West Virginia
Purchasing Division
2019 Washington Street, East
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The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Solicitation Response(SR) **Dept:** 0231 **ID:** ESR09122600000002105 **Ver.:** 1 **Function:** New **Phase:** Final **Modified by** batch , 09/23/2026

Header 13

List View

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

Procurement Folder: 2020855
Procurement Type: Statewide MA (Open End)
Vendor ID: VS0000053737
Legal Name: Technoidentity America LLC
Alias/DBA:
Total Bid: $3,724,302.40
Response Date: 09/12/2026
Response Time: 10:15
Responded By User ID: venkatchitturi
First Name: Venkat
Last Name: Chitturi
Email: us.proposals@technoident
Phone: 9458880555

SO Doc Code: CRFQ
SO Dept: 0231
SO Doc ID: OOT2700000006
Published Date: 9/16/26
Close Date: 9/23/26
Close Time: 13:30
Status: Closed
Solicitation Description: Addendum No 2 -Temporary Technical Staffing Services
Total of Header Attachments: 13
Total of All Attachments: 13

Department of Administration **Purchasing Division** **2019 Washington Street East** **Post Office Box 50130** **Charleston, WV 25305-0130**	**State of West Virginia** **Solicitation Response**

Proc Folder:	2020855
Solicitation Description:	Addendum No 2 -Temporary Technical Staffing Services
Proc Type:	Statewide MA (Open End)

Solicitation Closes	Solicitation Response	Version
2026-09-23 13:30	SR 0231 ESR09122600000002105	1

VENDOR

VS0000053737
Technoidentity America LLC

Solicitation Number: CRFQ 0231 OOT2700000006

Total Bid: 3724302.399999999906867742538 **Response Date:** 2026-09-12 **Response Time:** 10:15:45

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	Senior Web Application Analyst	2080.0000	HOUR	149.630000	311230.40

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Senior Web Application Analyst
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	CRM Application Analyst	2080.0000	HOUR	119.700000	248976.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

CRM Application Analyst
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Senior SQL Server Database Administrator	2080.0000	HOUR	159.600000	331968.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Senior SQL Server Database Administrator
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Business Analyst	2080.0000	HOUR	119.700000	248976.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Business Analyst
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Learning Management System & eLearning Development Specialis	2080.0000	HOUR	109.730000	228238.40

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Learning Management System & eLearning Development Specialist
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Cloud Financial Operations Specialist	2080.0000	HOUR	109.730000	228238.40

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Financial Operations Specialist
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Cloud Architect	2080.0000	HOUR	174.560000	363084.80

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Architect
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Cloud Security Professional	2080.0000	HOUR	119.700000	248976.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Security Professional
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Cloud Platform Engineer	2080.0000	HOUR	159.600000	331968.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Platform Engineer
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Cloud Network Engineer	2080.0000	HOUR	159.600000	331968.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Network Engineer
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Cloud Systems Management Engineer	2080.0000	HOUR	159.600000	331968.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Systems Management Engineer
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.0000	HOUR	109.730000	228238.40

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Center of Excellence (CCOE) Implementation Specialist
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Mainframe Systems Programmer	2080.0000	HOUR	139.650000	290472.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Mainframe Systems Programmer
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Mitesh Patel

Business Analyst

SUMMARY:
Business Analyst with extensive experience in healthcare payer systems, including onboarding self-funded clients and implementing Health Plan Administration products and supporting programs such as Blue Card. Skilled in requirements gathering, BRDs, functional specs, test strategies, and traceability. Strong expertise across Enrollment & Eligibility, Benefits, Claims, Billing, Payments, Member/Provider portals, and Vendor Integrations. Proven ability to map processes, perform gap analysis, and drive enhancements while bridging business and technology teams. Proficient in JIRA, MS Project, Visio, and MS Office Suite.

- Performed hands on business analysis on key specification implementation efforts; functional lead in client requirements gathering sessions, creating Business Requirement Documents (BRDs), Functional Requirement Documents, Technical Documentation, Testing Scenarios, and correlating project implementation tasks as required.
- Good understanding of health care plans, Claims Management process, Medicaid and Medicare Services.
- Skilled in analyzing and validating business logic and rules for claims adjudication, encounter submissions, and payer workflows to ensure compliance with CMS and Medicaid requirements.
- Extensive healthcare payor experience with over 9 years in claims processing, adjudication, encounter data submission, and payer system enhancements for Medicare and Medicaid programs.
- Proficient in all phases of Requirement Management, including gathering, analyzing, detailing, and tracking requirements.
- Business Analysis knowledge for business process, the need to understand all aspects of the company's operations. Identify, analyze and design processes to improve the overall flow of information within the company.
- Interacting with stakeholders, gathering requirements, elicitation techniques like interviewing, questionnaires, brainstorming, focus groups.
- Excellent knowledge of Software Development Life Cycle (SDLC). Worked on Agile and Waterfall methodologies.
- Created Business Process Modeling and Use Case Development using UML methodology.
- Creating logical diagrams like Use Case, Activity, Sequence, Data flow using Tools like draw.io, lucid charts and MS Visio.
- Used various elicitation techniques to gather requirements from the stakeholders.
- Experience in conducting Joint Application Development (JAD) sessions with management, SME, vendors, users and other stakeholders to gather business requirements and translating the same to the development teams.
- Performed Functional, Integration, Data Validation, User Acceptance, and End-To-End testing and evaluated the test results.
- Solid understanding of Membership, Claims Processing, Billing, Benefit/Eligibility, Authorization/Referrals, COB, and have experience in HIPAA standards and corresponding EDI transactions.
- Proficient in SQL, Data Warehouse environments, data analysis, and data mapping, including source-to-target mapping for large-scale data migration and integration projects.
- Experienced with Jira and Kanban in Agile delivery, supporting requirements management, testing, and collaboration across cross-functional teams
- Skilled in FHIR-based healthcare interoperability and ensuring compliance with CFR Title 42, Part 2 for confidentiality in patient data handling.

- Involved in maintaining performing GAP analysis, Requirement Analysis, Document Analysis.
- Exceptional ability to maintain and build client relationships with business owners to identify, prioritize and document business requirements.
- Extensive experience in Healthcare/Claims adjudication with knowledge of industry compliance standards like HIPAA and EDI X12 transactions (834, 837, 835, 270/271, 276/277). Thorough knowledge about Facets.
- Experience with PBM integrations, pharmacy claims workflows, and rebate processes in payer systems.
- Collaborated on payer operations supporting the Blue Card program, ensuring compliance and seamless integration across participating plans
- Proven ability to support multiple complex projects under tight deadlines, often with competing priorities.
- Working on healthcare claims transactions sets. working on claims, adjudication, claims intake, provider.
- Groups and network, payer administration system, billing, capitation, member enrollment, benefit plans and groups.
- Expertise in Claim Processing which includes Health Insurance Portability and Accountability Act (HIPAA) Gateway and Claim Adjudication System.
- Strong experience and understanding of health care industry, claims management process, Knowledge of Medicaid, and Medicare Services.
- Experience working with an Application Lifecycle Management (ALM) tool and Jira.
- Strong understanding of CMS regulations through 9+ years of experience in Medicare/Medicaid claims adjudication, encounter data submission, and EDI compliance.

Work Authorization: **US Citizen**

Education: B.E Computer, Charuset University, Gujarat, 2013

Professional Experience:

Business Analyst **August 2022 to Present**
HUMANA Inc. – Lexington, KY

Responsibilities:

- Capturing business requirements and developing technical and infrastructure documentation for business-critical systems, ensuring alignment with environment configurations and integration standards. Lead encounters submission and reconciliation for KY and Ohio states.
- Documenting current business processes to assess and develop business requirements for future system. Ensuring smooth and timely implementation of business application enhancements.
- Ensured compliance with CMS guidelines for encounter data submission and reconciliation for Medicaid programs in Kentucky and Ohio.
- Reviewed and analysed business rules used in claims and encounter processing to ensure they matched CMS and payer requirements.
- Compared current processes with new CMS updates to find gaps and suggested improvements to business logic.
- Partnered with business and IT teams to analyze and optimize policy, billing, and claims workflows, enhancing process efficiency and ensuring compliance with organizational standards.
- Supported payer sales and client onboarding processes, including enrollment workflows, quoting activities, and integration with self-funded client benefit administration.
- Collaborated with TPAs and vendors to align enrollment, eligibility, and claims processes with payer systems and CMS requirements.
- Led Agile ceremonies and JAD workshops, guiding cross-functional business and IT teams through requirement analysis, compliance validation, and solution delivery.
- Collaborated with third-party administrators (TPAs) and vendors to integrate enrollment, eligibility, and claims workflows into payer systems.

- Worked on interoperability initiatives involving FHIR/HL7 messages and CCDA documents to validate demographic and clinical data alongside billing and payment workflows.
- Led projects on payor-side Medicaid claims processing, including intake, adjudication, reconciliation, and CMS-compliant reporting.
- Collaborated with provider networks and payer administration systems to optimize claims accuracy and turnaround times.
- Validated HIPAA transactions (837, 270/271, 276/277, 835, 834) for CMS reporting accuracy and regulatory alignment.
- Utilized SQL to extract, validate, and analyse encounter and claims data from the Data Warehouse for CMS submissions.
- Onboarded new self-funded clients and supported Health Plan Administration product implementations by gathering and documenting high-level requirements, use cases, BRDs, and functional specifications.
- Collaborated with PBMs and pharmacy vendors to support drug formulary management, claims adjudication, and rebate processing for Medicare and Medicaid pharmacy benefits.
- Defined test strategies, test cases, and RTMs to ensure complete traceability of requirements.
- Created and maintained source-to-target mapping documents to support ETL processes and downstream system integration.
- Implemented FHIR-based interoperability solutions for secure exchange of claims and encounter data, mapping EDI X12 transactions to FHIR resources.
- Ensured compliance with CFR Title 42, Part 2 by aligning data handling and access controls with confidentiality regulations.
- Supported audit readiness and reporting processes in accordance with CMS encounter submission standards.
- Identifying improvements in current processes and potential new opportunities for enhancements.
- Determined stakeholders based on the stakeholder analysis and conducted requirement-gathering sessions to capture the business needs.
- Assisted project manager in creating the project charter, developed business requirements and further decomposed into functional specs using use case scenarios and other business process models.
- Conducted Joint Application Development (JAD) sessions with stakeholders to develop the correct specifications. Assisted developers in understanding the business requirements.
- Monitored the development process to identify whether the requirements are rightly implemented or not. Validated technical designs created by system analysts against functional specifications.
- Worked as a liaison among stakeholders both business and IT side in order to elicit, analyze, communicate and validate requirements for changes to business processes.
- Involved in Validation of HIPAA for 837, 270/271, 276/277, 835, 834 EDI transactions.
- Documented requirements, workflows, and user stories using JIRA and Confluence, maintaining comprehensive technical documentation repositories and infrastructure process references for Agile delivery and cross-team collaboration. Develop Project charter and obtained approvals. Define project goals, objectives and success criteria.
- Identified and document Project constraints and assumption. Used MS Visio to create Use Cases and Sequence Diagrams.
- Accomplished experience through whole SDLC from requirement analysis till deployment.
- Assisted development team to translate requirements into technical specifications.
- Created and Maintained the Requirement Traceability Matrix (RTM) throughout the project.

Business Analyst **April 2019 to July 2022**
Blue Cross Blue Shield – Chicago, IL

Responsibilities:

- Worked with HIPPA rules and regulations to draft business rules and claim processes.
- Interacted with the client and the Technical Team for requirement gathering and translation of Business Requirements to Technical specifications.

- Tested different functionality of the application like Medicaid eligibility data, state available funds program, Medicaid claim processing etc.
- Analyzed and refined business rules in Medicaid/Medicare workflows to align with CMS policy updates and ensure accurate claims processing.
- Supported capitation and provider payment processing by validating payment logic, per-member-per-month calculations, and ensuring alignment with payer contracts and CMS guidelines.
- Utilized SQL and data mapping to reconcile capitation payments and encounter data between source systems and data warehouse environments.
- Identified and documented the dependencies between the business processes.
- Extensively involved in mapping data from various sources to the target database tables.
- Performed testing for Medicare, Medicaid claims for Medicaid Management Information System.
- Performed data mapping and SQL-based validation for claims and enrollment data to ensure accuracy between source systems and Data Warehouse tables.
- Supported HIE initiatives by enabling secure sharing of Medicaid encounter, eligibility, provider, and care management data between payer systems and state platforms.
- Collaborated using Jira and Kanban boards to manage requirements, testing tasks, and defect tracking in Agile projects.
- Managed healthcare payor workflows, including member enrollment, benefit plan configuration, and provider network data integration.
- Coordinated with TPAs and provider networks to support Medicaid/Medicare claims processing, eligibility, and encounter submissions.
- Experience spans Medicare, Medicaid, and commercial business lines, supporting payer administration and compliance initiatives.
- Participated in dQM, aligning encounter and care management data structures to support reporting and quality improvement initiatives.
- Gathered requirements and tested Member, Provider, and Employer-facing portal functionalities to improve accessibility and regulatory compliance.
- Worked on BlueCard program operations, supporting out-of-area member claim processing and ensuring compliance with CMS and payer processing standards.
- Provided leadership in requirement workshops, facilitating consensus among senior stakeholders across multiple workstreams.
- Worked extensively on Enrollment & Eligibility, Benefit Administration, Vendor Integrations, Claims, and Member/Provider portals within payer systems.
- Improved claims processing efficiency and accuracy by aligning payer systems with CMS updates and compliance standards.
- Interpreted and applied CMS policy changes to Medicaid/Medicare claims workflows and system logic.
- Collaborated with cross-functional teams to implement system enhancements aligned with CMS regulatory updates and state Medicaid requirements.
- Collaborated with business and technical teams to analyze business processes, conduct gap analysis, and deliver requirements aligned with CMS and Blue Card program guidelines.
- Contributed to business rule documentation to support CMS reporting and compliance efforts in MMIS projects.
- Well versed with HIPAA, claim adjustments, claim processing from point of entry to finalizing, claim review, identifying claims processing problems, their source and providing alternative solutions using best practice model and principles.
- Integrated FHIR APIs into Medicaid/Medicare claims workflows to enhance system interoperability.
- Applied CFR 42 confidentiality standards in claims processing and reporting to meet federal compliance requirements.
- Involved in preparing project plans and identifying major milestones for each stage as per the SDLC Process
- Module Lead for web portal projects around services for Long Term Care members.
- Managed Modification and Maintenance Service Requests through the stages of Initial Review, Analysis, Design, Build, Product Test, User Acceptance Testing and Deployment.
- Managed Project plan throughout the project life cycle from inception to successful completion.

- Conducted sessions to define project scope and identify business and system requirements.
- Responsible for writing Charter/Business User Requirements (BUR), Functional Design, Infrastructure Impact, and Test Plan documents as part of detailed technical writing deliverables.
- Addressed the changes made to the Medicare & Medicaid program and created requirements mapping to that of the system requirement.
- Acted as liaison between the business users and technical teams.
- Analyzed requirements for conversion into testing scenarios and test cases.
- Created and assigned defects to developers; retested fixed defects and logged resolutions in Quality Center.
- Experience in Business and Data Analysis.
- Responsible for traceability between requirements and test cases for quality assurance.
- Responsible for version control of project artifacts using Microsoft SharePoint.

Business Analyst **September 2017 to March 2019**
Spectrum – Detroit, MI

Responsibilities:

- Fully responsible for requirements gathering and documentation.
- Involved in defining scope of the project along with vision statement using Waterfall Methodologies.
- Created use case narratives to record Subscription business rules.
- Analyzed the business rules for the international user subscription and impact of localization.
- Developed Requirement Traceability Matrix (RTM)& also RACI matrix.
- Follow a structured approach to organize requirements into logical groupings of essential business processes, business rules, and information needs, and ensures that critical requirements are not missed.
- Interacted with developers to document technical functionality, system configurations, and infrastructure dependencies of all components; provided weekly status updates and generated follow-up tasks.
- Closely monitored development team to make sure, the software application fits within the architecture and has the required behaviors.
- Documented the organizations policies and procedure in the system functional requirement.
- Worked on project management tool HP ALM (Quality Center)
- Executed test cases and saved result.
- Maintained a record of recommendations, communications, activities, and schedules to monitor the progress of project in real time using MS Project.
- Supported payer side supply chain workflows by coordinating vendor integrations, billing reconciliation, and contribution accounting processes to ensure smooth flow of financial and operational data.
- Gather stakeholder's approvals, necessary sign off for Integration implementation tools.
- Responsible for maintaining integrity of all builds and environments.
- Coordinated updates with client's staff and implement efficiencies in documentation maintenance.

Business Analyst **July 2015 to August 2017**
Meridian – Detroit, MI

Responsibilities:

- Facilitated interview, one on one and brainstorming sessions with SME's User's in understanding the requirements pertaining to billing Origination to billing Processing.
- Assisted and written System Requirements Documents SRD, including Functional and Non-Functional requirements.
- Gathered business requirements through interviews, surveys, prototyping and observing from account managers, finance manager, and independent advisors and got an accurate understanding of their needs.

- Developed Use cases and activity diagrams and analyzed business requirements.
- Created UML-based feasibility studies and Use Case Models to communicate those ideas to the developers.
- Supported contribution accounting and premium reconciliation processes by analyzing billing and payment workflows within payer systems.
- Documented requirements, mapped workflows, and identified process enhancements for billing and claims administration, ensuring requirements and infrastructure dependencies were thoroughly developed, tested, and documented per technical writing standards.
- Analyzed business processes for Medicaid claims and billing in the context of CMS rules and federal compliance frameworks.
- Followed the UML based methods using Microsoft Visio to create: Use Cases Diagrams, Activity Diagrams, and Sequence Diagrams.
- Worked with SME's and business users to gain in-depth understanding of the business' mission, objectives, purpose and processes.
- Enhanced the business to articulate and prioritize their ideas and assisted in development of training materials for new technology and process improvements.
- Conduct project related Presentations periodically to the management and end users during various phases of Software Development Life Cycle SDLC.
- Involved in the User Acceptance testing UAT to check the reliability for end users.

Technoidentity

VICTOR MBOCK

Phone 770-310-7232
Email victornjie@gmail.com

CLOUD SOLUTIONS ARCHITECT

CLOUD STRATEGY | CLOUD MIGRATION | CLOUD OPTIMIZATION | CLOUD DEPLOYMENT | SECURITY | CONTENT DELIVERY | DATA MANAGEMENT | AUTOMATION | DISASTER RECOVERY | DEVOPS | NETWORKING | VIRTUALIZATION | INFRASTRUCTURE AS CODE

A Cloud Solutions Architect with over 13 years of hands-on experience in designing, architecting, and managing cloud and hybrid infrastructures at diverse companies, including *Amazon (AWS) and L'Oréal*. An AWS and Azure Certified Solutions Architect with proven ability to lead end-to-end large-scale migrations from on-premises data centers to the cloud, specializing in Unix/Linux and Windows platforms. I have expertise in networking, security, virtualization, application modernization, CI/CD pipelines, DevOps, Infrastructure as Code, and automation. I have been continuously recognized for effectively leading cloud solutions projects, resulting in reduced costs, optimized efficiencies, enhanced performance, and increased revenue.

EXPERIENCE

Principal Cloud Infrastructure Architect, *Temple University Health Systems* - United States October 2024 – Present

- **Cloud Expertise:** I acted as a trusted advisor for my team and senior management, providing architectural design guidance, leading technical discussions, and providing decision inputs around the strategic direction for cloud adoption. I was instrumental in designing and implementing a multi-region hub-and-spoke networking solution with centralized traffic inspection using Azure Firewall. This significantly improved network scalability, performance, as well as security by centralizing ingress/egress traffic inspection for VPCs.
- **Cloud Migration:** I led the migration of multiple critical business applications from on-prem to the cloud, including several components of the EPIC health services application.
- **Automation**: I implemented a solution for enabling monitoring, backups, and OS patching using Azure Monitor, Azure Backups, and Azure Update Manager that automatically onboarded new Azure resources upon creation. This resulted in 100% reduction in man-hours, which allowed the teams to concentrate on other tasks as there was no longer a need for someone to go in and manually enable these features for each newly created Azure resource.
- **DevOps**: I led the effort in defining and implementing Temple Health's DevOps practice from the ground up. As part of this effort, I implemented an end-to-end CI/CD automation pipeline using Azure DevOps to streamline the deployment of our infrastructure, which drastically reduced the time it took our engineers to deploy new cloud resources from days to under an hour. I used Terraform for deploying and managing our cloud infrastructure.
- **Cost Optimization**: I redesigned and implemented a cost-optimized Azure Files storage solution for our AVD (Azure Virtual Desktop) deployment supporting over 300 virtual machines. This redesigned solution led to cost savings of more than $3 million in storage costs over a 12-month period.
- **Mentorship**: I conducted weekly workshops on Azure Cloud and DevOps to help mentor junior team members, and assigned weekly tasks to the team as required for hands-on training

Senior Cloud Infrastructure Architect, *Amazon Web Services (AWS)* - United States February 2022 – October 2024

- **Cloud Expertise:** I was part of the AWS team that deployed the first Nationwide 5G service running exclusively on AWS cloud. As an individual contributor, I built and deployed the first cloud native 5G Test as a Service (TaaS) framework using AWS CDK, AWS Elastic Kubernetes Service (EKS), AWS Lambda, AWS EventBridge, and AWS Step Functions for our Tier 1 Telco client. The 5G TaaS framework enabled the customer to remotely run performance tests against their 5G

infrastructure from any location with a significant increase in performance and reduction in licensing costs.

