaka**

#### Summary

- 8+ years of experience as a Business Analyst with solid understanding of Business Requirement gathering, Business Process flow, Business Process Modelling, Data Analysis, Data Mapping, application upgrades, and Business Analysis.
- Excellent communication, organization, Team coordination, Project management, Time management and customer service skills with attention to details.
- Advanced research, writing, analytical skills with ability to take a directive and perform efficiently under pressure.
- Self-starter, Independent and critical thinker, with focus on target/deadline without micro-management and oversight.
- Proficient in using MS Office (Visio, Project, Macros, Word, PowerPoint, Outlook, and Excel), Prezi online presentations, WPM: 50, online tools to develop animated videos for presentation. Ability to navigate through project tracking tools like SharePoint.
- Experience working in fast-paced Healthcare IT industry as a Business Data Analyst, working with technical staff to implement business owner's requirements into software application. Agile/Scrum and Waterfall Methodologies for Software Development Life Cycle (SDLC cycle). Experience working with Database management tools like Netezza, Teradata, and MS SQL Server. Adept at creating, coordinating and facilitating Joint Application Development sessions and interviews, reports, project status reports, PowerPoint presentations, e-mails.
- Firm understanding of HIPAA regulations and experienced working in all phases of healthcare insurance processing like defining Membership Eligibility and Enrollment and various Medical Claims processing, including Medicaid and Medicare claims processing.
- Well versed in Project Management tools like MS Project for status reporting and planning.
- Extensive knowledge of Medicaid Management Information Systems (MMIS), Health Insurance Portability and Accountability Act (HIPAA) standards, HEDIS standards, Electronic Data Interchange (EDI) and implementation of HIPAA code sets, ICD-9, ICD-10 and using FACETS/ QNXT for claim processing.
- Performed in-depth analysis of workflows, data collection, report details, and other technical issues associated with the software. Developed and implemented the validation sessions for the current and future state analysis and documentation.
- Experience in creating business process flow diagrams using MS Visio. Experience in developing and writing functional business requirements and process flows. Experience in Business Process definition, Risk Analysis, and Use Case Analysis.
- Experience in Business Analysis using Functional Flow charts, Check sheets, Interrelationship diagrams, Workshops and Brainstorming Sessions. Experience with User Acceptance Testing (UAT) & release skill sets
- Developed use case diagrams, sequence diagrams, state diagrams and activity diagrams using UML to make users and developers understand the system. Hands on experience on creating UML diagrams on Lucid and Visio.
- Ability to develop SQL query for data validation and data retrieval.
- Can easily grasp any new computer applications or software, learning SAS, SPSS and other statistical/ analytical tools
- Hand on experience on creating user stories and maintaining dashboard and tracking project progress and filling bug on Jira.
- Experience in creating and maintaining documentation on confluence.
- Able to delegate work, provide lead directives to subordinate administrative staff, and work directions to clerical and technical personnel.
- Hands on experience in working on google suite used for all the documentation, meetings and tracking the project progress, making it easy for all the team members to update and check their progress and overall project progress.

#### Technical Skills



- Languages and Tools: UML, Rational Rose, RequisitePro, Rational Soda, Rational Clear Case, Salesforce.com, Rational Clear Quest, Mercury Test Director, MS Project, MS Visio, MS Office Suite, Bloomberg, VBA for Excel, SQL, PL/SQL, VB.NET, C++/CLI, Adobe Acrobat, Photoshop, AutoCAD, 3D MAX, Jira, Trello, Confluence, Google Suite.
- Scheduling Tool: Autosys, Control-M.
- Software Methodologies: Waterfall, Agile/Scrum
- Databases: Oracle 8i/9i, MS SQL Server, MS Access
- Environment: Windows 9x/NT/2000/XP, UNIX (Sun Solaris, AIX, HP-UX), Linux, Mainframe

#### **Work Experience**

**B Swift – Chicago, Illinois**

**Mar 2021 – Present**

#### **Sr. Business Analyst/QA**

- Responsible for gathering business requirements from business owners and SMEs through interviews and discussions, reviewing existing documents including centennial care contract and responses.
- Part of Technology Integration and worked as a liaison between core workstreams and product teams, Internal Provider Finder (IPF), preparing system requirements for successful implementation of Project
- Preparing technical EPICs and user stories from requirements and getting validation and due dates from business owners as a part of PPP phase
- Prepared EPIC diagram with Solution architect for Technology integration
- Delivering EPICs/user stories to product teams with EPIC diagram (System/Application details with file/data transfers), getting estimates for planned work and reporting back to business
- Prepared data mapping document with source and target data fields and data types.
- Worked on creating data reports using Tableau.
- Liaisoning with third party vendors (Transportation, Pharmacy, Dental, Translation service etc.) for proposed change requests and creating EPICs/user stories for the same.
- Worked extensively on different workstream which involves member enrollment, claims and payor
- Worked on creating stories for EDI transaction involving 276 and 277 and EDI 837 for payment remittance involving insurance provider (payors).
- Experience in following MITA goals for secure data exchange and integration of out of network services to care coordinator portal.
- Driving weekly calls with internal product teams and external vendors to discuss updates including UI changes, compliances, data sources
- Meeting test coordinators to provide additional information as and when required and get updates on ongoing testing activities as a part of Post PPP phase
- Prepared non-technical EPICs/user stories for State and community outreach workstream.
- Providing utility services to the customers.
- Providing Log Service useful to collect, consume, query, and analyze log data in real time.
- Worked on creating user stories using AGILE Exposure and Scrum based project, and Agile principles to complete the project.

**Environment:** Agile Methodology, SharePoint, MS Office(MS Word, MS Excel, MS PowerPoint), MS Project, MS Visio, JIRA, Windows, Google suite.

**American Express, NY**

**Jan-2019 – Feb 2021**

#### **Sr. Business Analyst /QA**

- Collaborate with CMS business project sponsors to define scope of projects and timelines associated with completion of project.
- Sorted, scanned, assured the quality of uploads and reassembled all the documents once uploaded onto Salesforce.com
- Prioritize and manage projects and initiatives in accordance with the requirements of CMS business needs.
- Act as a Coordinator of On-shore & Off-shore resources.
- Conduct meetings and facilitate collaborative discussions for requirement changes and new functionality needs as per Salesforce specifications.
- Worked on the EDI 834-file load to Facets through MMS (Membership maintenance sub-system)

- Worked with FACETS edits and EDI HIPAA Claims (837/835/834) processing.
- Worked on different 5010 HIPAA EDI transactions and code sets including 278 (Referrals), 834 (Enrollment), 270/271 (Eligibility), 276/277 (Claim status), 837 (Claims), 835 (Claims Payment).
- Responsible for the full HIPAA compliance lifecycle from gap analysis, mapping, implementation and testing for Medicaid Claims.
- Played the role of a Business Analyst in a Waterfall SDLC environment by participating in meetings and planning of the project.
- Managed requirement activities using an iterative and incremental methodology such as User stories and Acceptance Criteria.
- Analyzed the “As is” and “To be” system documents to show the current and proposed functionalities of the system using MS VISIO.
- Developed and maintained Requirement Traceability Matrix (RTM).
- Prepared SWOT analysis and impact analysis for project.
- Created Use Case documents and captured the process flows for various claims processes, Providers processes, and Subscriber processes.
- Worked With HIPAA compliant ANSI X12 837 formats for both professional claims and institutional claims.
- Matched the requirements for programs such as Medicare and Medicaid, which are part of the Social Security Act.
- Assist with project implementation and control monitoring process related to quality assurance (QA) and user acceptance testing (UAT).
- Prepared and maintained Request for proposals (RFP), Request for information (RFI) and Request for Quotation (RFQ) for communicating in-house requirements to vendors.
- Gather, document, and analyze data and information; develop and execute training materials and training activities to high-level Salesforce operators.
- Used JIRA for tracking the project progress and tracking the defects and its fixation.
- Define and implement improvements to business process and ad-hoc tasks in the face of ever-changing marketplace and consumer needs.

**Environment:** Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Project, MS Visio), .NET, Oracle, HP QC, RUP, UML, SQL, SWOT analysis, GAP Analysis, JIRA.

#### **Walmart, Bentonville, AR**

**Oct 2017 – Dec 2018**

#### **Sr. Business System Analyst/QA**

- Facilitated Joint Requirement Planning (JRP) sessions with SME's in understanding the Requirements pertaining to Loan Origination to Loan Processing.
- Gather requirements by conducting meetings and brainstorming sessions with end users and SME and document them using Requisite Pro - the documentation tool offered by Rational.
- Participated in the identification, understanding, and documentation of business requirements, including the applications capable of supporting those requirements.
- Monitor questionable debit card and account activity looking at trends, patterns and velocities. Locating stolen and counterfeit card behavior and ID theft. To reduce losses to bank customers and to the bank itself.
- Data mapping, logical data modelling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database
- Introduced Agile and RUP methodologies to reflect liquid nature of front-office improving time-to-market
- Establish documentation for agile methodology for implementation with a very water-fall-centric development team.
- Conducted Asset Management, Risk Analysis of the Requirements and Traceability focus areas of the various projects and worked with the project team to help them identify the high-risk areas.
- Analyzed User Requirement Document, Business Requirement Document (BRD), Technical Requirement Specification and Functional Requirement Specification (FRS).
- Collaborated with business users and software development team within AGILE framework to ensure rapid and successful implementation of the solution
- Utilized Agile SCRUM methodology to develop User Stories, Product Backlog, and Sprint Backlog.
- Worked extensively with MS Excel and MS access



- Planned and defined system requirements to Wire Frames with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
- Created and managed Project Templates, Use Case Project Templates, Requirement Types and Traceability Relationships in RequisitePro.
- Assisted in building a Business Analysis Process Model using Rational Rose and Visio.
- Performed extensive Requirement analysis and developed use cases and workflows.
- Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams and OOD
- Converted various SQL statements into stored procedures thereby reducing the Number of database accesses.
- Involved in creating automated Test Scripts representing various Transactions, Documenting the Load Testing Process and Methodology. Created meaningful reports for analysis and integrated the Performance Testing in the SDLC.
- Developed and managed Project Plans and Schedules. Managed resolution of Project issues and conflicts.
- Conducted Functional Walkthroughs, User Acceptance Testing (UAT), and supervised the development of User Manuals for customers.
- Worked as a User/Customer advocate and negotiated with user as well as with developers and management staff to resolve any requirement conflict to bridge the Gaps between IT and Business.
- Various versions of the documents generated during the project were maintained and managed using Rational ClearCase and performed defect tracking using Rational ClearQuest.
- Tested the final application for Usability testing to verify whether all the User Requirements were catered by the application.

**Environment:** Mainframes, JCL, Db2, Oracle, Rose, MS Project, Salesforce, MS Word, MS PowerPoint, MS Excel, MS Visio, Load Runner, WinRunner

#### CMC Limited, India

Aug-2013 – Jun 2016

#### Business Analyst

- As a business analyst, responsible for Requirements gathering from various insurance companies to develop a system to check for the outstanding balance from various accounts using the highly efficient Waterfall methodology of software development.
- Liaison between the Business needs (business users and sponsor) and the Technical solutions (development and testing staff), ensuring technical solutions satisfied business requirements.
- Experienced in creating gap analysis from “As-Is” to “To-Be” process.
- Web Page Mock-Ups using MS Visio and thus defining the Business Process Model and Data Process Model.
- Ensured that the claims processing is strictly under the HIPPA compliance regulatory document to safe guard patient information.
- Part of the team assisting in documentation involved in this project such as Request for Proposal (RFP/RFI), proposal, evaluation criteria, proposal approval, design document, project plan, project scheduling, project report, release document. Deliver Statement of work (SOW).
- Define measure, analyze and improve KPIs for each milestone and project.
- Authored Business and Functional requirements (BRD) with data flow diagram, sequence diagram, flow charts, use cases and training manuals for Provider Portal web-based application.
- Developed and maintained Requirement Traceability Matrix (RTM).
- Developed training material and trained the users on newly developed applications.
- Analyzed and wrote technical documentation for risk analysis on customer support issues.
- Extensively worked in creating Test Procedures, Test plans and Test Case for User acceptance testing (UAT). Experienced in Quality Center for Tracking defects and interacting with team members in fixing errors. Prepared and presented monthly collection reports.
- Involved in training and quality of the overall workflow process.
- Documenting workflow and results of analysis for the aging accounts.

**Environment:** Waterfall Methodology, SharePoint, MS Office, MS Visio, Microsoft CRM 3.0, Rational Requisite Pro, Rational Rose, HP ALM, Windows.

## Data Analyst

Rajesh Atluri

### **Professional Summary:**

- Around 9 Years of Building the data and reporting infrastructure from the ground up using Tableau and SQL to provide real-time insights into the product , marketing funnels and business KPIs.
- Extensive experience in Business writing skills and preparing Business Requirements Document (BRD), Use Case Documents (UCD), Functional and Non-Functional Specifications Documents across the deliverables of a project.
- In-depth understanding of Gap Analysis for AS-IS and TO-BE business processes.
- Hands on experience on technical requirement writing.
- Built Operational reporting and Data Visualization in Tableau to find areas of improvement resulting in annual incremental revenue.
- Experience in creating, reviewing, and modifying user stories and assisting developers, testers with the same.
- Experience in automating the Pivot tables data using Pandas framework, OpenPyXL.
- Experience working as a technical liaison between IT and Business Group.
- Executed SQL queries to pull the data from the database.
- Experience with UNIX shell scripting.
- Experience with Data warehousing techniques like Star schema, snowflake, denormalization, Normalization, Aggregations.
- Create, Execute, and Document Unit Test plans for ETL and data integration process and programs.
- Experience in performing Impact Analysis to identify impacted areas.
- Experience in conducting User Acceptance Testing.
- Strong working knowledge of common SDLC models Agile, Waterfall Methodologies.
- Coordinating with Project Managers in managing organizational plans to support the scope and objectives of the projects.
- Managed core agile meeting in team environments such as Sprint planning, Daily stand-up, Sprint reviews and Sprint Retrospectives.
- Experience in recommending mission-critical solutions that deliver value to stakeholders.
- Key skills include conducting Gap Analysis, Business Process Re-engineering, Designing Workflows and Opportunity Identification, requirements gathering, identifying potential problems, time management, training user staff, problem solving and attention to detail.
- Extensive experience in conducting JRP (Joint Requirement Planning) sessions and participating in Joint Application Development JAD (Joint Application Development) sessions with business groups, senior management, and IT groups.
- Experience in creation of Use Cases, Business Processes, Activity Diagrams, Sequence Diagrams and Process Flow Diagrams using UML Tools like MS Visio.
- Experience in creating Gherkin for positive and negative scenarios.
- Facilitated Story Mapping Sessions involving various development activities for DevOps practices for the project, including continuous integration, continuous delivery, continuous testing, and continuous monitoring.
- Design continuous deployment integration best practices for the development team using Docker, Ansible and Jenkins.
- Utilized MS SQL, data warehousing programs, Tableau for dashboard / data visualization for data analysis.
- Involved in Validation of APIs through Postman.
- Experience over SSRS, VB, Websphere, Oracle Forms and Reports.
- Experience in working as a technical liaison between IT and Business Group.
- Analytical, methodical, and resourceful approach to problem solving, identifying root causes and corrective actions to meet short and long-term business, financial and system requirements.
- Created wireframes and mockups to help developers to design UI.
- Strong working knowledge in defect tracking and ticketing tool JIRA.

- Experience in conducting User Acceptance Testing and helping business with use cases and Logged, Tracked UAT defects where applicable.
- Good Interpersonal Skills, team-working attitude, takes initiatives.

**Education:**

- Master's in computer science – California, USA
- Bachelors in computer science – Hyderabad, India

**Certifications:**

- Certified Scrum Product Owner
- Amazon web services - Cloud practitioner

**Technical Skills:**

- SDLC Methodologies: Agile Scrum and Waterfall Technologies.
- Modeling Tools: MS Visio, UML.
- Cloud Technologies: Amazon Web Services (AWS), Azure
- Version Control Tools: GIT, TFS
- Databases: Oracle, MS Access.
- Bug/Issue Tracking: JIRA, Rally
- Monitoring tools: New Relic, Splunk, Kafka
- Languages: SQL, Oracle, Java, HTML5, CSS, Java Script, JSON, Python
- Operating Systems: Windows, UNIX / Linux, DevOps
- Tools: Eclipse, SQL developer, Jira, MS Word, DBeaver, SSRS, Tableau, Postman

**Professional Experience:**

**BlueCross BlueShield Association (BCBSA), OH**

**Sr Data Analyst**

**11/4/2022 - Present**

- Involved in data migration project, which is migration data old systems (PRD) Provider Repository Data on perm to cloud based Amazon web services (BPD) Blue Provider Data.
- Involved in Support the business needs by triggering the tickets submitted through ticketing system SN (ServiceNow).
- Oversees the data load production process and the implementation of new data load files in accordance with the department's change management process.
- Monitor and administer automated and manual data integration and ETL jobs to verify execution and measure performance.
- Involved in monitoring events in Kafka if the customers can consume the appropriate data.
- Involved in Monitoring Splunk logs to determine the inbound and outbound traffic of APIs.
- Involved in monitoring the health of EC2 instances and Auto Scaling groups.
- Scripted Python scripts for automation of raw data into excel for reporting.
- Converted data into actionable insights by predicting and modeling future outcomes.
- Utilized MS SQL, data warehousing programs, Tableau for dashboard / data visualization for data analysis.
- Involved in recreating the issue in local with full request body provided by the customer through POSTMAN, determine the issue with error codes and missing parameters, and provide the customer with appropriate information.
- Involved in resolving the various tickets by providing information and research, which is needed to resolve business and customer's issues.
- Involved in continuous interaction and follow-up with customer by asking appropriate question and information to exactly pinpoint the issue, determine the root cause, and provide/guide the customers with Resolution.
- Initiating Team meetings and lead the team in triggering the tickets to customers Satisfaction.

**Environment:** JIRA, Kafka, Splunk , Postman, Sharepoint, MS Visio, UML, Amazon Web Services, Outlook, Microsoft Office Excel, Word, PowerPoint, Agile, TFS

**Nationwide Insurance and Financial services, Remote 12/14/2020 – 09/26/2022**

**Data Analyst**

- Involved in End-to-End development, design, and requirement Analysis.

- Experience in writing technical document and user stories in Jira for developers and testers to perform Development, Unit Testing and to prepare Test cases.
- Prepared process mapping, flow diagram, and sequence diagram for systems architecture document.
- Facilitated Story mapping sessions for Personal Lines within nationwide for products Smart Miles, Smart Ride mobile, Connected Car.
- Managed core agile meeting in team environments such as Sprint planning, Daily stand-up, Sprint reviews and Sprint Retrospectives.
- Maintained communication with product owner on active basis to manage product backlog and sprint activities.
- Involved in Data warehousing project where raw unstructured data is processed which comes as batch files to structured data and migrated from on prem DB to Cloud by providing data mapping from local DB to Postgres in AWS cloud.
- Created, Executed, and Documented Unit Test plans for ETL and data integration process and programs.
- Created Data mapping document for the data migration.
- Utilized MS SQL, data warehousing programs, Tableau for dashboard / data visualization for data analysis.
- Involved in Cloud Modernization project SmartMiles Replatform where Application is migrated to from Legacy systems to Java APIs and kafka event, where third party vendors like policy center and model factory calls our Nationwide APIs and consume Kafka events.
- Involved in preparing the change document and make available in SharePoint for the Run Team for reference in production.
- Performed validation for the APIs with Postman during testing phase.
- Prepared technical documents for various projects in Nationwide Brokerage Services (NBS), which involves Agency Bill Pay (ABP), Data Clean Up and Search Functionality.
- Convert the business requirements into detailed technical requirements in Gherkin format.
- Collaborating with DevOps engineers to maintain a deployment and management strategy.
- Involved in implementing application monitoring and logging strategies using tools like New Relic.
- Involved in the processes around CI/CD pipelines involving integrations with Jenkins, testing frameworks, GitHub.
- Involved in gathering requirements for financial services of unique clients and their transactions.
- Facilitated meetings with multiple business and technical stakeholders of various level to understand the requirements and suggest changes to make the application more user experience.

**Environment:** JIRA, Oracle, DBeaver, Devops, Postman, SharePoint, MS Visio, UML, Amazon Web Services, Basic Java HTML, Outlook, SSRS, Oracle Forms and Reports Microsoft Office Excel, Word, PowerPoint, Agile, TFS.

#### **Rutgers- The State University of New Jersey**

**Oct 2018 – Nov 2020**

##### **Data Analyst**

- Created business requirement document to translate high-level business requirements into functional specifications for IT team.
- Directed daily scrums meeting with product owner, Developers, Testers teams.
- Supported release planning and solution architecture design as needed.
- Helped team with scope identification and business planning.
- Analyzed BRD from business and broke down to Epics and User Stories.
- Prepared SQL script to analyze the data. Executed SQL queries to pull the Test data.
- Participated in development of rollout strategy and execution of pilot programs for new or enhanced product features to client teams.
- Was involved in Data migration on-perm to AWS cloud platform, plan design for the smooth Data transaction.
- Assisted the client in breaking down and assessing the scope of a project.
- Responsible for maintaining a prioritized backlog and communicating priorities to the Product Development Scrum Team.
- Created user story, use cases and various diagrams such as Process flow diagrams.
- Demonstrated commitment to quality and continuous improvement.

- Conducted interviews and group discussion to capture requirements.

**Environment:** JIRA, Oracle, Toad, MS Visio, UML, Amazon Web Services, Basic Java HTML, Outlook, Microsoft Office Excel, WebSphere, Word, VB, Oracle forms, PowerPoint, Agile, Quality Center.