- **Automation**: I delivered an automated account vending and application deployment solution for a customer in the Telco sector to set up new divisions. Implemented a dynamic CI/CD solution that targets AWS accounts on demand for tenant isolation and compliance. This provisioning framework reduced the set-up time for new accounts from 3 days to 30 mins.

- **AWS Control Tower**: I implemented a customized AWS Control Tower setup for a customer and developed a serverless augmented account vending solution with Microsoft Entra ID (formerly Azure AD) integration for user account provisioning and IAM syncing using SCIM protocol, with baseline resources to standardize the account creation process. This solution reduced the time it took for provisioning new user accounts from 7 days to 3 hours and was deployed using AWS CloudFormation and AWS CDK.
- **Network Security:** I implemented a highly scalable and resilient Palo Alto cloud firewall solution for centralized ingress/egress traffic inspection for a customer, using AWS CloudFormation, AWS EC2 Auto Scaling Groups, AWS NAT Gateway, and AWS Gateway Load Balancer. This solution greatly simplified traffic inspection and led to a significant uplift for the customer's security posture.
- **Trainings:** I wrote and published multiple internal guides, reference architectures, and patterns on the deployment, use cases, and best practices of various AWS services including a guide on deploying an HTTP rate limiting solution using AWS WAF, a reference architecture for centralized inspection on AWS using Palo Alto Firewall Virtual appliance, and a pattern on deploying and mounting an AWS EFS file system across AWS accounts using the DNS name for SAP and other shared workloads.
- **Workshops and Pre-Sales:** I delivered Cloud Readiness assessments and modernization strategies to customers in multiple industries like Healthcare, Retail, Telco, and banking. I also delivered cost estimates to customers moving to the cloud, or already in the cloud with transformation needs. I acted as a trusted advisor for our large enterprise clients as well as provided architectural design and solution structure for new integration projects. I also provided technical support, presentations, and proof of concept demos in pre-sales sessions.

IT Director - Cloud Solutions, *L'Oréal* – United States October 2020 – February 2022

- **Cloud Strategy and Migration:** I led the strategic direction for cloud adoption, including the migration of our entire business application portfolio of over 2,000 applications to Azure and AWS public cloud which led to an 80% reduction in carbon footprint and greenhouse emissions, and a cost reduction of 25% over 2 years on OPEX. I acted as a trusted advisor for my team and senior management, providing architectural design, leading technical discussions, and doing business presentations and demos.
- **AWS Cloud:** I designed and implemented a centralized network traffic inspection solution on AWS cloud using AWS Transit Gateway, AWS Network Firewall, and AWS Gateway Load Balancer. This significantly improved network scalability, performance, as well as security by centralizing ingress/egress traffic inspection for VPCs. I built a model to consolidate infrastructure monitoring metrics in a single dashboard using AWS CloudWatch, which drastically reduced the amount of time spent by the Network and Ops team in searching for metrics when investigating infrastructure related issues.
- **Azure Cloud:** I architected and deployed a highly available and auto scalable global business web application using Azure Kubernetes Services (AKS), Azure Application Gateway, Azure Files, Azure MySQL Flexible Server, Azure Front Door, Azure Traffic Manager, and Azure Web Application Firewall (WAF) services. This enabled the company's data in Europe, Asia, Africa and the US to be directed and stored in the appropriate region, ensuring global data sovereignty and regulatory compliance.
- **Resource Automation:** I implemented an end-to-end CI/CD automation pipeline using GitLab CI/CD to streamline the deployment of our infrastructure, which drastically reduced the time it took our engineers to deploy new cloud resources from 4 days to 1 hour. I used Terraform and Ansible for deploying and managing our cloud infrastructure.
- **Disaster Recovery**: I implemented a disaster recovery solution for our Americas Tier 1 SAP ECC and HANA landscape with an RPO of less than 5 minutes and an RTO of 8 hours using a combination of Azure Site Recovery (ASR), Azure NetApp Files cross-region replication, Oracle Data Guard, and HANA replication. This improved the resiliency of the application and significantly reduced the business MTTR from 2 days to under 4 hours.

Senior Cloud Infrastructure Architect, *RealEstate-U* – United States November 2016 - October 2020

- **Cloud Migration:** I migrated the RealEstateU Learning Management System (LMS) from an on-prem colocation data center to AWS public cloud which led to a reduction in infrastructure and operational costs by 60% while increasing revenue. I led the entire migration process from the Assessment, Mobilization, and Migration phases, generated GAP reports identifying gaps in the existing infrastructure and how these gaps could be addressed by moving to the cloud.
- **Automation:** I implemented a highly scalable API rate limiting and WAF rule automation solution based on HTTP headers, using AWS CloudFormation, AWS WAF, AWS Application Load Balancer, and AWS Lambda functions. This resulted in a 60% reduction in manpower.

- **Content Delivery:** I implemented a content-delivery (CDN) platform using CloudFront and Route 53 DNS based routing to speed up access and reduce latency for the delivery of video content on RealEstate-U's learning management system. This solution led to a 250% uplift in performance and reduced video storage costs by 45%

Cloud Infrastructure Architect, *Vodafone* - Cameroon April 2012 - November 2016

- **Cloud Migration:** I migrated the Vodafone business application stack to AWS, which reduced infrastructure costs by 40%.
- **Cloud Deployment:** I built out a multi-account landing zone for a customer. Transformed their application to be cloud native and elastic, refactored and simplified the application architecture to improve scaling with expansion capability to all regions. Developed a multi-account CI/CD pipeline for automated deployments which reduced time to market for application deployment by 80%.

IT Engineer, *RascomStar* - Cameroon September 2006 - April 2012

- **Telecoms:** I was responsible for performing satellite link and spectrum analysis using the MONICS NET Communications System Monitoring software to monitor satellite transponders, as well as performing line up calibration of earth stations, including system tests and validation. Satellite core network monitoring, optimization and troubleshooting.
- **Systems Monitoring:** Implemented an operationally-sound multi-site network monitoring infrastructure capable of monitoring satellite links, servers, PC clients, as well as voice and data networks. This was achieved using Nagios, Cacti, Ntopng, and Squid.
- **VoIP:** I migrated RascomStar's traditional analog phone system to a highly efficient VoIP IP PBX phone system based on Asterisk IP PBX, which reduced communication costs by over 80% on average.
- **Data Center:** I helped in designing and implementing multiple greenfield data centers with support for satellite backhauling between multiple NOC sites and microwaves for several telecom operators. Each data center contained 250 servers running on LINUX and WINDOWS operating systems, capable of supporting over 10,000 users per site, with support for voice and data communications.

Telecoms Engineer, *IQBri Telecom* - India December 2004 - September 2006

- **Telecoms:** I performed RF physical optimization by antenna up tilting, down tilting and reorientation. Performed data analysis using Excel and maintained a network performance report. Converted the drive test result to MAP INFO Professional, to generate a report for taking action. I also performed parameter tuning and optimization of RSSI, RSCP, E/N, Throughput Uplink, Throughput Downlink, and Video Streaming Throughput of Network as per design requirements.
- **Systems Monitoring:** I was responsible for conducting BCCH Locked Drive Test before and after physical audit of the site. Finding the reasons for any poor RX LEVEL, RX QUALITY, CALL DROPS, delayed Handovers and suggesting possible solutions per analysis of Call Drops, Blocked Calls, Handover Failures, Excessive Handovers, Congestion, Swapping, Interference, Poor quality and Poor C/I.

EDUCATION

Bachelor of Science in Computer Science, University of the People (2018 - 2023)

CERTIFICATIONS

- AWS Certified Solutions Architect – Professional
- AWS Certified Solutions Architect – Associate
- AWS Certified SysOps Administrator – Associate
- AWS Certified Cloud Practitioner
- Microsoft Certified: Azure Solutions Architect Expert
- ITIL® 4 Foundation CPD

SKILLS

- **Cloud Platforms:** Azure, AWS
- **Networking**: DNS, Azure VNet, AWS VPC, AWS Transit Gateway, API Gateway, AWS Elastic Load Balancer, Azure Application Gateway, Azure Load Balancer, Azure Traffic Manager, AWS Route 53, LAN, WAN, VPN Gateway, Routing, AWS Gateway Load Balancer, NAT Gateway
- **Infrastructure as Code:** Terraform, CloudFormation, Ansible, AWS CDK, Azure ARM templates
- **Security:** Azure Firewall, AWS Network Firewall, Palo Alto Firewall, AWS WAF, AWS IAM, Entra ID, Azure AD, Azure WAF, AWS Security Hub, AWS Security Lake, AWS Shield, Microsoft Sentinel, Microsoft Defender for Cloud
- **Virtualization:** Azure Virtual Machines, Azure AKS, Azure Container Instances, AWS EC2, AWS EKS, AWS ECS, VMware
- **DevOps:** GitLab CI/CD Pipelines, Docker, Kubernetes, Python, Bash, PowerShell, Scripting
- **Services:** CloudWatch, AWS Lambda, Azure Site Recovery, Azure Active Directory, Azure Migrate, Azure Monitor, Azure Front Door, AWS CloudFront, S3, AWS RDS, Azure Storage, AWS EFS, Azure Policies, Azure Management Groups, AWS Control Tower, AWS Organizations, AWS SSM, Azure Web Apps

LANGUAGES

French, English

Technoidentity

DERRIS TAYLOR

309-472-8864, hoverstentaylor@gmail.com, Katy, TX, 77494

SKILLS

- Architecture & Infrastructure
- Automation of IT processes & IaC
- Integration Architecture
- Design Documentation and Runbooks
- Active Directory & Access management
- Continuous Integration and Continuous Deployment (CI/CD)
- Strategic Assessment & Migration
- Project Leadership and Management
- Assessment of Controls
- Security Frameworks & Standards
- Cost optimization and Cost Strategies
- Stakeholder Management

PROFESSIONAL SUMMARY

Derris Taylor is an accomplished Architect with proven track record in delivering successful cloud transformations, cloud modernizations, Large Cloud Migrations, assessments and FinOps engagements. With extensive experience and expertise in cloud architecture across AWS, Azure, and GCP. Derris excels at designing and implementing scalable, secure, and efficient cloud solutions that align with business objectives. He has a deep understanding of cloud technologies and best practices, enabling him to guide clients through their cloud journey and drive digital transformation.

Derris's expertise extends to multiple practices like FinOps, Integrations, DevOps, Infrastructure and Security where he helps organizations optimize their cloud spending, maximize cost efficiency, and achieve financial goals. His strategic approach and attention to detail contribute to the successful execution of projects, while his leadership skills empower teams to deliver exceptional results.

With a focus on end-to-end solution design and delivery, Derris ensures that client requirements are met and business objectives are achieved. He possesses a comprehensive certification portfolio, including certifications from GCP, Azure, and AWS, which validate his extensive knowledge and expertise in cloud technologies. Derris excels in stakeholder engagement and management, working closely with clients, project teams, and senior leadership to provide valuable architectural guidance. He understands the importance of collaboration and communication in driving successful solution implementation.

ACCOMPLISHMENTS

- CERTIFICATIONS:
- Google Certified Professional - Cloud Architect
- Google Certified Professional - Cloud Developer
- Google Certified Professional - Security Engineer
- Google Certified Professional - DevOps Engineer
- Google Certified Professional – Data Engineer
- Google Certified Professional – Machine Learning Engineer
- Google Certified Professional – Database Engineer
- Google Certified Professional - Networking Engineer
- AWS Certified Solutions Architect
- AWS Certified Machine Learning Specialty
- AWS Certified Security Specialty
- Microsoft Azure Solutions Architect Expert

- Microsoft Azure Administrator – AZ-104
- Microsoft Azure Security AZ-500

- Microsoft Azure AI - AI-900
- Microsoft Azure Data - DP-900
- Microsoft Azure - AZ-900
- Certificate of Cloud Security Knowledge (CCSK)
- CompTia Security+
- GitLab Certified Associate

EXPERIENCE

Associate Director - Architecture , Mar 2023 - Sep 2023
HUL - Unilever, Houston, TX

- As the Lead Architect for the US FinOps Practice I have a proven track record in delivering successful cloud transformations, cloud modernizations, migrations, and FinOps engagements. With extensive experience and expertise in cloud architecture across AWS, Azure, and GCP. Strong practice for Designing and implementing scalable, secure, and efficient cloud solutions that align with business objectives. With a deep understanding of cloud technologies and best practices, enabling to guide clients through their cloud journey and drive digital transformation.
  • Led successful deployment and analysis phase, deploying FinOps Discovery Tools, collecting and assessing data, and preparing actionable Reporting.
  • Facilitated engaging Deep Dive Workshops covering FinOps Primer, Tooling exploration, and Unit Economics & Value Analysis, enhancing organizational understanding and commitment.
  • Orchestrated dynamic FinOps workshops, introducing Stakeholders to the framework, fostering alignment, and gathering diverse perspectives and objectives.
  • Evaluated FinOps practice maturity, offering strategic Recommendations and a well- defined roadmap that led to achieving a green met state.
  • Established a robust Cloud Center of Excellence for FinOps through strategic meetings with multiple teams, delegating roles and responsibilities to stakeholders for streamlined operations.
  • Coordinated regular meetings to review monthly anomalies and reports, cultivating collaboration around total cost and cost deviations, and promoting informed decision- making.
  • Showcased holistic approach in driving FinOps excellence, transforming cloud financial operations, promoting cost optimization, and fostering efficient cloud utilization.
  • Spearheaded and led multiple FinOps engagements for a prominent Energy / Oil Organization. Guided by my insights, the organization embarked on a transformative journey towards optimizing cloud financial operations. I established a robust framework for cost-effective cloud utilization, laying the groundwork for a successful migration strategy.
  • Developed a comprehensive roadmap that strategically aligns with the business goals of the clients. By orchestrating cloud migrations, I ensured a seamless transition that not only addressed technical requirements but also positioned the organization for substantial cost savings and operational efficiency.

Chief Architect, May 2021 - Mar 2023

Unilever, Chicago, IL, United States

- Delivered high level & low-level architecture diagrams and design solutions to meet functional and non-functional requirements
- Provided insight and delivererd high level & low-level architecture diagrams and design solutions to meet functional and non-functional requirements. Provided insight and direction on roles and responsibilities required for solution operations.
- Delivered oversight of multi-discipline support teams and service owners, stakeholders, and engineers to facilitate processes improvement, drive compliance with cyber security policies and vulnerability risk reduction, including providing a full assessment of all application critical and non - critical running on the azure estate.
- Partnered with Cloud Service Provider Technical and Business Teams to go through updated tooling, security vulnerabilities and lessons learned from previous migrations that were similarly ran on AWS. Was positioned on the design board to help build the design process and sign off process.
- Provided a full assessment of the Azure & AWS estate to be migrated to GCP not including SAP critical systems, address any data location issues as well risks applications could run into and compliance risks based on a scoring system of each application
- Managed a portfolio of corporate Enterprise, Cloud and On prem legacy applications across multiple Cloud CSPs with an overall value over $24M
- Utilized systems such as Servicenow, Flexera, Device42 for Asset management and tracking and software discovery functionality
- Communicated IT Security Policy & Strategy, ensuring alignment with business objectives to drive enterprise-wide change management, and sign off policy improvements
- Took advantage of azure tools such as Azure Blueprints, Azure Policy, Azure DLP and help service owners understand the benefits of tools and provide mode 1 the education to be able to maintain and implement a turnkey style security and compliance
- Hands-on experience with key compute, network, storage, security services and their components – Compute Engine (Windows & Linux), VPC, Configuring NSGs and Route tables, App Gateway, Express Route, Scale sets, Azure Databricks, AKS, GKE, Cloud Run, ANF, WAF, RBAC model, log analytics etc.
- Took advantage of AWS tools such as AWS Guard Duty, AWS Security Hub, IAM Access Analyzer, AWS Systems Manager/ Also GCP Tools Cloud Security Command Center, Cloud Scanner, IAP, Cloud Armor, etc. Hands-on experience was needed in this role when the team had a blocker or if there were issues that needed my attention, I would play a more hands on approach.
- Provided LLD / HLD Design and implementation of recommended cloud security, cloud networking, and landing zone

Lead Architect, Mar 2021 - Mar 2023

Unilever, Chicago, Manchester, IL, UK

- Identify Unilever's Business drivers and define the Cloud Adoption Vision,

Principles and Use Cases which allowed the alignment of cloud strategy across the business and Ops. Provided insight and direction on role required for accelerated adoption. Define responsibilities for each role. Provided oversight to Review

current Cloud Operating Model. Refine COM for accelerated cloud migration and adoption across People, Process & Technology areas which lead to the creation of Cloud Operating Model Documentation and Roadmaps.

- Helped assist with the design the teams responsible for mobilizing critical cloud resources professionals who can make day-to-day decisions quickly and efficiently.
- Defined how the organization builds and implements their cloud strategy by designing teams for the future state of operations.
- Ensure the business requirements are transformed properly into service delivery, standardize definitions and processes related to cloud principles, decisions of technical designs and enforcement of guardrails.
- Produced a governance framework covering key cloud topics to guide the cloud services adoption with best practices and recommendations
- Provided a set of design and principles for technology and tooling
- Created Cloud Operating Model Roadmap which was an actionable roadmap for teams to execute against. It will provide best practice recommendations tailored to Corporation challenges and KPIs

Senior Cloud Architect / Security Architect, Nov 2018 - Apr 2021
Open Consulting, London, UK

- Worked on a large program of projects to build a fully cloud-based data center environment in multiple CSPs including the migration of all applications and services to GCP, all critical application and SAP systems migration to Azure which lead to the closure of two UK on-premises data centers
- Create a strategy to simplify, modernize, and develop ways to minimize risk for the technology landscape, enabling clients to drive value for customers and shareholders
- Compiled reports from Zscaler, Microsoft Defender, Trend Micro, NIST and PCI vulnerability findings for leadership and service owners to identify and implement vulnerability risk mitigation strategies
- Took advantage of AWS Migration tools such as AWS DMS, AWS SMS, AWS Migration Hub, Striim and help service owners understand the benefits of tools and provide mode 1 the education to be able to maintain and implement a turnkey style approach for governance & infrastructure Design and manage, while maintaining best practices for Identity and Access Management products such as AD, ADFS, AD Connect, Conditional Access, to provide a cloud ready Identity and Access Management
- Successful assessment and migration of on prem to cloud and Azure to Took advantage of azure tools such as Azure Blueprints, Azure Policy, Azure DLP and help service owners understand the benefits of tools and provide mode 1 the education to be able to maintain and implement a turnkey style security and compliance
- Shell, Lloyds Bank, Blackstone
- Worked with over 90 service owners to create the expertise of applications need to contribute to the development and innovation of best practices or methods of

product design, implementation, configuration for the applications

Cloud Migration Architect, Mar 2018 - Nov 2018

Lloyds Bank, London, UK

- Worked on a large program of projects to build a fully cloud-based data center environment in multiple CSPs including the migration of all applications and services to GCP & AWS, all critical application and SAP systems migration to Azure which lead to the closure of two UK on-premises data centers
- Create a strategy to simplify, modernize, and develop ways to minimize risk for the technology landscape, enabling clients to drive value for customers and shareholders
- Compiled reports from Zscaler, Microsoft Defender, Trend Micro, NIST and PCI vulnerability findings for leadership and service owners to identify and implement vulnerability risk mitigation strategies
- Help design robust security for web/mobile front ends, microservice architectures (APIs), containers (kubernetes), databases, on-premises to cloud network security & cloud services (such as pub/sub, dataflow and cloud armor, Security Center, GCP, AWS Firewall, ATP, DLP, Multiple CSP SIEM services) Design and manage while maintaining best practices for Identity and Access Management products such as AD, ADFS, AD Connect to provide a cloud ready Identity and Access Management
- Successful assessment and migration of on prem to cloud and Azure to AWS / GCP depending on the workload and use case

Associate, Jun 2013 - Jan 2016

National Rugby League / USA Rugby, Aspen, London, CO, UK

- Daily exercise and practice under the direction of athletic trainers or professional coaches, in order to develop skills, improve physical condition, and prepare for competitions
- Maintain optimum physical fitness levels by training regularly, following nutrition plans, and consulting with health professionals
- Represent teams or professional sports brands, showing up to such activities as meetings with members of the media, making speeches, or participating in charity events in order to help the community in which you live
- Continual assessment of performance following athletic competition, identifying strengths and weaknesses, and making adjustments to improve future performance.

Lead I.T Engineer, Dec 2011 - Sep 2014

JCC Jewish Community Center, Ladue, MO

- Provided managing and monitoring all installed systems and infrastructure Installing, configuring, testing and maintaining operating systems, application software and system management tools
- Ensuring the highest levels of systems and infrastructure availability to keep the systems from failure which could affect SLAs or OLAs
- Build and export apps, dashboards, saved and scheduled searches and alerts
- Lead and manage staff with the operations who can make day-to-day decisions quickly and efficiently

- Define how JCC builds and implements their strategy by designing teams for the current and future state of operations

- Worked with SIEM to effectively manage data from across a wide range of applications used by JCC and manage the infrastructure alerts, alarms, logging and monitoring
- Lead technical troubleshooting efforts

Sr. Security Advisor, Mar 2011 - Feb 2013

Target Inc, St. Louis, MO

- Digital Transformation Practice
- Provided operational leadership and supervision of daily activities defining business strategies driven by data to gain more meaningful and actionable business insight Designed and collaborated on security architecture, implementation, and configuration of security tools to help drive business requirements & goals
- Articulating key security considerations to move in a hybrid system and the security challenges and hurdle that could face the enterprise
- Developed IAM solutions for on-prem, cloud-based, and hybrid environments and make strategic and tactical recommendations based on threat modeling, risk profiles, and business drivers
- Understand the FinOps of each application to drive down cost due to lack of visibility into or control over its resources
- Responsible for the design, service implementation, configuration and transformation from a data center operation to a hybrid operation approach
- Created an organization hierarchical structure and provided best practices around provisioning production and non-production environments to optimize usage and cost

I.T Engineer, Dec 2007 - Sep 2010

Jefferson Barracks – VA Center, St. Louis, MO

- Provided managing and monitoring all installed systems and infrastructure Installing, configuring, testing and maintaining operating systems, application software and system management tools
- Ensuring the highest levels of systems and infrastructure availability to keep the systems from failure which could affect SLAs or OLAs
- Build and export apps, dashboards, saved and scheduled searches and alerts
- Worked with SIEM to effectively manage critical data from across a wide range of client-based infrastructure
- Responsible for SIEM security design review and recommendations, technical data gathering, security
- Lead technical troubleshooting efforts for complex network environments to identify and eliminate network or security configuration

CERTIFICATIONS

Google Certified Professional - Cloud Architect
Google Certified Professional - Cloud Developer
Google Certified Professional - Security Engineer

Google Certified Professional - DevOps Engineer
Google Certified Professional – Data Engineer

Google Certified Professional – Machine Learning Engineer
Google Certified Professional – Database Engineer
Google Certified Professional - Networking Engineer
AWS Certified Solutions Architect
AWS Certified Machine Learning Specialty
AWS Certified Security Specialty
Microsoft Azure Solutions Architect Expert
Microsoft Azure Administrator – AZ-104
Microsoft Azure Security AZ-500
Microsoft Azure AI - AI-900
Microsoft Azure Data - DP-900
Microsoft Azure - AZ-900
Certificate of Cloud Security Knowledge (CCSK)
CompTia Security+
GitLab Certified Associate

EDUCATION

Harvard - Cloud Security Certificate: I.T
Harvard University, December 2019

Bachelor's Degree: Criminal Justice and Law
Saint Louis Unitversity, St Louis, MO, December 2014

AFFILIATIONS

Cloud Security Alliance (CSA) International Information System Security Consortium (ISC)2 SANS Institute (SANS) Computing Technology Industry Association (CompTIA) Mitre ATT&CK Open Web Application Security Project (OWASP)

Kennedy Oji

Dallas, TX

Professional Summary

Accomplished Senior Cloud FinOps Consultant with over 12 years of experience optimizing cloud spend and financial operations across AWS, Azure, and GCP. Expert in designing FinOps frameworks, building automated cost visibility systems, and delivering executive-level financial insights.

Core Competencies

Cloud Cost Optimization • Financial Forecasting & Budgeting • Multi-Cloud Strategy (AWS, Azure, GCP) • Chargeback & Showback Tagging Governance & Compliance • FinOps Tooling (CloudHealth, Apptio, Kubecost) • Savings Plans & Commitments • Executive Dashboards (Power BI, Tableau) • CI/CD Cost Integration • Unit Economics Modeling • Stakeholder Engagement & Cross-Functional Leadership

Professional Experience

Senior Cloud FinOps Consultant – Thanos Consulting, Dallas, TX

May 2021 – Present

- Designed and implemented enterprise-wide FinOps frameworks for AWS environments supporting 45+ applications, reducing annual spend by 17%.
- Built and maintained a 12-month rolling forecast model integrated with resource and engineering plans, improving budget accuracy by 20%.
- Integrated Kubecost for Kubernetes cost allocation and showback reporting, driving 10% in infrastructure savings and improving accountability.
- Negotiated multi-year AWS Savings Plans and Azure Reserved Instances, securing over $2M in savings across hybrid environments.
- Developed and deployed Power BI dashboards for cost trend visualization, forecast variance, and executive-level financial insights.
- Implemented automated cost anomaly detection through CloudHealth and AWS Cost Explorer, cutting response times from days to minutes.
- Established tagging governance standards, raising compliance to 98% and improving resource attribution accuracy.
- Partnered with CloudOps and DevOps teams to integrate FinOps guardrails into CI/CD pipelines for proactive spend control.
- Conducted FinOps maturity assessments, driving 30% higher adoption of cost optimization practices across departments.
- Mentored engineers and finance lead on unit economics modeling, optimizing scaling decisions and improving ROI.
- Collaborated with executive leadership to align cloud financial strategy with corporate KPIs and business goals.
- Founded and chaired the FinOps Community of Practice, fostering collaboration and shared accountability among stakeholders.

Senior FinOps Specialist – Virtustream Inc, Round Rock, TX

July 2018 – April 2021

- Achieved $5.1M in annual cloud savings through Reserved Instance, Spot Instance, and rightsizing optimization strategies.
- Developed a company-wide showback and tagging model, reaching 90% compliance within two quarters.
- Facilitated Cloud Business Reviews (CBRs) that aligned engineering usage and cost efficiency with revenue objectives.
- Automated cost anomaly detection pipelines via CloudHealth with Slack and Jira integrations, reducing cost incidents by 60%.
- Authored internal FinOps playbooks and policy templates to standardize cost governance across business units.
- Partnered with Finance and Product Management to implement forecast variance reporting, improving predictability.
- Supported multi-cloud cost governance between AWS and Azure, ensuring consistent tagging, attribution, and reporting.
- Designed cross-region transfer visibility metrics, identifying inefficiencies and saving over $500K annually.
- Trained 40+ engineers and analysts on interpreting cloud billing data, boosting cost-awareness culture.

- Collaborated with infrastructure teams to integrate FinOps KPIs into product development and sprint planning.

Cloud Financial Analyst – Citigroup, Irving, TX
June 2016 – July 2018

- Authored and distributed cloud optimization playbooks adopted by nine engineering teams, reducing costs by 15%.
- Reduced EBS and RDS spend by 17% through automated lifecycle policies and idle-resource cleanup.
- Partnered with FP&A to map $2.5M in annual cloud spend to cost centers, improving P&L accuracy by 25%.
- Conducted monthly audits that increased tagging accuracy to 95%, reinforcing governance and accountability.
- Deployed CloudHealth policy packs to automate anomaly detection and reduce untagged resources by 40%.
- Built Tableau dashboards visualizing cost KPIs, budget variance, and usage efficiency for executive reviews.
- Collaborated with DevOps to implement automated instance scheduling, reducing non-prod runtime costs.
- Introduced unit cost modeling for workload analysis, improving cost transparency for business decision-making.

IT Financial Analyst – Ernst & Young (EY), Arlington, TX
April 2012 – May 2016

- Managed a $35M IT OpEx and CapEx budget, improving allocation efficiency and forecasting accuracy across hybrid infrastructure.
- Created Tableau dashboards that reduced financial reporting turnaround time by 40%.
- Conducted software license audits, eliminating redundant subscriptions and saving $300K annually.
- Established baseline cloud usage metrics and variance reporting, enhancing budget accuracy by 20%.
- Partnered with Finance to implement automated budget variance and capacity planning dashboards.
- Provided cost-modeling guidance for new infrastructure deployments, improving ROI and utilization.
- Developed governance procedures for vendor management and cloud migration budgets.
- Delivered quarterly executive financial briefings, influencing investment decisions and long-term strategies.

Education
Post-Doctoral Research in Cloud Computing (focus area – Cost Management in Cloud Environments) – Cornell University | 2017
Doctor of Philosophy (International Business & Finance) – University of the Witwatersrand | 2015
Master of Business Administration (Finance) – University of the Witwatersrand | 2010
Bachelor of Science (Botany & Microbiology) – University of Lagos | 2005

Certifications
- FinOps Certified Practitioner – FinOps Foundation (2022)
- FinOps Certified Focus Analyst – FinOps Foundation (2023)
- AWS Certified Cloud Practitioner – Amazon Web Services (2023)
- Apptio Cloudability Bootcamp (2022)

Tools & Platforms
AWS Cost Explorer • Azure Cost Management • GCP Billing • CloudHealth • Apptio Cloudability • Kubecost • Power BI • Tableau • Excel (Power Query & Pivot) • Jira • Confluence • ServiceNow • Snowflake • Looker

Technoidentity

CISCO CERTIFIED CCNA

Senior Network Engineer
Zaheer Ahmed Khan
zaheerahmedkhan371@gmail.com
224-698-1749
US Citizen

PROFESSIONAL EXPERIENCE

- A CISCO Certified CCNA Network Engineer with 9+ years of experience in network design, deployment, and operations, specializing in Cisco and Juniper Networks. Proficient in Cisco ASA firewall administration, as well as setup and maintenance of various firewall systems including Palo Alto, Fortinet, and Checkpoint. Skilled in cloud technologies such as AWS, Azure, and GCP.
- Strong understanding of deployment of network services and systems within a Public Cloud environment utilizing a Cloud Management Platform.
- Day-to-day monitoring network using such management tools as HP Openview Node Manager, Solarwinds, SMNPc, Supervise and mentor fellow Network Administrators and Help Desk Administrators to include Level III support for all technical issues and non-technical network issues.
- Design, develop, and document comprehensive test plans to setup of test scenarios, both hardware and software components. Palo Alto
- Experience testing Cisco & Juniper routers and switches in laboratory scenarios and then deploy them on site for production.
- Very sound knowledge on IPv4/IPv6, implementation of Subletting, VLSM and ARP, reverse & proxy ARP, Ping Concepts.
- Moderate knowledge in configuring and troubleshooting Cisco Wireless Networks: LWAPP, WLC, WCS, Standalone APs, Roaming, Wireless Security Basics, IEEE 802.11 a/b/g, RF spectrum characteristics.
- Designed and deployed new Cisco catalyst 6513 and 6509 with dual Supervisor Engine 720 at both Distro and Core layer.
- Strong hands on experience in installing, configuring and troubleshooting of Cisco Nexus 9K.7k, 5k, 2k, Cisco 7600, 7200, 3800, 3900, 2800, 2900 series Routers, Cisco Catalyst 6500, 4500, 2960 and 3750 Stack Switches.
- Implemented VLANs, VXLANs, and VPNs within virtualized environments to support scalable and secure network architectures
- Experience with using and managing Jira ticket system to track and solve issue.
- Highly motivated with the ability to work independently or as an integral part of a team and committed to highest levels of professional.
- Hands on Experience in VOIP, servers and load balancers.
- Strong knowledge of TACACS+, RADIUS implementation in Access Control Network.
- Experience with MPLS technology including L2/L3 VPN and traffic engineering.
- Sound knowledge of virtual firewalls like checkpoint VSX, IDS, IPS as well as encryption techniques.
- Strong knowledge of SD-WAN and also supporting multiple connection types such as MPLS, VPN and Frame Relays.
- Experience in Cisco ACI/SDN implementation.
- Experience working on SecureCRT, Putty, Packet Tracer, GNS3 and Wireshark.

- Familiar with SDN technologies...
- Knowledge on designing, implementing and troubleshooting complex layer 2 technologies such as VLAN, Trunks, VTP, Fabric path, EtherChannel, STP, RSTP, RPVST MST & port security along with trouble- shooting of inter-VLAN routing and VLAN trunking using 802.1Q.
- Hands on experience on Up-gradation of Cisco IOS of different Cisco devices & modules.
- Well Experienced in configuring protocols HSRP, GLBP, VRRP, ICMP, IGMP, PPP, HDLC, PAP, CHAP, and SNMP. Working knowledge of Cisco Meraki.
- Working knowledge of Cisco Meraki.
- Experience in configuring the Azure Networking services (Vnet, Subnets, Network Security Groups, Application Security groups, VPN gateway, Firewall, Route Tables, Network Interface, Load balancers, Application Gateways)
- Migrate and convert all traffic from end of life proxy platforms Solaris/Checkpoint, Net Cache to multiple Blue Coat Proxy SG units separating the traffic from point to specific lines of business designated proxies.
- Design and configuring of OSPF, BGP on Juniper Routers and SRX Firewalls.
- Implemented traffic filters using Standard and extended access-lists, Distribute-Lists, prefix lists and Route Maps.
- Experience with BIG-IP F5 load balancers, version 9.x, 10.x, 11.x, Citrix NetScaler& and Web Accelerators.
- Worked on F5 LTM, GTM series like 6400, 6800, 8800 for the corporate applications.
- Creating NAT gateways and instances to allow communication from the private instances.
- Strong background in mathematics and have very good analytical and problem-solving skills.
- Troubleshoot network issues with the use of Wireshark traffic analyzer tool
- Working knowledge of SolarWinds Suite - Orion Platform 2018.4 HF1, SAM 6.7.1, Toolset 11.0.7, UDT 3.3.2, NetPath 1.1.4, SRM 6.7.1, NTA 4.2.3, NPM 12.4, SCM 1.0.1, NCM 7.9, VNQM 4.5.1, WPM 2.2.3 and previous versions prior to upgrading.

TECHNICAL SKILLS

Protocols	RIP, RIP V2, EIGRP, OSPF, IGRP, HSRP, VRRP, GLBP, LACP, PAGP, DNS, SMTP, SNMP, FTP, LDP/TDP, WLAN, 802.11/802.11e, WEP, WCCP, POP3, LADP, Juniper radius.
LAN Technologies	Cisco series 1200 Aironet Access Points, Juniper Routers, VLAN, Trucking, VTP, STP, MST, RSTP, Port Mirroring, Ether channel (PAGP & LACP, load balancing), Optimizing STP (Port fast, Uplink fast, Backbone fast, Root Guard, BPDU Guard), 802.1Q-in-Q Tunneling, Wi-Fi (802.11a/b/g/n).
WAN Technologies	Frame Relay, ISDN, PPP, Leases Lines, Cable modem, DS1, DS3, T1, T3.
Network Products	CISCO Routers 1700, 1800, 2500, 2600, 2800, 2851. CISCO High End Routers 3600, 3800, 7200. CISCO Switches 1900, 2950, 2950, 2960G. Switches 550XL, 4948 Core Catalyst 4507 RE, 6509, 3650, 3750, 3850, 2960, Nexus 2K, 5K and 7K,9K Cisco PIX 500 series, Cisco ASA 5500 series, Juniper MX series Routers.
Firewall	Cisco ASA 5585/5555/5506X/PIX; Palo Alto 5000/4000/3000; Checkpoint R76, R77; Juniper SRX 220/300/550/650; Cisco ASA, FortiGate 1500D.
Network Management Tools	Whatsup Gold, HP Open view, Cisco WAN Manager, Cisco works 2000, solar winds Authentication RADIUS, TACACS+, digital certificates.
Monitoring Tools	Wire shark, HP Open View, CSM ASDM, Infoblox IPAM, Putty, Traceroute, Splunk.
Operating Systems	Cisco IOS, JUNOS, PA-OS, NX-OS, CATOS Windows, LINUX, Solaris.
Firewalls	Checkpoint, Juniper (Net screen), Cisco FWSM-Pix/ASA-IOS, IBM-MX.
Servers	Domain Servers, DNS Servers, WINS Servers, Mail Servers, Proxy servers, Print Servers, Application Servers, FTP Servers.

Remote Access	IP Sec VPN, VPN, Remote/Secure client, Site to site VPN, tunneling.
Programming	Python, Perl, HTML, SQL.
Cloud Methodologies	Azure, AWS, GCP

WORK EXPERIENCE

Charter Communications, Chicago, IL **Mar 2023 – till date**

Senior Network Engineer

Responsibilities:

- Implemented and managed AWS, Azure, and GCP cloud networking solutions to enhance network performance and scalability for Charter Communications.
- Designed and deployed secure cloud infrastructure, ensuring compliance with industry standards and best practices.
- Responsible for designing and implementation of new ACI infrastructure (APIC, SPINE, LEAF) including Design build guides, Detailed connectivity diagrams, configuring Tenants, VRFs, BDs, EPGs, L3 outs for routing, Contracts, Subjects, Filters, Interface policy groups, L2 Interface Policy, Global Policies, vlan pools, and mapping vlans to interfaces using AAEP Profiles.
- Planned and executed software upgrades on the Cisco ACI fabric to ensure the latest features and security patches are applied.
- Implemented and managed NSX logical networks such as logical switches, routers, and distributed logical routers to support scalable and isolated network segments.
- Designed and deployed virtual networks using VMware NSX, including logical switches, routers and distributed firewalls to enhance network security and segmentation.
- Initial Design and deployment for Hybrid cloud involving AWS Direct Connects and Azure Express Route and Google Cloud interconnect to connect on-prem networks and certain locations to VPCS and VNETs
- Managing the Datacenter Network including Cisco Routers, Switches, Application centric Infrastructure (ACI), Cisco ASA, Checkpoint, Fortinet, FortiGate, Palo Alto and Juniper Net screen Firewalls, F5 BIG IP load balancers, VPNs, Juniper routers, Aruba Switches, Wireless Infrastructure.
- Working with vendors for SMARTNET Contract for product Cisco, Standard configurations etc.,
- Firewall installation, configuration, DMZ Setup, administration, monitoring and implementing the policies.
- Troubleshooting Firewall related issues, Application Zones, eChannel environment, NETOPS Products.
- Troubleshot and resolving LAN/WAN network problems (DNS, DHCP, TCP/IP and a variety of hardware and other networking issues).
- Configured and managed Windows Server environments, including installation and setup of roles such as DNS, DHCP, Active Directory, and File Services.
- Assisted with migration of applications/VMs into cloud environments (AWS, Azure, GCP)
- Acceptance into Run (AiR) process for devices which requires install, modify, and decommission of products includes working with python Automation tools.
- Managing IP via DHCP, IPAM, adding to monitoring tools Spectrum, TACACS, CMCS, SEV ONE, Cyber Ark through DMR Automation Tool.
- Administered critical Linux services, including Apache/Nginx web servers, MySQL/MariaDB databases, and SSH for secure remote access.
- Configuring Palo Alto firewalls, including the setup of security policies and rules.
- Conducting log analysis using Palo Alto's Panorama or other tools to identify security events and generate reports.
- Assigning user permissions adhering to least privilege based on job functions using AWS IAM and Azure Active Directory.