**State farm Insurance, Bloomington, IL**

**June 2017 – Oct 2018**

**Data Analyst**

- Involved in the design stages of the Application and participated in the meetings with the Product owner and the development team.
- Involved in the meetings with business process owners, SME subject matter experts, and marketing team for requirements gathering in definition stage.
- Gathered business requirements by conducting detailed interviews with business users, stakeholders, and Subject Matter Experts SME's.
- Designed and developed all Use Cases and UML models using MS Visio.
- Advised customers on accessing the correct web services, database schemas, conversion loaders and other technical components.
- Participated in user interface design for interactive elements of the web application.
- Designed and implemented basic SQL queries to generate reports.
- Conducted interviews with key business users to collect requirements and business process information.
- Developed business process models in Agile to document existing and future business processes.
- Performed extensive requirement analysis including data analysis and gap analysis.
- Responsible for the release review and design review with the management and the UI design team.
- Participated in unit test plans, unit test cases and in execution of test cases for unit testing.
- Involved in User Acceptance Testing.

**Environment:** Agile, Oracle, MS Visio, UML, Amazon Web Services, Outlook, Microsoft Office Excel, Oracle Forms, VB, Word, PowerPoint, SDLC, Quality Center, JIRA.

**UnitedHealth Group -Indianapolis, Indiana**

**Feb 2016 – June 2017**

**Data Analyst**

- Consistent exercise of independent judgment and discretion in matters of significance.
- Performed as a liaison between the project sponsors and team with clients, community, and internal Software Engineers and/or external software vendors to develop system solutions for processing systems or business problems.
- Worked with Software Developers and collaborated with cross-functional teams in software design and development. Assessed and revised test sequence and scope based upon test results and/or changes in product design. Documented system requirements as per the business needs.
- Served as an SME on custom software systems and guided consumers on best practices and guideline on Systems integrations. Performed other duties and responsibilities as assigned.
- Analyzed and revised existing system logic difficulties and documentation, as necessary.

**Environment:** Waterfall, Basic Java, Web Services, Oracle, XML, postman.

**Zen Technologies, Hyderabad, India**

**Jan 2013 – Aug 2014**

**Jr Data Analyst**

- Collaborated closely with development managers, project managers, developers, designers, architects, testers, analysts, and documented requirements.
- Worked as a liaison between business and developers to covert business requirement into technical requirement.
- Identified out of scope work and potential issues in partnership with the Implementation Project Manager and Consultant. Managed workload and priorities to deliver to agree upon project milestones.
- Created documentation such as policies, procedures, workflows, and user guides.
- Conducted interviews and performed analysis to create business cases for projects
- Interfaced with management and provided various reports on a regular basis.

**Environment:** MS Word, MS Excel.



## Database Administrator

**Kevin Kirksey**

### Summary

- Computer professional with over 15 years of experience. Knowledgeable and experienced with SQL Server SQL 2019, 2017, 2016, 2014, 2012, 2008R2, 2008, 2005, 2000 & 7.0, Windows 2019, Windows 2016, 2012, 2008, 2003 & 2000 Server, MS AZURE (IAAS & PAAS), VMware, WFSC (Clustering), ERP PeopleSoft, SharePoint, IIS, Exchange, Citrix Metaframe, Terminal Server, Veeam, NetBackup, Project Management, RFP, Risk Management, PCI and SOCKS. IT Consultant & SQL DBA/ Architecture & Project Management Administering Applications and Databases in a high transaction, 24x7 Microsoft SQL Server database environment. DBA Operations, DBA Application support, SQL Server, SSRS, and SSIS. SSAS installation/configuration and support on Physical and VMware Hardware. Advanced experience in database monitoring, troubleshooting, performance tuning, and high availability strategies AOAG, Clustering Active/Active and Active/Passive for SQL Server 2019, SQL Server 2017, SQL. Hands on experience with Replication, DB Mirroring installation, configuration and support. Advanced skills in resolving database locking conflicts/blocking and resource utilization contention. Strong ability to work with database developers and engineers to analyze database performance and identify problems in areas such as execution plans (Actual, Estimated and Live Query), index coverage, and SQL server statistics. Experience defining hardware requirements and storage capacity planning for development, testing, QA and production for capacity planning and performance

### Education

- Education: Computer Science 1984-1989, Langston University: Langston, Oklahoma
- SQL MCTS and MCITP Certified. Microsoft Certification ID: [REDACTED]

### Skills

- **Hardware** - Compaq ProLiant, Dell 710, Power Edge, IBM RISC 6000, SUN SPARC, HP 3000, HP 9000, Net Frame, Cisco Routers, 3COM, Wellfleet, Synoptic, Cubix and Cabletron
- **Database** - SQL 2017, 2016, SQL 2014, SQL 2012, 2008 R2, 2008, 2005, 2000 & 7.0,
- Operating Systems - Windows 2019, 2016, 2012, 2008 R2, 2008, 2003 & 2000 Server, IIS 8.0, 7.0, Windows 2000 Workstation, Windows 7, 98, Windows 95, NT Workstation, Windows XP,
- **Software** - IDERA, SolarWinds, TFS/ Octopus, Redgate Toolbelt, SQL Sentry, Spotlight & FogLight, PowerShell, Service Now, SQL DB Artisan, DB Change Manager, LightSpeed, COMM Vault, IDERA (SQL Safe & Admin Tools), Red Gate SQL Compare, LoadRunner & Mercury Test Data tools, Visual Basic InterDev, Visual SourceSafe, Erwin, Jira, Confluence Teams, Skype For Business, MS SharePoint, Pulse Secure VPN Client, LANDesk, Nagios, MS Office 2010, 2003, 2000 & 97, MS Project Manager, Cisco VPN, FTP, SMS, True sight, SiteScope, NetScaler, Unicenter, Exchange, Microsoft PSDIAG & Read80Trace, Tidal Job Scheduler, Microsoft Baseline Security Analyzer, Cisco VPN Client, Lotus Notes Mail
- **Cloud:** Azure (IAAS & PAAS), Resource Groups (Data Factor, Security, Subscriptions VM Security, Data/Schema Import/Export, Databases SSIS, Web/Worker & VM roles)

### Work Experience

**Amzur Technologies/ Customer – Broadridge Financial Solutions – Lake Success, New York - Remote Sr. SQL DBA/Lead (Contract Consultant); June 2021 to January 27, 2022**

- Worked as a Lead DBA for over 5 DBA's and active supporting SQL Server 2019, 2017, 2016, 2012 and Application environments as well as 5 DBA's and active supporting Windows Servers 2019, 2016, 2012R2 and Windows 2012 and Application environments.
- Worked on Providing, implementing, and managing the Architecture Road maps for the SQL server environments
- Was responsible for managing and supporting SQL Server AOAG Clustering on Physical and VMware hardware
- Involved in managing and supporting physical and VDI desktops with SQL server and applications
- Worked on Managing and supporting Data warehousing databases/applications

- Was responsible to plan and manage patch applications on all SQL Server database servers.
- Assisted development and reporting groups in optimizing SQL statements in applications, batch jobs and reports and in designing and using databases and database applications and processes for maximum performance, security, reliability, and availability. Using Query store, Execution Plans, Indexing and Update Stats for performance tuning optimization. Providing Training to 10 DBAs on Performance turning and optimization using Query store, Execution plan, VMware Server tools
- Worked on Creating, distributes, and enforcing standards for user account, group, and database security and configuration for all production databases and for non-production databases that may contain PHI or other sensitive data protected under HIPAA, Sarbanes Oxley, or other state or federal regulatory requirements.
- ITSM and ITL Processes and Automation Drive RDMS, Physical and VMware Servers, Web Servers Help Software BMC Service request management and applications
- Installed and configured Idera SQL Diagnostic Manager
- Was responsible to design, document, implement, and monitor archive and other essential log file configuration, operation, and location.
- Designs, documents, implements, and monitors backup of critical database files, and other database protection or high availability solutions.
- Monitors performance issues on all production and non-production databases (as applicable) implementing performance monitoring and trending on all production and applicable non-production databases.
- Provides monthly reports to management on performance on production databases including any performance exceptions and all requested performance data in a summarized, easy-to-read format.
- Assist development and reporting groups in optimizing SQL statements in applications, batch jobs, and reports, in designing, and using databases and database applications and processes for maximum performance, security, reliability, and availability.
- Designs, documents, implements, monitors, secures, and supports SQL Server database systems.
- Using Jira for SQL Server and Application documentation and processes

**Technology Navigators to Customer: Farmers Credit Bank of Texas – Austin, Texas – Sr. SQL DBA/Lead; April 2020 to May 2021**

- Worked on Migration from SQL 2019, 2017, 2016, 2014, 2012, 2008 R2, 2008 (migrating databases, security, locations)
- Involved in installing/Configuring, Upgrading and supporting SQL Server HA/AG Instances, WFSC, Single and Multi-Nodes, Async/Sync, Replica's, Failover types, Storage, Backups, Restores, Security and Listeners.
- Was responsible to setup (NSG) Network Security Group contains a list of security rules that allow or deny network
- Worked on Installation, Managing and Supporting SQL Server – 2019, 2017, 2016, 2014, 2012 as well as supporting and managing some Windows Servers running SQL Server
- Used SSMS to management and support SQL Servers as well as installed and configured SSIS servers
- Worked on creating and supporting SSIS packages as well as installing, configuring, creating, and supporting SSRS reports
- Performed Code reviews and Code deployment of SQL scripts and app files using DevOps, TFS and PowerShell
- Worked on Automation T-SQL and PowerShell scripts
- ITSM and ITL Processes and Automation Drive RDMS, Physical and VMware Servers, Web Servers, Service Now and applications
- Developed PCI and Socks compliance and rolled them out for the SQL, Windows, WEB Servers, Application, Security, Coding and Operations and including documentation as well. Data and Backup encryption, Firewalls, Windows Servers compliance, Application and Web Server compliance PCI DSS COMPLIANCE CHECKLIST
- Worked on Installing, configuring and supporting IIS Server and SSL Certificates
- Involved in Installing, configuration and supporting SharePoint Servers on SQL Server

- Was responsible for managing and supporting SQL Servers 2019, 2017, 2014, 2012 on VMWare as well as managing and supporting Microsoft Active Directory on Windows Servers
- Worked on Installation, supporting and Maintenance of SQL Server Clustering/ Always On configurations and maintenance
- Extensively worked on SQL Migrations from SQL 2008 to SQL 2017 and 2019 (Using Side by Side & In Place)
- Designing new SQL Architecture for SQL 2017 and 2019 on VMware and Storage
- Performed VmWare snapshots for SQL and Windows Servers and adding required storage
- Involved in Storage administration and management of SQL Server Drives
- Worked on SQL Server and Windows Server OS operations and patching as well as SQL Server Database Backup and Restores
- Extensively worked on Tickets with Service now
- Applying and supporting SQL Server with (SOX, SOC II compliance)
- Working solo and in our close team environment at the project and ad-hoc level
- Work with Ola Hallengren and Brent Ozar scripts

**Technology Navigators to Customer: City of Cedar Park, Austin, TX - SQL DBA Consultant; Feb 2020 to April 2020**

- SQL migration of over 50 SQL servers from hardware to VmWare and over 100 applications from SQL 2008 to SQL 2017
- Supported 200 SQL Servers
- Involved in installing/Configuring, Upgrading and supporting SQL Server HA/AG Instances, WFSC, Single and Multi-Nodes, Async/Sync, Replica's, Failover types, Storage, Backups, Restores, Security and Listeners.
- Extensively worked on SQL Security as well as SQL Replication
- SQL Sentry One Monitoring (install, configuration) for over 50 SQL Servers, metrics threshold, setting alarms and alerts to email DBA group when threshold went over. Monitoring of SQL Server Prod, Pre-Staging, UAT/QA, DEV and Test environments) storage, database configuration, SQL Services, UP and Down status, I/O, Read, R/W, Disk queue length, Deadlocks/Blocking, Servers status (Critical & Warnings), CPU utilization, Queries, PROC(s), Wait Types, Sessions, Memory, Cache, Connected users running what query, PROC(s) and Views, Applications, Data File growth, Backups, Logs, Physical and VmWare Servers). Applying upgrades and patch releases for new versions. Performing POC on newer versions of tools with applications
- Worked on implementing SAN configuration for SQL servers as well as SQL Maintenance plans (Indexing and Update Stats) as well as implementing DR
- Extensively worked Web server builds and web sites migration in IIS as well as migrated SSRS reports along with providing documentation

**Eliassen Group/Customer: McKesson Irving, Texas - SR. SQL DBA Lead Consultant; 06/2019 to 08/2019**

- SQL Architect/Lead of SQL Server 2017, 2016, 2014 2012, 2008R2 on Windows Server 2016, 2014 and 2012
- Installing/Configuring, Upgrading, and supporting SQL Server HA/AG Instances, WFSC, Single and Multi-Nodes, Async/Sync, Replica's, Failover types, Storage, Backups, Restores, Security and Listeners.
- SQL Architect/Lead of SQL DBA team of 2 DBA'S on site
- Designing/ Migrating to SQL 2017, 2016 from SQL Server (2008, 2008 r2) to Azure IAAS
- Develop PCI and Socks compliance and rolled them out for the SQL, Windows, WEB Servers, Application, Security, Coding and Operations and including documentation as well. Data and Backup encryption, Firewalls, Windows Servers compliance, Application and Web Server compliance PCI DSS COMPLIANCE CHECKLIST
- Designed and implement SQL Server TDE
- Analyzing SQL environment and the providing SOW & project plans implement recommend new SQL Blueprint Architecture



- Designed Architecture for SQL Clustering with Active/Passive Nodes and SQL Multi-Instances. SQL High Availability Always on (Databases, Replicas, Listeners) SQL 2016 & SQL 2012 (Asynchronization and Synchronization), SAN Configuration and SSD and along with Firewall Rules and Ports.
- Provided from a SQL Server Migration Blueprint Architecture written and hands on to SQL 2016 from 2012, 2008R2/2008, 2005, 2000 to a Private Network. H/W, S/W, Application, Storage, security, HA Groups and Active/Passive Clustering
- Designing and supporting OLTP and OLAP, Data Mart
- Working with Oracle DBA using PeopleSoft to Migrating data to SQL Data warehouse
- Working with Managing SQL Server Vendors on Software, Tools, Licensing
- DB design review and provide enhancements of various SQL Server Applications
- Creating, implementing and support SQL Environment Standard Operating Procedures
- Backups and Restores using Maintenance Plans and SSIS custom packages (Recommend third party SQL backup product to use and get approval for it.
- Creating, maintaining, and supporting SQL jobs with Step(s) and E-Mail notification on Job failures to DBA team
- Capacity Planning, implementation, and support (using Veritas, Window Server Manager, SAN, SSD, Redgate, FogLight and SQL SSMS)
- SQL Automation (implemented and wrote documentation for all required processes for SQL Automation)
- SQL Security (SQL Logins and Mixed Mode Authentications), Roles, AD groups
- SQL Server Database Mirroring
- SQL Server Transactional Replication, Snapshot Replication
- Data Migration (installed, configured, and supporting Microsoft SSMA with Oracle and, MS Access)
- Creates, implements, and supports SQL Server Maintenance Plans/Jobs (DBCC jobs, Index Tuning and Update Statistics)
- Creates, implements, and supports SQL Patch releases/Patches
- implements and supports Application releases/Patches
- Code Review and Approval for Prod and Staging environments
- Created and implement SQL Server DBA Environment Operational and Best Practices Guides working with DBA team
- Managing SQL Server Environment Project and Deliverables with Project managers, IT, Application management and Power Application Users
- Working Service Now Application for all SQL Server tickets
- Troubleshooting all SQL Server issues with (FogLight, and Idera, SQL SSMS, SQL Queries, Stored Procedures, SQL Error and Windows Server logs)
- Created and implemented SQL DBA Operations Guide for all DBA's
- Managing Patch Releases (SQL Server and Applications)

**Randstad/Customer: Brink's Home Security, Dallas, Texas - Sr. SQL DBA/ Lead Consultant; 02/2019 to 03/ 2019**

- Architected details Project Plans for the new SQL 2016 Architecture along with all recommendations proving POC as well
- SQL Analysis and Inventory and created documentation for SQL Blueprint to 2016 I created/presented in PowerPoint, Visio and Word
- Managing/Lead of SQL Server 2017, 2016, 2014 2012, 2008R2 on Windows Server 2016, 2014 and 2012 on physical and VMware Servers with SQL Clustering with Active/Passive Nodes and SQL Multi-Instances. SQL High Availability Always on (Databases, Replicas, Listeners) SQL 2016 & SQL 2012 (Asynchronization and Synchronization), SAN Configuration and SSD and along with Firewall Rules and Ports.
- Provided from a SQL Server Migration Blueprint with hands on with SQL 2016 from 2012, 2008R2/2008, 2005, 2000 to a Private Network. H/W, S/W, Application, Storage, security, HA Groups and Active/Passive Clustering, Maintenance Plans, SQL
- Installing, configuring IIS Server and SSL Certificates

- Develop PCI and Socks compliance and rolled them out for the SQL, Windows, WEB Servers, Application, Security, Coding and Operations and including documentation as well. Data and Backup encryption, Firewalls, Windows Servers compliance, Application and Web Server compliance PCI DSS COMPLIANCE CHECKLIST types and Remote Binding. Writing asynchronous, decoupled, & Foglight to monitor, manage and troubleshoot all SQL Server
- Capacity Planning, implementation, and support (using Veritas, Window Server Manager, SAN, SSD, Redgate, SolarWinds, FogLight and SQL SSMS)
- Creating, implement and support all SQL Server environment
- Created and implemented SQL DBA Operations Guide for all DBA's

**Tech Hives)/Customer: Omnitrac, Dallas, Texas - SR SQL DBA/Lead Consultant; 2/2018 to 06/2018**

- Managing/Lead of SQL Server 2017, 2016, 2014 2012, 2008R2 on Windows Server 2016, 2014 and 2012 on physical and VMware Servers with SQL Clustering with Active/Passive Nodes and SQL Multi-Instances. SQL High Availability Always on (Databases, Replicas & Listeners) SQL 2016 & SQL 2012 (A synchronization and Synchronization), SAN Configuration and SSD and along with Firewall Rules and Ports.
- SQL Monitoring with SQL Sentry One and SolarWinds replacing FogLight (install, configuration for over 80 SQL Servers, metrics threshold, setting alarms and alerts to email DBA group when threshold went over. Monitoring of SQL Server Prod, Pre-Staging, UAT/QA, DEV and Test environments) storage, database configuration, SQL Services, UP and Down status, I/O, Read, R/W, Disk queue length, Deadlocks/Blocking, Servers status (Critical & Warnings), CPU utilization, Queries, PROC(s), Wait Types, Sessions, Memory, Cache, Connected users running what query, PROC(s) and Views, Applications, Data File growth, Backups, Logs, Physical and VMware Servers). Applying upgrades and patch releases for new versions. Performing POC on newer versions of tools with applications
- Installing, configuring IIS Server and SSL Certificates
- Develop PCI and Socks compliance and rolled them out for the SQL, Windows, WEB Servers, Application, Security, Coding and Operations and including documentation as well. Data and Backup encryption, Firewalls, Windows Servers compliance, Application and Web Server compliance PCI DSS COMPLIANCE CHECKLIST
- DBA Lead over onsite DBA and Vendor Brent Ozark
- SQL Server Backups and Restores
- Creating and configuring Service Broker, End Points, Queues, Message types and Remote Binding. Writing asynchronous, decoupled, distributed, persistent, reliable, scalable, and secure queuing/message-based applications within the database itself.
- Creating, maintaining, and supporting SQL jobs with Step(s) and E-Mail notification on Job failures to DBA team
- Capacity Planning implementation, and support (using Veritas, Window Server Manager, SAN, SSD, Redgate) SQL Automation
- Approving SQL deployments of SQL Developers/Application teams
- Accessing SQL technology and SQL Tools moving environment into being majority proactive
- Working Service Now Application for all SQL Server tickets
- Creating, implement and support all SQL Server environment
- Troubleshooting all SQL Server issues with (SQL Sentry One, Foglight, SQL SSMS, SPLUNK, SQL Queries, Stored Procedures, SQL Error and Windows Server logs, Documentation using (Microsoft IT Notebook, MS Word, MS Project, PowerPoint and Excel)

**XO Communications/ Verizon, Consulting (Contract) Dallas, Texas - SR. SQL DBA/Lead; 3/2015 to 12/2017**

- Installing/Configuring, Upgrading, and supporting SQL Server HA/AG Instances, WFSC, Single and Multi-Nodes, Asnc/Syncnc, Replica's, Failover types, Storage, Backups, Restores, Security and Listeners.