- Working with DevOps teams to set up an GCP environment for apps using Google Kubernetes Engine Clusters in east and west regions respectively sitting behind a HTTPs Load balancer. This also includes GCP networking within the clusters
- Using VLAN and VRF Segmentation on edge routers to segregate traffic between AWS, Azure and Google Cloud
- Work duties included working on FortiManager for centralized management of multiple FortiGate devices and Forti Analyzer for log analysis and reporting.
- Configuring and managing Virtual Private Network (VPN) tunnels using FortiGate firewalls, including site-to-site and remote access VPNs.
- Diagnosed and resolved complex networking issues within VMware environments, utilizing tools like realize Operations Manager and vSphere client to monitor and troubleshoot performance.
- Configuring Check Point firewalls, including setting up security policies, rules, and network address translation (NAT).
- Configuring Cisco ASA firewalls, including the setup of security policies, access control lists (ACLs)
- Experience with tools like Cisco Adaptive Security Device Manager (ASDM) for real-time monitoring and historical log analysis.
- Configuring Juniper SRX firewalls, including setting up security policies, zones, and interfaces.
- F5 Big IP LTM and GTM – Responsible for creating VIPs, WIPs, Pools, Profiles, Monitors and SNAT
- Created and Maintained I Rules, nodes, pools to direct traffic in F5 Big IP GTM and configured SSL.
- Configured WIDE IP and WIDE IP pool on F5 GTM's to support load balancing between data centers.
- Utilized SNAT in F5 LTM to define nodes and used Least Connection method for server load balancing.
- Monitoring IP address blocks, Address inventory, audit logging, DHCP scopes for the inside network infrastructure through IPAM Infoblox.
- Managed Windows Server patching and update processes using tools such as Windows Server Update Services (WSUS) and Microsoft Update Catalog.
- Designed and configured Azure Virtual Networks (VNets), subnets, Azure network settings, DHCP address blocks, DNS settings and security policies and routing.
- Manage and Create Storage Account and Affinity Group in Azure Portal.
- Leadership of AMER based NIP/RFT projects for new hardware procurement and installation activities.
- Training and knowledge transfer for new onboardings.
- Setup and configure VPC Private Link (Endpoints), Direct Connect, Transit VPC, VPC Peering, Reverse proxy caching, CDN, IPsec and VPN for secure data transfer, and secured connection to other AWS services and other AWS accounts.
- Resolved EIGRP and BGP based routing issues through Wireshark packet captures and NetFlow traffic analyzers, which led to a 10% increase in bandwidth utilization.
- Environment: AWS, Azure, GCP Cloud, Cisco ACI, Cisco Nexus switches 9K,2K, 3K, 7K and Catalyst switches 9K, 6K, Aruba switches 6400 series, Firewall: Checkpoint, Juniper, FortiGate, Palo Alto, Cisco ASA OSPF, BGP, EIGRP, LAN, WAN, NAT, VLAN, VTP, HSRP, VRRP, GLBP, and Ether channel technology, STP., IPAM, Infoblox.

Ford, Dearborn, MI **Apr 2021 – Feb 2023**

Sr Network Engineer

Responsibilities:

- Designed and implemented cloud networking solutions on AWS, Azure, and GCP, optimizing performance and scalability.
- Providing troubleshooting for applications and systems, determining cause and effect. Creating and adding to a knowledgebase by documenting issues, causes and resulting fixes.
- Working with Business Analysts, System Analysts, Database teams and software teams to support the Verizon SNM applications.
- Participate in requirement gathering and the project kickoff meetings to share expertise.

- Prepare schematics to define and illustrate network design solution using Microsoft Visio.
- Assisting with day-to-day operation support, performance tuning, disaster recovery and patch/release management of Data network.
- Administered file and print services on Windows Server, including setting up shared folders, configuring NTFS permissions, and managing print queues.
- Creating groups and managing IAM concepts within AWS, GCP and Azure
- Maintaining multivendor Network devices such as Cisco, Juniper, Alcatel, Ciena, Netvanta including documentation of network inventory and support activities.
- Involved in designing, staging (configuration and lab testing) and deployment of routers and switches in multi- VRF OSPF, EIGRP and BGP environments.
- Configurations on Cisco ASR 1006& ASR 1013 and Juniper MX960 ,2020,2010 routers.
- Designed and Configured Switches such as Cisco ASR 9010,9001, Alcatel 7210,7750, Ciena 3111v, 3930.
- Implemented VMware HA (High Availability) and DRS (Distributed Resource Scheduler) to maintain uptime and balance workloads across cluster nodes.
- Performed IOS upgrades on Catalyst 1900, 2900, 3500 series switch, and 2500, 2600, 3600 series routers.
- Cisco code upgrade for IOS/NXOS platform for all core data centers included Catalyst and NEXUS 2K,3K series.
- Good understanding of JUNOS platform and worked with IOS upgrade of Juniper devices.
- Perform code upgrades on routers, switches, firewalls, load balancers, Intrusion Prevention System as well as maintain backup of network data.
- Configure PE/Gateway routers using Verizon tools SNM/IPSM and direct access to the router as needed.
- Configured LAN technologies such as Spanning Tree Protocol (STP), VLAN, VLAN Trucking Protocol (VTP), EtherChannel and load-balancing port-channels.
- Provide IP routing strategy – Routing Protocol Development (BGP, OSPF, EIGRP).
- Collab with team for lab build-up and migration as per design requirements.
- Experience configuring and troubleshooting VPN issues on different types of SSL/ IPSec endpoints including Cisco Firewalls and Cisco Routers.
- Working with Azure Cloud Storages. That includes working with blob and file containers. Also setting up file share sing Azure cloud storages
- Provide configuration steps needed for migration of existing customer traffic onto the newly built upgraded network of Cisco ASR 9Ks, Nexus switches.
- Installed, configured, and maintained Linux server distributions such as Ubuntu, CentOS, and Red Hat for various network and application services.
- Deploying and decommission of VLANs on core ASR 9K, Nexus 9k, 7K, 5K and its downstream devices.
- Incorporate Cisco Nexus 9000 NXOS to ACI fabric to work in concert with existing Nexus 7000s and ASRs for Multi-protocol Label Switching (MPLS).
- Comparison of configuration parsed data using Python and optimizing the data in the database with that of live configs by loading them using SQL Loader.
- Designed 2 Data Center to include hybrid cloud networking which included perimeter firewalls from on-prem to cloud environments including AWS, Azure and GCP
- Administrated Solarwind'sOrion monitoring and NetFlow for entire network and backing up network configurations using NCM for bandwidth reporting and inventory.
- Working of SolarWinds Suite - Orion Platform 2018.4 HF1, SAM 6.7.1, Toolset 11.0.7, UDT 3.3.2, Net Path 1.1.4, SRM 6.7.1, NTA 4.2.3, NPM 12.4NCM 7.9 previous versions prior to upgrading.
- Extensive experience with SNMP, Syslog.
- Creating VPNs per requests using AWS site to site and Azure VPN configurations.
- Audit existing SolarWinds implementation and suggest areas for improvement in addition to assisting client personal in the configuration, management, and use of NPM, NTA, SAM, and WPM.

- Work with IT Security to design the SSL VPN through different network tunnels for corporate employees, vendors, and contractors by leveraging F5 APM.
- Configured F5 LTM solutions, which includes WideIP, Pool Load Balancing Methods, probers and monitors.
- Design and deployed F5 LTM load balancer infrastructure per business needs from the ground up approach.
- Configured network segmentation using NSX Logical Switches and VXLANs to isolate and secure different network segments and applications.
- Create/modify alerts to notify responsible departments in the event of issues related to their systems creating custom views for users.
- Evaluating upgrades to monitoring software and implementing updates as needed.
- Plan, survey, design, deploy, implement Cisco Meraki wireless managed network infrastructure.
- Developed network automation scripts using Python for network engineering processes to reduce errors and save time. Also performing Network Activation, Provisioning and De-provisioning.
- Working on RHEL 5/7 to test Python scripts and optimize them on a daily basis.
- Perform router/switch network hardware/software upgrades.
- Responsible for provisioning of internal circuits, network topology build, planning of new network build and decommissions of customer driven and network driven transports systems.
- Solutioned VPCs for various environments including NAT Gateways, VPC Peering and Transit Gateways.
- Environment: AWS, Azure, GCP, OSPF, BGP, EIGRP, LAN, WAN, NAT, VLAN, VTP, HSRP, VRRP, GLBP, and Ether channel technology, STP.Cisco switches like ASR9010, ASR900, catalyst switch 4597.Ciena switches 311v, 3930.Alcatel switches 7201, 7750.Brocade BigIron RX16 switch. Cisco routers like ASR1006, ASR1013. Juniper MX960, MX2010, MX2020, ERX1410, ERX1440. Transit Gateways.

BBVA Bank, Birmingham, AL **Sep 2018 – Mar 2021**

Network Engineer

Responsibilities:

- Performed network engineering, design, planning (WAN & LAN) & implementation. Studied single point failures & designed WAN structure in such a way that there are no failures in network in case of any device or link failure.
- Configured and designed LAN networks with Access layer switches such as Cisco 4510, 4948, 4507 switches.
- Configure customer premise equipment's (Routers, Linux Servers, Layer 3 switches, VLAN's, and WAP).
- Configuration changes to Static and DHCP routes, BGP, OSPF, VLAN's, VLAN tagging, Trunk Porting, HA's, CGNAT, NAT, ACL's, VPN's, VRF's, Port Forwarding, DNS, IPSEC, and QoS policies.
- Configured IPsec tunnels with Palo Alto to enable secure transport and cloud based/site-site VPN to multi-vendor firewalls. Experienced in configuring both policies based and route-based site to site VPNs between Palo Alto and Juniper SRX.
- In charge of AWS and Azure and GCP Cloud Engineering. This includes pre-sales and post-sales implementation and support in a managed serviced environment.
- Configured ACLs in Cisco 5540 ASA firewall for Internet Access requests for servers, Protocol Handling, Object Grouping and NAT.
- Worked with Palo Alto firewalls PA5050, PA3020, performing changes to monitor/ block/ allow the traffic on the firewall.
- Expertise in Palo Alto firewalls PA-5250, PA-5060 using Panorama, performing changes to enable security to the traffic on the firewall.
- Migrated Cisco ASA Firewalls to Palo Alto Firewalls and Installed Palo Alto PA 5250,5060 firewalls to protect Data Center and maintained IPSec and SSL VPNs on Palo Alto Firewalls.
- Configuration of firewall (Palo Alto) security policies, Global Protect VPN, URL filtering, Data filtering and file blocking.
- Migration of applications into AWS and Azure cloud domains
- Analyzing and correlating logs from firewalls, servers, IDS/IPS, and other network devices.

- Deployment and management of Cisco routing, switching, firewall, and IPS/IDS platforms. Monitor Intrusion Detection Systems (IDS) console for active alerts and determine priority of response.
- Configured and did the troubleshooting in IPsec VPN tunnels, Security policies, NATs, QoS, Policy based forwarding, Application-Override, Dos Protection, Static routes.
- Experience with Firewall Administration, Rule Analysis, and Rule Modification and project implementations.
- Performed Configuration changes on BIG IP (F5) Load balancers and monitored the Packet Flow in the load balancers.
- Responsible for general troubleshooting of the F5 load balancers. Extensive knowledge of load balancing technology including health check options, I Rules implementation and licensing F5 Big-IP load balancer devices.
- Completed configurations on the F5 Big-IP LTMs and GTM load balancer on existing network to split traffic on web-servers.
- Configured 6500, 3750 and 4500 for Network Access Solution integration with Cisco Identity Service Engine on ESX 4.0 VMware and physically with Cisco ISE appliances.
- Configured Cisco ISE for Wireless and Wired 802.1x Authentication on Cisco Wireless LAN Controllers, Catalyst Switches, and Cisco ASA Firewalls.
- Integrating Configuring RSA SecurID with ISE for Token based authentications using RSA Native method RSA RADIUS method for user's remote VPN users.
- Worked on networking devices such as Routers, Switches, Firewalls, WAN Optimizers and Wireless Devices (Controllers and Access Points).
- Implemented Python based “Micro-services”, utilizing object oriented design and implementing the AMQP to process data being pushed to the cloud and then placed into the appropriate queue to be further utilized by the company’s SAAS application.
- Adept at configuring and troubleshooting of VPC on Nexus (9K,7Ks, 5Ks and VDC on NX7Ks.Hardware knowledge of various line cards in Nexus 7Ks and 5Ks.
- Deployment of OSPF, EIGRP, BGP and Policy routing over Cisco Routers, Switches (Nexus 7Ks, Catalyst 6500).
- Experience in installation, configuration and maintenance of Cisco ASR 9K, 7200, 3900, 2800, 2600, 2500 and 1800 series Router / Cisco Nexus 7010, 5548, 2148 Catalyst Cisco 6500 (sup 720), 4500 (SUP 6), 3750, 2950 series Switches.
- Deployed the Cisco 3500 Access Points using Cisco Wireless controllers 5500 and 2500 and WCS System.
- Hands on Experience with Cisco Wireless Controllers 5500's and 2500's and coming to access points, worked on 3700's, 3500's and 1142 access points.
- Hands on experience in using various Network Monitoring and Packet Sniffing tools. Experience in installing and configuring DNS, DHCP server.
- Performed network monitoring, providing analysis using various tools like Wireshark, Solar winds, Cisco Prime within environment.
- Involved in troubleshooting application and connectivity issues in AWS.
- Experienced in working on cloud AWS cloud EC2, S3, RDS, Load Balancer, Auto Scaling with AWS command line interface and AWS python SDK.
- Performed security setup, networking, system backup and parching for AWS.
- Experience in technical documentation of MOPS, Project handoff documents and Visio Drawings.
- Provided Quality Assurance and Risk Assessments for firewall policies and UTM features (including IDS/IPS and web filtering) on legacy Checkpoint firewalls and FortiGate's.
- Utilized Forti Manager, Forti client and Forti Analyzer to maintain and optimize FortiGate firewalls.
- Responsible for Firewall policy provisioning on Fortinet Fort iGATE appliances using Forti Manager.
- Implemented and managed for various security zones and zone-based policy provisioning on Fortinet firewalls through Forti managers. 2Configured the new firewalls using the previously saved configurations of the FortiGate.

- Assist clients in network audits, data analysis, and assessments to determine overall areas for improvement, and assist in selecting SolarWinds modules best suited to handling client needs.
- Designed and configured SolarWinds based NOC management and help desk ticketing system to facilitate monitoring and management of mission critical.
- infrastructure components. Including, but not limited to, NetFlow monitoring, SNMP trap logging, IP address management, firewall security management, and the support of user concerns, expectations, and needs in a timely manner.
- Working with AWS Infrastructure, with numerous services such as S3, EC2, RDS, Cloud Watch, IAM, VPC and Route 53 etc.
- Deployed a Cisco/Viptela based SD-WAN overlay network to provide secure WAN connectivity across remote sites and retail centers. Creating control & data policies via vManage NMS for app-aware routing, QoS, direct internet access (DIA) from branch office for cloud access

Environment: LAN, WAN, NAT, VLAN, VTP, HSRP, VRRP, GLBP, and Ether channel technology, AWS, Azure, GCP, Nexus 7Ks and 5Ks, Inter-VLAN routing & Multi-Layer Switching, Access points 3700's, 3500's, 1142, Cisco ASR 9K, 7200, 3900, 2800, 2600, 2500 and 1800 series Router / Cisco Nexus 7010, 5548, 2148 Catalyst Cisco 6500 (sup 720), 4500 (SUP 6), 3750, 2950 series Switches, Juniper SRX. Cloud Watch, Route 53.

Medico Health Line, Atlanta, GA **Dec 2016 – Aug 2018**

Network Engineer

Responsibilities:

- Configured and troubleshoot Nexus 5k and 7k series.
- Configure, add and deploy Cisco Meraki appliances (from ap to routers) to warehouses and stores.
- Experience working on F5 LTM NATs /SNATs and I Rules.
- Responsible for managing the TFTP logs for VPN and firewall services.
- Troubleshoot VPN tunnel issues like SA, RSA, and ISAKMP encryption and cleared/refresh VPN tunnel issues.
- Installation, configuration and troubleshooting Cisco Wireless Controller and Access Points.
- Assist on wireless network design by performing a site survey.
- Apply knowledge of wireless local area network (WLAN) theory and industry best practices to design end-to-end solutions based on client requirements.
- Configured ASA 5500-X Series firewalls to provide highly secure and high-performance connectivity between the site locations.
- Experience in maintenance and troubleshooting of connectivity problems using PING, Traceroute.
- Primarily responsible for managing the F5 Load balancer infrastructure of the client environment with
- Planning and implementation of Subnetting VLSM to conserve IP addresses.
- Experience in configuring STP for loop prevention and VTP for Inter-VLAN Routing.
- Configuration and troubleshooting of EIGRP, OSPF, and BGP.
- Configuration of Standard and Extended ACLs for Security.
- Provide technical assistance for LAN/WAN management and complex customer issues.
- Work on PIX firewalls to build ACL rules for extranet connectivity and implement rules on corporate firewalls.
- Monitored logs for issues.
- Perform IOS upgrades on Catalyst 6500, 3550, 2950, 1900 switches, and 3600, 2600 and 2500 routers.
- Implement and configure routing protocols like EIGRP, OSPF, BGP and troubleshoot related issues.
- Assist and troubleshoot Cisco Meraki.
- solutions remotely including 802.11a/b/g/n/ac Wireless networks, Stateful firewall, VLAN to VLAN routing, Link bonding / failover, 3G / 4G failover, Traffic shaping / prioritization, WAN.
- Monitor, manage and troubleshoot the network using Network Monitoring tools.
- Implement Network Security with Cisco IOS Feature Set, NAT, and Simple Network Management Protocol.
- Involved in installing and configuring PIX 515E firewall.

- Fortinet Emigration from other firewall platforms (Cisco, Juniper, Checkpoint) to Fortinet
- FortiGate Support and Configuration.
- FortiManager Support and Configuration.
- Forti Analyzer Support and Configuration.
- Deal with DNS, DHCP troubleshooting and other IP conflict problems.
- Configuring SNMPv3, NTP, DNS, SSH parameters on routers, switches and terminal servers as well as MD5 authentication on routers for OSPF protocol.
- Expertise in configuring, maintaining and troubleshooting Cisco UCS B-series and C-series servers.
- Implementation of name resolution using WINS & DNS in TCP/IP environment.
- Maintained DNS security via DNS ACLs and other DNS security measures. Implemented IP security measures and cured areas of DNS vulnerability.
- Performance monitoring and optimization of DNS/DHCP servers with respect to load sharing and traffic balancing.
- Installation of Windows 2003 & 2008 on Servers using VMware Virtualization software.
- Prepare the technical documentation using Microsoft Visio/Microsoft Office.
- Products used on project: Riverbed SteelHead, Cisco Routers/Switches, Viptela Virtual Routers
- Environment: Cisco routers 3700, 3800, 7200, 7604, Cisco catalyst series Switches 2960, 3750, 3560, 6500, Nexus 5k, F5 Networks, Nexus 7k, Frame Relay, Cisco UCS, Fabric interconnects, VRF, DSLAM, RIPv2, OSPF, BGP, IPSEC, VLAN, STP, VTP, HSRP, Viptela Virtual Routers.

BNYM, NYC, NY **Jun 2015 – Sep 2016**

Junior Network Engineer

Responsibilities:

- Installation and Configuration of Cisco Wireless LAN Controllers on Branch ISR G2 Service Ready Engines (SRE) and Virtual Wireless LAN Controllers for Central Office Infrastructure.
- Developed an addressing scheme and deployed these subnets across two carriers/routers using BGPv6.
- Implemented and configured BGP, BGPv6, using policy route-maps, prefix list to regulate advertise routes from specified Autonomous Systems.
- Good knowledge in using Cisco NAC Agent and ISE appliances for connecting Internet.
- Troubleshoot connectivity issues involving VLAN's, OSPF, and QoS.
- Implemented security policies using ACL, Firewall, IPSEC, SSL, VPN, IPS/IDS, AAA (TACACS+ & RADIUS).
- Configured and troubleshooting BGP, OSPF, EIGRP, MPLS WAN, QoS and Route Maps.
- Configuring Site-Site VPN on Check-point Firewall with R77 GAIA.
- Work on different networking concepts and routing protocols like BGP, EIGRP, OSPF and other LAN/WAN technologies.
- Cisco Level3 operations support with hardware operations – fixed all problems & RMA's, taking any escalations that dealt with the equipment and its connection: interfaces, VLAN's, routes, etc.
- Specializing in voice and data network administration and troubleshooting. Experienced problem solver competent in customer service and team management.
- Support remote office WAN, PFR & DMVPN technologies.
- Installation and configuration of Citrix access gateway.
- Involved in a project for a re-design of the LAN network (Cisco Catalyst 2960 and Nexus 5000 switches) and the virtualization of some systems.

Environment: In Corporate office architecture with highly reliable & secured network including Cisco routers (7200,3800,2800), Cisco switches (3560,3650,2900), Nexus 5000, Cisco ASA Firewall (5500), Palo Alto Networks, Check-Point Firewalls, Routing Protocols (EIGRP, OSPF, BGP, MPLS), Switching protocols (VTP, STP, HSRP).

Technoidentity

EUPHEMIA ANAMETEMFIOK

Chicago, IL | 708-916-0773 | Euphemiaanam7@gmail.com

SENIOR CLOUD / DEVOPS / SITE RELIABILITY ENGINEER

PROFESSIONAL SUMMARY

Cloud, DevOps, and Site Reliability Engineer with 8+ years of experience supporting cloud infrastructure, automation, CI/CD pipelines, and production systems across AWS, Azure, and GCP. Strong hands-on experience with Terraform, Azure DevOps, Jenkins, GitHub Actions, Kubernetes, Docker, monitoring tools, and cloud migration projects.

Experienced in building and maintaining reliable cloud environments for enterprise applications, including insurance platforms such as Guidewire, Duck Creek, and Majesco. Comfortable working in regulated environments where security, audit readiness, system availability, and clean deployment processes are important. Known for troubleshooting complex deployment issues, improving release processes, reducing downtime, and helping teams move from manual infrastructure work to repeatable automation.