- Architecture Designing/ Migrating to Azure IAAS (Azure (IAAS & PAAS), Resource Groups (Data Factor, Security, Subscriptions VM Security, Data/Schema Import/Export, Databases SSS, Web/Worker & VM roles)
- Installing, configuring IIS Server and SSL Certificates
- Develop PCI and Socks compliance and rolled them out for the SQL, Windows, WEB Servers, Application, Security, Coding and Operations and including documentation as well. Data and Backup encryption, Firewalls, Windows Servers compliance, Application and Web Server compliance PCI DSS COMPLIANCE CHECKLIST
- SQL Monitoring with SolarWinds (install, configuration, and maintenance with SolarWinds and SQL Sentry One) for over 200 SQL Servers, metrics threshold, setting alarms and alerts to email DBA group when threshold went over. Monitoring of SQL Server Prod, Pre-Staging, UAT/QA, DEV and Test environments) storage, database configuration, SQL Services, UP and Down status, I/O, Read, R/W, Disk queue length, Deadlocks/Blocking, Servers status (Critical & Warnings), CPU utilization, Queries, PROC(s), Wait Types, Sessions, Memory, Cache, Connected users running what query, PROC(s) and Views, Applications, Data File growth, Backups, Logs, Physical and VMware Servers). Applying upgrades and patch releases for new versions. Performing POC on newer versions of tools with applications
- Install/configuration/maintenance of SQL Servers (Physical, VMware) SQL 2014, 2016, SQL 2008 R2, 2008, 2005, 2000
- Wrote T-SQL Queries, Optimizing Stored Procedures, Views and Functions as well as SQL Clustering installation, design, implement & Support
- Involved in creating and supporting relational database table models along with creating and supporting table/data flow and mapping with One-to-One Relationships, One-to-Many and Many-to-Many
- Extensively worked on Normalization and Denormalization as well as worked on data models (Conceptual, Logical & Physical)
- Was responsible to work 0000000000000000 with design schemas in Data Modelling Star Schema and Snowflake
- Worked with fact tables as well as designed and supported OLTP and OLAP, Data Mart
- Extensively worked with Oracle DBA using PeopleSoft to Migrating data to SQL Datawarehouse
- ITSM and ITL Processes and Automation Drive RDMS, Physical and VMware Servers, Web Servers Service Now and applications
- Creating and configuring Service Broker, End Points, Queues, Message types and Remote Binding. Writing asynchronous, decoupled, distributed, persistent, reliable, scalable and secure queuing/message-based applications within the database itself.
- Data center migration SQL 2016, 20014, SQL 2008 R2, 2008, 2005, 2000 physical instances, SQL Clusters & VMware in a Prod, Stage, QA, Dev & test environment
- SQL High Availability Always on (Databases, Replicas, Listeners) SQL 2016, 2014 & SQL 2012 (Asynchronization and Synchronization), SAN Configuration and SSD and along with Firewall Rules and Ports. SQL Database & Server Migrations
- Migration of SQL Server 2008R2, 2012 to SQL 2016 to Azure
- Provide and implement migration path and plan to Azure
- Writing SSIS packages, jobs & supporting them were requested
- SharePoint DBA support, migration, and support for servers (Operations, Design and Performance and generating reports. Recommending best practices and assisting in the implementation.
- SQL database application support.Link Servers for data important/export
- SQL Documentation (Operational, DBA Guide, Performance SSIS best practices, SharePoint best practices. Application support with developers and end users

**Morningview/Customer: CoreLogic, Southlake, Texas - SR SQL DBA Consultant; 6/2014 to 12/2014**

- Worked on Data center migration SQL 2012, SQL 2008 R2, 2008, 2005, 2000 physical instances, SQL Clusters & VMware in a Prod, Stage, QA, Dev & test environment
- Involved in SQL backups with Idera & Litespeed as well as Capacity planning SAN & Local storage recommendations and implementation

- Worked on SQL Clustering design/implement & Support
- Performance tuning/optimization with Profiler traces, Perform monitor counters &
- Develop PCI and Socks compliance and rolled them out for the SQL, Windows, WEB Servers, Application, Security, Coding and Operations and including documentation as well. Data and Backup encryption, Firewalls, Windows Servers compliance, Application and Web Server compliance PCI DSS COMPLIANCE CHECKLIST
- Was responsible for Execution of Plans, Disaster Recovery, Writing T-SQL queries, Creating & supporting SSIS packages, SSRS server designs & implementation as well as Documentation
- Provided SharePoint DBA support and migration as well as SQL database application support
- Worked on Link Servers for data important/export as well as Performance tuning/Optimization (Profiler/Perfmon, NETIQ, SolarWinds, T-SQL)
- SQL Monitoring with SolarWinds (install, configuration, maintenance with SolarWinds and MS SCOM) for over 65 SQL Servers, metrics threshold, setting alarms and alerts to email DBA group when threshold went over. Monitoring of SQL Server Prod, Pre-Staging, UAT/QA, DEV and Test environments) storage, database configuration, SQL Services, UP and Down status, I/O, Read, R/W, Disk queue length, Deadlocks/Blocking, Servers status (Critical & Warnings), CPU utilization, Queries, PROC(s), Wait Types, Sessions, Memory, Cache, Connected users running what query, PROC(s) and Views, Applications, Data File growth, Backups, Logs, Physical and VMware Servers). Applying upgrades and patch releases for new versions. Performing POC on newer versions of tools with applications.

**Parkland/ Dallas County Health and Human Services, Dallas, TX - App/Sys/Programmer Specialist/ SQL DBA; 2/2011 to 2/27/2014**

- Worked as a SQL DBA Lead of 100 SQL Servers (Physical Clusters & Single Instances & VMware), (2012, 2008 R2, 2008, 2005, 2000). SQL DBA Lead 1 of Jr. SQL DBA
- Was responsible to Re-Architecture SQL Server environment upgrading to SQL 2012
- Involved in Installing/Configuring, Upgrading and supporting SQL Server HA/AG Instances , WFSC, Single and Multi-Nodes, Async/Sync, Replica's, Failover
- ITSM and ITL Processes and Automation Drive RDMS, Physical and VMware Servers, Web Servers Service Now and applications
- Acted as the primary point of contact with customer SQL DB Applications
- Worked on Project management (meeting deliverables, timelines, and defining needed resources and all requirements' specifications being defined/implemented
- Provided Customer support to all related SQL DB/application/content questions Provided monitoring and constant evaluation of projects (status reports, SOW)
- Involved in creating and configuring Service Broker, End Points, Queues, Message types and Remote Binding. Writing asynchronous, decoupled, distributed, persistent, reliable, scalable and secure. Creating and supporting relational database table models
- Was responsible for creating and supporting table/data flow and mapping with One-to-One Relationships, One-to-Many and Many-to-Many
- Worked on Normalization and Denormalization as well as data models (Conceptual, Logical & Physical) as well as design schemas in Data Modelling Star Schema and Snowflake
- Extensively worked with fact tables as well as designing and supporting OLTP and OLAP, Data Mart
- Worked with Oracle DBA using PeopleSoft to migrating data to SQL Data warehouse as well as RFP's, Risk Management, etc.
- Involved in Performing Database Architecture Modeling as well as worked as a SQL DBA Lead over 80 Web Application servers, 20 Citrix applications on SQL backend
- Worked as a SQL Lead with application developers and support as well as provided Manager/Support of 6 Active/Passive Clusters
- Worked with EMC SAN team on configurations for SQL Servers
- Created solutions that meets both external and internal customer's data needs regarding marketing and advertising web applications.
- Managed outsourced support resources to meet operational and delivery objectives

- Worked with exporting and importing data with SSIS to from Oracle 10g and 11g with SQL Server databases

**Cash America, FT Worth, TX - SQL DBA; 5/2010 to 9/2010**

- Develop PCI and Socks compliance and rolled them out for the SQL, Windows, WEB Servers, Application, Security, Coding and Operations and including documentation as well. Data and Backup encryption, Firewalls, Windows Servers compliance, Application and Web Server compliance PCI DSS COMPLIANCE CHECKLIST
- Assisted with pre-sales and marketing of SOW, applications, demos, writing against RFP RFIs & RFPs and responding to business problems customers brought up during meetings.
- Liaison, between IT and Vendor – Communicate any questions or issues that relate to database performance to the vendor. Discuss solutions with tech services Database Administration.
- Implemented Database Mirroring in Development
- Created SQL Server best practices for Security, Database Administration, Backups & restores, job management, Disaster recovery, patch deployment.
- Worked with Change control. DB2 backup DBA
- Worked with exporting and importing data with SSIS to from Oracle 9x and 10x with SQL Server databases

**Humana Louisville, KY - SQL DBA; 7/2008 to 1/2010**

**Inovar Packaging, Dallas, TX - SQL DBA; 3/2008 to 5/2008**

**VHA, Dallas, TX. - SQL DBA; 11/2007 To 3/2008**

- Database Design – reviewing\approving database designs before moving to production.
- Production Performance – reviewing production performance metrics to determine if\how changes are needed to prevent issues. Application\Database tuning – proactively reviewing database specific application code (e.g. stored procedures, packages, etc...) to ensure optimal application and database performance.
- Web Administration – Performed Installation, Configuration and Support of web servers, Web turn deployments, troubleshooting & performance monitoring
- Performance monitoring of SQL servers, Windows 2003 servers & Web servers using SQL perfmon, profile, SQL scripts, Truesight, HP open View, Sitecope)
- Windows Server 2003 Administration – Providing support, troubleshooting and configuration for SQL and web environment. SQL Server Clustering Support
- Created SQL & Web server & Application documentation
- Supported Database Mirroring (Principal, Mirror & Witness)
- Worked on Sarbanes-Oxley Compliance



## Help Desk Support

### Frederick Kambugu Jr

#### Professional Summary:

- A determined leader, security engineer, and information technology professional; with a passion for problem-solving, application development, network security, Linux, learning, data analytics, and automating tasks with Python.
- Knowledge of installing, configuring, maintaining, and monitoring Windows Server. Windows systems administrator with experience configuring, monitoring, upgrading, and maintaining systems hardware, software, and related infrastructure.
- Knowledge of configuring DNS, and Active Directory Services in Windows-based server environments.
- Knowledge in configuring and troubleshooting Active Directory and deploying Group policy (GPOs) in Domain controller.
- Hands-on technical knowledge of network systems, protocols, and standards such as Ethernet, Token ring, LAN, WAN, xDSL, TCP/IP, ATM, T1, 802.11x, and so on.
- Working knowledge and experience with Microsoft Active Directory Services, Windows Server OS, Office 365, and VMware
- Advanced knowledge of desktop software such as all Microsoft Office Suites. Advanced desktop VPN connectivity troubleshooting and configuration.
- Advanced knowledge of Active Directory and how it works in complex environments. Advanced understanding of how IPv4 and IPv6 technologies interoperate
- Experience working in various switched and routed environments. Experience working in Hardware, software, and network connection-troubleshooting experience.
- Knowledge of anti-virus software, firewalls, intrusion detection systems, and other network security measures.
- Hands-on experience with diagnosing and resolving basic technical issues. Excellent communication and interpersonal skills.
- Self-driven and motivated Helpdesk Technician experienced in providing technical support to clients, managing user accounts, and installing and maintaining hardware and software.
- Possess great analytical skills, extraordinary teamwork skills, strong attention to detail and accuracy, and well-developed time management abilities.

#### Skills

- SOC/SIEM Creation/ Python/ Stack/ Automation/ Agile/ Scrum/ Application Security/ Ethical Hacking/ Traffic Analysis/ Network Detection And Response/ Automating Technical Report Writing/ Incident Response/ Forensic Drive Analysis/ Server Administration/ AWS/ VirtualBox/ Centralized Cloud Management/ Git/ Bash/ PowerShell/ Security protocols/ Risk Management/ Cryptography

#### Education & Certifications

- Montgomery College, Rockville, MD: current Information Systems degree (In Progress)
- Tech Hire program, Takoma Park, MD: 2019 — Cyber Security training
- CompTia Security+ - Aug 2020
- ITIL - Dec 2020

#### Work Experience

##### Alexandria, VA— 22nd Century Technologies - Technical Support Specialist: Jun 2022 - Present

- Provide technical assistance and support to customers who are experiencing technical issues with the USPTO electronic filing system.
- Responding to customer inquiries via phone, email, or chat and troubleshooting technical problems.
- Identifying, researching, and resolving technical issues using a variety of resources, such as knowledge bases, FAQs, and online forums.
- Escalating complex technical issues to higher-level support teams as needed.

- Documenting customer interactions, technical issues, and their resolutions in a customer service database.
- Keeping up to date with the latest technologies and products to ensure the best possible support for customers.
- Manage and maintain user access, including user provisioning in Active Directory and access to applications.
- Manage daily ticket queues and schedule to ensure all assigned tickets are resolved and responded
- Work with end-users to resolve and troubleshoot Windows platforms, hardware, applications, server hardware, applications, routing, and connectivity issues.
- Collaborating with other teams, such as development and engineering, to improve products and services.
- Maintain government security practices Malware analysis on live machines including first and second-stage viruses, ransomware, droppers, and trojan horses for the purpose of creating rules that indicate this infection on the network.
- Deployment of SOC alerting infrastructure with the cyber security department.

**College Park, MD — TWA Financial - Help desk analyst    Apr 2021 - Jun 2022**

- Maintained and monitored the helpdesk ticketing system to ensure the timely resolution of customer uses.
- Helped to create and maintain technical documentation, procedures, and guidelines.
- Communicated progress on open issues to customers and management as needed.
- Provided first-line technical support to customers who were experiencing technical issues with company products or services.
- Monitored and investigated network issues, managed user accounts, and installed and configured multiple network devices, such as servers, routers, and switches.
- Escalated complex technical issues to higher-level support teams as needed.
- Documented customer interactions, technical issues, and their resolutions in a helpdesk system.



## IT Service Continuity Analyst

Dhaval Patel

### Summary

- Seasoned Business Process Analyst with 8+ years of experience and a proven track record of success in the software development industry in a variety of domains including Finance, Banking, and Healthcare/ Pharmacy with various Software Development Life Cycle (SDLC) methodologies, including Agile (SAFe (Scaled Agile Framework) and Scrum) and Waterfall. Proficient in project management tools such as JIRA, Agile Studio, Azure DevOps, SharePoint, and Confluence. Proficient in utilizing a diverse range of analytical tools and programming languages, including Python, SQL, and Excel, adept at conducting statistical analyses, data modeling, and predictive analytics.
- 8+ years of project management experience in the implementation of the Software Development Life Cycle (SDLC) and using various methodologies and frameworks like Agile-Scrum, SAFe, Kanban, and Waterfall.
- Proficient in requirement gathering process using different Elicitation Techniques such as Interviews, Document Analysis, Focus Group Sessions, Interface Analysis, Brainstorming Sessions, Reverse Engineering, and JAD/JRP Sessions
- In-depth understanding and experience in conducting different analyses such as GAP Analysis, Impact Analysis, and Root Cause Analysis to frame a business strategy
- Expertized in creating and analysing Business Requirement Documents (BRD), Functional Requirement Documents (FRD), Work Breakdown Structure (WBS), and Requirement Traceability Matrix (RTM) and converting business requirements into System Requirement Specification (SRS) involving technical writing.
- Developed UML diagrams such as Activity flow diagram, Sequence diagram, Use Case diagram, Data flow diagram, ER diagram, Process flow diagram, and Class diagram using MS Visio which enabled businesses and developers to understand the system
- Conducted due diligence for Change Requests and implemented the change requests effectively by following change management protocols designed by Change Control Board (CCB)
- Proficient in project management tools such as Jira/Rally/Azure DevOps to document user stories, tasks, & acceptance criteria and for status reporting and planning
- Worked with SOA architecture and Micro-Service architecture and implemented successfully in projects
- Comprehensive knowledge of web services-related concepts such as XML, JSON, JWT, WSDL, HTML, AJAX, API, SOAP, and RESTful Web Services
- Sound knowledge in performing ETL process to migrate data from OLTP Database to OLAP Data warehouse and Data Marts which involved Data Mapping based on the Transformation Rules
- Sound experience in Relational Database Management Systems (RDBMS) including performing SQL queries for mapping various system applications
- Experience in API documentation using Swagger and API testing using Postman and SOAP UI
- Experience in working closely with PM, PO, System Architect, and cross-functional teams and involved in writing Client-side validations, Transformation rules, Database validations, and Server-side validations and collaborated with the development team in integrating interactive UI pages
- Highly involved in development and testing stages by conducting efficient code reviews, and facilitating various testing by performing planning and development of Test Plans, Test Cases, and Test Scenarios to meet the product's business requirements
- Facilitated the User Acceptance Testing (UAT) session before every release by inviting the right stakeholders to work on developed software to check its capability
- Good knowledge of testing methodologies such as Smoke, Unit, Regression, Integration, and Functional testing
- Engaged in all scrum ceremonies such as Backlog Grooming, Sprint Planning, Daily Scrum,

- Sprint Review, and Sprint Retrospective
- Proactively updated Team progress to the Product Owner using Key Performance Indicators (KPIs) integrated into JIRA and Rally such as Burn-up Chart, Burn-Down Chart, Cumulative Flow diagram, and Velocity Chart
- Generated User Stories using INVEST criteria and acceptance criteria in GHERKIN format
- Extensive experience in the implementation of Data Cleanup Procedures, Transformation, Scripts, Stored Procedures and execution of Test plans for loading the data successfully into Targets
- Background expertise includes projects involving various Microsoft Dynamics AX modules including Financials (GL/AP/AR), Trade and Logistics (Purchasing, Sales, Inventory & Warehouse Management), Procurement and Sourcing, Product Information Management, Sales and Marketing, Project, and support of related modules
- Possess excellent verbal and written communication skills with strong interpersonal and ethical abilities in handling offshore and on-shore teams.

**Technical Skills:**

<b>Methodologies</b>	Agile – SAFe, Scrum, ATDD, TDD, BDD, Waterfall, and Hybrid
<b>BI Tools</b>	Tableau, Power BI, SAP Crystal Report, Qlik Sense
<b>ETL Tools</b>	Informatica Power Center, Talend, SQL, SSIS, SSRS
<b>Modeling Tools</b>	MS Visio, Lucid Charts, Balsamiq, Diagrams.net, Draw.io, Axure RP
<b>Database</b>	MS SQL Server, Oracle RDBMS, IBM DB2
<b>Documentation Tools</b>	MS Office Suite, MS Dynamics 365, Swagger, MS Excel, Confluence
<b>Web Technologies</b>	XML, JSON, HTML, SOAP, RESTful Web services, API, AJAX
<b>Project Management Tools</b>	JIRA, MS SharePoint, Azure DevOps, Confluence, Salesforce Pega PRPC 7.4, MS Project
<b>Testing Tools</b>	Soap UI, Postman, Swagger, HP Load Runner, Jenkins, Selenium
<b>Programming Language</b>	HTML, JavaScript, CSS, SQL, XML, JSON, Java, C++, Python

**Education**

- Masters of Science in Business Intelligence and Data Analytics, Stevens Institute of Technology, Hoboken, New Jersey
- Bachelor of Business Administration (Computer Application), Pune University (SPPU) Pune, India

**Professional Experience:**
**Capital Group Irvine, CA - Business Process Analyst; April 2020- Till Date**
**Project:** Portfolio Management Dashboard Enhancement

- Prepared Project Documentation like Business Requirement Documents (BRD), Functional Requirement Documents (FRD), System Requirement Specification (SRS), Release Notes, and minutes of meetings (MOM) utilizing MS Word.
- Assisted Project Managers in preparing Project Plans and Project Schedules, establishing Milestones and Work Breakdown Structure (WBS), and maintaining the RACI chart to manage overall project risks and mitigation plans.
- Attended Program Level Ceremonies like PO Sync, PMC, and Architectural Review Calls (ARC) with the Product Owner, to understand the features map Upstream and Downstream dependencies and discuss the Architectural Runway requirements with the System Architect and Tech Leads.
- Led the Finance workstream to configure and implement Dynamics 365 (D365) with a primary focus on General Ledger, Accounts Payable, Accounts Receivable, Budgeting, and Fixed Assets.
- Elicited Business Requirements by conducting detailed Interviews, Document Analysis, and Focus Group Sessions with Business Users, Stakeholders, and Subject Matter Experts (SMEs) to define the financial projections

- Prepared the Requirement Traceability Matrix (RTM) and interacted with the QA team to ensure the quality of the platform.
- Prepared project artifacts such as Business Cases, Project Charters, Master Project Plans, Project Plans, Project Change Requests RFI/RFPs, Business Requirements, Functional and Non-Functional Requirements, Test Plans, Communication Plans, Implementation Plans, User Guides, and Support Documents.
- Performed various analyses such as Gap Analysis, Impact Analysis, and Root Cause Analysis to validate the feasibility of Decisions and Strategies framed by the business entity.
- Attended the Triage calls to identify the defects to effectively log and prioritize them.
- Implemented Unified Modelling Language (UML) to prepare Activity diagram, Use Case diagram, Data Flow diagram, Sequence diagram, Class diagram, and ER diagram by using Lucid Charts.
- Wrote Client-Side Validation, Server-Side Validation, and Database Validation for various functionalities of the system.
- Experience with data transformation from OLTP to OLAP using the transformation rules and SQL querying.
- Actively involved in setting up the Orchestration Processes within the applications using SOAP Webservices/ APIs.
- Updated real-time market data/news to the dashboard on fund managers and analyst portal by embedding Bloomberg API, as well as access to information about any stock values, behavior, and scenario analysis.
- Used the WSDL and UDDI to gain information on APIs and Web Services that are being used by the developers to assist in the development process.
- Worked on Analytics dashboards and reporting in Tableau, worked closely with Business Users in improving their business processes by suggesting the best practices that are possible through Salesforce.
- Designed Test Plans, Test Strategies, and Test Cases for User Acceptance testing (UAT) with the help of the QA team.
- Performed Functional testing on a regular basis to make sure that the basic functionalities of the system are working.
- Actively participated in Backlog Grooming and Sprint Review sessions to ensure that the Definition of Ready (DOR) and Definition of Done (DOD) criteria were met for each user story.
- Wrote the user stories using the INVEST technique, prioritized them using MoSCoW techniques during Backlog Grooming and Sprint Planning sessions; and also developed the Acceptance Criteria in GHERKIN format.
- Participated in the Sprint Review session with the scrum team to ensure that the system functionality is fulfilled by delivering the Minimum Viable Product (MVP) confirmed by the product owner and stakeholders.
- Actively worked with Residential Underwriter, Mortgage Loan Servicer, Credit Analyst, and Compliance Professionals to determine the Business rules concerning Fixed-rate mortgage loan, Adjustable-rate mortgage loans, Government-Insured Mortgages, Jumbo Mortgages, and Conventional Mortgages.

**Environment:** SAFe- (HTML/CSS, JavaScript, Java, Oracle), MS Project, MS Visio, Office Suite, Azure DevOps, SharePoint, Tableau, Salesforce Web Services, API, Microservices, AJAX, SOAP UI, Document Management System, Enterprise Master Index, Investment Management, Bloomberg

#### **HSBC Bank, Buffalo, NY - Sr. Business System Analyst; May 2019- March 2020**

**Project:** Enhancement Payment Processing System

- Identified and mapped stakeholders to the RACI matrix (Responsible, Accountable, Consulted, and Informed) to ensure a smoother change process and to clarify roles and responsibilities in the cross-functional project environment.
- Worked with the project manager and Delivery Team on the Product Roadmap (User Story Mapping) and Release Planning.
- Lead Backlog Refinement Session, collaborated with the business team in prioritizing and grooming product backlogs, and helped prioritize and estimate user stories using MoSCoW

- and Planning Poker techniques.
- Performed due diligence in writing user stories in accordance to INVEST Criteria and convert the business requirements into technical specifications and prepared the Systems Requirement Document (SRD) with the technical team in the JAD session.
- Participated in meeting sessions with the legal team to understand the relevant compliances such as OFAC, FINCEN, HMDA, PII, BSA, and RESPA
- Used JIRA to track the progress of the development team and kept track of the progress by using KPI metrics such as Burn-Down Charts, and Cumulative Flow Diagrams (CFD) to identify areas of improvement.
- Worked with SOA architecture and Micro Service Architecture and implemented API integration successfully in projects.
- Performed analyses like GAP Analysis, Impact Analysis, Root Cause Analysis, and Cost-Benefit Analysis to validate the feasibility of decisions and strategies and to analyze if the action plans meet the business requirements.
- Utilized UDDI to look up WADL, wrote Service Level Agreement (SLA) including request and response for API, and led the JAD sessions with the tech leads, and developers to discuss the system architecture.
- Assisted in designing orchestrations, creating transactions, and integrating web services and APIs into the Orchestration implementation and performed Data Mapping for creating the orchestration process to generate reports.
- Prepared Data Mapping to identify and standardize data from the OLTP to OLAP database during the Extract Transform Load (ETL) process using Informatica Power Center for better assisting in creating API and services for interaction between systems.
- Handled and documented Change Requests and implemented the change request effectively by following the change management protocol designed by the Change Control Board (CCB).
- Validated the API request and response payloads and assisted developers in API documentation using Postman.
- Involved in Daily scrum meetings, Sprint planning, Sprint review, and Sprint retrospective, and aided in maintaining artifacts such as Product Backlog and sprint Backlog and managed to resolve Dependencies and Impediments in every scrum ceremony.
- Actively engaged business users in the Sprint Review and demonstrated Potentially Shippable Product Increment (PSPI) to validate agreed requirements as per the defined Definition of Done (DoD) created by myself and business stakeholders.
- Designed the Test Plan, Test Cases, and Test Scenarios for validating Web Services and APIs based on the defined user stories and acceptance criteria and facilitated smoke, functional, integration, and regression testing.
- Assisted the QA team by providing positive and negative test cases, and maintaining RTM to match used cases to all the test cases.
- Strong experience in conducting User Acceptance Testing (UAT) with complete guidance and updated release notes & runbook for each release as well as reviewing Test Procedures and Creating Test Cases.
- Facilitated Triage calls to identify defects by performing Root Cause analysis mitigated it along with the development, and testing team.
- Actively involved in setting up the Orchestration Process within the applications using RESTful Webservices/APIs.
- Worked on RPA project in providing APIs, and identifying schedulers to automate fetching collateral data.
- Worked with data models with complex relationships in Power BI and connected different data sources to the Power BI desktop as well as designed interactive dashboards in Power BI by creating calculated columns and measures queries in the Power BI desktop to show good data analysis techniques.
- Facilitated System Demo to Inspect and Adapt Minimum Viable Products (MVP), also engaged in Innovation and Planning Workshops, PI Planning, PO Council Meetings, and Release Management Meetings.

**Environment:** Agile – SAFe, SOA, Framework (HTML/CSS, Angular JS, Java, SQL, Oracle 12c, DB2), Dynatrace, Power BI Desktop, AJAX, SOAP, XML, REST, JSON, Microservice, UML, JIRA, MS Excel, MS Visio, XSL FO, Windows 8.0, Postman, TDD, Swagger.

**Walgreens, Bellevue, WA - Business Process Analyst/ Data Analyst; January 2018 - April 2019**

**Project:** Integrating Pharmacy's Inventory Management with POS

- Responsible for Business Analysis, overseeing the gathering of both technical and non-technical requirements for the developers.
- Gathered Business Requirements from Business Clients, SMEs, Stakeholders, and IT collaborates through Brainstorming sessions, performed extensive document review to develop an in-depth understanding of business processes and customer behavior to facilitate requirement validation during Joint Application Design (JAD)/Joint Application Requirements (JAR) sessions.
- Perform Organization and technical work to support Dynamics 365 ERP continuous improvement of the processes that support both Supply Chain and Finance functions.
- Worked independently to define, test, and implement project functional requirements.
- Proficient in creating various documents like Business Requirements Documents (BRD) and Functional Requirement Documents (FRD).
- Performed GAP Analysis by understanding the As-Is business process and then collaborated with the team to design the To-Be system, defined navigation path using Clickstream Activity, and created Process Flow Diagram (PFD).
- Reviewed and analyzed the HIPAA compliances and guidelines pertaining to FDA class one, class 2, and PHI/PGHD to develop and enable the Device Authentication feature to make the rules and regulations of device integration clear and responsive.
- Assisted in practices such as Behaviour Driven Development (BDD) by writing test cases in Gherkins using Cucumber.
- Created software requirements artifacts and deliverables for documentation and communication purposes.
- Maintained the Product Backlog Items (PBIs) and defects by prioritizing and tracking the user requirements and Requirement Traceability using JIRA, and formulated various charts, reports, and dashboards using Tableau.
- Participated in Scrum ceremonies and assisted the Product owner in writing the Acceptance Criteria in Gherkins format, and extensively used JIRA for converting requirements to user stories and helped in framing the Definition of Done (DoD).
- Assisted in creating SQL queries by using functions like joins, unions, outer joins, group by, order by, and aggregate functions to extract data.
- Helped the team in implementing the ETL process using Informatica PowerCenter and performing OLAP operations.
- Collaborated with Data Scientists and actuaries' team-end users to ensure timely delivery of data in the desired form that aligns with business needs.
- Performed API testing using Postman to check if the APIs are returning the desired format as defined and required by the workflow.
- Hands-on experience in SQL queries for retrieving data and has a good understanding of Data Warehousing concepts - OLAP, OLTP, and ETL.
- Created test cases for manual testing in Integration testing, System testing, and User Acceptance Testing (UAT).
- Helped the organization by collaborating with User Experience (UX) to analyze the interface by updating the PM and PO with monthly request reports, developing working wireframes, and prototypes using Balsamiq Mockups.
- Worked closely with upstream and downstream teams to ensure smooth coordination and alignment of all teams with the project goals.
- Fostered collaboration among project teams and motivated team members to achieve team and organizational goals.
- Identified, and guided teams through areas for improvement, including processes, development practices, and internal and external impediments.

**Environment:** Agile/Scrum, API, Postman, Balsamiq Mockups, Jira (v.7.0), Confluence (v.6.4), Swagger, Power BI, Microsoft MySQL Server Management Studio, Cucumber (v.3.0) MS Visio, Office Suite, RESTful Services.

**Bharti Axa Life Insurance, Pune, India - Jr. Business Process Analyst; Dec 2013- Jun 2016**

**Project:** Customer Relationship Management and Life Insurance

- Worked as a business analyst to support the re-design of the Mortgage Asset Management system
- Analysed business needs, created and developed a new centralized back-office system for specific areas including mortgage and lending
- Conducted JAD sessions with key business users to make them understand the project, scope, and deliverables and to check the feasibility of the project.
- Performed Document Analysis and conducted Stakeholder Interviews to elicit high-level functional requirements.
- Assisted the Project Manager in creating the project's Work Breakdown Structure (WBS).
- Designed and developed UML Diagrams including use cases, activity diagrams, and sequence diagrams using VISIO.
- Created Dynamic Wireframes, and prototypes using MS Visio for a better understanding of the GUI and flow of the application.



## Network Engineer

**Jaimani Durga Nagendra Sai k Mulagandla**

### Professional Summary

- Available Immediately. 8+ years of experienced as Network Engineer, overseeing complex company networks with a focus on efficiency and performance optimization. Experience in Juniper Firewall, Switches, Brocade Network, Layer 1 ,2 & 3
- Certifications: Cisco Certified Specialist, Cisco Certified CCNA Routing and Switching. Around 9 years experienced as Network Engineer, overseeing complex company networks with a focus on efficiency and performance optimization.
- Detail - oriented and proactive with strong troubleshooting training communication and analytical abilities. Cisco Accredited Network Engineer with over 7 years of industry experience, including, Routing, switching and firewall skills.
- Hands-on experience with installing and managing IT services such as Active directory, site replication, DNS, SSH, DHCP, NAT and VMware NSX. Sound knowledge and experience on IP Addressing, sub netting, VLSM, proxy ARP and web proxy, like "web sense", agile methodology.
- Handled load balancing using cisco ACE and F5 Network Load Balancers (both LTM and GTM). 5+ years of experience working with Cisco ACI. Responsible for the Cisco ACI network architecture. Cisco ACI configuration and troubleshooting. Manage Data Center Network infrastructure associated with ACI environment.
- Configured AAA on different network devices. Setup TACACS and RADIUS authentications to users. Major responsibility is to design and deploy various network security & high availability products like Cisco ASA other security products, Packet analyzers, Network Forensics, Avaya Call Manager.
- Experience in designing and implementing IP addressing including IPv4 and IPv6 and familiar with working on Dual stack Mode. Hands on Experience on All DATA CENTER network devises like C65XX L3 switches, and nexus 9k,7K, 5K, 2K configured as ToR (Top of Rack) datacenter design, DWDM.
- Configured Fabric path between 9K and 5K for layer 2 connectivity and configured VPC between 9K for port channeling for end host standpoint. Worked on Extensively on Cisco Firewalls, Cisco PIX (506E/ 515E/ 525/) & ASA 5500(5510/ 5540) Series and Palo Alto 200 and 3020

### Education

- B. Tech in Computer Science from Guru Nanak Institutions
- Master's Degree in Computer and Information Sciences, General from Southern Arkansas University

### Technical Skills:

<b>Routers</b>	Cisco 1800, 2500, 2600, 2800, 3600, 3900, 7200, 7600 series
<b>Switches</b>	Cisco 6500, 4900, 3750, 3550, 3500, 4500, 2900,9300,9200 series
<b>Nexus</b>	7K, 5K, 2K & 1K,9K
<b>Load Balancers</b>	Kemp, Cisco CSM, F5 Networks (big-IP) LTM 8900 and 6400
<b>Firewalls</b>	o ASA, Cisco PIX, checkpoint.
<b>Routing Protocols</b>	IGRP, RIP, EIGRP, OSPF, BGP, RIPv2, TCP/IP, STP, RSTP, VLANs, VTP, MPLS, HSRP, VRRP, Route Filtering, Redistribution, Summarization, Static Routing, TACACS+, RADIUS
<b>LAN Technology</b>	VLAN, RSTP, VTP, Inter-VLAN routing, STP, Domain, HSRP, Trunks, , Ethernet, Fast Ethernet, Gigabit, Workgroup, Domain.
<b>WAN Technologies</b>	PPP, HDLC, Fiber Optic Circuits, Frame Relay, VOIP, ATM, SONET, MPLS-VPN, IP sec-VPN, Leased Line, ISDN/Dial-Up.
<b>Operations</b>	Layer 3 switching, ether channels, Uni-layer switching.
<b>Antivirus &amp; Endpoint protection</b>	Symantec Enterprise Edition, Cisco CSA, MacAfee Enterprise Edition.
<b>Network Management Tools</b>	SNMP, Cisco works LMS, Cisco MWTM, Wire shark, Net flow Analyzer and Ethereal.



<b>Network Security</b>	VPN, ACL, IPsec, IDS/IPS, Filtering, Port-security, AAA, Zone-Based Firewalls, juniper SRX, EX/QFX, Cisco ASA, Palo Alto firewalls. PAN firewalls, CloudWatch, NetIM
<b>Network Technologies</b>	TDMA, SONET, MANET, FDMA, CDMA, DSL, NFVi, VNF, NSO, ESC, CEPH, RHEL, UCS, CVIM, VPC, VSS, DLSW.
<b>Operating Systems &amp; Tools</b>	Cisco IOS, Windows Vista/ XP/ NT/ 00/98, Windows NT 4.0 (Desktop/ Server), Windows 2000/2003/2008 Server, Windows XP/ Windows 7/ 8, Apache Server, Active Directory LINUX, Solaris, Run book, RED HAT open stack, OpenFlow

**Professional Experience:**

**CIGNA, New York**

**Oct 2021 - Present**

**Sr. Network Security Engineer**

- Worked on different networking concepts and routing protocols like BGP, EIGRP, OSPF and other LAN/WAN technologies. Working knowledge of multiple vendor equipment. Juniper (ERX 1400, M320, MX960, M10i, T1600, T640) & Cisco (CRS8/16, 10K, 2811, 3661, 7200, 7600)
- Designed, implemented, managed and monitored Wired & Wireless Network across the locations. Enabled to create a Positive Enforcement Model control between two networks that have different trust levels. Worked on NXOS, IOS and IOS-XR BXB to N7K-NXOS (MPLS) system test.
- Implemented standard configuration template scripts in various network devices for SNMP v2, logging, and NTP. Experience in creating and setting up SSL Certificates. Installation and maintenance of Switches and servers for VMWare 5.5 Environment
- Replaced 6500 from access layer and Installed 3750s Switches. Involved in Juniper Secure Analytics platform network management and log event analysis. Cisco ASA Firewall configuration and troubleshooting. Racking and Stacking of Cisco 3750 Switches.
- Responsible to develop scripts to collect all the inventory details for router, switches, firewall. Experience working with different Linux Environments. Install, test and support Audio and Video control systems both onsite and remotely
- Methods, probes and monitors recreating HTTP and HTTPS redirect VIPs to client from data servers. Responsible to develop scripts to collect all the inventory details for router, switches, firewall. Troubleshooting of Cisco 2800, 2900, 3900, 7200, 7600, ASR9000, CRS and GSR 12k Series routers.
- Worked on load balancing methods, SSL certs, client/server profiles while configuring VIPs and customizing them as per the application needs. Bringing up new Juniper backbone router. Experience working with F5 LTM/GTM network load balancers for various applications depending on the requirements.
- Assist with Interpreting regulatory security policies, procedures and developing security management SOP's. Co-ordinate with the Data Network and Security team and come up with possible solution
- Day-to-day resolve one off application and hardware integration issues, gathering application requirements, implement standards, make best-practice recommendations and find resolutions to complex issues to and including mission critical systems resilient network connectivity within campus and organization business partners.
- Hands-on experience with modifying Python scripts to automate a lot of network tests. Plan and execute of the Enterprise business information system, Public Web service upgrade and migration to data center firewall security zone.
- Implemented and manage Cisco Firepower and Firepower management console. Responsible for detailed evaluation of existing Voice and Data infrastructure. Implement automated firewall blocking & Trouble shoot in Network environment. Configure firewall to allow or block packet to travel from one network to another or also change the packet while forwarding them (packet forwarding and packet filtering)
- Maintaining network related tools like Cisco prime, Aruba, Net Scout, Forti Manager and solar winds. Worked on upgrading the back-up stack network from Nortel to brocade. Configured brocade ICX 7750 for stack configuration and replicated the existing the Nortel configuration.

- Worked on upgrading the Juniper MX, EX, SRX. Responsible for Layer I, II and III troubleshooting, while maintaining trouble ticket tracking, following internal/external escalation procedures. Minimize downtime and risks by implementing network security protocols and responding to firewall requests
- Monitored network traffic and developed capacity planning initiatives, making necessary recommendations

**Environment:** Checkpoint, bash Shell Script, Python 2.7, Linux/Unix, Red hat /Ubuntu, VMware servers, upgrading iOS code, monitoring traffic, Juniper MX, EX, SRX Cisco Firepower,

**BCBS, Durham, NC**

**Nov 2020 – Sep 2021**

#### **Network Engineer**

- Responsible for maintaining and ensuring the proper functioning of all network devices (i.e., Juniper routers/ switches, Cisco Routers/Switches, Juniper net screen firewalls, Cisco ASA firewalls, and load balancers (LTM)).
- To design and implementation of new solutions and improving resilience of the current environment.
  - Securing network systems by establishing and enforcing policies, and defining and monitoring access. The support and administration of firewall environments in line with IT security policy.
- Deployed all regions for application and database hosting within the VMWare environment. Provided informal training and assistance as necessary to new network engineers in operation, configuration and troubleshooting of Juniper routers and switches.
- Implemented Access-list rules based on Organization's security policy standard. Configuring ACL's, NAT and Routes on Cisco ASA 5505, 5540 and 5580 Firewalls. Provided technical support of Cisco CUCM and voice network. Configured Access rules on Palo Alto 3000 and 5000 series Firewalls
- Conduct risk and vulnerability assessment of planned and installed network systems. Planned, analyzed, developed and enhanced security policies and procedures for the enterprise network. Developed policies and procedures to ensure information systems reliability and accessibility as required for unauthorized access to systems, networks and data
- Call Manager CUCM physical and Virtual with Linux OS. Hands on Server as well as Virtual VM Sphere. Developed plans to anticipate, identify and evaluate risk associated with IT security vulnerabilities. Firewall deployment, rules migration, firewall administration and converting existing rule based on to new Palo Alto next generation firewall platforms.
- Maintained corporate firewalls and Analysis of firewall logs using Security Analytics. Knowledge of McAfee web gateways and other web filtering technologies and giving access to personal email accounts based on Organization's security policy standard. Configured NAT onto the Juniper SRX firewalls using Info box
- Installation and configuration of Proxy server and Info box DNS, DHCP, WINS and IPAM. Provided technical support for service request issues, customer engagement and internal projects. Performing security policy review/approval as well as documenting customer requirements for escalated security review by senior engineer
- Performing Migration from Cisco ASA to Palo Alto Firewall. Working with Juniper Jun OS operating system and working on M and MX series routers. Experienced in installation of new firewalls in new environment with no or minimum impact to traffic
- Defined firewall rule categories and using best practices to make it precise as per the requirement. Responsible for configuring, monitoring and administering Web Filter for Internal user web access. Monitoring the network, troubleshooting network problems, implementing changes, communicating and working closely with vendors, customers, system administrators.
- Constituted DHCP server that assisted in leasing out IP addresses from predefined set to the incoming devices. Generated system back-ups (Network File System) in a timely manner by using cron jobs. Frequently use Wireshark among other tools to analyze call failures and quality issues.
- Troubleshoot Network flow and application performance with Wireshark and net flow. Installed, adds moves and changes, Cisco call manager, PBX phone/voicemail systems. Performed basic systems testing and operational tasks (installation of patches, network connectivity testing, etc.)
- Support multiple technical teams in 24 x 7 environment operational environments with high uptime requirements. Varied shift schedules may include day or evening hours. Responsible to enhance

performance and teamwork by providing training and mentorship to new security team members

**Environment:** Cisco ASA, Firewall rule configuration, Wireshark, ACL, NAT, Cisco call manager, Enterprise vSphere 5.5, F5 load balancer, IOS-XR and IOS, Junos, VX-LAN.

**Coveo Info Solutions, India**

**Jan 2018 - Jun 2019**

**Network Engineer**

- Implemented network technologies including Cisco routers, switches, and access points in office buildouts and Cisco gears. Analyzed and tested network protocols (Ethernet, TCP/IP) using Wireshark to determine any outages.
- Configured Routing protocols RIP, OSPF, EIGRP, ISIS, Cisco GSS GSLB, static routing, and policy-based routing. Identified areas that can be automated. These may occur during the initial setup of network device configuration deployment, change management, or acceptance testing.
- Internal documentation is used to transfer knowledge of implemented systems and processes to make the switch to Infrastructure as Code for our data centers. This is a fairly common occurrence in Cloud environments. Large-scale, quick-to-deploy data center deployments.
- Provisioning with zero touch – such as Cisco DCNM and POAP. PyATS, chaos monkey testing – automated network acceptance tests. NSO and Ansible are two tools for automating network configuration. GitOps, Pipelines, and Jenkins are examples of automated deployment techniques.
- UCS, ACI, and Nexus are Cisco data center systems. REST APIs, NETCONF, YANG, JSON, and XML are all Network Programmability skillsets in Software Defined Networking (SDN). Files containing configuration and installation parameters also known as configuration files.
- Provided related teams with regular or weekly status reports. KPIs and KRIs must be met by the asset owner for network security infrastructure. Complete power over obsolescence, patching, and upkeep. Operational dashboard that allows for the detection of any possible problem using indicators and capacity planning. Network security architecture that is in line with the company's goals. BAU automation and standard operating procedures are delivered and developed.
- Direct communication with suppliers and vendors at the maximum degree of escalation, STP, VLAN Routing. Configured BGP with different attributes like Weight, Local Preference, Next hop to load balance between multiple links. Engineered Route-redistribution between different routing protocols like OSPF, BGP, and EIGRP for increased efficiency.
- Implementing F5 load-balancing and experience with LTM, IP Networking, Cabling, Data Circuit Turn-up/ Testing. Configuration of VLAN's, VTP domain, Trunk Encapsulation, Ether channels, Inter VLAN Routing, STP, HSRP, stack switching and NetScout Sniffers and DC technologies, AWS ELB.
- Worked on Campus Wireless environments with 1000+ access points, Wireless LAN controllers, Anchor Controllers, Authentication policies, BYOD policies, Integration with RADIUS. Experience with Aruba and Cisco WLAN.
- Knowledge of SMF / UPF / AMF / MME, SAEGW, SPGW, ePDG, SaMOG 3GPP standards 5G / CUPS / LTE EPC/ GSM /VOLTE, VO-WIFI CDMA, VNet's and VNet peering, VSS /VPCs/ASR and VPC Peering, Transit Gateways, Express Route, Azure Hub Spoke Configuration and call flows spectrum, Net brain with qApps, Thousand Eyes
- Experience in monitoring nodes and health via SolarWinds, ISE, Net brain, Wireshark. Implemented DevOps and DevSecOps systems. Managed DevOps for Amazon AWS, bash scripting, Jenkins Chef and Ansible. Experience with 2019 TMO Ultra core platform, TMO CUPS, TMO 5G deployment.
- Experience with Cisco StarOs, docker, Kubernetes, containers, microservices principles. Provided 1st tier support to Users Globally utilizing Cisco Call Manager 7.1/8.5 and Cisco Unity 7.1/8.5. Managed and Maintained Analog fax lines, Voicemails, Auto Attendants, Phone setup, and Alarms/Alerts.
- Provisioned and Supported Existing infrastructure of Cisco Voice Adds, Moves, and Changes to Voice Gateways, CTI Agent, Cisco Switch, T1s, and Call Routing. Supported and Trained Users on Microsoft Applications, Voicemail Products, and Phone Features. Performed Administration and Deployment of CUCM, Unity Connection, Presence, DSPFarm Routers, Upgrade to Cisco Unified Attendant Console 8.6 to 9.x.