TECHNICAL SKILLS

- Cloud Platforms: AWS, Microsoft Azure, GCP
- DevOps Tools: Azure DevOps, Jenkins, GitHub Actions, GitLab CI, Azure Repos, Azure Artifacts
- Infrastructure as Code: Terraform, ARM Templates, CloudFormation, Terraform Modules
- Containers: Docker, Kubernetes, AKS, EKS, Helm
- Scripting: Python, Bash, PowerShell, YAML, JSON
- Monitoring & Logging: Azure Monitor, Application Insights, CloudWatch, Prometheus, Grafana, ELK Stack, Log Analytics
- Cloud Security: IAM, RBAC, Azure Policy, Key Vault, Secrets Management, Service Principals
- Networking: VPC, VNets, Subnets, NSGs, Load Balancers, DNS, VPN, Private Endpoints, Security Groups
- Databases & Storage: Azure SQL Database, AWS RDS, Azure Blob Storage, AWS S3
- Insurance Platforms: Guidewire, Duck Creek, Majesco
- Compliance Exposure: SOC 2, FedRAMP, NAIC, State Regulatory Requirements
- SRE Practices: Incident Response, Root Cause Analysis, Post-Mortems, MTTR Reduction, Automated Rollbacks, Production Support

PROFESSIONAL EXPERIENCE

Persistent Systems - DevOps Engineer / Cloud Security Engineer

August 2022 - Present

- Support AWS and Azure cloud infrastructure for enterprise insurance applications, including Guidewire and Duck Creek platforms used for policy, billing, and claims operations.
- Build and maintain CI/CD pipelines using Azure DevOps, GitHub Actions, and Jenkins to improve release speed, reduce manual work, and make deployments more consistent.
- Create and update Terraform modules for networking, compute, storage, IAM/RBAC, and application infrastructure.
- Reduced infrastructure provisioning time from nearly 3 hours to about 20 minutes by improving Terraform modules and removing repetitive manual steps.
- Helped migrate 150+ workloads from AWS EC2 environments to Azure Virtual Machine Scale Sets with no major production disruption.
- Support AKS deployments by managing namespaces, ingress, services, secrets, config maps, autoscaling rules, and release configurations.

- Added automated rollback steps to deployment pipelines, helping teams recover faster when a release fails.
- Troubleshot Guidewire deployment issues related to JVM memory usage and application instability, helping reduce downtime by 45%.
- Wrote scripts to identify Terraform drift and compare live cloud resources with the expected infrastructure state.
- Automated tagging across Azure subscriptions and AWS accounts to improve cost reporting, compliance tracking, and audit preparation.
- Created dashboards in Azure Monitor, Application Insights, and Log Analytics to track pipeline performance, infrastructure health, and application availability.
- Built Python and PowerShell scripts to collect audit evidence and support SOC 2 compliance activities.
- Resolved pipeline issues caused by ARM template errors, artifact feed problems, expired credentials, and approval configuration issues.
- Helped move legacy Jenkins pipelines into Azure DevOps, creating a more standard release process across teams.
- Improved service principal and secret rotation processes to reduce pipeline failures caused by expired credentials.
- Worked closely with architects, security teams, QA teams, and application owners to make sure cloud automation followed company standards.
- Mentored junior engineers on Terraform, Azure DevOps, pipeline troubleshooting, and production support best practices.

Dell Technologies - Site Reliability Engineer / Cloud Engineer
December 2020 - July 2022

- Supported cloud infrastructure and automation for enterprise applications running across AWS, Azure, and hybrid environments.
- Used Terraform, ARM Templates, and CloudFormation to build repeatable infrastructure for development, testing, staging, and production environments.
- Reduced provisioning time by 85% by automating common infrastructure tasks and removing manual configuration steps.
- Built Azure DevOps pipelines with approval gates, environment checks, artifact validation, and deployment controls for regulated environments.
- Supported migration of workloads from on-premises VMware environments to Azure while maintaining required security and compliance controls.
- Helped migrate 50+ database workloads from AWS RDS to Azure SQL Database, including validation, cutover support, and post-migration monitoring.
- Set up centralized logging with the ELK Stack, improving the team's ability to investigate incidents and troubleshoot application issues.
- Created alerts in Azure Monitor and Application Insights that helped reduce mean time to resolution by 30%.
- Developed scripts to detect and correct Terraform drift in Azure environments.
- Troubleshot deployment failures related to resource locks, quota limits, expired service principals, DNS issues, and network security rules.
- Automated credential rotation for service principals to prevent recurring authentication failures in CI/CD pipelines.
- Added rollback steps to release pipelines to reduce downtime during failed deployments.
- Wrote PowerShell scripts to check compliance requirements and integrated those checks into deployment pipelines.

- Applied tagging standards across 500+ cloud resources to improve governance, audit tracking, and cost visibility.
- Participated in incident reviews, documented root causes, and helped create preventive actions to avoid repeat issues.
- Worked with cloud architects to clean up Terraform code and create reusable infrastructure patterns for multiple teams.
- Assisted other engineers with ARM template troubleshooting, Terraform state issues, Azure DevOps pipelines, and cloud operations.

Ford - DevOps Engineer
August 2017 - October 2020

- Built and supported CI/CD pipelines in Azure DevOps for application builds, automated testing, artifact publishing, and production deployments.
- Containerized 20+ legacy applications using Docker and helped support deployments to Kubernetes-based environments.
- Helped reduce release cycles from weekly to daily by improving build automation, deployment checks, and environment consistency.
- Created ARM Templates and Terraform modules to provision cloud infrastructure and reduce manual setup errors.
- Automated provisioning for networking, storage, compute, NSGs, and application infrastructure.
- Supported migration of data from AWS S3 to Azure Blob Storage while maintaining access controls and data integrity.
- Helped move selected serverless workloads from AWS Lambda to Azure Functions as part of cloud modernization work.
- Used Azure Policy and tagging rules to improve cloud governance across different environments.
- Built Log Analytics dashboards to monitor deployment success rates, build failures, application errors, and infrastructure health.
- Configured Azure Monitor alerts to identify recurring pipeline bottlenecks and reduce build failures by 25%.
- Troubleshot deployment problems related to NSG rules, DNS settings, artifact versions, and environment drift.
- Introduced semantic versioning practices to reduce release conflicts and improve artifact tracking.
- Created validation scripts to check network, DNS, and access configurations before deployment.
- Added rollback steps for failed releases, helping reduce production downtime and improving release confidence.
- Documented root causes for deployment failures and shared fixes with the team to prevent repeat issues.
- Worked with developers, QA engineers, infrastructure teams, and architects to improve DevOps practices.
- Trained junior engineers on Azure DevOps, Terraform basics, Kubernetes fundamentals, and deployment troubleshooting.

CERTIFICATIONS

- AWS Certified Solutions Architect - Associate
- Certified Kubernetes Application Developer - CKAD
- Project Management Professional - PMP

PROJECT HIGHLIGHTS

- Cloud Migration and Modernization
  Worked on migration projects involving AWS, Azure, and on-premises environments. Helped with infrastructure provisioning, validation, cutover support, rollback planning, and post-migration monitoring.
- CI/CD Pipeline Improvement
  Updated legacy Jenkins workflows and helped move teams toward Azure DevOps and GitHub Actions. Added approval gates, artifact validation, rollback steps, and automated checks to make releases smoother and more reliable.
- Infrastructure Compliance Automation
  Created scripts to check tagging, RBAC, policy assignments, infrastructure drift, and audit evidence. These checks helped teams prepare for SOC 2, FedRAMP, NAIC, and internal audit requirements.
- Kubernetes and Container Support
  Supported Docker and Kubernetes deployments using AKS, EKS, Helm, ingress, secrets, config maps, autoscaling, and monitoring dashboards.

EDUCATION
Babcock University - Bachelor of Science in Accounting
Second Class Upper

Udacity / ALX - Virtual
Cloud DevOps Nanodegree
Focused on infrastructure automation, microservices deployment, CI/CD, containerization, and cloud security.

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KYLE SCHMITT

AWS Cloud Engineer

(703) 853-7196 | kyle.schmitt@theschmittcompany.com

PROFESSIONAL SUMMARY

TS-cleared Cloud and Systems Engineer with 10+ years of experience designing, building, and securing hybrid infrastructure across AWS Gov, AWS Commercial, Azure, and Microsoft environments. I specialize in cloud automation, identity and access management, infrastructure-as-code, and scalable architecture. Proven track record in enterprise migrations, compliance (NIST 800-171, CMMC), and DevOps implementations across commercial and federal spaces.

EXPERTISE

Cloud Architecture & Migration | AWS GovCloud & Commercial | Infrastructure as Code (Terraform, CloudFormation) | Kubernetes & Container Orchestration (EKS, Fargate) | DevOps & CI/CD Pipelines | Identity & Access Management (IAM, SSO, IAM Roles Anywhere) | CMMC & NIST 800-171 Compliance | Serverless Architecture (Lambda, API Gateway) | Hybrid Infrastructure | Security Hardening & Zero Trust | Python Automation | Project & Technical Leadership

TECHNICAL SKILLS

Cloud Platforms:
AWS Gov, AWS Commercial, Azure, Microsoft 365
Infrastructure & Tools:
AWS (GovCloud, Commercial), LZA, Control Tower, Account Factory, EC2, S3, RDS, VPC, IAM Roles Anywhere, Azure, Azure AD, M365, vSphere, Active Directory, Group Policy, Cisco ASA, f5 Load Balancer, On-Prem CA, Cloud CA, SSO, SCCM, DNS, IIS, SQL Management Studio
Languages & Scripting:
Python, PowerShell, Bash, AWS CLI, VBScript, Visual Basic, CMD, SQL, .NET
Operating Systems:
Windows Server (2022, 2019, 2016, 2012), Windows (11, 10, 8, 7), Linux (RedHat, CentOS, Ubuntu, Amazon Linux 2, AlmaLinux)
DevOps & Automation:
CI/CD, CodePipeline, Lambda, Kubernetes (EKS, Fargate), Terraform, CloudFormation, Infrastructure as Code (IaC), Serverless Architecture, Custom AWS Tools, Patch Automation
Security & Compliance:
CMMC, NIST 800-171, IAM Policies, Key Rotation, Secrets Manager, Zero Trust, Compliance Reporting, Security Hardening
Other Tools:
Visual Studio, BeyondTrust, BeyondInsight, SharePoint, SEPM, ColdFusion, Visio, Project Management, End User Training & Documentation

PROFESSIONAL EXPERIENCE

Sr. Cloud Engineer (TS Cleared)
Logistics Management Institute • McLean, VA
March 2016–2022 2024-Current

- Architected, implemented, and maintained 100+ AWS accounts and associated cloud environments. (Gov and Commercial).
- Led AWS IAM, SSO, and IAM Roles Anywhere integrations across all accounts. (Gov and Commercial).
- Built cloud-native certificate authority for IAM integrations and on-prem-to-cloud trust chains.
- Designed AWS infrastructure security model and controls based on CMMC and NIST standards. (AWS Gov)
- Built custom AWS applications using Python and Lambda for automation and compliance. (Gov and Commercial).
- Designed and managed Kubernetes clusters on AWS and Azure using EKS and Fargate. (AWS Gov)
- Automated AWS patching and compliance workflows for hybrid Windows/Linux systems. (Gov and Commercial).
- Led acquisition migrations to Azure AD, M365, and AWS with minimal downtime.
- Managed vSphere platform, domain restructures, and multi-domain automations.

- Directed major infrastructure modernization projects including cost optimization, security hardening, and domain consolidation

  Key Project: AWS Gov CMMC Modernization (2024)
  Developed and enforced a security baseline for 125+ AWS accounts, aligned with NIST/CMMC controls. Built custom tooling using Python, Lambda and various other services to automate compliance enforcement. This fully automated CI/CD pipeline controlled IAM management, egress/ingress filtering, security framework and a custom AMI pipeline. This infrastructure resulted in reduced risk exposure and standardized cloud posture across LMI along with the CMMC compliance rating for the environment.

Project Manager – Technical Lead / Solutions Architect
WWT • Tampa, FL
October 2024 – January 2025

- Oversaw end-to-end delivery of a full-stack AWS application leveraging CI/CD pipelines, Lambda, and IAM Roles Anywhere.
- Led project planning, stakeholder communication, and technical execution from inception to deployment.
- Used Terraform to provision and manage cloud resources (e.g., networking, compute, databases) with modular, version-controlled code, separating environments and securing state with remote backends.
- Integrated Terraform with CI/CD pipelines for automated deployment, combining it with provisioning tools to deploy frontend, backend, and database components securely and efficiently.
- Designed and implemented identity management using IAM Roles Anywhere for fine-grained, cross-platform authentication.
- Developed a custom S3-hosted web front end with full UI integration to support user intake, data validation, and real-time interaction with backend services.
- Integrated API Gateway, S3, and DynamoDB to build a scalable and serverless backend.
- Managed sprint planning, task allocation, and QA testing across DevOps and developer teams.
- Delivered project on schedule with 100% feature completion and audit-compliant security posture.

AWS Solutions Architect
Bayview Financial Services • Miami, FL
October 2022 – March 2024

- Designed and implemented AWS migration strategy for 50+ accounts.
- Managed IAM, security policies, patching automation, and hybrid infrastructure.
- Built secure AMI CI/CD pipeline used for standardizing deployments with CIS baselines.
- Created Lambda-based serverless solutions and monitoring workflows.
- Ensured NIST 800-171 compliance across infrastructure using native and 3rd party tools.
- Configured fault-tolerant multi-AZ architecture and CloudWatch alerting.
- Supported Azure VDI deployment and VNet monitoring.

Key Project: AWS Golden AMI Pipeline (2023)
Engineered a secure CI/CD pipeline to manage golden AMIs for EC2 deployments. Preloaded with security agents and CIS benchmarks, this solution standardized system configurations, saved significant monthly labor costs, and improved compliance.

Systems Engineer (Department of Public Safety)
Ashburn Consulting • Fairfax, VA
October 2014 – March 2016

- Supported 911-critical infrastructure, including Windows/Linux endpoints, SANs, and Active Directory.
- Served as virtualization lead, managing vSphere systems and VMware upgrades.
- Delivered IT training, created documentation, and oversaw Windows Server upgrades.
- Provided network administration using Cisco ASA and F5 load balancers.

Highlight: Fairfax County 911 Server Upgrade
Led and delivered a major infrastructure refresh project, upgrading 911 server systems end-to-end. Completed on time and under budget through detailed planning and strong cross-functional collaboration.

EDUCATION

ASSOCIATES DEGREE | Information Technology | Fairmont State University

Certifications:

- CCNA (Cisco)
- AWS Solutions Architect (IT University Online)
- Microsoft MCSE
- SQL DBA Training, A+ Training, Windows 7 Enterprise Desktop Support

INTERESTS

Family | Fishing | Boating | Golf | Piano | Learning German

Technoidentity

STEPHEN JESSE ROYAL

Sr Cloud Engineer

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PROFESSIONAL SUMMARY

- Results-driven Cloud Infrastructure Engineer with 10+ years of experience architecting, automating, and managing hybrid cloud infrastructures across AWS, VMware vSphere/ESXi, and Kubernetes (EKS/AKS/OpenShift). Skilled in infrastructure as code (Terraform, Helm, Ansible), container orchestration, and VMware-to-Kubernetes workload migration using modern DevOps practices. Adept at designing secure, scalable, and cost-optimized infrastructures, integrating VMware virtualized environments with AWS cloud networking, storage, and IAM
- Certified AWS Developer Associate, Kubernetes Administrator (CKA), and Azure Administrator Associate with deep expertise in multi-cloud automation, Linux/Windows administration, and cloud security frameworks (SOC 2, ISO 27001, FedRAMP). Recognized for streamlining deployments, enabling observability (Prometheus, Grafana, ELK), and accelerating hybrid adoption through template-driven automation and containerization strategies.
- Deep expertise in architecting and deploying scalable, secure, and highly available cloud infrastructure using services such as AWS EC2, S3, RDS, ELB, VPC, IAM, Lambda, CloudFormation, and Azure Virtual Machines, Azure App Gateway, Azure DevOps, and Azure Monitor**.**
- Proven expertise in multi-cloud engineering (AWS, Azure, GCP) delivering scalable, secure, and resilient infrastructure.
- Skilled in building CI/CD pipelines with Jenkins, GitLab CI/CD, and Azure DevOps, accelerating deployments and reducing errors.
- Strong background in Infrastructure as Code (IaC) with Terraform, Ansible, and Helm for automated provisioning and configuration management.
- Hands-on experience in Kubernetes and Docker orchestration, ensuring high availability and portability of workloads.
- Proficient in cloud observability, monitoring, and performance optimization with tools such as CloudWatch, Azure Monitor, Splunk, and Grafana.
- Experienced in leading .NET application migrations to AWS environments using Amazon EKS (Windows/Linux workloads) and EC2 rehosting strategies.
- Skilled in designing CI/CD automation using Jenkins for container image packaging, security scanning, and deployment to EKS/EC2 with blue/green release models.
- Proficient in Infrastructure as Code (Terraform, CloudFormation) for provisioning AWS environments, including VPCs, node groups, security groups, and autoscaling.
- Proficient in Infrastructure as Code (IaC) using Terraform**,** CloudFormation, and ARM Templates to automate infrastructure provisioning and environment consistency across cloud environments.
- Experienced in CI/CD pipeline creation and maintenance using Jenkins**,** Azure DevOps**,** and AWS Code Pipeline**,** including automated testing, security integration, and seamless deployment processes.
- Strong Azure Cloud Engineering experience in building cloud-native applications from the ground up, leveraging Azure IaaS/PaaS services such as AKS, ACA, App Service, Key Vaults, and Azure Functions.
- Built CI/CD pipelines integrated with GCP services and automated container deployments to GKE clusters using Helm and GitOps workflows.
- Expertise in designing and implementing secure cloud infrastructure supporting complex financial platforms, including subnets, streaming platforms, caching technologies, and API gateways.
- Skilled in cloud computing concepts such as serverless architecture, auto-scaling, Infrastructure as Code, and service mesh/orchestration for high-availability environments.

- Hands-on experience with both SQL (Oracle/Postgres) and NoSQL (Cosmos DB, Snowflake) database technologies, integrating them into scalable, secure cloud architectures.
- Proficient in implementing observability using Dynatrace, AppInsights, and Open Telemetry for end-to-end monitoring and proactive issue resolution.
- Implemented GCP IAM, service accounts, and VPC Service Controls for enterprise-grade security and compliance.
- Designed and deployed scalable, secure, and cost-optimized GCP environments leveraging services like Compute Engine, GKE (Google Kubernetes Engine), Cloud Storage, BigQuery, Cloud Functions, Pub/Sub, and VPC.
- Configured monitoring and logging using Stackdriver (Cloud Monitoring/Logging), enabling proactive alerting, performance tuning, and SLO/SLI tracking.
- Strong hands-on experience with containerization technologies like Docker and orchestration platforms such as Kubernetes and OpenShift, including the use of Helm for templated deployments.
- Experience in assisting SDLC backlogs and providing technical direction to developers, ensuring adherence to Agile methodologies and SSDLC practices including CheckMarx and Sonar for security.
- Strong knowledge of microservices architecture, API programming, GraphQL, and real-time data streaming with Kafka and Apache Spark.
- Skilled in scripting and automation using Python**,** Bash**,** Shell**,** and PowerShell to streamline infrastructure tasks and reduce manual intervention.
- Implemented cloud monitoring and alerting solutions using CloudWatch**,** ELK Stack**,** Grafana**,** Zabbix**,** and Azure Log Analytics to ensure system reliability and proactive incident response.
- Applied cost optimization strategies by leveraging Reserved Instances, rightsizing resources, and using AWS Trusted Advisor**,** resulting in significant savings across cloud accounts.
- Experienced in managing hybrid cloud setups, secure VPN tunnels, RBAC integration using LDAP**,** and tools like Vault and Rundeck for secrets and access governance.
- Adept in version control**,** repository management, and ticketing systems including Git**,** SVN**,** Nexus**,** JIRA, and BMC Remedy.
- Proven ability to collaborate across Dev, QA, and Security teams to deliver compliant, efficient, and robust cloud environments aligned with enterprise SLAs and regulatory standards

Technical (IT) Skills

AWS Services	RDS, EC2, VPC, IAM, Cloud Formation, EBS, S3, ELB, Auto Scaling, Cloud, Trial, SQS, SNS, SWF, Cloud Watch.
Cloud Platforms	Microsoft Azure, Aws Cloud, Google Cloud Platform (GCP), AWS (EKS, EC2, VPC, IAM, S3, RDS, CloudFormation, CloudWatch, Lambda), VMware vSphere/ESXi, OpenShift.
Azure Services	App Services, Key vault, function app, Blob storage, Azure Active Directory (Azure AD), Service Bus, Azure Container Registry (ACR) and Azure Kubernetes service (AKS), Azure SQL, Azure Cosmos DB.
Version Control Tools	GIT, SVN (Subversion), Bit Bucket, Git Lab
CI/CD	Jenkins (Declarative Pipelines, Shared Libraries), GitHub Actions, Azure DevOps, Azure Pipelines, GitLab CI/CD, Harness, Bamboo,
Configuration & Automation Tools	Ansible, Chef, Puppet.
Container Platforms	Docker, Kubernetes, OpenShift, ECS, Istio, HELM.
Monitoring & Logging Tools	Splunk, Nagios, Cloud Watch, ELK, Grafana, Prometheus, Graylag, New Relic Monitoring, Big Panda, Istio, Open Telemetry, Datadog, Kibana, Splunk (API Integration), ServiceNow API
Languages	Python, Shell scripting.
Artifactory	Jfrog and Nexus
Web Servers	Nginx
Documentation	Confluence, Runbooks, SOPs.
AWS Services	RDS, EC2, VPC, IAM, Cloud Formation, EBS, S3, ELB, Auto Scaling, Cloud, Trial, SQS, SNS, SWF, Cloud Watch.