**Environment:** WAN networks. Expertise covers all areas of maintaining medium to large networks and communication systems, Expert in handling IT Infrastructure management, Port security, NAT/PAT, large 24x7 Networks / Data-centre and managing multiple vendors.

**Integration Solutions, Hyderabad Business, India**

**Aug 2014 – Dec 2017**

**Network Engineer**

- Responsible for physical and logical design for various LAN, WAN projects need. Implemented & supported network infrastructure at company's corporate office. Worked on design & implementation for data networking, IT routing & switching, IT Subnetting and network segmenting within large scale enterprise network.
- Managed Cisco switches, routers, and firewalls. Commissioned Checkpoint Firewalls: Virtual as well as SPLAT firewalls. Upgraded various devices, such as ASA, Checkpoint, Routers, Switches Involved in firewall policy cleanup standardization as per customer needs.
- Configured BGP and configured Local Preference to choose best route. Integrated VoIP Call Manager and Unity with PSTN and setup voice Gateway ensuring QOS for Cisco based Voice over IP and CDR for voice call Accounting. Worked with WAN team for migration of Frame-Relay/ATM network to MPLS-based VPN for customer's WAN infrastructure. Knowledge of RF spectrum analyzers such as Wi-Spy and Fluke and Nyansa Voyance.
- Knowledge of Ipswitch What's Up-Gold and Manage Engine monitoring tools, TFS network security infrastructure. Hands on experience of Cisco Wireless Controllers, Cisco Prime, MSE, DNA, ISE Apps, Entuity and disaster recovery planning and testing.
- Executing ansible scripts in python and PowerShell for TDA integration of new network designs in our T-Mobile Retail Network. Web Software Testing and Development using Python and PowerShell Scripting Languages in our Client's Network.
- Expertise with scripting languages such as PowerShell, Python. Involved in management of network devices using HPNA and SNMP, CUCM, CCX. Implemented SNMP on Cisco routes to allow for network management and survey tool Ekahau.
- Provided Level 3 Support for customer request on change of configuration. Switching: Configuring and Troubleshooting of Vlans, Svi's, Inter-vlan routing, VTP, HSRP. Routing: Expertise Protocols: OSPF, EIGRP, BGP and STATIC Routes, GRE, Filtering, redistribution.
- Involved in the configuration of § Cisco ASA, PIX, Checkpoint Fire-eye, Juniper and Routers (IPsec VPN, SSL VPN (Clientless, Thin Client and Thick Client VPN, GRE VPN, GRE over IPsec VPN, IPsec Remote Software Client VPN) § Redundancy: Active /Standby Failover, Active/ Active Failover, State-Full Failover, Checkpoint Clustering § MPF (Modular policy Framework) for L3/L4/L7 traffic inspection § Implementing Virtual Firewall – Security Context. § Device level and user level network access restriction using ACS Virtual server, storage in SAN environment.
- The Baseline, Architecture, Design, and Migration Strategy are all finalized at the Discovery and Design Workshop. Data Network in the Enterprise (administration, patching, upgrade and migration activities), Design, HLD/ LLD preparation, implementation team leadership, service level management, demand, and incident management
- Experienced with Interior and Exterior routing protocols that includes RIP, OSPF, EIGRP, IS-IS and BGP. Worked on Cisco, Juniper and Arista routers. Experienced in Network Security that includes perimeter security for Internet, Extranet, DMZ, Internal Server farms, and Web traffic security with Proxies, Web Application firewalls.
- Worked and migrated multi-vendor equipment and Next generation firewall technologies. Worked on ASA, Firepower, Checkpoint and Palo Alto firewalls 3020. Experience on MWG, Bluecoat and Zscaler proxies, Fortinet, Python. Experienced with TACACS/RADIUS servers, migration from ACS and Aruba ClearPass to ISE. Experience with windows and Infoblox DNS and DHCP servers, IPAM, internal and external grids.
- Experienced with WAN connectivity, MPLS circuits, leased Lines, Metro Ethernet, Site to Site IPsec tunnels, ISP circuits, Customer Edge configurations. Experience with SDWAN solutions that include Viptela and Versa, Velocloud.
- Experience with setting up and troubleshooting SSL VPN solution using Cisco AnyConnect, Juniper Pulse Secure, Zero Trust Network Access and EOS cloud vision. Knowledge and operational experience with SDN controller, Cisco ACI, VXLAN, MSTP, VTEPS, LCAP, VNI, Bridge Domain,

Arista Cloud Vision, EVPN, MP-BGP, Spine and Leaf Architecture, Wireless access management (WAM), RSA, NSX Distributed firewalls

- Experience with Zscaler Cloud Proxy Architecture with ZIA, traffic forwarding using GRE tunnels to Zcloud, Azure AD Authentication, Access policies, ZAPP, Tufin. Experienced with Network Monitoring tools, SNMP, Log collectors, Splunk, ticketing tools and thorough understanding of workflows in corporate environments that include Financial, Healthcare, and Retail clients. Close contact with stakeholders.

**Environment:** Checkpoint, bash Shell Script, Python 2.7, Linux/Unix, Red hat /Ubuntu, VMware servers, upgrading iOS code, monitoring traffic, Juniper MX, EX, SRX Cisco Firepower,



## **Project Manager**

**Albert Ortiz**

### **Summary**

- Seasoned Project Management professional with 20 years of experience in all phases of project/program management, application development, business analysis, policy planning, quality assurance testing/analysis, vendor risk management, contract solicitation and management.
- Strong record of success in creating robust IT architectures and infrastructures, IAAS, Application development (SDLC), Application upgrades, Data Warehousing. Proven ability in on time/under budget, problem solving, team work, and strategic direction to Boards and Executive teams.
- Proficient in Solution Customization Cycle involving Process Engineering, Business Requirement Study & Problem Identification; Business process mapping with product; Gap Analysis & Customization Finalization; Change Management and Implementation, UAT & Support
- Proven ability to successfully develop, lead, manage, and drive large-scale, complex operational and long-range strategic projects involving cross-functional teams with internal and external resources in fast-paced environments.
- Well versed with defining and managing large projects, business operations, project scope, schedule, resources, dependencies, and constraints while focusing on the successful project delivery
- Record of success leading all phases of diverse technology projects; PMP, BA, MCSC, CCNA, Agile Scrum credentials.
- Exceptional analytical acumen; adept at analyzing discrepancies and project issues develop ways of increasing quality, team productivity, and client satisfaction, and implement process improvements ensuring achievement of company goals and clients' expectations.
- Mitigate risk factors through careful analysis of technology, quality, schedule, and financial data.
- Comprehensive experience in data analytics, exceptional product, project, and client management skills.
- Expertly define best-suited project processes and tools; move between Agile and Waterfall approaches, effectively building project road maps, plans, work breakdown structures.
- Strength leading in complex environments while motivating individuals and encouraging them to take positive actions and be accountable for their work
- Skilled in coordinating, collaborating and reviewing budgets, charters, business cases, timelines, and initial work breakdown structures as well as controlling project risks, costs, schedules, and performance.
- Effectively work independently, likewise an adaptable and flexible team player. Skilled in Budgeting, and using Microsoft Office suite (MS Word, MS Excel, MS PowerPoint, MS Project, Visio, etc) as well as Communication, Time Management, and Teamwork
- Extensive experience in delivering high priority, mission critical projects to a wide variety of clients in the financial, internet payments, telecommunications, public utilities, insurance and health industries.
- Expert in agile and waterfall project management methodologies.
- Managed large project teams and known for high-quality deliverables that met or exceeded timeline and budgetary targets.
- Highly proficient at vendor management, change management, product and application implementation, needs assessment; requirements definition; change management; vendor relations; mergers/integrations; international business; logistics; software testing/deployment/conversion; performance reporting; web development; crisis resolution; policy/procedure development; regulatory compliance; training delivery
- Excellent communication skills with active listening.

### **Technical Skills**

- ERP Installations, Management and Upgrades: PeopleSoft, SAP, Archer, NetSuite, Salesforce implementation for finance, HR, Customer Experience management, Training
- Telco operational readiness planning and implementation
- PDM and HP PPMC project management tools, ITIL Certification, Six Sigma Green Belt



- Microsoft: Project, Excel, PowerPoint, Visio, Access, SharePoint; Clarity, HP Quality Center; Google Analytics; STAMP, CREST, Planview, Clarity, Jira, Remedy, Confluence, HipChat, Smart Sheet, PMUWS, ClearQuest, Power BI
- Payments background, e.g. online payment processing, bill payments, person to person payments, transfers), EMV Card Upgrade and POS hardware installation and configuration
- Authentication, access security, banking compliance audit and reporting
- Online money movement solutions, including Bill Pay, wires, account management, funds transfers
- Mobile and Online Banking
- Web channel management
- Release Planning, Sprint Planning
- Organizational Change Management
- iOS, Android operating systems
- Couchbase, Salesforce, Bandwidth
- AWS (Amazon Web Services), Machine Learning, AI
- OTT, CPS, Cloud Integrations, Kubernetes (Chef, Puppet, Ansible)

### **Education**

- Harvard University; Cambridge, MA; MA, Ed. M., Social Policy, Education
- University of California, Santa Cruz; Lifetime California K-12 Teaching, Administration and Supervision Credentials
- University of California, Berkeley; BA, History and English Literature
- University of California, Berkeley; Professional Project Management Certification

### **Professional Experience**

#### **State of Oregon, Oregon Health Authority, Salem, Oregon**

#### **Senior Technical Program Manager**

#### **10/19 – current**

- \$25MM project budget
- Lead team to define, build and deploy a SaaS based time keeping system for 20,000 health care providers statewide
- Vendor RFP preparation, vendor selection and vendor management for implementation of third party solution
- Worked in Real-time collaboration between project staff for Large Enterprise IT system integration projects
- Coordinate and track the delivery of the project deliverables, escalate project issues and coordinate decision making.
- Worked on Process Mapping existing Work Flows, lead standup meetings, manage the backlog, lead sprint planning, facilitate retrospectives as well as advise the product owner.
- Track the project progress and ensure forward movement of work.
- Coached team members to assure ongoing development, engagement, and achievement of performance expectations.
- Created business process workflow diagrams in Visio to depict the end-to-end program solution for process improvement efforts.
- Led Project meetings with Senior Management and Stakeholders to discuss issues via RAID documentation and logs as well as managed Stakeholder expectations and their engagement levels.
- Led all stakeholders responsible for getting project scope delivered to clients on time, per defined quality and agreed-upon cost in order to achieve customer satisfaction.
- Served both as a Senior Project Manager and a Client Delivery Manager while managing multiple/simultaneous client initiatives and ensuring project timelines were met and all client issues addressed.
- Involved in Test case execution and defect reporting. Testing includes user acceptance testing, Quick Smoke Test, Regression Testing, Full Smoke Test, Exploratory Test, Structured Test, etc
- Participating in Daily Scrum calls, User Story Estimation (for the next Sprint), Jira Refinement for the bi-weekly sprints and Sprint Retrospectives

- Developed test plans and scripts, use cases, automated testing plan, vetting and guiding requirements/acceptance criteria, and assisting business users through user acceptance test processes
- Conducted project discovery and gap analysis of current vs. future product state through the interviewing of key stakeholders', application of business process re-engineering elicitation approach to flush out business rules, operational specifications and interface specification
- Responsible for Business Process Engineering, Navigating and collaborating with Enterprise Architecture (Principles, Standards, Processes) for setting up IT infrastructure
- Performing impact assessment and creating impact assessment document, define new business processes, application functionalities, interface requirements, triggering events and exceptions handling
- Implemented changes to technical work instructions following the continuous improvement principles

**ClearCaptions, Remote Position, Roseville, CA****Senior Technical Project Manager****01/18 – 09/19**

- Manage product, development and business teams in the design (requirements, user stories, backlog management), build and release of automatic speech recognition functionality to deliver text captions to the hearing impaired (English and Spanish Language Support) via a proprietary telephone designed and manufactured by Clear Captions. \$5MM project budget for design and build of proprietary speech to text telephone unit. Provided caption telephone services to over 50,000 clients nationwide
  - AI Integrated voice to text via IBM Watson, AWS, Google Speech to Text; Dragon, Nuance
  - Couchbase, Salesforce, Bandwidth vendor management
  - Order to Cash: Oracle ERP suite for project financial reporting and controls
- iOS and Android end points also supported: iPhone, iPad, Android mobile phones and tablets
- Project lead on new Salesforce ERP implementation; risk assessment, platform configuration of integration points, engage third party vendor to support implementation, data clean up, capacity planning, redundancy set up, day one support planning
- Produced software architecture and physical design documents, class and sequence diagrams as per the templates provided by the Cluster using UML
- Participate in cross-functional teams, acting as an advocate for the client, to ensure customer needs are met through a more powerful product offering. Interact with sales, engineering, vendors, as well as other members of Technical Support, to ensure continuity between the departments.
- Conducted regular meetings with clients & stakeholders to discuss project progress, budget, risk, issues, dependencies, and change control
- Managed matrix resources, schedules, and financials while adhering to stage gate quality and control guidelines.
- Worked close with the Business Analysts to gathering requirements for a company-wide initiative for process improvement of international capital expenditures.
- Created RAID documentation & Logs as well as led multiple team efforts across program, managing risks, issues, dependencies and project milestones
- Provided leadership for project teams by building and motivating team members to meet project goals, adhering to their responsibilities, and project milestones.
- Improved defect closure capability of team by introducing holistic bug prioritization process, intensive regression testing and dedicated quality assurance team; thus, decreased turnaround time of defect closures
- Conducted previews, demos and UAT with key business stakeholders prior to release to get sign-off as well as educate on new features and enhancements
- Routinely reviewed and validated implemented services based on specified acceptance criteria detailed in the Business Requirements Document (BRD), user stories and other project artifacts
- Coordinate with the implementation of company's management system requirements through collation and compilation of data to ensure continuous improvement to meet company's internal policies
- Escalates project issues and coordinated in decision making to ensure no impact on the project.

- Supply chain/procurement management with off shore telephone manufacturing enterprise (China)

**Capital One Bank, e-Commerce Banking, San Francisco, CA**

**Senior Program Manager**

**03/15 – 08/17**

- Program Budget, \$8MM. 5 Scrum Teams
- Task allocation in collaboration of all Managers. Planning and scheduling all the deliverable as per client's requirement
- Managed the EMV card and POS terminal upgrade for 26,000 retail and ecommerce customers of Capital One Small Business unit
  - Card reader equipment purchasing; installation scheduling and performance monitoring
  - SAP OTC
- SharePoint, Confluence and Jira Administration
- Managed transition effort from PMBOK to Agile Scrum project methodology
- Primary duties included end-to-end delivery management for program planning & scheduling, stakeholder management, critical path management, delivery execution governance, and leadership of multi-faceted project teams.
- Project Manager for the design, development, and testing of a custom, enterprise architecture data translation application. Lead and governed a project team consisting of stakeholders, architects, developers, and business analysts through an agile software development life cycle to stand up the prototype application. Generated the user training manual for the software prototype.
- Understand the business process, matrix and implications of decisions for profitability and align work and Business Continuity Process (BCP) with strategic goal
- Coordinated task management with product owners, scrum masters, test, deployment, and post production support teams
- Implemented Disaster Recovery environment and globally distributed architectures.
- Designed and delivered POS training to customer support teams nationwide (832 branch locations) to support Spark Pay online product sales
- Updating information in the Lessons learnt document during the closure of the project and circulating it to the Process engineering team
- Lead team in efforts of relentless improvement, remove team delivery roadblocks with a solution-driven mindset
- Managed all project reporting to stakeholders, project issues & risks management, budget tracking and reporting

**Kaiser Foundation Healthplan-IT**

**Senior Program Manager**

**1/14 - 2/15**

**Vendor Risk Management and Innovation Group PMO**

- Project Budget: \$6MM Budget; 15-20 dedicated resources assigned to the project
- Responsible for IT Infrastructure build out for three data centers, \$15MM budget
- Hardware purchasing; RFP management and vendor selection management
- Responsible for hardware Vendor management, purchasing, scheduling installation, server configuration, testing and activation and support
- Focus on quality improvement and data management; while also ensuring data reliability and validity
- Identified, created and facilitated process design changes by conducting business and systems process analysis and design at a complex level
- Created roadmaps & strategies, participated in program and project planning, as well as product reviews and user story mapping
- Participating in preparation of design documents of application portfolio
- Provided guidance to QA/testing teams for User Acceptance Testing and collaborated to deliver on test strategy and test case execution to ensure 100% adherence to regulatory requirements
- Expertly prepared a detailed plan for all phases of the project, and procured resources to achieve project objectives in planned timeframes
- Archer ERP implementation for vendor management and compliance reporting

- Managed development and delivery of new Vendor and Asset Risk Profiling Program
- Managed vendors, offshore and domestic development and QA teams
- SharePoint, Jira and Rally application administration/management
- Facilitated and lead team project and check-in meetings as needed for task and deliverable progress.
- Determine, document and distribute project status on agreed upon schedule.
- Establish and maintain regular meetings with the project sponsor to develop agendas, track action items and notes from meetings
- Establish and maintain team meetings, teamwork and collaboration, establish and build strong sponsor relationships as well as establish and build strong stakeholder relationships.
- Lead the development of the work plan and maintain current work plan status, develop and publish periodic status reports as well as identify, document and shepherd project issues and risks

**PayPal, San Jose, CA**

**Senior Program Manager and Scrum Master**

**01/12 – 12/13**

- Assorted projects; budgets varied between \$1MM-5MM depending on complexity of deliverables
- Data Management Team, Senior Program and Project Manager
- Managed development programs for Finance-Accounting and Global Core Payments Verticals; deployment of SAP ERP finance suite
- Managed and coordinated production releases for multiple projects of various size and duration
- Bill pay, money movement, incentive program design and launch, customer service staff training
- Managed risk and risk mitigation activities
- Created and maintained MS Access database to track, monitor and report real-time discrepancy
- Managed work of Chennai, India development and QA teams for program and project deliverables
- Coordinated work activities of Business Analysts, Solution Architects, BI, Essbase, ETL, DW, QA and Deployment Team resources
- Managed status reporting to executive level of all in-flight programs
- PMO Tools: JIRA, Clarity, Rally, MS Project
- Agile Scrum Master
- Kanban leader

**Pacific Gas and Electric, San Francisco, CA**

**Senior Program Manager IT IS Project Management Office**

**02/09-1/12**

- Project Budget, \$30MM; core team of 6 direct reports
- Lead Project Manager for Customer Care and Billing Rates Change project; created Peak Day Pricing Rate structure and billing capability for the company's largest commercial and industrial customers
- Focus on change management; migration issues, vendor management (Oracle CC&B on site team and CSC development and QA teams), issues/risks management and change requests and project status communications to senior and director level management plus status reports to functional team and IT finance. Tools included Mercury, Remedy, Team Track and HP PPMC
- Developed and executed capital expenditure project plan for upgrading and implementing ERP computer system
- SAP bill to cash ERP
- Oracle CC&B (Customer Care and Billing) ERP implementation
- \$30MM project budget spanning a 2.5-year lifecycle; project completed on time and under budget
- Received two PG&E Reward and Recognition stipends for project management performance
- Lead Project Manager for Winter Gas Savings Program 2012 and Peak Day Pricing related project
- Vendor manager for onsite teams: Accenture, CSC, Razorfish, Marketo, Oracle CC&B

**Cisco Systems, Inc. San Jose, CA**

**Senior Program Manager, Consultant**

**01/07-01/09**

- Channel Services Project Manager

- Data Center technology upgrade, resource staffing, planning
- PeopleSoft ERP; customer management and financial reporting; order to cash
- Program Manager on project(s) to re-design corporate change control policies and procedures (business, IT releases). Managed team of 15 cross-functional resources from biz, IT and executive groups from across the enterprise.
- Combined project budgets: \$20MM

**Public Health Institute, Oakland, CA**  
**Senior Program Management Consultant**  
**07/04 – 01/07**

- Upgrade Oracle ERP version; re-engineer ERP workflow to standardize application implementation processes for grant management compliance reporting to National Health Institute
- Managed deployment of application and operating environment; total project cost, \$5.5 million
- Mapped all current workflow processes and performed risk assessment and management plan
- Identified all workflow issues and designed mitigation plans; re-engineered business practices and implemented best practices solutions without customizing ERP software
- Managed interface between business stakeholders, internal IT team and application vendor
- Designed and managed QA and UAT; wrote use cases and test scripts.
- 15 team members. \$8.25M project budget

## Quality Assurance Analyst

**Prasanna Dullapelli**

### **Professional Summary**

- 16+ years of experience provides him with exceptional planning, tracking, and delivering projects and the technical expertise in implementing industry standard testing methodology and tools.
- Experience with API and Web Services testing using Selenium. Strong knowledge and experience in SQL, PL/SQL. Experience in mobile apps, digital websites, or marketing/transactional emails
- Experience in developing Manual test cases using ALM QC 11.0 for Web and Mobile applications. Experienced in setting up and executing test plans supporting integration testing, regression testing, system testing, user acceptance testing.

### **Certifications**

Salesforce Administrator, Salesforce Service Cloud, Salesforce Business Analyst

### **Govt. experience**

General Service Administration (Leidos), Department of Homeland Security/ TSA (Accenture), MD State Highway Administration (SHA) Web and Mobile Application (CSC)

### **Education and Certifications**

- Osmania University, Hyderabad, India, Bachelor's Degree in Information Science
- Salesforce Administrator
- Salesforce Service Cloud
- Salesforce Business Analyst

### **Clearance**

- Obtained Secret Clearance from the Department of State
- Obtained DHS, GSA, FDA & FDIC Public Trust Clearance
- Obtained IRS MBI Clearance

### **Primary areas of Expertise**

- Project Management
- Data Analytics
- Agile

### **Technical Skills**

Service Now, UFT, ALM, Performance Center (LR), Tosca, SQL, SOAP UI, REST API, Azure DevOps and Katalon, Selenium, Cloud DB, Data warehousing, and TOAD. Oracle OM, Oracle Financials/OM, Salesforce (SFSC, SFCC & SFMC), Manhattan, Mule Soft, Acquia, SAP, IP, CRM and Siebel Open UI, iOS, Linux & UNIX, Rally, VersionOne, JIRA and TFS, HTML, Clear Quest, Mantis, TFS, JIRA, Dev Track, Quality Center, Remedy, TCP/IP, CSS, LAN, FTP Report Writer, Camera's, JavaScript, DMS, HAR, TSS Sensors and Monitors, OBIEE & SSRS, Confluence, Service Now and SharePoint

### **Value Statement**

Mr. Gaddam has experience managing, mentoring, and training multiple project teams, varying from small teams of 5 to larger teams of 13. His 16+ years of experience provide him with exceptional planning, tracking, and delivering projects and the technical expertise in implementing industry standard testing methodology and tools. Mr. Gaddam also brings additional skill to the team through his subject matter expertise in evaluating & implementing Katalon, UFT, ALM, and Rational Jazz (RQM). He has a good understanding of the Agile/ SCRUM, SDLC, methodologies and analysis of business, functional and technical requirements, and Cloud, SQL Server, Oracle, and DB2 Databases.

### **Professional Experience**

**Amangal, Inc., Glenelg, MD/ PVH Corporation (Calvin Klein & Tommy Hilfiger)**

**2021 - Present**



### **BA-QA Lead/Salesforce**

- Analyzed system requirements and concept of operations documents, acquisition plans, and system descriptions to develop evaluation and test plans and procedures, prepare for and conduct the data collection and analysis, and report status and results.
- Supports the development of test and evaluation documentation e.g., Test & Evaluation (T&E) Strategy, Test & Evaluation Master Plan, Event Test Plans, Test Readiness Assessments, and T&E Reports. Direct the test team through change management, and ensure change requests are implemented promptly while working with the business to mitigate the risk of the impact of changes
- Experienced in working with third-party vendors and testing third-party applications. Experienced in supporting and contributing to test scope identification, test requirements management, test case development, test scheduling, and defect management activities
- Exhibits strong written and verbal communication skills with IT and Business audiences. Consistently delivers day-to-day assignments with a high level of quality and attention to detail. Excels at working in a project environment and on cross-functional and geographically dispersed teams
- Thorough Understanding of Software Testing Life Cycle (Agile), involved in various phases like Requirements, Analysis/ Design, Development, and Testing. SME in Salesforce Commerce (BM), B2C, Service, and Marketing Cloud
- SME in Integration testing between SFCC, SFSC, SFMC, MAO, Acquia, Manhattan Associates (MAO), SAP, IP, Mule Soft, Omni-Channel, and CHAT. SME in eComm functional testing (Contacts, Accounts, Orders, Order Processes, Rewards, Loyalty Points, Promotion codes, and Emails)
- Tested Marketing Cloud email wireframes and JSONS to ensure appropriate business requirements are met. Experience in working with Onshore and Offshore teams. Experience in the Tosca Automation tool. Experience in mobile apps, digital websites, or marketing/transactional emails
- Experienced in facilitating/supporting UAT, and QA test phases such as functional, integration, and system testing. Experienced in third-party applications including but not limited to Jira, Confluence, or other test management tools (e.g., ALM, Zephyr, TFS)
- Experienced in setting up and executing test plans supporting integration testing, regression testing, system testing, and user acceptance testing. Has expertise in mapping test cases to corresponding requirements and building out a requirement matrix? Independently develops key deliverables without supervisor oversight. Experience in Postman

### **CAPGEMINI, Washington D.C. Metro Area**

**2018 - 2021**

### **BA/ QA Manager/ Salesforce**

- Experience in Testing/Creation of Users, Profiles, Roles, Creation of Apps, Creation of custom Objects, Designing Custom Fields, Tasks and Events, Apps, Email Notification and Template, Permission Sets, Assigning Validation Rules and Field Level Dependencies, Page layouts.
- Excelled in working with various force.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Reports, Dashboards, Leads, & Campaigns. Worked with Solution Architects (SA) to implement and test solutions to our operational needs and challenges.
- Documented solutions and engineering flowcharts with great attention to detail for testing. Served as Subject Matter Expert in one or more areas of Business & Technical process. Thorough Understanding of Software Testing Life Cycle (Agile), involved in various phases like Requirements, Analysis/Design, Development, and Testing.
- Test Management: Test Planning, Testing Process, and Test Methodology Leading the team and coordinating with key stakeholders of the project. Experienced in the preparation of Test Plans, Test Case Development, and Test Execution based on Business Requirements and Technical Specifications
- Knowledge in IVR & CTI- Testing. Experience IVR Testing with Avaya. SME in Katalon Automation Testing Tool. Java script and Groovy. Experienced in different types of testing, for example, black box testing, white box testing, functional, GUI, system, regression, integration, performance, section 508, and UAT.

- Responsible for reporting daily status, test matrix, defect log, and progress of testing to the project team and the management. Strong problem-solving and analytical skills, with a profound ability to prioritize and multi-task goals to meet time requirements.

#### **AMANGAL, Inc.**

**2011 - 2018**

##### **Lead Business Analyst/ Testing/ Salesforce**

- General Service Administration (Leidos). As a Sr. Functional Tester in Lead for GSA FSSOnline, ASSIST, Web Services (Mule soft), and Salesforce Service Cloud. Using Rally for project user stories, status reporting, controlling changes, and defined priorities for the GSA project
- Leads MDM (Big Data) functional testing activities and provides support to the team during integration and UAT testing. Write Test Plans and Test Cases (ALM) for functional, Regression, and Performance Testing
- Worked with Automation Team for Regression Testing activity as well as Test case design and framework update for new feature requested from the client. Write, Modify, and Execute Katalon Scripts for Community Portal
- Responsible for providing Training on Automation tools like QTP and ALM to team members as well as the development of training documents. SME on Functional, Integration, Smoke, Ad-Hoc, and Regression Testing
- Used 508 JAWS, Achecker and AMP for 508 Testing. Used Service Now for Incidents, Change Request, Problem Reports, and Releases. Used SOAP UI for web-service testing, Using SQL to Validate Data in DB
- Experience with API and Web Services testing using Selenium. Participated in daily stand-up (Agile) and defect status meetings.

##### **End Client: Department of Homeland Security/ TSA (Accenture)**

- Worked closely with the project managers, business analysts, developers, DBA, and QA resources. Worked closely with Agile team members, product owner, and scrum master to define the automated testing components that will be used to validate requirements against developed software
- Ability to work independently and manage multiple task assignments. Written detailed Test Plans and Test Cases, Test Procedures, and Test Scripts based on business and system requirements. Performed different types of Testing on Siebel Open UI: Black box, White box Module, Integration, Stress, Volume, System, Performance, User Acceptance Testing, and Regression.
- Developed and executed 508 test cases. Strong knowledge and experience in SQL, PL/ SQL. Tested with Jenkins (Automatic Builds), SOA, XML/XSLT, SOAP UI, SSL, USM, Eclipse, API, and Webservices & OBIEE Reports Testing. Developed Test Plans & Test Cases using Rational RQM 4.02 (Rational Jazz)
- Worked on change management tools, like Subversion, TFS, and GIT. Worked on Continuous Integration tool Jenkins. Written and Executed SQL queries for White box testing. Coordinated UAT efforts between Accenture and TSA staff.
- Used Rational CM for Defect Tracking. Developed and Executed Automated scripts for Regression testing for front-end and back-end. Designed/ Developed Load Testing Test Plan & Tested Performance Testing using Load Runner

##### **End Client: MD State Highway Administration (SHA) Web and Mobile Application (CSC)**

- Initiated, Developed, and Implemented QA Processes, Policies, Guidelines, and Best Practices. Developed Infrastructure and Applications architecture for Developing the QA Environment. Initiated and developed the enterprise QA Strategy Including the resource needs for current and future Projects, Budget, Tools, and QA Environments
- Developed Manual test cases using ALM QC 11.0 for Web and Mobile applications. Tested Geographic Information Systems (GIS) using Google Maps 3.11
- Experienced with software test processes in Safety applications in the transportation industry. Experienced with Maryland State transportation safety codes (TR §21-101, §21-202, & §21-1103) Written function-based QTP scripts for regression testing which were re-usable.

#### **INNOVATION, INC., Bowie, MD**

**2008 - 2011**

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**Lead QA Tester – Health Care**

- Evaluated and Implemented Automated Testing Tool QTP/ UFT and ALM. Implemented Quality Assurance Methodologies. Participated in executive management meetings to define and align project roadmaps. Developed & Implemented QA Methodologies and Procedures
- Designed/ Developed Load Testing Test Plan & Tested Performance Testing using Load Runner. Wrote function-based QTP scripts, which were re-usable. Developed, the correlation for Performance Testing and parameterization of Virtual Users

**WEBLOYALTY.COM****2007 - 2008****QA Lead**

- Initiated, Developed, and Implemented QA Processes, Policies, Guidelines, and Best Practices. Initiated and developed the enterprise QA Strategy Including the resource needs for current and future Projects, Budget, Tools, and QA Environments
- Conducted performance evaluations and managed time/resource allocation. Performed Vendor management including negotiation and purchasing of the Quality Center 9.0 and QTP 9.0
- Tested Salesforce Cloud CRM. Involved in developing and executing test plans, test scripts, and test cases. Developed Business Process Testing Components for .Net & Oracle Financials Applications in QC. Designed/ Developed Load Testing Test Plan & Designed Performance Testing

**GARTNER INC.****2005 – 2007****Sr. Test Engineer Oracle Financials/SCM/Salesforce/Siebel**

- Interacted with Product Management for Product Requirement Analysis (PRA) and Feature Requirement Specification (FRS). Tested Oracle Financials, SCM (OM, Inventory, Logistics, Manufacturing)

Tested Salesforce Accounts, Contacts, Opportunities, Leads, Teaming, Non-TM teaming, Reports, and more. Tested Siebel CRM for Gartner Internal/External Sales. Tested MS outlook integration with Salesforce Outlook plug-in

## Security Analyst

**Leonard A. Atah**

### Summary

- IT Security Analyst with over 10 years of extensive experience in the IT field. Proficient with Risk Management Framework (RMF) Methodologies, Privacy/Compliance, and Continuous monitoring security strategies.
- Has excellent communication (verbal/written) and customer service skills. Has in-depth technical expertise & hands-on experience, helps me thrive on teams by demonstrating strong leadership, empathic teamwork, and collaborative skills to set the right example.

### Technical Skills

<ul style="list-style-type: none"> <li>• System Security Plan SP 800-18</li> <li>• Incident Response Contingency Plan</li> <li>• POAM Management</li> <li>• Risk Management Framework (RMF)</li> <li>• FedRAMP and FISMA</li> <li>• NIST SP 800 Series</li> <li>• FIBS 199/200 Management</li> <li>• Nessus</li> <li>• Wireshark</li> <li>• Nmaps</li> <li>• Virus and Malware Protection Management</li> <li>• Identity And Access Management (IAM)</li> <li>• Active Directory (AD)</li> <li>• Slack/Teams/Zoom/</li> </ul>	<ul style="list-style-type: none"> <li>• Risk Register Review</li> <li>• Incident Response (IR)</li> <li>• Disaster Recovery (DR)</li> <li>• Firewalls Management Experience</li> <li>• Patch Management</li> <li>• Jira/Confluence</li> <li>• Third Party/Vendor Security Assessments</li> <li>• Data Theorem</li> <li>• Papertrail</li> <li>• loudtrail</li> <li>• Trend Micro</li> <li>• IaaS, PaaS and SaaS</li> <li>• MITRE ATT&amp;CK framework</li> <li>• Privileged Access Management (PAM)</li> <li>• Webex</li> <li>• GRC Experience</li> </ul>	<ul style="list-style-type: none"> <li>• Endpoint Protector Review</li> <li>• AWS</li> <li>• Dropbox</li> <li>• Google Drive</li> <li>• BOX</li> <li>• Tableau</li> <li>• Sophos Anti-Virus</li> <li>• HITRUST, HIPAA, PCI DSS,</li> <li>• ISO/IEC and SOC 2</li> <li>• Policies and Procedures Reviews</li> <li>• JAMF Pro MDM tool</li> <li>• Internal/External Compliance Audits</li> <li>• MyVCM</li> <li>• MyCSF</li> <li>• Security Awareness Training</li> <li>• Security Information &amp; Event Management (SIEM)</li> </ul>
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### Education & Certifications

- National University – PhD student in Cybersecurity
- Grand Canyon University – Master of Science in Cybersecurity 02/2021
- University of Buea, Cameroon – Bachelor of Science in Mathematics 10/2010
- Certified Information Security Manager (CISM)
- Certified Ethical Hacker (CEH)
- CompTIA Security+
- Cisco Certified Network Associate (CCNA)
- Certified Information Systems Security Professional (CISSP) – In progress

### Work Experience

#### Wildflower Health

**03/2021 to 10/2023**

#### IT Security Compliance Engineer

- Provided evidence for internal Risk and Compliance based on HIPAA and HITRUST controls to HITRUST assessor.
- Managed both manual and automated technical processes to adhere to current IT Security policies using GRC tool
- Develop project documentation including statements of work, detailed project plans, architecture designs, de-tailed implementation plans, deployment plans and project test plans
- Executed IPS/IDS, DLP, SIEM, Firewalls and endpoint security solutions to reduce malicious attacks. Reviewed access logs, tracked and managed access escalations/modifications, etc.
- Maintained and managed security processes tied to critical security and compliance controls.

- Performed risk analysis and provided prioritized remediation recommendations to development teams.
- Worked in developing, updating, and revision of security policies, standards and procedures of security programs using frameworks like NIST, ISO 27000 series, SOC 2, HITRUST, HIPAA etc.
- Provided IT administrative support (e.g. securing laptops/servers, monitoring and patching vulnerabilities) using Jamf MDM tool.
- Monitored, managed and remediated application vulnerability scanning services and associated risk. Review, update and maintain an established risk registry
- Configured and Implemented IAM solutions for MFA such as OKTA, Authenticator and Duo Mobile
- Use of Okta Policy framework to control user access and troubleshooting issues
- Build proactive security automations aimed at decreasing manual remediation work using our GRC tool and Jira.
- Advise information security and operations leadership on current industry trends and best practices.
- Analyzes Log & Flow Data from company devices, endpoints & apps across Network using SIEM tools like Sumo Logic, Sophos and Kubernetes SIEM solutions.
- Performed internal and external risk security assessments and on boarding new vendors.
- Reviewed SOWs and coordinate penetration tests for both mobile and web applications and make sure that findings are prioritized based on the severity level.
- Participated in Incident Response (IR)/Disaster Recovery (DR) planning.
- Performed companywide phishing campaigns using tools like knowbe4 and sophos.
- Training security members on best Security practices. Designed and assigned security awareness trainings based on current cybersecurity trends.
- Advanced understanding of compliance and regulatory requirements such as SOX, GDPR, HIPAA, CCPA, NIST, FISMA, FedRAMP etc.)
- Supporting coordinated change management communications and training internal. Monitor and follow up to make sure that change management process is followed with the organization
- Experience mitigating controls with NIST 800 CSF. Responsible for actively monitoring internal and external Cybersecurity threats and risks.

#### **American Express (AMEX)**

**05/2018 to 03/2021**

#### **Cyber Security Analyst/ Site Reviewer**

- Identified technology risks and independently evaluate the efficiency of complex information technology controls across IT infrastructure, cloud services, networks, and security support systems.
- Conducted third party security assessment and work with merchant/vendor on remediating the gaps identified based on AMEX recommended controls and policies.
- Perform physical and logical calls to review merchants/vendor's evidence and control tests.
- Collaborate with key stakeholders to establish an effective information security audit program.
- Ensure compliance with the changing laws and applicable regulations
- Develop and implement audit plans that are aligned to the organizational objectives and security requirements
- Identify, acquire and oversee audit of financial, technical and personnel resources required to support IS audit activities
- Advise stakeholders on cybersecurity programs, policies, processes, systems, and elements
- Review and interpret cybersecurity / information security policies and controls
- Maintain a current understanding of IT threat landscape for the business context
- Schedule and conduct information security audits based on AMEX procedures
- Analyze and interpret information security audit results to make sure merchants follow their contractual agreement with AMEX
- Report results and provide recommendations to stakeholders and submit final results to AMEX
- Refine and update technical/business skills and experience through work assignments, advanced technical/business training and attending professional/business industry conferences.
- Maintain a positive work atmosphere by acting and communicating in a manner which facilitates the success of business operations in order to meet company demands and expectations.
- Performing third party risk assessments and report gaps to AMEX

**LawTek****02/2016 to 04/2018****Information System Security Officer (ISSO)**

- Conducted kick-off meetings to collect systems information (information type, boundary, inventory, etc.) and categorize systems based on NIST SP 800-60.
- Privacy and data security management and Operations, Certification and Accreditation (A&A), NIST 800-53 Rev1 and Rev4 and NIST SP 800-37 Rev1, 800-53 Rev3, and 800-34, FIPS, FISMA Security Content Automation Protocol, NIST Family of Security Control, POA&M.
- Possessed a solid understanding of the Security Authorization of Information Systems. Expertise in defining security requirements and evaluating security concepts for compliance purposes.
- Knowledge of Federal Government laws, regulations and standards regarding information assurance and cyber security, e.g., FISMA, DoD, NIST, and OMB policies and guidelines.
- Experience in writing System Security Plans as well as National Institute of Science and Technology (NIST) and Federal Information Security Management Act of 2002 (FISMA) documentation.
- Analyzed and updated System Security Plan (SSP), Risk Assessment (RA), Privacy Threshold Analysis (PTA), Privacy Impact Assessment (PIA), System Security test and Evaluation (ST&E) and the Plan of Actions and Mils-tons (POA&M).
- Used POA&M tracking tools like CSAM (Cyber Security Assessment and Management), Excel spread sheet to make sure the POA&M is not in delay status.
- Used NIST 800-53 Rev. 4 security controls and technologies to document SSPs, including Federal Risk and Authorization Management Program (FedRAMP) for Cloud Security guidelines and policy.
- Working knowledge of interpreting System Vulnerability Assessments using Nessus.
- Assisted in establishing a continuous monitoring strategy to proactively survey, monitor, and track security-related defects and the status of their resolutions.

**MezamTech, Yaoundé Cameroon****05/2011 to 01/2016****IT Specialist**

- Supervised 30 helpdesk personnel, resolved 468 trouble tickets, and established over 200 accounts keeping all network systems fully operational with 100% communication capability for users.
- Monitored and administered safeguards for local area networks (LAN), wide area networks (WAN), and telecommunications systems; passed 3 security audits with 715 physical and technical requirements to ensure the (LAN) was in compliance to securely connect to the Defense Information Systems Network (DISN).
- Managed a secure physical and informational environment for strategic planning operations.
- Installed, configured, and managed multiple network devices (routers, switches, Cisco VOIP assets, DMZ/FIREWALLS), performed backups for fault tolerance to maintain obligations and responsibilities to aid upper and lower staffs across all levels of operations.
- Provided guidance and orientation to users on operating new software packages, computers, and other devices.
- Managed the implementation and operation of Microsoft's Active Directory.
- Monitored and managed email spam filters, firewalls, antivirus systems and vulnerability scanners.
- Deployed and observed IDS, IPS, HIDS and NIDS and their resulting alerts.
- Perform regular upgrades to ensure systems remain updated.
- Troubleshoot system failures or bugs and provide solutions to restore functionality.
- Troubleshoot and resolved hardware, software and connectivity problems as well as user access and broad network component configurations.



## Software Developer/ Engineer

Sai Shanthan

### Summary:

- 8+ years of experience, as a software developer proficiency in **Software Development Life Cycle (SDLC)**, in Requirements gathering, Analysis and Design, Coding, Configuration, Management and implementation of various intranet, client-server and web enabled applications.
- Diverse experience in programming with **.NET Framework** using technology **ASP.NET, ASP.NET MVC, C# with Web Services, JavaScript, HTML, CSS, XML, jQuery, Bootstrap**.
- Knowledge of **Power Automate (Flow)**, Model Driven Apps, and **Power Apps portals** and integrating model driven apps to the new **Unified Client Interface** in Dynamics 365.
- Experience with **Dynamics 2011, Dynamics 2013, Dynamics 2015 and Dynamics 365 CE**, working with plugins, workflows, security model, charts and dashboards.
- Experience in implementing and maintaining access controls, **Microsoft CRM SDK, Queue management** and routing, Data imports etc.
- Proficient in Coding, Development, Testing and Deploying of CRM Dynamics Customizations, CRM SDK Plugins, Custom Workflows, Business Process, Custom Actions, Sub grids, Dialogs, Web Resources, Client Extensions, Ribbons, Dashboards.
- Proficient in **Microsoft Dynamics CRM/XRM 365** (both on-line cloud and on premise), utilizing ODATA REST API, Web API, .Net Framework, JavaScript and XRM (formContext, executionContext) model, MS Dynamics CRM SDK application development.
- Hands on experience in configuring, **Power Apps, Dynamics portal** with Dynamics CRM.
- Used **SQL Server Reporting Services (SSRS)** to design and develop solutions to create business reports relating to agents, administrators.
- Having knowledgeable experience in Continuous Integration/Deployment and using tools like **Git, Jenkins, and VSTS** etc.
- Well versed in developing database programs like **Stored Procedures, User Defined Functions, Triggers**, Packages and implementation scripts (Batch Scripts) on PL/SQL & T-SQL using Microsoft SQL Server.
- Extensive experience in using tools like **Fiddler, Postman, Firebug and Developer Tools** to debug and troubleshoot the Web API RESTful Services.
- Have good experience of using **defect tracking tools JIRA** and documentation tools like **Confluence and Wiki Pages** and experience in technical design document, Use cases, Test cases and User manuals for various projects.
- Extensive working experience in performing **unit, integration and functional testing** using XRMFakeEasy, NUNIT and MSUnit.
- Experience using **Microsoft Visual Source Safe (VSS) Source code control system, Team Foundation Server (TFS), SVN and GitHub** for version Control.