Infrastructure as Code (IaC)	Terraform, CloudFormation
Containerization	Docker, Amazon EKS, Amazon ECR, Kubernetes(EKS, AKS, GKE), Istio, Helm, KubeVirt (basic knowledge)
Programming / Frameworks	.NET Framework, ASP.NET, Python, Bash
Monitoring & Observability	CloudWatch, Prometheus, ELK Stack, Azure Monitor, Grafana,
Security & Secrets	AWS Secrets Manager, SSM Parameter Store, IAM, KMS
Deployment Models	Blue/Green Deployments, Rolling Updates, Canary Releases

CERTIFICATIONS

- Certified Azure Administrator Associate.
- Certified AWS Developer Associate.
- Certified Kubernetes Administrator.

Professional Experience:

Client: CVS Health, Harrisburg, PA. **April 2022 -Current**
Role: AWS Cloud Engineer
Responsibilities:

- Involved in designing and deploying a multitude application utilizing almost all the AWS stack (Including EC2, Route53, S3, RDS, Dynamo DB, SNS, SQS, IAM) focusing on high-availability, fault tolerance, and auto-scaling in AWS Cloud formation.
- Worked closely with Project Managers to understand a configuration release scope and how to confirm a release was successful.
- Designed and maintained hybrid VMware–AWS infrastructure, leveraging vSphere/ESXi clusters integrated with AWS VPC and IAM for shared services and centralized access management.
- Led VMware-to-EKS container migration projects, converting legacy VM workloads into Kubernetes deployments using Helm charts and Terraform modules for repeatability and compliance.
- Implemented template-driven deployments and automated provisioning pipelines to standardize hybrid rollouts across development and production environments.
- Collaborated with security teams to ensure compliance with SOC 2 and ISO 27001 frameworks while hardening IAM, S3, and network configurations.
- Integrated Prometheus, Grafana, and ELK for unified observability and performance monitoring across VMware and AWS workloads.
- Interacted with client teams to understand client deployment requests.
- Responsible for distribution applications across hybrid AWS and physical data centers.
- Led migration of .NET applications to Amazon EKS clusters (Windows containers) and EC2, implementing environment design, blue/green deployment, and cutover strategies.
- Developed Jenkins declarative pipelines for build, test, Docker image packaging, ECR publishing, and automated deployment to EKS.
- Defined Kubernetes manifests and Helm charts for multi-environment container orchestration, including namespaces, secrets management, and ingress configurations.
- Provisioned AWS resources via Terraform for repeatable EKS node groups (Windows/Linux), EC2 Auto Scaling Groups, VPCs, and IAM roles.
- Configured centralized observability through CloudWatch, Prometheus, and container log forwarding to ELK for metrics and alerts.
- Configured AWS IAM Security Group in Public and Private subnets in VPC.
- Written Cloud Formation templates and deployed AWS resources using it.

- Creating S3 buckets and managing policies for S3 buckets and Utilized S3 bucket and
- Creating Cloud Watch alerts for instances and using them in Auto scaling launch configurations.
- Involved in scrum ceremonies (stand-up, grooming, planning, demo/review and retrospective) with the teams
- Maintained the user accounts (IAM), RDS, Route 53, VPC, RDB, Dynamo DB, SES, SQS and SNS services in AWS cloud.
- Built Continuous Integration environment Jenkins and Continuous delivery environment.
- Deployed applications on AWS by using Elastic Bean Stalk.
- Dockized Applications using Docker images using Docker files.
- Used Kubernetes to provide a platform for automating deployment, scaling and operations of application containers across clusters of hosts.
- Worked closely with Development teams and performance test engineers for EC2 size optimization and Docker build containers.
- Used build automation tools like ANT, Maven for building applications.
- Ansible installation and maintenance for infrastructure automation.
- Wrote Ansible Playbooks with Python SSH as the Wrapper to manage configurations of AWS nodes.
- Created and maintained Chef recipes and Chef cookbooks to simplify and expedite deployment of applications and mitigate user error.
- Provide highly durable and available data by using S3 data store, versioning, lifecycle policies, and create AMIs for mission critical production servers for backup.
- Leveraged AWS cloud services such as EC2, auto-scaling and VPC to build secure, highly scalable and flexible systems that handled expected and unexpected load bursts.
- Built servers using AWS, importing volumes, launching EC2, RDS, creating security groups, auto-scaling, load balancers (ELBs) in the defined virtual private connection.
- Designed and implemented scalable, secure cloud architecture based on Amazon Web Services.
- Setup and build AWS infrastructure various resources, VPC EC2, S3, IAM, EBS, Security Group, Auto Scaling, and RDS in Cloud Formation JSON templates.
- Experience in Troubleshooting, Configuring and Deploying various enterprise applications in Web Logic, Web Sphere and Tomcat.
- Built and managed multi-cloud deployments (AWS, Azure, GCP) ensuring high availability and scalability.
- Designed and implemented CI/CD pipelines using GitLab CI/CD and Azure DevOps for enterprise applications.
- Automated infrastructure provisioning and configuration with Terraform and Ansible, improving consistency and reducing manual errors.
- Deployed containerized workloads on Kubernetes clusters (AKS, GKE, EKS) with Helm for standardized rollouts.
- Implemented cloud observability solutions with CloudWatch, Prometheus, Grafana, and Splunk to ensure proactive monitoring and incident detection.
- Worked on JIRA installation and upgrade and performed JIRA configuration
- Maintained JIRA for tracking and updating project defects and tasks.
- Managed and documented all post deployment issues utilizing the Post Deployments Issue Log.

Key Project: Led end-to-end migration of .NET applications from on-prem to AWS EKS (Windows containers) and EC2. Designed Jenkins-based CI/CD pipelines integrated with ECR and implemented blue/green deployments with automated rollback and monitoring through CloudWatch and Prometheus.

Environment: AWS (EC2, VPC, ELB, S3, RDS, Cloud Trail and Route 53), GIT, VPC, SQL, Cloud Watch, AWS Auto Scaling, Cloud Formation, Chef, Ansible, Jenkins, Nagios, ELB, Shell Scripts, Unix/Linux Environment**.**

Client: Bank of America, New York, NY. **July 2019 - Mar 2022**

Role: Sr Cloud Engineer

Responsibilities:

- Designed and managed scalable and secure Azure IaaS/PaaS infrastructure, including Virtual Networks, Load Balancers, Application Gateways, and VPN Gateways for trading and financial platforms.
- Designed and implemented Azure cloud-native applications using AKS, ACA, Azure App Services, and Cosmos DB to support critical trading and financial platforms.
- Built Infrastructure as Code (IaC) templates using Terraform to provision and manage Azure resources in a version-controlled and repeatable manner across environments.
- Automated provisioning of Azure Virtual Machines, Azure Web Apps, and associated resources using PowerShell, Azure CLI, and ARM templates, integrated into automated CI/CD pipelines.
- Assisted team leads with SDLC backlog management and provided technical direction to developers for Azure and GCP-based solutions.
- Built secure cloud infrastructure integrating Azure Key Vaults, Okta, IAM, and WAF to enforce enterprise security policies and compliance.
- Migrated legacy on-premises workloads to Azure, ensuring secure and compliant configurations through collaboration with security and compliance teams.
- Developed and optimized microservice-based architectures using API Gateways and GraphQL to enable scalable, secure, and high-performing applications.
- Integrated Azure Event Hubs and Apache Kafka for real-time streaming and data ingestion pipelines supporting trading analytics.
- Managed CI/CD pipelines for containerized .NET and Java applications using Jenkins, integrating automated testing, security scans, and ECR deployments.
- Supported migration of legacy .NET Framework applications to AWS EC2 instances, optimizing IIS configurations and implementing gMSA-based authentication.
- Enhanced observability by integrating Dynatrace, Azure App Insights, and Open Telemetry for proactive monitoring and performance tuning of multi-cloud workloads.
- Implemented automated CI/CD workflows for deploying serverless functions, AKS workloads, and API services, embedding security scans via SonarQube and CheckMarx.
- Architected hybrid Azure and GCP environments for trading and financial platforms to ensure compliance, scalability, and fault tolerance.
- Designed and deployed workloads to GKE clusters with automated Terraform templates, integrating Helm for consistent Kubernetes deployments.
- Leveraged GCP Networking (VPC, Interconnect, Cloud DNS) for secure connectivity with Azure and on-prem data centers.
- Implemented monitoring and logging using Google Cloud Operations Suite (Stackdriver) alongside Azure Monitor for multi-cloud observability.
- Automated API deployments and integrated Apigee for API management across cloud environments.
- Enforced cost governance in GCP using Budgets, Quotas, and Recommender insights to maintain optimized cloud spend.
- Maintained high availability and fault tolerance through the implementation of Azure Load Balancers, Auto-Scaling, and Availability Sets/Zones.
- Migrated legacy workloads to cloud-native platforms (AWS & Azure), optimizing cost and reliability.
- Developed infrastructure automation scripts in Python and Ansible to accelerate environment provisioning.
- Enhanced CI/CD workflows with Jenkins and GitLab, integrating automated testing and security scans.
- Worked closely with developers and architects to embed DevOps best practices into release cycles.
- Delivered disaster recovery strategies and monitoring dashboards to improve resiliency and uptime.
- Containerized monolithic services into Docker images and orchestrated deployments across Kubernetes clusters using Helm charts, applying blue-green and canary deployment strategies.

- Integrated cloud-native monitoring and logging using Azure Monitor, Log Analytics, Application Insights, and custom dashboards for proactive alerting and performance tracking.
- Collaborated with CI/CD teams to enhance Azure DevOps pipelines by embedding security scans (e.g., SonarQube, AquaSec) and secrets management (e.g., Vault).
- Supported database cloud migration and performance tuning for SQL Server instances; automated schema validation and release deployments.
- Used Intune and SCCM to manage cloud-connected Windows systems for software deployment, patch management, and policy enforcement.
- Contributed to governance by managing Azure Policy, tagging strategies, and cost control mechanisms using Budgets and Cost Management tools.
- Engineered hybrid VMware–Azure architecture supporting both vSphere-based virtual machines and AKS containerized workloads, enabling gradual modernization of critical banking applications.
- Implemented VMware vMotion and snapshot strategies for high availability and disaster recovery across multi-zone clusters.
- Automated provisioning using Terraform and Ansible, ensuring consistent deployment of hybrid workloads with integrated networking and security policies.
- Participated in cross-cloud migration initiatives and application containerization strategies aligned with DevSecOps and compliance standards.

Environment: Azure, Azure DevOps, GCP, Terraform, PowerShell, Azure CLI, ARM Templates, Kubernetes, Docker, Helm, GitHub Enterprise, Jenkins, Ansible, Chef, Intune, SCCM, SonarQube, Vault, AquaSec, SQL Server, Python, .NET, Java, Linux (CentOS), Nexus, Jira, Bloomberg Internal APIs

Client: AT & T, New York, NY. **Oct 2017 - Jun 2019**

Role: DevOps Engineer

Responsibilities:

- Involved in designing and deploying a multitude application utilizing almost all the AWS stack (Including EC2, Route53, S3, RDS, Dynamo DB, SNS, SQS, IAM) focusing on high-availability, fault tolerance, and auto-scaling in AWS Cloud formation.
- Worked closely with Project Managers to understand a configuration release scope and how to confirm a release was successful.
- Interacted with client teams to understand client deployment requests.
- Responsible for distribution applications across hybrid AWS and physical data centres.
- Configured AWS IAM Security Group in Public and Private subnets in VPC.
- Written Cloud Formation templates and deployed AWS resources using it.
- Creating S3 buckets and managing policies for S3 buckets and Utilized S3 bucket and
  Creating Cloud Watch alerts for instances and using them in Auto scaling launch configurations.
- Involved in scrum ceremonies (stand-up, grooming, planning, demo/review and retrospective) with the teams
- Maintained the user accounts (IAM), RDS, Route 53, VPC, RDB, Dynamo DB, SES, SQS and SNS services in AWS cloud.
- Built Continuous Integration environment Jenkins and Continuous delivery environment.
- Deployed applications on AWS by using Elastic Bean Stalk.
- Dockized Applications using Docker images using Docker files.
- Used Kubernetes to provide a platform for automating deployment, scaling and operations of application containers across clusters of hosts.
- Worked closely with Development teams and performance test engineers for EC2 size optimization and Docker build containers.
- Used build automation tools like ANT, Maven for building applications.
- Ansible installation and maintenance for infrastructure automation.
- Wrote Ansible Playbooks with Python SSH as the Wrapper to manage configurations of AWS nodes.

- Created and maintained Chef recipes and Chef cookbooks to simplify and expedite deployment of applications and mitigate user error.
- Provide highly durable and available data by using S3 data store, versioning, lifecycle policies, and create AMIs for mission critical production servers for backup.
- Leveraged AWS cloud services such as EC2, auto-scaling and VPC to build secure, highly scalable and flexible systems that handled expected and unexpected load bursts.
- Built servers using AWS, importing volumes, launching EC2, RDS, creating security groups, auto-scaling, load balancers (ELBs) in the defined virtual private connection.
- Designed and implemented scalable, secure cloud architecture based on Amazon Web Services.
- Setup and build AWS infrastructure various resources, VPC EC2, S3, IAM, EBS, Security Group, Auto Scaling, and RDS in Cloud Formation JSON templates.
- Experience in Troubleshooting, Configuring and Deploying various enterprise applications in Web Logic, Web Sphere and Tomcat.
- Worked on JIRA installation and upgrade and performed JIRA configuration
- Maintained JIRA for tracking and updating project defects and tasks.
- Managed and documented all post deployment issues utilizing the Post Deployments Issue Log.

Environment: AWS (EC2, VPC, ELB, S3, RDS, Cloud Trail and Route 53), GIT, VPC, SQL, Cloud Watch, AWS Auto Scaling, Cloud Formation, Chef, Ansible, Jenkins, Nagios, ELB, Shell Scripts, Unix/Linux Environment**.**

Client: State of New York, Albany, NY. **Jul 2016 – Sep 2017**

Role: Build & Release Engineer

Responsibilities:

- Responsible for Build and Deployment of the java applications on different environments like Dev/QA & Production.
- Involved in Installing Jenkins on a Linux machine and created a master and slave configuration to implement multiple parallel builds through a build farm.
- Used Jenkins, Build forge for Continuous Integration and deployment into Tomcat Application Server.
- Installing, configuring and administering Jenkins CI tool on Linux machines.
- Application installation and troubleshooting for Solaris, Red Hat Linux and CentOS.
- Designing, Administration and troubleshooting database servers like MySQL 5.7, MySQL 5.6, MySQL 5.5
- Installed and Configured the Nexus repository manager for sharing the artifacts within the company.
- Written/edited Shell Scripts to collect the System Performance Information, account information.
- Responsible for designing and deploying best SCM processes and procedures.
- Responsible for patching Linux servers.
- Worked on upgrading the Splunk Indexers, Search heads and forwarders.
- Worked closely with software developers and DevOps to debug software and system problems
- Maintained and coordinated environment configuration, controls, code integrity, and code conflict resolution.
- Experience in Configure XL Release template to have Pre-Deployment, Deployment and Post-Deployment phases for one application
- Wrote puppet modules for the Tomcat/Apache/Splunk forwarder services in our distributed infrastructure.
- Administered Linux Servers Linux (Red hat – RHEL 3/4/5) for several functions including managing Apache/Tomcat server, mail server, My SQL database and firewalls in both development and production.
- Created monitors, alarms and notifications for EC2 hosts using CloudWatch.
- Experience with configuration management and automation tools (Puppet/ Docker)
- Implemented the setup for Master slave architecture to improve the Performance of Jenkins
- Releasing code to testing regions or staging areas according to the schedule published.
- Worked on Cloud automation using AWS Cloud Formation templates

- Installation, Maintenance, Administration and troubleshooting of Linux, windows servers
- Used JIRA custom workflows to track issues and JBoss application server to deploy the application.
- Maintained all the red hat servers Linux entitled with the latest subscriptions
- Worked on high availability Linux servers - load balancing and clustering
- Performing server's health checks on daily basis, by logging into Unix system and monitoring logs, and processes.

Environment: Red Hat Linux 3.x, 4.x, Solaris, Tomcat, Windows 2000, 2003, Exchange 2003, Apache 1.3.x, IIS 5.0, 6.0 and Oracle 8i, 9i, VMware.

Client: Gilead – Forster City, CA. **Oct 2014 –Jun 2016**

Role: DevOps Engineer

Responsibilities:

- Developed and maintained CI/CD pipelines using Jenkins and Maven, significantly reducing deployment time and build errors.
- Automated infrastructure provisioning and configuration using AWS CloudFormation and Ansible to improve consistency across environments.
- Managed source control using Git and implemented branching/merging strategies to support Agile development workflows.
- Built and deployed Docker containers and worked on container orchestration using Kubernetes for microservices applications.
- Wrote shell and Python scripts to automate deployment tasks, backups, log rotations, and system monitoring.
- Managed and monitored AWS services like EC2, S3, RDS, IAM, and CloudWatch to ensure high availability and scalability.
- Integrated monitoring tools like Nagios and ELK Stack for real-time alerting and performance tracking of infrastructure and applications.
- Implemented security controls such as IAM roles, security groups, and VPC configurations in AWS for secure cloud operations.
- Participated in daily stand-ups, sprint planning, and retrospectives as part of Agile/Scrum teams to deliver high-quality software releases.
- Performed regular patching, upgrades, and maintenance activities on Linux servers to ensure system stability.
- Collaborated closely with development and QA teams to troubleshoot environment issues and streamline releases.
- Supported disaster recovery planning and execution using AMIs, snapshots, and backup strategies for business continuity.

Environments:

AWS (EC2, S3, RDS, IAM, CloudFormation, CloudWatch), Jenkins, Git, GitHub, Maven, Docker, Kubernetes, Ansible, ELK Stack, Nagios, Bash, Python, Linux (RHEL/CentOS), Agile/Scrum.

Savi Technologies Inc., Hyderabad, IND. **Jul 2013 - Jul 2014**

Role: Linux System Administrator

Responsibilities:

- Installation and configuration of Red Hat Linux, oracle Linux, windows 2003, 2008 & 2012 on new server builds as well as during the upgrade situations.
- configuration and pre-installation tasks of RDBMS Installation including Oracle rac,10g,9i on IBM AIX and Red Hat Linux and MYSQL on Linux
- Utilized Push & Pull configurations through Puppet.
- Managed and deployed multiple Masters to mitigate failures.
- Stood up Secondary Nodes for redundancy using Ansible.

- Verified Data Streams and organizational documentation using Ansible Galaxy.
- Managed Deployments of Servers using Ansible Tower for Enterprise Services.
- Experience with VMware vSphere ESXi 5.5
- Deploying oracle Linux, redhat Linux, and windows servers in fast paced environment.
- System audit report like no. of logins, success & failures.
- Remotely coping files using sftp, ftp, scp, WinSCP, and FileZilla.
- Modified Kernel parameters to improve the server performance in red hat Linux & oracle.
- Maintaining relations with project managers, DBA's, Developers, Application support teams and operational support teams to facilitate effective project deployment.
- Manage system installation, troubleshooting, maintenance, performance tuning, managing storage resources, network configuration to fit application and database requirements.
- Performed regular installation of patches using RPM and YUM.
- Maintained LVM, VxVM and SVM filesystems along with NFS.
- Migrated centrify configuration to samba win bind to authorize and authenticate users of the domain to have access to the servers.
- Experienced in tasks like managing User Accounts and Groups, managing Disks and Filesystems.
- Installation of Centrify (express edition) and integration with Active Directory Server for Linux Systems and updated the user login in Centrify configuration.
- Install and configure packages for the server they are needed by vendors.
- Participated in the migration planning, developing, testing and moving the migration process onto full-fledged production network.