### Education:

- Master's

### Skills and Expertise:

<b>Programming Languages</b>	C++, C# .NET(4.5/4.0) , HTML, CSS,T-SQL, PL/SQL, LINQ
<b>Web Technologies</b>	ASP.NET 4.0/3.5, ASP.NET, MVC 4.0/3.0, ASP.NET, Ajax 3.0/2.0, Javascript, JQuery
<b>Xml Technologies</b>	XML, XDOCUMENT, XSLT, XPATH, XSL
<b>IDE Tools</b>	Visual Studio 2017/2015/2012, SQL Server Management Studio, SQL Server BI studio, Power BI
<b>Databases</b>	MS SQL SERVER 2012/2016, MSAccess 2010, SQL Server 2012/2008/2005/2000
<b>Reporting Tools</b>	SQL Server Reporting Services (SSRS 2008/2005), Crystal Reports (2010/9/8.5/8)
<b>ETL Tools</b>	SQL Server Integration Services (SSIS 2016/2014)

<b>Modeling Tools</b>	UML, MS Visio 2013/2010
<b>Version Control Tools</b>	Team Foundation Server(2013), GitHub, Azure Repo
<b>CRM and ERP Tools</b>	Microsoft Dynamics 2011/2015(online), Dynamics 365, Microsoft Dynamics AX 2009, 2012, R2, R3, AX7
<b>Middleware</b>	WCF, ASP.NET 4.0/3.5, Web Services, MVC WEB API
<b>Servers</b>	Windows Server 2016/2012, Microsoft IIS(8.5/7.0)
<b>Others</b>	MS Unit, SSIS, Oracle FileNet, SmartyStreets, JIRA, RightFax, PCF, Power Apps, Microsoft Flow, XRMFakeEasy, Bootstrap, XRM Toolbox, Logic Apps, Dynamics Portals, Liquid Templates, Azure DevOps, Azure Blob, XRMToolkit, JIRA

**Professional Experience:**
**US Bank, Minnesota (Remote)**
**Jan 2023 to till date**
**Sr. Microsoft Dynamics CRM 365 Developer**

- Worked in an Agile environment, involving story grooming, scrum ceremonies, Capacity planning, Velocity planning as needed.
- Experience working in on-shore/off-shore model leading teams and managing work assignments, code reviews and delivery as per sprint plans and to ensure quality and on-time deliverables.
- Involved in creating an App using Power Apps that help the HR dept. to manage their requirements.
- Created Model Driven Apps in Dynamics for different departments to ensure agents focus on their day-to-day activities without having to navigate/search for features/functionality in the system.
- Set-up Mailbox integration with Dynamics to track emails and to automatically create cases and assign skills and route to queues.
- Created BPFs, Business Rules, Business Units, Teams, Security Roles, Privileges to help with business processes and ensure data security.
- Developed Power Apps for building GUI applications and Logic Apps for application integration and building workflows etc.
- Worked on **Azure logic apps** to schedule the timers for auto populating values in Entity values based on business needs.
- Designed Power Apps Unified Interface. Involved in extending Dynamics365 using Power Apps, Microsoft Flow, Logic Apps & Azure Functions.
- Created and customized Entities, Fields, Charts, Dashboards, Views, Relationships, Forms, Record creation Rules, SLAs etc.
- Conducted leadership calls, daily stand-ups and closely work with project managers on issues, changes, risks, demos, deliverables, and project scope etc.
- Integrate with Dynamics CRM solutions, including designing and developing CRM portals.
- Deployed Managed and Unmanaged Solutions in MS Dynamics CRM 365 using Azure DevOps CI/CD pipeline including versioning and patching.
- Created a custom Asp.Net Web API application to migrate data and customizations from older versions of dynamics to Dynamics CE using Dynamics SDK
- Involved in development of Dynamics CRM, and the platform, as it pertains to feature sets that integrate with Dynamics CRM solutions, including designing and developing CRM portals.
- Created Canvas Apps with Common Data Service to show list of cases assigned to agents to work on, assignment of security roles, teams and skills for agents by Support admin.
- Created several Power BI reports to integrate with Dynamics 365 forms and Dashboards to help executive management team get insights into the overall service.
- Worked with several 3rd party Dynamics tools such as DocuSign, Duplicate Detection Add-on for Dynamics CRM by TechDI, SmartBar, XRMToolbox, XRMToolkit etc.
- Designed and synchronized custom apps using Power Apps and Create application using Power Apps.

- Created custom plug-ins for several asynchronous and synchronous post/pre operations, created actions to be called via client side.
- Power Automate to trigger on various events in case processing and to upload documents to FileNet and Azure Blob, schedule nightly jobs to purge draft cases, create files monitoring the shared mailboxes etc.
- CRM Portals, managed a diverse Agile initiative of solution design, system analysis, change management,
- Configured forms/Created Web resources, used Power Apps
- Developed C# plug-ins, workflows, business process flows and business rules on CRM system
- Created workflows and business process flows to implement business needs and to ensure process consistency across the departments and organization
- Customize and Configure CRM Environment and Assist in Deployment Activities using Power platform like Power Apps.
- Integrated Dynamics with Azure Blob to upload documents using the Azure Attachment Manager solution and ensure reduced storage costs for the client.
- Installing, developing, Maintaining and enhancing CRM portals in MVC Dynamic CRM installation, configuration of email router for incoming and outgoing email processing.
- Mentored development teams on coding standards, provided code review comments and helped in troubleshooting whenever needed.
- Used VSTS for Product backlogs, Bug tracking and overall project management and maintained code repository using VS GIT.

**Environment:** .NET Framework 4.5/4.0, Dynamics 365 CE, .Net, C#, Web API, HTML, CSS, JavaScript, jQuery, Microsoft Dynamics Portals, Liquid templates, Azure DevOps, Visual Studio 2017, VSTS, Ribbon Workbench, XRM Toolbox, Power Apps, Logic Apps, CRM Portals, Microsoft Flow, Power BI etc.

### **Eargo, Nashville, TN**

**Mar 2021 to Dec 2022**

#### **Microsoft Dynamics CRM 365 Developer**

- Designed and Developed application using C#, ASP.NET, Angular JS, WEB API followed Agile Methodology for the software development process.
- Participated in the development of software specifications, design, development, and test activities of Software Development Life Cycle.
- Worked with SSIS and Kingsway Soft to help drive Dynamics migration strategies designed by the architecture team.
- Developed customized views, charts and CRM Dashboards, CRM Portals to help business teams monitor opportunities, quotes, products and sales pipelines.
- Integrate with Dynamics CRM solutions, including designing and developing CRM portals.
- Used PowerApps to create an App using service desk template for web browser and tablet and did customization to App.
- Worked on extending Microsoft Dynamics 365 with PowerApps, Azure Functions, Microsoft Flow and Logic Apps.
- Created Business Process Flows to help CSRs ensure data integrity while working on customer opportunities.
- Utilized Query Expression extensively for data retrieving, querying, storage and manipulation along with LINQ.
- Worked with Panda Doc API to create proposals, contracts and quotes much faster and provide the features to sign and save the generated documents.
- Integrated with Dynamics 365 using PowerApps.
- Designed a model driven PowerApps to serve as a release gate in the Azure Pipeline.
- Established process automation for the internal processes using PowerApps.
- Created application for service management using PowerApps.
- Built a Complex Dynamics CRM Power Apps for various purposes such as Customer service.

- Worked with XRM Web Api, Query Expressions and Fetch XMLs extensively for data retrieval, querying and manipulation of Dynamics data.
- Converted an in-house WCF service to ASP.Net MVC Web API application and hosted it on Azure with security token validations.
- Developed a custom application to migrate the client from Dynamics 2011 to Dynamics 2015 Online Customer Service.
- Implementation of custom MS Dynamics CRM plug-ins and workflows
- Creating managed and unmanaged solutions in Dynamics CRM Portals and migrating them to the various environments.
- Developed robust architecture design and extensible functionality using several Client Extensions, Command Bars and Ribbons and implemented changes in CRM processes and User Interface based on business requirements.
- Created custom workflows and plug-ins to implement business functionality and custom web applications to load Customer data from different sources.
- Implemented several Dynamics customizations not limited to Synchronous and Asynchronous Plugins, Custom Workflows, Business Rules with different form level scopes and Actions, Dialogs, Teams, Security Roles and Privileges.
- Used HTML5, Ajax, jQuery, JavaScript, CSS3, Bootstrap and various web controls to present data to users in a much more comfortable environment.
- Implemented several clients and server-side validations using Dynamics SDK based on business needs.
- Developed complex reports using SSRS and deployed into MS CRM.
- Provided support and involved in maintenance process.
- Developed several web resources using ReactJS to implement different kinds of questionnaires by showing/hiding questions based on responses chosen by the user/agent.
- Migrated CRM 2016 On premise version application to Dynamics 365 online version
- Applied Upgrades & Hot patches in different CRM environments.
- Maintained Server-Side Infrastructure & Service ID for all CRM organizations as part of CI/CD team.
- Worked extensively on SSRS to generate reports for marketing and sales teams and help improve the sales process pipeline.
- Worked in a fast paced, Scrum environment involving daily meetings and project scope sessions, sprint planning, story grooming and retro discussions.
- Implemented JavaScript Framework for reusable methods for the common tasks such as calling a custom action, marking a form read only, handling CRM notifications etc.
- Mentored junior team members and associates on latest features of Dynamics technologies and features.

**Environment:** .NET Framework 4.5, Visual Studio 2015, C#, ASP.NET, Web API, MVC 4.0, HTML, CSS, JavaScript, Angular JS, jQuery, TFS, AJAX, LINQ, PandaDocAPI, Dynamics 2015Online, PowerApps, FakeXRMEasy, Duplicate Detection by Cowia, RighFax, SmartySteets, ReactJS, Liquid, Azure DevOps, CRM Portals, VSTS, MSUnit, NUnit, RibbonWorkbench, XRM ToolBox

### **Mercedes-Benz USA, Atlanta, GA**

**Jan 2019 to Feb 2021**

#### **Microsoft Dynamics CRM Developer/.Net Developer**

- Customized MS Dynamics CRM 2013 application based on the business requirement.
- Imported contacts from existing application into MS Dynamics CRM 2013 using the CSV file format.
- Created several client-side extensions using JavaScript, CSS3 and HTML5.
- Created and developed Microsoft Dynamics CRM Custom Web Pages to plug into out-of-the box MS CRM Solution using HTML.
- Developed SQL scripts to insert, update and delete data in MS SQL database tables in OLTP environment.
- Used Pre-and Post-Events during Plugin Execution Phases for various complex Plugins.

- Assist in Upgrade/Migration from Microsoft Dynamics CRM 2013 to 2015 using both externally available tools and self-built tools.
- Used ASP. Net validation controls for validating user input in the web forms.
- Created SSIS packages for different data loading operations for many applications.
- Used SSRS to create reports in the system to provide accurate data for business decision making.
- Configuration of MS Dynamics CRM with Microsoft Outlook 2013.
- Configuration of Microsoft Dynamics CRM with Microsoft Outlook 2013.
- Customize Microsoft Dynamics CRM Entities, create multiple forms (security based) on entities, add Custom JavaScript on form events and add web resources, navigation links to achieve the business requirements.
- Migration of data from Excel source to CRM using SSIS.
- Assist in Upgrade/Migration from Microsoft Dynamics CRM 2013 to 2015 using both externally available tools and self-built tools.
- Integrated Custom WCF Service with other applications.
- Imported existing application into Microsoft Dynamics CRM using the WCF service.
- Used MS Dynamics CRM SDK, WCF, and XRM to interact with data from the CRM system.

**Environment:** Microsoft Dynamics CRM 2013, MS Dynamics CRM 2015, Asp.net 4.0, C#.Net, Visual Studio 2012, SDK, JavaScript, HTML, XML, XRM toolbox, CSS, HTML, Ribbon Editor Tool, MS CRM Developer Toolkit, Plugin Registration Tools, SQL Server 2012, Outlook 2013 and TFS.

#### **City of San Jose, San Jose, CA**

**Aug 2017 to Dec 2018**

#### **Microsoft Dynamics CRM Developer**

- Involved in requirement analysis, designing and development.
- Major role in the development of the web application using ASP.NET MVC 4.0, C#, Java script, JQuery, Bootstrap, ADO.NET and AJAX.
- Customized MS Dynamics CRM 2013 online application based on the business requirement.
- Configured and customized CRM using web based administration tools (form layout, workflow design, Web Resource, Iframe and view creation, etc.)
- Upgrading Dynamic CRM from 2013 to 2015.
- Used Sitemap Editor from XRM Tool Box for updating the Sitemap in CRM System.
- Used Ajax, CSS, JavaScript and Bootstrap for the front-end web development.
- Collected existing infrastructure information including Active Directory, SQL server, Reporting Server instance for implementation of MS Dynamics CRM 2013 system.
- Developed complex reports using SSRS and deployed into MS CRM.
- Created Custom Plugins with CRM. Created Custom Forms and integrated with CRM
- Used CRMSDK to perform operations on CRM Entities. Used SOAPUI to test the REST Web service call
- Involved in the design and development of WinForms using C#.
- Involved in developing WCF Service using SOAP/HTTP to communicate with legacy systems and deployed web services as per business requirements.
- Created partial views and shared templates to reusable over the application.
- Designed and developed views as responsive components using HTML and CSS.
- Used Angular JS to develop single page application. Developed application using N-Tier architecture.
- Implemented the code in Visual Studio 2012, Dot Net framework 4.0.
- Used MVC Architectural Pattern in the application. Used Test Driven Development (TDD).
- Created Tables, Stored Procedures, Triggers and Views in SQL database.
- Involved in Code reviews. Peer Reviews for developing quality code.
- Provided support and involved in maintenance process. Performed functional testing on various developed modules. Used TFS for the source & document version control.

**Environment:** .Net 4.0, Microsoft Dynamic CRM 2013/2015, ADX, ASP.Net MVC 4, Visual Studio 2015, Ajax, JSON, SQL Server 2008/ 2012, C#.Net, WinForms, HTML, Entity Framework, TDD, N-Unit, JavaScript, JQuery, Angular JS, JQuery, Bootstrap, CSS, TFS, SSRS Reports WCF, IIS 6.0.



**Zee Entertainment Enterprises LTD - Mumbai, India**

**May 2015 to Jun 2017**

**Junior .Net Developer**

- Involved in business meetings with clients to understand their requirements and giving inputs to the team in every Scrum Meeting
- Designed and developed various abstract classes, interfaces, classes to construct the business logic in Model using C#.
- Used ASP.NET AJAX extensively for calling Web Services without writing a lot of custom JavaScript code to handle the request and response messages.
- Configured Power Apps, Dynamics portal with Dynamics CRM.
- Created and deployed Web Services using XML for Pulling Customer Service Records.
- Modified Web Services to interact with the other applications and exposed them using SOAP and HTTP.
- Developed UI using JavaScript, HTML, CSS, Bootstrap, JavaScript validations and XML.
- Worked on Power Apps for customization and configuration.
- Used JavaScript (jQuery) to enhance UI experience on Client-Side and used jQuery to perform validations and catch the events on client's browser.
- Designed and developed the user interface for various tools and implemented ASP.NET validation controls, JavaScript, jQuery, Bootstrap for server and client-side validations respectively.
- Writing java script to improve client experience.
- Extensively used Report Wizard, Report Builder and Report Manager for developing reports and deploying reports in SSRS.
- Created various queues for specialized teams to work on different cases and implemented Queue routing to route cases based on categories.
- Used JIRA for issue tracking, bug tracking and project management functions.
- Used Microsoft Team Foundation Server for the purpose of version Control and source code and build maintenance needs.
- Involved in the development of Web Forms, classes using ASP.NET that incorporates both N-Tier Architecture, and Database Connectivity.
- Worked extensively on Dynamics Security management in granting access to data records based on user teams and roles.
- Created several Business units, Owner teams, Access Teams, security roles and Field security profiles.
- Created custom workflows for sending automated email messages to customers, performing waited actions based on customer responses etc.

**Environment:** C#, ASP.NET, ADO.NET, UML, SQL Server 2005, SSIS, SSRS, Visual Studio 2005.



## **System Administrator**

**James Jennings**

### **Summary**

- IT Experience as Microsoft Windows Systems Administrator & VMware Engineer for Designing, Deploying, monitoring, troubleshooting, maintenance of servers/desktops, and granting proper properties to remote accessing clients.
- Experienced in performing Systems Administration either Standard and Enterprise Server edition of Microsoft Windows 2019/2016/2012 R2/2008 R2/2008/2003, in addition to the Microsoft desktop support machines of Windows 8/7/Vista/XP/98.
- Capacity to comprehend the current structural planning and the work process of AD DS and its features that include schema, global catalog, and replication and operations master roles (FSMO).
- Experienced in administration of Infoblox DNS, DHCP protocols, NIC teaming and load balancing.
- Experience on P2V, V2V Conversion using VMware Converter 4.x, 5.x & 6.x
- Expertise with VMWare (Automation & Orchestration) vRealize vRA, vRO, vRops, VMware NSX, VMware vSAN, vRealize Log Insight
- Hands-on experience to install and configure vRealize suite components
- Ability in learning new skills and adapting to new situations with excellent team spirit
- Experience in Installing, configuring, troubleshooting of VMware family products ESX 4.1/4.0/3.5/3.0, ESXi 7.x/6.x/5.5/5.0/4.1 Hosts, Virtual Center 5.5/5.0/4.1/4.0/2.5 Server and vSphere and involved in updating the versions of ESX build numbers.
- Experience in troubleshooting of production servers using a clone copy or a snapshot.
- Extensive experience in creating and monitoring vSphere cluster data stores.
- Experience in migration of servers from Physical-to-Physical (P2P)/Physical-to-Virtual (P2V)/Virtual-to-Virtual (V2V) migrations using Zerto, Platespin, and vConverter.
- Experience in Capacity Planning, High Availability, and Failover and DRS settings for critical systems.
- Hands on experience on developing vCenter Orchestrator and automating the process.
- Experience on vCloud Director 5.1 and deploying vShield Manager.
- Experience in planning and implementing Software Defined Data Center architecture.
- Working experience on VMware vSphere Fault Tolerance (FT) and vShield Zones.
- Experience on setting up and racking up Servers.
- Experience in managing Data Center environment with Administering, Aid in the recommendation of strategies for Data Center and Enterprise infrastructure management from business continuity, disaster recovery, monitoring, Storage, security and ITIL process

### **Education & Certifications**

- Associate of Arts Degree in Applied Business; Prince George's Community College, Largo, MD
- NISPOM Chapter 8 (In Progress)
- COMPTIA A+ Certification
- COMPTIA Security+ Certification
- MICROSOFT Certified System Engineer
- HEWLETT-PACKARD Star - Digital Workplace Professional
- MICROSOFT Windows 98/95
- MICROSOFT Certified Professional
- MICROSOFT Windows NT 3.51

### **Work Experience**

**AcelInfo Solutions, Inc./U.S. Department of Homeland Security**

**Senior Systems Engineer**

**March 2017 to Present (Contract)**

- Work as a DHS-OIG Operations Lead in System Administration, including the installation, planning and security of network systems, computer facilities and virtual environments.
- Develop documentation as required and appropriate as well as focus on design, operation and maintenance, monitoring, administration and troubleshooting.

- Maintain network infrastructures services, server virtualization infrastructure and identity and access solutions.
- Develop/maintain systems configurations and executes administration and operational duties on computer systems while maintaining data information as required.

#### **DNI (Delware Nation Industries)/U.S. Department of Defense – DISA**

##### **Systems Engineer**

##### **November 2016 – March 2017(Contract)**

- Developed network design based upon partner requirements and DISA ESD standard solutions.
- Provided written input and network schematics to the Solution Document.
- Worked with Project Lead to develop/validate partner requests for B2B access and Secure FTP requirements.
- Worked with Customer Management Executive team to complete waiver process when needed to develop a comprehensive outline of the workload being requested through the supporting CME group.
- Developed high-level communications drawings to outline the entire project to include existing enclave, LAN, WAN, data replication and total enclave outlines.
- Outlined any DMZ, COOP, data replication, OOB, enterprise backup network, production, test and development, physical/virtual server connections, port and protocols and any other requirements of the engineered communication solutions.
- Developed any necessary Bill of Materials requirements needed with the proposed solutions.
- Provided the System Administrator all necessary server NIC configurations to include server production IP addressing and ensure that subnets and layer 2 information is understood pertaining to enclave specifics.

#### **TRC Staffing/Intergraph Government Solutions**

##### **Systems Administrator**

##### **Oct 2015 – Oct 2016**

- Provided technical support for office environment, including LAN networking and phones, create and manage classified system that comply with NISP and DISA standards (VMS), including patch management and system security assurance.
- Served as ISSM working with FSO to provide auditing and monitoring.
- Supported MS Windows 7/8/10 & Server 2003/2008 R2, 2012 R2 operating environment.
- Extensively supported MS Office 2010/2013/2016 suites, antivirus and other desktop products.
- Supported VMWare Vcenter 4.0/5.5/6.0 servers as well as demo and training environment utilizing Polycom presentation equipment (VSX 7000).
- Supported off-site staff, provide support for system backups.

#### **Knowcean Consulting/U.S. Department of Commerce/Bureau of Industry and Security**

##### **System Admin II/Helpdesk**

##### **August 2015 – October 2015**

- Worked on the Helpdesk to act as escalation point from Tier 1 and 2.
- Provided technical support for MS Windows, Desktop, hardware, software and peripherals.
- Built and deployed personal computers and servers.

#### **Eagle Environmental Services, Inc./National Security Agency**

##### **System Admin/Escort**

##### **June 2015 – November 2017**

- Responsible to ensure positive control of all approved but uncleared individuals - from verification of identify upon arrival at the facility to personally escorting them within the facility and ensuring they exit appropriately.
- Responsible to perform protective service and escort work such as escorting uncleared individuals into designated buildings and property, protecting equipment and material, and controlling access to installations by employees and visitors.
- Initiated, updated, tracked and closed incident/support requests electronically.
- Communicated via radio, telephone and orally according to orders.

- Interacted and escorted as required with public and government personnel.
- Responsible to meet, greet and interact professionally with employees, VIPs and the general public.
- Constructed and wrote clear, concise, accurate, and detailed orders, instructions and training materials in English.

### **Digital Management, Inc./US. Department of State**

#### **System Administrator**

**March 2014 – June 2015**

- Installed, troubleshoot, supported and configuration of microcomputer hardware and software systems, to include servers.
- Performed same functions for peripheral devices such as modems, scanners, printers and fax devices.
- Responsible for developing and maintaining systems configuration.
- Installed hardware and software application on a myriad of computer devices.
- Organized appropriate training and utilize commercial and government off-the-shelf products (COTS and GOTS).
- Responsible for developing and maintaining systems configuration.
- Responded, investigated, and corrected problems and act as a technical resource for all users.
- Performed systems administrative and operational duties on computer system.
- Provided troubleshooting diagnosis and repair for microcomputer devices.
- Assisted in the implementation of NetIQ products/solutions in line with specific Consulting engagements.
- Participated in projects and project management as requested by customer or NetIQ.
- Troubleshoot and provided accurate and timely resolution to customer issues.
- Served as a customer advocate within NetIQ by facilitating escalation of issues through appropriate internal organizations.
- Pro-actively identified issues by becoming familiar with customer's technical and business environment while providing recommendations for resolution to these issues.
- Prevented customer issues by reviewing their NetIQ environment regularly, report and correct issues per customer requirements.

### **Massive Security**

#### **Security Administrator**

**October 2013 – November 2014**

- Assisted with development, implementation, and maintenance of IT security solutions including firewalls, anti-virus solutions, and intrusion detection/prevention systems.
- Responsible for Investigation of any actual or potential information security incidents.
- Performed reviews of network security architecture, information security administration and policy.
- Provided periodic reporting on information security issues.
- Reviewed new system designs and major modifications for security implications prior to implementation.
- Maintained up-to-date knowledge of available and emerging network, security and microcomputer technologies through professional reading, attending industry conferences, and professional development (training, education, and participation in professional associations).

### **ATSS/Washington Headquarters Services - Office of the Secretary of Defense**

#### **Senior System Administrator**

**September 2010 – October 2013**

- Provided expert technical Tier III Network support to EITSD/WH/OSD ITMD/APSD.
- Performed backups of data on Windows Server 2003/2008 (Symantec Backup Exec/Tivoli/vRanger).
- Applied MS operating system updates and configuration changes using WSUS/Hercules/VMware/MS SharePoint. SCCM, Remedy
- Responsible for adding, deleting and modifying user account information, resetting passwords and other system administration functions as necessary using Active Directory.

- Answered technical queries from Department of Defense Government Officials.
- Worked on security administration on various Desktops/Servers (McAfee/Retina/HBSS).
- Responsible for documenting the configuration of the system along with performing VMS/Gold Disk scanning and remediating servers.
- Worked on requesting and implementing SSL/server certificates along with configuring DNS records, cloning and configuring new VM servers.
- Maintained VMware vCenter and VM servers along with configuring and validating the EITSD infrastructures and applications/servers.

**Evolver Inc./Lockheed Martin/U.S. Census Bureau - Baltimore Data Capture Center**

**Senior System Administrator**

**April 2010 - September 2010** Managed day-to-day project operations, deliverables and schedules.

- Worked with Monitoring Teams to ensure service/system security as well as Active Directory in a multi-domain environment.
- Performed Microsoft Windows 2003 system administration, installation, upgrades, patching, tuning and troubleshooting
- Worked with RAID storage arrays and volume manager administration, installation, upgrades, tuning and troubleshooting.
- Worked with SANs administration, installation, upgrades, tuning and troubleshooting.
- Extensively worked with PowerShell scripting technology as well as with Backup Exec administration, installation, upgrades, tuning, and troubleshooting.
- Worked with Symantec Endo Protection administration, installation, upgrades, tuning, and troubleshooting.
- Responsible to work with Application server administration, installation, upgrades, tuning, and troubleshooting.
- Worked with Print Server administration, installation, upgrades, tuning, and troubleshooting.
- Worked with DNS Server administration, installation, upgrades, tuning, and troubleshooting.

**Computer Sciences Corporation/Naval Surface Warfare Center Carderock**

**Senior System Administrator – Security**

**September 2008 - April 2010**

- Implemented and enforced NAVSEA, DON and DOD information assurance policies and procedures.
- Oversaw appropriate level software installations and upgrades and related software packages.
- Worked with McAfee Hercules patch management security software to remediate vulnerabilities on the network.
- Provided technical maintenance and administration expertise for disaster recovery efforts.
- Supported complex data/media recoverability through system backups and database archive operations.
- Planned, coordinated and directed appropriate level data refresh strategies.
- Oversaw and applied appropriate support packages/patches to maintain system integrity.
- Implemented and installed hand-on updated STIGS, IAVA's solutions SSH and SETP requirements.
- Demonstrated and utilized skills in debugging, tracking, fixing and investigating security and network related issues.
- Trained, assisted and advised information assurance personnel with installing and/or using various Patch Management Software.
- Monitored and tuned appropriate systems to ensure optimum level of performance along with scanning, remediation of vulnerabilities and network maintenance techniques using eEye-Retina Security Scanning Software.
- Created organizational units, accounts, access controls and group policy (GPO) within Active Directory.

**Computer Sciences Corporation/Lockheed Martin/Missile Defense Agency**

**Senior System Administrator**

**August 2006 - August 2008**

- Managed day-to-day support of LM's Targets and Countermeasure program (TCP) supporting MDA.
- Supported Windows XP/2000 desktops and servers, active directory and MS Exchange Administration.
- Managed classified labs, with desktop and server support along with auditing systems in accordance with NISPOM requirements (ISSO).
- Provided Unix, Linux and SMS server support as well as tape backups using VERITAS, Netback up/Backup Exec software.
- Ensured implementation of project software and hardware requirements in conjunction with other information systems managers.
- Developed standards for all software system applications and provides technical guidance to the information systems staff.
- Performed configuration/capacity planning, software products evaluation and systems performance analysis, and optimization and customer interface.

**Computer Sciences Corporation/Washington Headquarters Services - Office of the Secretary of Defense**

**System Administrator**

**April 2006 - August 2006**

- Provided expert technical support to WHS/OSD ITMD/APSD.
- Performed backups of data on Windows Server 2003 as well as applied operating system updates and configuration changes.
- Installed and configured new hardware and software.
- Added, deleted and modified user account information, reset passwords and other system administration functions, as necessary.
- Answered technical queries from Department of Defense (DoD) employees.
- Performed security administration on various desktops as well as documented the configuration of the system.

**Computer Sciences Corporation/Raytheon Missile Systems**

**Network Administrator**

**November 2005 - April 2006**

- Performed Level 3 Help Desk support on Desktops, as well as, provided Level 1 and 2 support as needed.
- Planned and executed installation, configuration, maintenance, and troubleshooting of complex problems pertaining to PCs, security, networks, software, PDAs, blackberries, phones, and other equipment as needed.
- Assisted in managing the user environment actively monitoring corporate servers and applications.
- Monitored and report on daily system backups.
- Performed migrations to Active Directory and MS Exchange 2000.
- Communicated verbal and written status to management, other technical staff, and end users.

**Abbttech/HP/Netcomm**

**Network Administrator**

**August 2005 - October 2005**

- Performed successful migrations to Active Directory and MS Exchange 2000.
- Performed account creations and server installs in Active Directory.
- Created mailboxes on new Exchange server along with migrating Blackberry server.
- Responsible for system upgrades on HP OpenView management server.
- Responsible for VLANS on HP ProCurve switches.

**Computer Sciences Corporation/Lockheed Martin**

**System Administrator**

**April 2005 - August 2005**

- Provided project support on Lockheed Martin's Task Order for the Missile Defense Agency for the day-to-day operations, Tier II Desktop support and maintenance for a 250+ user LAN/WAN.
- Established Group Policy within Active Directory for Security Management.
- Provided project management support to project personnel by monitoring personnel performance and ensuring project activities were successfully completed. Also, was responsible for meeting budget goals and objectives.
- Provided operations support for the Classified Data Center, performed backup and recovery, server monitoring, troubleshooting, equipment installation, administration and maintenance.
- Installed PC Guardian/Guardian Edge Software on over 100 laptops.
- Used Guardian Edge Software to encrypt and decrypt laptops.

#### **Edge source/U.S. Department of State**

##### **System Administrator**

**April 2004 - April 2005**

- Performed day-to-day operations for the Department of State (A/EX/IRM) LAN providing Level 1 Call Center and Level 3 End-User operational support and maintenance for a 1500+ user LAN/WAN.
- Provided leadership and direction for several support analysts, setting work schedules and task assignments.
- Ensured analysts receive and record customer support calls and that analyst follow-up customer issues using electronic work order ticket tracking system (UTT).
- Resolved issues remotely via SMS and provided desktop support utilizing User Manager/Active Directory, MS Exchange Administrator and HP Web Jet Administrator.
- Imaged hard drives using Symantec Ghost assessed requirements for users to be upgraded, pushed up images and ensured compliance with applicable security requirements.
- Performed workbench type hardware and software diagnostics and fault isolation. Coordinated OEM warranty repairs and/or replacement of faulty equipment.
- Performed various duties including Cisco switch port activation, cable testing, troubleshooting software applications (MSO, IE, Norton, etc.) and hardware (motherboards, CDROM/DVD, memory, etc.).

#### **Dyonyx/Walter Reed Army Medical Center**

##### **LAN Administrator/PC Support**

**October 2003 - March 2004**

- Migrated desktops using Dell Power Edge 1650/2650 servers along with Norton ghost software for WRAMC and offsite facilities.
- Provided day-to-day Tier 2 operational support and maintenance for desktop PCs, laptops and peripherals.
- Provided over-the-phone problem isolation and resolution of hardware and software problems.
- Provided installations, testing, troubleshooting, repairs and upgrades of desktop and laptop computers and peripheral equipment.
- Provided installations, configuration and support of Microsoft Operating System 2000/XP, Microsoft Office XP and other commercial off-the-shelf and government furnished custom applications.
- Provided bench warranty repairs and/or replacement of faulty equipment through the OEM.

#### **VistaRMS/CACI**

##### **LAN Technician/Operator**

**July 2003 - August 2003**

- Provided 24x7x365 operations support for the Technical Support Center for the U.S. Air National Guard/U.S. Air Force (SIPRNET/NIPRNET ENVIRONMENT).
- Provided Tier 2 technical support to base level network control centers (6 REGIONS, 100 BASES/UNITS).
- Called and answered helpline on a regular basis (MSO, MS EXCH, IE, TCNO, FTP, BPS2000).
- Utilized NOSC standard network management systems and trouble ticketing system (ARS).
- Developed configuration documentation, installation instruction and migration plans.



- Worked to resolve problems within Service Level Agreement timeframes.

**Quality Technology, Inc./HQUSACE (Headquarters, U.S. Army Corp of Engineer)**

**System Integrator/LAN Administrator**

**December 1997 - June 2003 (Contract)**

- Performed as the Technical Lead on all NT print servers along with providing 2nd level helpdesk technical support at the Headquarters, U.S. Army Corp of Engineer's 1300+ user environment.
- Implemented and configured a formal network printer support system with documented program and procedures.
- Recommended software, hardware and firmware upgrades. Involved with MS Windows 2000 testing and evaluation program.
- Provided MS Windows NT 4.0/2000 Server Support as well as provided bi-monthly, after-hours, on-call support.

**Total Systems Solutions, Inc./Control Data, Inc.**

**LAN Administrator**

**April 1996 - December 1997**

- Provided day-to-day technical, operations support of a Microsoft Windows NT V4.0 LAN, Real Estate and Resource Management departments at the Headquarters, U.S. Army Corp of Engineer.
- Maintained several servers, inclusive of 6 print servers in a 1200+ user environment.
- Developed and implemented RAS servers, daily backup procedures and virus protection.
- Provided user support, which consist of being able to troubleshoot software and hardware problems with applications such as Adobe Acrobat Reader 3.01, Microsoft Outlook 97, and Microsoft Office 97.

## Technical Writer

**Seyyed Hadi Roghani**

### Professional Summary

- Collaborative, detail-oriented Technical Writer with 3+ years of experience authoring high-quality instructional documentation, templates, and user guides to clearly and efficiently explain highly complex systems and processes.
- Worked with
  - **National Institutes of Health (NIH)**
  - **Maryland Department of General Services**
- Excellent reputation for resolving problems and improving customer satisfaction.
- Reviews, analyzes and creates detailed documentation of business systems and user needs, including workflows, project SDLC documentation, release notes, specification documentation, program functions and steps required to develop or modify programs
- Creates documentation plans to document processes and oversee baselining and configuration of all version control.
- Skilled at building relationships and working with global, cross-functional teams from all disciplines.
- Extensive experience in scoping projects and managing multiple deadlines.
- Proficiently skilled in Communication, Management, Teamwork, and Leadership.

### Education

- Bachelor of Arts 2019 George Mason University, Fairfax, VA -With Honors, GPA: 3.9 2018, 2019

### Relevant Work Experience

**a-tek inc: Mclean, VA - Technical Writer/Business Analyst; June 2021 - Present**

**Contract:** National Institutes of Health (NIH)

- Analyzed key aspects of business to evaluate factors driving results and summarized into presentations.
- Captured client requirements for new applications documented in detail.
- Applied honed problem-solving skills to analyze and resolve issues impacting business operations and goal achievement.
- Built library of models and reusable knowledge-based assets to produce consistent and streamlined business intelligence results.
- Evaluated consistency and importance of different business intelligence data against needs to determine optimal courses of action.
- Improved business direction by prioritizing customers and implementing changes based on collected feedback.
- Derived conceptual designs from business objectives to deliver software and applications according to specifications for usability, performance, and functionality.
- Assigned tasks to associates, staffed projects, and updated all involved parties to enhance optimal business flow.
- Reviewed files, records, and other documents to obtain business information and key data informing responses to development requests.
- Designed, written, and edited internal standard operating procedures (SOPs).
- Conducted QA of all development changes/fixes to ensure products reflected requirements.
- Facilitated successful product launches by training end users on latest products and applications.
- Managed and trained interns in the company trade.

**DMI, Baltimore, MD - Technical Writer; Sep 2020 – Mar 2021**

**Contract:** Maryland Department of General Services, eMaryland Marketing Advantage (eMMA)

- Research assistant for task analysis and needs assessment.
- Instructional designing, editing, writing, and testing over 60 plus training articles and reference guides for their online procurement platform end users and administrators.
- Published over 20 articles/Quick Reference Guides for procurement user guides.
- Testing instructional material for Vendors and Administrators in eMMA for both external and internal users.
- Ensuring all quality standards for training are met.

- Designing training material for end users and administrators.
- Designing Training material for Trainers in eMMA.
- Reviewing/editing documentation for user manuals.
- Reviewing/editing technical documents for user handbook guides and instructional material.
- Writing scripts for instructional videos and marketing content.
- Working closely with eMMA Tier 1 and Tier 2 helpdesk teams in developing a comprehensive knowledge-based library for tickets.

#### **Orbonetllc.com, Centerville - Technical Writer; Sep 2018 - Sep 2020**

- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.
- Editing and writing over 50 training materials on databases, operating systems, applications, cloud, service providers, network devices, firewalls, and containers.
- Setup, configured, and troubleshooted virtualization labs for remote students for various technologies like Microsoft, Oracle, Cisco, and VMware.
- Proofread copy written by colleagues to correct spelling, punctuation, and grammar.
- Organized material to research and complete writing tasks.
- Carefully documented technical workflows in private wiki for education of newly hired employees.
- Analyzed developments in field to update instruction literature.
- Communicated with customer representatives for feedback and distribution.
- Researched and wrote technical articles on Information Technologies for academic publications.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Observed in-progress operations to identify important steps for technical instructions.
- Collaborated with program managers to facilitate virtual lab environments.
- Conducted research, gathered information from multiple sources and presented results.
- Published over 50 training materials on databases, operating systems, applications, cloud, service providers, network devices, firewalls, and containers.
- Setup, configured, and troubleshooted virtualization labs for remote students for various technologies like Microsoft, Oracle, Cisco, and VMware.
- Hypervisor- VMware 6.5 Administration
  - Installing and configuring Virtual iSCSI SAN
  - Installing and configuring ESXi 6.5 servers
  - Installing & configuring vCenter servers
  - Integrating ESXi servers in vCenter Datacenter
  - Creating multiple Datastores to be used by VM Guests
  - Installing Solaris 11.1, Windows 2016/2019, Centos, Redhat Oracle Linux 8 as VM Guests.
  - Creating VM templates to be used to provision future VM Guests
  - Creating Clusters for High Availability
  - Configuring Fault Tolerance (FT) for VM Guests
  - Testing migration of VM Guests (vMotion)
  - Taking snapshots of current VM guests
  - Configure centralize logging using Syslog-ng
  - Providing trend analysis on Disks, RAM, CPU & network bandwidth
- Hypervisor- Hyper-V 2016 & 2019
- Operating Systems
  - Linux Administration (Centos, 7 & 8 & Oracle Linux 7, AMS Linux2)
  - Windows 10 Enterprise Operating System
  - Windows Server 2019 & 2016 (Active Directory, WSUS, IIS, DNS, Hyper-V)
- TCP/IP V6/4
- Hardware Essential (Proliant HP servers)
- Installing Raspberry pi devices

#### **Continuum: Behavioral Health, Mclean, VA - Registered Behavioral Technician; Jan 2020 - June 2020**

- Providing ABA therapy in home center, and community-based environments.
- Implement individualized treatment plans developed by BCBAs.

- Collect data to monitor the progress and effectiveness of the individualized treatment plan.
- Provide regular written and verbal progress updates on treatment goals.
- Participating in term meetings and training workshops.
- Ensuring that all clients are always in a safe and positive environment.
- Following policies and procedures of Continuum.

**Mudskippers Pottery, Fairfax, VA - Pottery Instructor; Jan 2020–March 2020**

- Taught Mudskippers Pottery curriculum and manage a classroom of 10-25 students grades k-6.
- Took attendance and supervise parent pick-up.
- Responsibly maintained all teaching equipment and materials picked up once a week.
- Facilitated a fun and inclusive classroom environment for all students
- Evaluated students' class work, performances, and projects.
- Planned and executed activities to promote skill and talent development.
- Actively listened to students, handled concerns quickly and escalated major issues to supervisor.
- Offered friendly and efficient service to all students, handled challenging situations with ease.

**MainStreet Child Developmental Center, Fairfax VA - Summer Intern; May 2019 –July 2019**

- Assisted in providing high-quality, comprehensive early childhood education programs and support services to empower children who come from low-income families.
- With collaboration with site staff to help facilitate a community where children are inspired to learn, encouraged to grow, and empower them to active their fullest potential.
- Leader developer/implement or for a home-based reading program for children and their families based on evidence-based practices from Harvard University.

**STEM exCEL, Fairfax, VA - STEM Enrichment Lead Instructor; Sep 2017 – Sep 2018**

- Created culture focused on teaching whole student and developing individual potential.
- Created and developed lesson plans according to students' academic needs, including both group and individual work.
- Adapted teaching methods and lesson plans to changing student needs to increase classroom participation by 100%.
- Shifted between formal and informal methods of teaching to keep students interested, including debates, practical activities, and experiments.
- Boosted cultural awareness by incorporating children's literature from world cultures.
- Improved students' analytical skills by introducing state-of-the-art computer program technologies.
- Maintained accurate and complete records for 20+ students.
- Worked with staff members and teachers to design comprehensive and individualized plans to optimize student education.
- Responsible for keeping students engaged and intellectually stimulated to course materials.
- Handled company equipment.
- Submitted written summary reports to operations manager

**MCS, Potomac, MD - Technical Assistant; Aug 2010 – Aug 2013**

- Assisted teachers with classroom and computer maintenance.
- Troubleshoot technical difficulties the teachers have.
- Worked as a substitute teacher when needed for grades 2-7.
- Installed technical hardware and software in deskside support environment.
- Gathered, organized, and distributed technical documentation.
- Assembled, customized and repaired hardware infrastructure using hand tools, components, and peripheral accessories for teachers.
- Assessed, diagnosed, and troubleshot malfunctioning hardware and software deployments to support nonstop academic operations.
- Assisted with school field trips and special events by collecting permission slips and payments.
- Cleaned, organized, and restocked classrooms for upcoming classes.
- Helped teacher prepare instructional material and displays.
- Used coordination and planning skills to achieve results according to schedule.