Environment: RHEL, Windows, Shell Script, VMware servers, WebSphere, Perforce, Splunk Enterprise Server 5.x, SVN, Windows 2003 server, Kick Start, Solaris.

EDUCATIONAL QUALIFICATIONS

- Bachelor of Technology from Gokaraju Rangaraju Institute of Engineering & Technology, India.

Name: Nida

PROFESSIONAL SUMMARY

- Over 6 Years' experience in software design, developing Web based applications, Windows based applications and Client/Server applications using different .Net Technologies like C#.NET, ASP.NET, ADO.NET, HTML, Java Script, XML Web Services, SVN, and Team Foundation Server (TFS).
- Customized Service module and contract templates, entitlement templates, Service Level Agreements, and product catalogue according to the business process.
- Customized MS CRM 365 application based on the business requirement. Created Custom Entities, Custom attributes for individual business units in MS CRM 365, per their business process.
- Experience in evaluating and intending business and technology solutions, Life cycle development.
- Experience with Microsoft Dynamics CRM 2011, 2013, 2015, 2016.
- Developed a web application using C# .net to generate Google markers on Google map for orders entered in Microsoft Dynamics GP and CRM using Google APIs.
- Technical/Functional expertise in consulting services to clients, managing customizations, integration of CRM applications.
- Developed console applications in C# .net using CRM web services to format phone number and state fields in CRM, auto generate forecast entity records for each salesperson.
- Assisted in development and maintenance of new APIs for integration with Magento ecommerce websites.
- Developed scalable modular software packages for various APIs and applications.
- Created Several Client-side Extensions using JavaScript.
- Developed plug-ins, created workflow activities consumed MS Dynamics CRM web services using CRM SDK and configured the integration of MS Dynamics CRM with existing website. Developed Interactive UI Screens using ASP.NET, CSS, HTML and JavaScript.
- Developed close to 40+ Plugins in MSCRM D365, 2016, 2015, 2013, 2011.
- Experience in deploying Plug-ins, Developing, Debugging, Java script extensions for CRM.
- Experienced in Azure, WCF, CRM SDK, Developer Plug-in and custom workflow, .NET Framework and Window Forms using ASP.NET, ADO.NET, VB.NET, C#, MVC, Web Services.
- Experience in Dynamics CRM Customization using Java Script, Bootstrap, AJAX and experience in configuring MS Dynamics CRM with MS outlook and SharePoint Integration.
- Experience in Analyzing Business (Business Analysis) Project Management Methodologies, Data Molding, and Business Process Modeling.
- Created instances for Power Automate and Power Apps and setup the configuration for both security access to the environments and the connections with CDS/Gateway.
- Experience in Power Apps portal development, including JQuery, Liquid coding and external user's authentication
- Development and Implementation of Azure web jobs, Azure bus service, Azure AD B2C and Azure Functions
- Proficiency in creating model driven and canvas apps based on the client requirement.
- Created a few Power App Portals to expose CRM data to the external customers by providing login information, and a PTO APP for internal office users for requesting the PTO's.
- Experience in deploying Plug-ins, Developing, Debugging, Java script extensions for CRM
- Extensive experience in developing Custom SSRS reports using Report Builder and BIDS
- Developed several web pages using HTML, JavaScript and used them as iFrame's in CRM.
- Migrated Lotus Notes to MSCRM System for entities like Emails, Appointments, Customers, Contacts, Products, Sales Orders, Invoices using third party software(s) like KingswaySoft
- Developed at least 30+ Workflows using the Out-of-box Workflows builder\editor
- Developed Multiple Custom Plugins\Workflow Activities to perform CRUD operations in both Synchronous and Asynchronous ways and registered steps using Plugin Registration tool

- Experience in SQL Server 2000/2005/2008/2012/2018, Java Script, jQuery
- Experience in ASP.Net, ADO.NET, Web Services, Visual Studio, SQL Server
- Experience in working with Creating Custom Plugins, Custom Forms and Integrated with CRM.
- Experience in building rich web experiences using JavaScript and Silverlight.
- Strong understanding of the software development lifecycle (SDLC) and of Quality Assurance techniques using source code control repositories, debugging and testing experience.
- Experience in working with Creating Plugins and Custom Workflow.
- Extensive experience in ASP.Net, C#, VB.Net, ADO.Net, Web Services, NHibernate, LINQ, AJAX, Windows Services, WCF Services, Classic ASP, XML, XSLT, HTML,Text Editor, MS IIS 5.0/6.0/7.0, DHTML, VBScript, VSS, JavaScript, Angular JS, SQL Server 2000/2005/2008/2012/2018, Visual Studio 2003/2005/2008/2010/2012/2015/2017.
- Experience in Data modeling, Data Design, Normalization, Data migration projects involving SQL Server.
- Expertise in implementing Object Oriented Programming (OOP) Concepts including Inheritance, Abstraction and Polymorphism.
- Experience in database tuning using SQL Server Profiler and SQL Server Tuning Advisor.
- Excellent experience in Data analysis using SQL Server and MS access DB.
- Proficient in using Microsoft CRM Dynamics development tools.
- Experience in handling multiple tasks and solving complex issues before the deadline.
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TECHNICAL SKILLS

CRM Technologies	Microsoft Dynamic CRM 365, 2016, 2015, 2013 & 2011
.Net Technologies	ADO.Net, C# .Net.Net framework 4.7/4.6/4.5/4.0/3.5, LINQ.
Web-technologies	ASP.Net, HTML, JavaScript, jQuery, VB Script, CSS, XML, SOAP Web Services, AJAX, Angular JS, Bootstrap
Tools and Utilities	Visual Studio 2008/2010/2012/13/15/17, SVN, GIT, TFS
Databases & Tools	SQL Server 2008/2012/2014/2018, T-SQL, PL/SQL
Operating systems	Windows XP/Windows Server 2003/2008/2012 R2, Linux, Unix

PROFESSIONAL EXPERIENCE:

United Health Group, Minneapolis, MN **Feb2021 – Till now**
Dynamic CRM Developer
Responsibilities:

- Responsible for gathering Business Requirements, change requests and analyzes the requirements given by the client.
- Prepared sample code and applications for displaying various outcomes of API applications.
- Supported technical teams in community discussions for educating members on API applications functionalities.
- Created several client-side extensions using JavaScript, CSS and HTML.
- Provided technical assistance during community discussions for educating developers about API applications.
- Extensive experience of designing and developing software applications with ASP.NET 3.5, 4.0, 4.5 & 4.7

- Entity Framework, Web API, HTML, XML, CSS, Java Script, AJAX, jQuery, Web Forms, and Win Forms.
- Customize 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 Power Apps Cloud requirements.
- Used CRM web service Power Apps and Java Script developed a custom service using WCF to provide extended functionalities to design and customize CRM forms, ribbons, site map, workflows, Dialogue etc
- Upgrading various plug-in's and custom workflow libraries code to use the Microsoft Dynamics CRM SD libraries, Messages etc.
- Used Ajax, CSS, JavaScript and Bootstrap for the front end web development.
- Experience in writing Plugins in C# Language, JavaScript using Visual Studio 2012/2015
- Extensively worked on CRM Plug-in, Custom Workflow, Console Application activities development.
- Created Custom Entities, Custom Forms, Custom Views, Custom attributes, Relationships & Option-sets for individual Business Units in MS Dynamics CRM2015/2016 as per the Business Process.
- Implement Plug-ins, Workflows, CustomActions,Business rules, Business Process flows to automate the business processes.
- Worked on CRM related tools like Kingsway Soft, XRM Toolbox, Ribbon Workbench, Sitemap Editor, etc.
- Clearing backlog tickets using Agile CRM, to gain faster ticket resolution for Individual Business Units and provided high quality support.
- Installed and Power BI configured MS Dynamics CRM 365 system for development and Ui testing
- Created several plug-ins and Power BI workflows for enhancing the system and maintain data integrity
- Developed dynamic reports using Power Apps reporting interface and SSRS and deployed it on the CRM that were used in the application Web services Power BI depending on roles.
- Involved in deployment of the WPF application in the production and maintained postproduction Power Apps activities.
- Writing testcases for the new system, testing the application and documenting issues.
- Analyzing and documenting the functional specifications.
- Training end-users to explain the new CRM system and leading support effort for any internal technical/functional issues.
- Actively participated in Development, Testing and Deployment Planning meetings.
- Customized Dashboards based on the custom reports and charts (requirements) created Used Visual studio test project and accomplished unit testing including both automated and manual testing.
- Document management with SharePoint integration.
- Involved in Code reviews. Peer Reviews for developing quality code.
- Participated in various testing-related review meetings to analyze defects.

San Francisco state University,SF,CA
Dynamic CRM Developer **May 2018– Nov 2020**
Responsibilities:

- Identify the client's requirements through discovery meetings. Create business requirements document and functional specifications.
- Extensive experience of designing and developing software applications with ASP.NET 3.5, 4.0 & 4.5
- Entity Framework, Web API, HTML, XML, CSS, Java Script, AJAX, jQuery, JavaScript, Web Forms, and Win Forms, bootstrap.
- Supported customers in optimization and improvement of existing features of all API applications

- Reviewed design documents detailing behaviors and requirements.
- Serve as a Dynamics CRM subject matter expert with customers and project team members.
- Upgrading the plug-in and custom workflow libraries code to use the Microsoft Dynamics CRM SDKlibraries, Messages etc.
- Extensively worked on CRM Plug-in, Custom Workflow activities development.
- Created Custom Entities, Custom attributes for individual Business Units in MS Dynamics CRM365 as per the Business Process.
- Worked on Plug-in, Parallel Workflows, Business rules and Business Process flows to automate the business processes.
- Clearing backlog tickets using Agile CRM, to gain faster ticket resolution for Individual Business Units and provided high quality support.
- Used extensively jQuery,JavaScript for client-side validations and access data within the HTML controls.
- Worked on Web API's and editable Grids using MS Dynamics CRM365 online.
- Created organizations, business units, groups and their relationships.
- Actively participated in Development, Testing and Deployment Planning meetings.
- Customized Service module and contract templates, entitlement templates, Service Level Agreements and product catalogue according to the business process.
- Have extensive experience on Version Control Tools - Team Foundation Server (TFS), VSS, SVN, Git Hub- version control tools.
- Used CRM web service and developed a custom service using WCF to provide extended functionalities to the common methods of CRM.
- Created and consumed Web Services using Visual C#, ASP.NET.
- Wrote, debugged and deployed synchronous/asynchronous plug-ins using Visual Studio to coordinate the incident-cases in service module.
- Worked on Selection rules to group the people with similar skills into resource groups using a service scheduler.
- Configured and administered user accounts, profiles, roles and security, MS Excel for Data Mapping and Migration.
- Migration of data from Excel source to CRM using SSIS.
- Creating SSRS reports for service module and financial data using joins and pivot tables.
- Involved in writing Stored Procedures and Triggers.
- Worked on Site Map editing and Ribbon customizations and Solutions.
- Responsible for tracking all phases of the project life cycle till successful completion.
- Implemented Grid Views, Repeaters to populate show data.

Lyft Inc, San Francisco, CA
MS CRM Developer **Feb 2017– April 2018**
Responsibilities:

- Responsible for gathering the new Business Requirements, change requests and analyzes the requirements given by the client.
- Gathered end-user's business requirements and translated them into CRM Application Functions using Web Pages/Win Forms with C# 3.5
- Created and developed Microsoft Dynamics CRM Custom Web Pages) to plug into out-of-the box MS CRM Solution
- Developed processes for Real time integration between CRM and Fusion system and vice versa using
- Prepared cost/benefit analysis of alternative solutions
- Participated in all phases of system development, consultation, and analysis, design, program analysis, programming, debugging, testing, documentation, delivery and implementation.
- Prepared Sprint Backlogs and Scrum charts which includes Task Assignment, Providing Estimates, setting up delivery dates and conducted scrum meetings as when needed.

- Analyzed, developed and integrated Custom Dashboard's for Loans and Customer Service Management.
- Working with API in .Net Framework.
- Developed custom CRM Web Application Systems by using C#, SQL Server for supporting end users' operations of small and medium businesses
- Developing application using Win Forms with VB.NET and C#.
- Involved in development of Classes using VB.NET and VB.NET that incorporates both N-tier architecture and database connectivity
- Developed MS CRM 4.0 plug in and workflow assembly to support accounting and customer services business process for system integrator client
- Integrated Web application with MS CRM by using Iframe and MS CRM Web Services
- Developed Multiple Presentation Layers with several Graphical User Interfaces using Web Forms, VB.NET 2010/2008, C#.NET.
- Used SSIS Import data into the system using multiple sources.
- Developed several Navigation Menus, Toolbar Controls, navigation bar items using CSS, JavaScript
- Provided guidance with support for clients and internal consultants to utilize CRM System
- Gathered requirements, involved in design/development/testing and documentation of various CRM/.Net. /MS Dynamics tasks
- Analyzed high level needs and scope documents for prospective customers.
- Submitted work orders with time and cost estimates
- Automated Workflow construction, customization and implementation
- Extensively Worked on Entity/Form/View Customizations and written Client-side scripts using Java Scripts
- Extensively consumed Microsoft CRM Web Services
- Wrote Plug-ins that triggers after all DML activities on database. Extensively used Plugin Profiler for debugging Plug- in during development phases

Technoidentity

TANNA MEADE

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Learning Design, E-Learning, Learning Management Systems

Learning and development professional with six years of experience in designing engaging lessons and Learning Management Systems for global teams. Proven ability to transfer technical training resources into digestible e-learning modules and develop training of new processes and software as well as assessing associate retention of training. Continuously expanding my expertise through targeted webinars and professional courses. Excited to leverage expertise in e-learning and project management action plans to drive content development. Leveraged excellent communication skills on global cross functional teams to ensure the best outcomes. Self starter with hands-on job experience in training modalities, adult learning principles, passionate about learning new things and sharing expertise.

Skills

Content development | E-learning design |Attention to detail | Cross functional collaboration |Learning management systems (LMS) | Learning assessment | Microsoft Office Suite | SharePoint | Seismic | Salesforce | Miro (whiteboard)| Smartsheet | Love of learning | Continuous improvement| Project management | Effective communication | Global Teams | Time management | Continual learning | Customer service focus

Experience

INTEGRATED DNA TECHNOLOGIES, Coralville, Iowa
Life Sciences Company producing research, diagnostics, and therapeutic products

Learning Management System Administrator, August 2023 - December 2025
Managed e-learning software for global commercial excellence division consisting of twelve service and sales departments

- Supported the needs of the global service departments on new products and processes by designing and implementing new online education curriculum and resources for 20 new launches.
- Owned content start to finish from written modules, interactive scenarios, video stories, and simulations to drive behavior change.
- Partnered with cross-functional global teams to identify training gaps and refine technical resources allowing improved quality of resources and engaging training content.
- Implemented a cross functional yearly review of content in 2025, used project management and tracked results in Smartsheet to make sure a content library of 435 lessons were reviewed and updated ahead of schedule.
- Designed and maintained global service training paths focused on employee onboarding and skills development.
- Developed and documented standard work in MasterControl for LMS processes and maintained the LMS database to ensure accuracy on a monthly basis.
- Enhanced efficiency by maintaining the Learning Management System and assigning training pathways in a timely manner for seamless user experience.

- Produced in-depth reports on associate usage to support global management decision-making. Reported overdue lessons monthly to 18 managers.
- Coordinated with business units to schedule and host ongoing sales training sessions globally to provide sales the most updated product information.

Training Coordinator, July 2022 - August 2023
Aligned onboarding and e-learning across global service groups and coordinated training schedules

- Designed and facilitated a two week universal onboarding training program for global associates.
- Developed additional e-learning modules and training pathways and assigned as needed.
- Presented training to associates on new processes and conducted hands-on training.
- Participated in three Kaizens with SMEs to improve the onboarding training process.
- Coordinated logistics for training sessions, ensuring all trainers, materials, and resources were prepared in advance.
- Collaborated with subject matter experts as needed to develop engaging and informative e-learning and in-person training content.

Training And Content Development Specialist, November 2018 - July 2022
implemented e-Learning, onboarded new associates, coordinated training schedules, developed training content

- Collaborated with management and SMEs to implement e-Learning and a LMS at IDT.
- Designed online courses for Learning Management Systems for Key Account and Quoting groups.
- Developed e-learning content utilizing my knowledge as a SME.
- Onboarded new hires in-person and remotely while updating and enhancing training materials.
- Scheduled training sessions with SMEs or trainers.
- Presented training to associates on processes and conducted hands-on training.

Custom Quote & Key Account Specialist, January 2010 - November 2018
Supported strategic customers with complex quote and orders

- Quoted complex custom orders and projects for our customers as well as turning quotes into orders.
- Collaborated with manufacturing to develop custom solutions for customer's needs, ensuring customer loyalty.
- Enhanced ordering of NGS Adapter products on a project to include a web based ordering solution.
- Managed projects for key customers to ensure their individual needs were met.

Education

Bachelor of Science Chemical Engineering | **University of Iowa,** Iowa City, Iowa

Additional Training

Seismic Learning Conference | Seismic Training and Learning Management Systems
LinkedIn Learning | Articulate Storyline Essential Training | Canva Essential Training

RAVIKIRAN K ALMI, PMP

Experience Summary

- **15+ years** of IT experience spanning business domains like Life insurance, Supplemental insurance, telecom, and manufacturing. Performed various IT roles such as tester, developer, module lead, onsite developer, architect, delivery manager.
- ALMI certified Life Insuranc**e** domain expert. IBM certified DB2 database associate, PMP Certified.
- Extensive knowledge, understanding and working experience on ITIL and ITSM frameworks. Certified TCS internal Project auditor, one of the few among the project. Worked on Project Process Improvement and Process development. Conducted project evaluations and reported results. Completed CISM certification.
- 8+ years of independent technical consultant role with client facing, single point of contact experience. Over 10 years of experience in decision over and documentation of the project scope, goals, project deliverables. Highly successful in defining and launching content management products.
- Solid work Experience in Agile Methodology.
- Extensive experience in functional testing, Enterprise Content Managements systems and Business Process Management systems**.**
- Excellent knowledge on Mainframe architecture, Z/Os architecture both hardware and software.
- Can identify, provide focus and policy guidance, and monitor performance on our enterprise and other key priorities that align to broader organizational and community-wide dynamics, needs, and issues
- Designed, developed and managed Legacy IBM Mainframes IT systems development and implementation for 6 years using COBOL, JCL, DB2, IMS, ISPF, Sort Utilities.
- Appreciated by delivery managers for being pioneer in achieving ALMI certification under Life Insurance domain across the project.

Technical Skills

Software Languages	Database	Tools	Operating Systems
• VS COBOL II • JCL • SQL • Fujitsu COBOL • Core Java • RESTful Web services • C • C++ • Spring Boot	• DB2 V 10 • IMS V 10 • SQL 2012	• FileAid • Quikjob • ISPF • Service Desk • Zendesk • CA Unicenter • HP Quality Center • IBM Lotus Notes • PVCS Version Manager • HP Service Manager	• MVS • OS/390 • Windows 7

Education Summary

Degree and Date	Institute	Major and Specialization	Percentage
Bachelor of Technology 2004-2008	Acharya Nagarjuna University, Guntur	Electronics and Communications Engineering	76%

Employment History

Client: Atos/Discover Financial Services **Location**: Riverwood, IL

Role: Sr Mainframe Admin/Project Lead June 2023 – Present

Project Description: Atos is reverse engineering the Mainframe components to modernize using Micro services. Below are the tasks I carried out. Discover uses legacy mainframe CPB systems for Customer payment and billing. It is a form a payment system. Discover wants to modernize the system so that the system accommodates the Real time same day payment. As a mainframe lead below are my responsibilities.

Responsibilities:

- Responsible to analyze the CPB system and its interface systems.
- Understand the data feed flow from the CPB and its interface systems.
- Reverse engineer the COBOL components, JCL components and document them.
- Involve in client calls and share the deliverables.
- Incorporate the review components from clients.
- Responsible to meet the required levels of service for Z/OS.
- Act as intermediate between management and development team and share the updates.
- Analyze complex SQL and optimization techniques used in CPB system and document.
- Monitored, controlled, automated mainframe software development lifecycle using Endevor.
- Analyze COBOL, JCL, CICS of PRE CPB and CPB systems.
- Analyze DB2/IMS of CPB system and document the changes.
- Analyze File System: VSAM of CPB system and document it.
- Analyze Middleware: MQ used in CPB system and document it.
- Lead the design, implementation, and maintenance of mainframe security controls, focusing on RACF and Z-Secure for CPB System.
- Extensive experience in job scheduling, monitoring, and automation using CA ESP Workload Automation.
- Knowledgeable in creating and managing schedules, calendars, and event triggers to optimize batch processing.
- Participated in migration projects transitioning from CA ESP Workload Automation to IBM Z Workload Scheduler (IZWS).
- Developed and implemented migration strategies, including job definition mapping, dependency validation, and operational testing.
- Skilled in analyzing, defining, and migrating complex batch job dependencies across workload schedulers.
- Proficient in defining job workflows and ensuring seamless execution in CA ESP and IZWS environments.
- Downloaded and prepare CICS installation files, ensuring compatibility with z/OS and system prerequisites. This may involve SMP/E (System Modification Program/Extended) for managing software and applying PTFs.
- Configured the SMP/E environment, defining datasets and allocating CSI (Consolidated Software Inventory) datasets, and specifying zones to track CICS system updates.
- Used JCL jobs to load required CICS modules into appropriate datasets, usually under SYS1.LINKLIB, and set up critical load libraries (e.g., DFHRPL).
- Set up the z/OS environment by defining parameters for the CICS region in the z/OS system. Specified memory requirements, APF authorization, and key system datasets.
- Created a set of region-specific JCLs that include DFHRPL libraries, SYSIN parameters, and log datasets. Start the region with specific resource allocation to manage storage and I/O efficiently.
- Customized the CICS System Definition (CSD) file for defining program control tables, transaction definitions, and file definitions. This includes setting up the Resource Definition Online (RDO) for dynamic updates.

- Customized tables like PPT (Processing Program Table), TCT (Terminal Control Table), and FCT (File Control Table) to control the resources and transactions available to CICS applications.
- Customized the Security Control Table (SCT) and RACF integration for controlling user access and securing transactions and data within CICS.
- Optimized buffer pool allocations, including data buffers and transient data queues, to enhance performance.
- Used transaction and task prioritization in the CICS configuration to allocate resources efficiently, especially for high-demand applications.
- Utilized monitoring tools such as CICS Performance Analyzer, and tailor options in CICS for efficient transaction management to optimize resource use.
- Used CICS macros in assembler code to handle commands like EXEC CICS LINK, XCTL, or RETURN efficiently. Fine-tune macro execution for low-level resource calls.
- Implemented diagnostic methods like TRACE for debugging assembler code, ensuring stability and catching issues in CICS-Assembler applications.
- Used assembler to interact with z/OS system calls and integrate directly with storage management, logging, and CICS-specific error handling routines.
- Planed and implemented upgrade paths from one version of CICS to the next. Used SMP/E for applying upgrade modules and verify compatibility with other IBM products.
- Imported critical configurations and data from existing CICS regions, reconfigure tables as needed, and test the stability of upgraded systems.
- Used assembler to build custom hooks or system interfaces that communicate directly with CICS for advanced functionality, enabling custom resource handling.
- Coded assembler routines to work with system storage management, enhancing control over CPU and memory allocation in high-demand CICS applications.
- Installed CICS and MQ software on mainframe systems according to vendor guidelines and best practices.
- Verified installation requirements, such as hardware, software prerequisites, and compatibility with existing system components.
- Configured installation parameters, such as installation paths, system options, and security settings.
- Customized CICS and MQ configurations to meet specific business requirements and performance objectives.
- Configured CICS regions and MQ queue managers based on workload characteristics, scalability needs, and high availability requirements.
- Defined resource settings, such as transaction routing rules, queue definitions, security policies, and logging options. Plan and execute upgrades of CICS and MQ software to newer versions or releases.
- Evaluated new features, enhancements, and performance improvements introduced in the latest releases.
- Developed upgrade plans, including system compatibility checks, data migration strategies, and rollback procedures.
- Coordinated upgrade activities with relevant stakeholders, such as application owners, system administrators, and vendor support teams.
- Monitored CICS and MQ environments using system monitoring tools, performance counters, and diagnostic utilities.
- Analysed system logs, error messages, and performance metrics to identify and troubleshoot issues.
- Investigated performance bottlenecks, resource contention, and transaction failures to determine root causes.
- Install and configure Hogan Mainframe software and associated components according to vendor guidelines and best practices.
- Configure HOGAN VSAM (Virtual Storage Access Method) databases to meet application requirements, including defining datasets, file structures, and access methods. Create, maintain, and troubleshoot JCL jobs for batch processing, ensuring efficient execution of critical mainframe tasks.
- Perform routine database administration tasks, such as creating, deleting, and modifying HOGAN VSAM datasets.

- Monitor HOGAN VSAM database performance and resource utilization to identify and address issues such as space constraints, contention, and access bottlenecks.
- Develop and maintain backup and recovery procedures for HOGAN VSAM databases to ensure data integrity and availability.
- Schedule regular backups of HOGAN VSAM datasets and implement retention policies to manage backup storage.
- Develop and maintain REXX and CLIST scripts to automate repetitive tasks for CPB system, resulting in 50% reduction in processing time.
- Utilize ISPF panels and utilities to streamline user interactions and enhance productivity in CPB mainframe environments.
- Collaborate with cross-functional teams to analyze and improve CPB mainframe workflows, optimizing resource usage and job scheduling.
- Configured SMF to collect system performance and operational data. This includes specifying which types of data to collect, defining data record formats, and configuring data collection intervals.
- Managed SMF records, including defining retention periods, setting up storage locations, and configuring archival and purging processes.
- Customized SMF configuration to meet specific monitoring and reporting requirements of the organization. This may involve defining custom record types, adding user exits, or modifying existing SMF parameters.
- Implement error handling procedures and job recovery mechanisms to minimize CPB System downtime and ensure job completion.
- Provide training and support to junior team members in JCL, REXX, CLIST, and ISPF best practices.
- Develop and enforce security policies and standards for CPB System to ensure compliance with industry regulations and company requirements.
- Administer CPB system RACF and Z-Secure configurations, managing user access, profiles, and resource controls.
- Implement role-based access controls (RBAC) to enhance security and streamline access management processes for CPB system.
- Analyze systems of zConnect or other SOA/CICS integration tools of CPB system.

Environment: DB2, SQL, SQL Server 2012, Micro Focus COBOL, MQ, COBOL, DB2, CICS, SMPE, IMS-DB, Assembler, PL1, SYSPLEX, Endevor, REXX, CLIST, CA ESP, IBM Z Workload Scheduler (IZWS).

Client: Persistent Inc/Computershare **Location:** Remote

Role: Sr Mainframe Lead/Project Lead **Apr 2022 – Apr 2023**

Project Description: Wells Fargo is migrating its COBOL, JCL components into Computershare as part of Mainframe Modernization. As part a senior mainframe developer/project Manager, I am responsible for analyzing the COBOL components and translate it to the system design document understandable non mainframes teams. Below are the tasks I carried out. Involved in LifePRO system design and development.

Tasks Completed

- Study the existing system and perform impact analysis.
- Involved in daily stand-up to provide updates on day-to-day development activities.
- Analyse the COBOL components and create the design document understandable for other teams like java and .Net.
- Worked on analysing the MQ API calls in COBOL modules and designed the system design document.
- Interact with Business Analysts, Project Managers and clear the queries they raised in COBOL components.
- Created user stories based on the technical design and assigned the user stories to developers.

- Responsible for production validation of the deliverables.
- Demonstrated proficiency in managing CA ESP Workload Automation, including advanced scheduling, job dependencies, and recovery strategies.
- Experience in transitioning scheduling environments to IBM Z Workload Scheduler (IZWS), ensuring operational continuity.
- Played a pivotal role in planning and executing migration projects from CA ESP to IZWS, encompassing data conversion, job mapping, and workflow validation.
- Collaborated with cross-functional teams to streamline migration processes and mitigate risks during the transition.
- Involved actively with client for preparing Software Requirement Document, process documentation.
- Responsible for supporting JES2 PARMLIB PROCLIB and JES2. Worked on SMPE for installation operating systems in Mainframes.
- Measured mainframe components performance using tools BMC MainView, Splunk, Intellimagic, Dynatrace and Strobe.
- Expertise in configuring and maintaining Z-Secure solutions for mainframe security.
- Administer and maintain the RACF infrastructure, including the setup of profiles, group memberships, and access rights.
- Identified the affected applications and users experiencing performance issues.
- Analysed performance metrics, such as CPU utilization, memory usage, and I/O rates, to pinpoint the cause of degradation.
- Collaborated with system programmers and performance analysts to troubleshoot and resolve performance bottlenecks.
- Implemented temporary workarounds or tuning parameters to mitigate the impact on users.
- Documented the incident details, root cause analysis, and resolution steps for future reference.
- Perform security audits and vulnerability assessments, providing recommendations for security enhancements.
- Collaborate with application owners and developers to ensure secure coding practices and enforce data encryption standards.
- Lead the development of security documentation and training materials, ensuring the dissemination of security awareness and best practices.
- Assist in capacity planning efforts to ensure RACF infrastructure scalability and support for future business needs.
- Analyzed billing notices generated in apf format designed and developed in CSF format.
- Worked on IBM Infosphere Change Data Capture (IIDR) (InfoSphere CDC) to capture database changes as they occur and delivered the changes to the target databases. Data is delivered based on table mappings configured in the InfoSphere CDC Management Console GUI application.
- Creation and execution of IMS ACB, PSB, DBD, MOD BLOCKS, DYNA, DBRC.
- Defined and managed WLM policies that govern how workloads are managed and resources are allocated. These policies include rules and criteria for workload balancing, prioritization, and resource allocation.
- Ensured seamless integration of WLM with other mainframe components, such as system automation tools, job schedulers, and performance management systems. This facilitates end-to-end workload management and provides a comprehensive view of system performance.
- Developed process to dump IMS database segments, convert to DB2, and load to new DB2 format.
- Generated reports using Tableau.
- Involved in identifying the impacted COBOL modules as part of Z OS upgrade and installation and provided the necessary compilation steps. CICS regions system setup, maintain and support.
- Have worked on PL1-DB2 program. Have worked on implementing IMS checkpoint restart in PL1 programs.
- Expert in CICS web enablement and performance tuning, setting security.

- Performed of z/OS performance analysis using various tools like IBM"s RMF, SMF and subsystem analysis tool.
- Involved in development and support activities related to LifePRO.
- Worked on report generation and designing adhoc queries for LifePRO system, as per the client requirements.
- Provided enhancement to LifePRO system based on Life Insurance domain expertise.
- Performed IMS DBDGEN, PSBGEN and ACBGEN as per application request. Passed The Parameters from Jcl to Assembler Program.
- Used CD/CI DevOps Pipeline for deploying project artifacts in to various project environment.
- Involved in on-call support during weekends. Mentor and manage new resources about the system.
- Prepare Master Test Plan, formulate testing approach, create test scenarios and test data.
- Co-ordinate with testing teams, UAT teams, Production support team, Development teams and fix defects raised.
- Implement the code in Production and fix any problems.
- Document Lessons Learnt.
- Used VB Script to design a tool that compares two folders and create an output folder which contains common documents for both.

Environment: Mobius Z/Os, SQL, SQL Server 2012, LifePRO, Fujitsu COBOL, VBScript MQ, COBOL, DB2, CICS, SMPE, IMS-DB, Assembler, CA ESP, PL1, SYSPLEX, RACF, Z-Secure, CLIST, IBM Z Workload Scheduler (IZWS).

Client: Morgan Stanley **Location:** Remote

Role: RACF and ACF2 Mainframe Security Analyst/Project Lead. **Mar 2021- Apr 2022**

Project Description: As part a senior mainframe developer, I am responsible for Etrade conversion project. Worked with interface teams and resolve the issues that are security related requirements to EPR which involves RACF and ACF2. Below are the tasks I carried out.

Tasks Completed

- Study the existing system and perform impact analysis.
- Involved in daily stand-up to provide updates on day-to-day development activities.
- Monitor the daily mainframes/SSIS production jobs using dwc-eagle and work with operations team for any issues. (Production support).
- Generated reports using Tableau.
- Oversee the day-to-day Etrade system operations of mainframe systems, ensuring optimal performance, availability, and reliability.
- Lead Etrade system maintenance and upgrades, including installing patches, service packs, and system enhancements.
- Architect and maintain the Etrade mainframe infrastructure, including hardware, storage, networking, and virtualization components.
- Automated scheduling and monitoring tasks to reduce manual intervention in both CA ESP and IZWS platforms.
- Designed scripts for proactive alerts and job analytics to enhance workload visibility.
- Authored comprehensive migration manuals and scheduler operation guides tailored for IZWS.
- Conducted workshops and training sessions to upskill team members and align them with the new platform's functionalities.
- Lead capacity planning efforts, ensuring that the infrastructure can support current and future business needs.
- Implement security controls and access management solutions to safeguard sensitive Etrade mainframe data and resources.

- Create, maintain, and troubleshoot JCL jobs for batch processing, ensuring efficient execution of critical mainframe tasks.
- Develop and maintain REXX and CLIST scripts to automate repetitive tasks, resulting in reduction in processing time.
- Utilize ISPF panels and utilities to streamline user interactions and enhance productivity in mainframe environments. Install and configure Hogan Mainframe software, including the necessary components for managing VSAM databases.
- Configure VSAM datasets according to application requirements, including defining key structures, record formats, and access methods.
- Set up connectivity between Hogan Mainframe systems and other infrastructure components, such as network devices and storage subsystems.
- Perform routine administration tasks for VSAM databases, such as creating, modifying, and deleting datasets.
- Monitor database performance and resource utilization, identifying potential bottlenecks or issues.
- Implement backup and recovery procedures to ensure data integrity and availability in the event of failures or disasters.
- Tune database parameters, file organization, and access methods to optimize performance and efficiency.
- Implement access controls and security measures to protect sensitive data stored in HOGAN VSAM databases.
- Define user roles, privileges, and permissions to restrict access to authorized personnel.
- Monitor access logs and audit trails for suspicious activities or security breaches, taking appropriate action as necessary.
- Monitor Hogan Mainframe systems and VSAM databases using system monitoring tools and performance metrics.
- Identify and troubleshoot issues related to database performance, connectivity, or data integrity.
- Investigate and resolve incidents and errors reported by users or automated monitoring systems.
- Collaborate with system administrators, developers, and vendors to diagnose and resolve complex problems.
- Implement error handling procedures and job recovery mechanisms to minimize downtime and ensure job completion.
- Provide training and support to junior team members in JCL, REXX, CLIST, and ISPF best practices.
- Installed and configured BMC ThruPut Manager according to the provided documentation and installation guides. This includes setting up the necessary configuration files, defining system parameters, and establishing communication with other components of the mainframe environment.
- Provided ACF2 capability to remove data sets and volumes from the system.
- Installation and administration of SYSPLEX in Z/Os environment.
- Determined the resource requirements for BMC ThruPut Manager based on the expected workload and job processing demands. Allocated sufficient system resources, such as CPU capacity, memory, and storage, to accommodate the workload managed by TPM effectively.
- Designed ACF2 privileges and special privileges, access control features, auditing features.
- Involved actively with client for preparing Software Requirement Document, process documentation.
- Execute RACF commands for users to provision required access using mainframes zSecure.
- Involved in planning, developing Identity access Mock runs for users and bulk uploading the entitlements for impacted users.
- Defined data collection interval RMF III and RMF/PM related performance data from various system components, such as CPU, memory, I/O, and storage.
- Ensured that sufficient storage space is allocated to store the performance data collected by RMF III. Considered long-term storage requirements for historical analysis and reporting
- Involved in identifying the impacted COBOL modules as part of Z OS upgrade and installation and provided the necessary compilation steps.

- Working knowledge on SMP/E.
- Involved in on-call support during weekends. Mentor new resources about the system.
- Prepare Master Test Plan, formulate testing approach, create test scenarios and test data. Mentor and Manager new resources.
- Co-ordinate with testing teams, UAT teams, Production support team, Development teams and fix defects raised.
- Implement the code in Production and fix any problems.
- Document Lessons Learnt.

Environment: Mobius Z/Os, SQL, BMC, SQL Server 2012, RACF, ACF2, in-house EPR tool, dwc-eagle, zSecure, SMP/E, SYSPLEX, CA ESP, IBM Z Workload Scheduler (IZWS).

Client: Aflac **Location**: Remote

Role: Datacap Developer **Apr 2018 – March 2021**

Project Description: Aflac is implementing Minerva application in Datacap imaging tool to capture documents from various image sources like email, scan folder. The Minerva application involves tools like Datacap Studio, Datacap Navigator. Below were the tasks I worked on.

Tasks Completed:

- Study the existing Datacap application systems and come-up with the solutions for Minerva imaging application.
- Design and develop application using global rulesets using Datacap Studio. Created document hierarchy in Datacap Studio.
- Extensive experience managing CA ESP Workload Automation with advanced job scheduling, dependency management, and troubleshooting.
- Successfully led migration initiatives to IBM Z Workload Scheduler (IZWS), ensuring seamless transition and minimal downtime.
- Developed and implemented migration strategies, including job flow mapping, data translation, and workflow optimization between scheduling tools.
- Ensured precise alignment of batch workflows and scheduling logic during the transition to IZWS.
- Created task profiles in Datacap Studio.
- Created shortcuts and queues in TMWeb, Datacap Navigator.
- Created custom panels using Datacap Navigator.
- Participated in Scrum daily stand-up and reported the status of the development and unit testing of user stories assigned.
- Worked with Technical architects, Business analysts, QA team and Admin team for project related tasks.
- Successfully launched the DataCap Imaging solution into Aflac.

Client: Apple Inc. /Infosys. **Location**: Sunnyvale, CA

Role: Sr IBM Content Navigator Developer **May 2017 – Mar 2018**

Project Description: eDMS is a custom web application built on Struts and Hibernate frame work is a document management and workflow system. Apple is planning to move the existing system to FileNet IBM Content Navigator. This involves design and developing IBM Content Navigator custom UI. Below were the tasks I completed.

Tasks Completed

- Study the existing system and come-up with the IBM Content Navigator UI design using React JS & Dojo.
- Provided effort and budget for various development tasks involving IBM Content Navigator Plugin development.
- Responsible for interaction with Project Manager and Account manager for Project Risk analysis, Project Planning, Resource planning for the eDMS project.

- Developed various content Navigator plugins and implement them. Integrate the IBM Content Navigator with Daeja Viewer to enable editing.

Client: PepsiCo/Cognizant Technology Solutions. **Location**: Plano, Texas

Role: Senior FileNet Developer **Apr 2016 – Apr 2017**

Project Description: PepsiCo uses **PDMS** for enterprise content management and document management using the FileNet system. Below was the task I completed.

Tasks Completed

- Study the existing system and perform impact analysis.
- Analyse the existing system to find out the re-usable components, dependencies and design System Impact Analysis document for the same.
- Responsible for end-to-end Feature Management, i.e., Feature Grooming, Feature/Release Planning, Sprint Cycle, Release Management.
- Developed the code for various functional modules in the project. Review Unit Test Results, Defect Tracking.

Client: ACE View – CHUBB/Cognizant Technology Solutions **June 2015 – March 2015**

Role: Solution Architect **Location**: Philadelphia, PA

Project Description: ACE currently known as CHUBB is a Life Insurance Client. ACEView application is to replace the aging Classic Apollo platform provided by Vignette (an Open Text company) that has surpassed its End of Support (EOS), it is unable to support the operational needs of the ACE business. To overcome these drawbacks, a robust extensible and stable platform based on IBM FileNet for the document management and workflow capabilities is required. To overcome these drawbacks, a robust extensible and stable platform based on IBM FileNet for the document management and workflow capabilities is required. Hence the Birth of new version "ACE View".

Tasks Completed:

- Involved in Requirements gathering for ESISView Release 2 using the delta from ACEView Release 1 from Business Analysts, Enterprise Architects and Developers.
- Involved in Understanding, Reviewing and Delivering the NA ESIS View Release 2 – Functional Design Documents for Lost Account, File Ingestion and Bulk Import Components.
- Co-ordinated with Apollo Classic SME in incorporating the review comments for File Ingestion module.

Client: AT&T (Ventera Systems) **Location:** Reston, Virginia, USA

Role: IBM Content Navigator Specialist **Feb 2015 – June 2015**

Project Description: AT&T is working for Content Management requirement using IBM Content Navigator. This project involves developing custom, FileNet applications as well as supporting existing projects. Below were the tasks I completed.

Tasks Completed

- Worked with analysts, developers, project managers and stake holders to capture, define, design, and eventually developed system requirements.
- Provided technical documentation, solution prototypes, conduct demonstrations of work in progress and completed work to business subject matter experts and other technical staff as requested/required.
- Reviewed the system requirements and user stories to provide LOE's.
- Worked in Agile methodology to develop Content Management solution.

- Fine tuning FileNet Content Navigator performance to enable bulk uploading multiple documents.

Employer: Tata Consultancy Services

Client: Prudential Financial **June 2013 to December 2014**

Role: Mainframe Developer/Onsite Developer **Location:** New Jersey, United States of America

Project Description: LifePRO is a Life Insurance Administration Solution application owned by EXL. This product is being used by Prudential Financial to administrate Prudential Life Insurance policies. Worked on Application Development, Maintenance & Environment support to Prudential's LifePro policy administration system. LifePRO supports different kinds of processing required for a policy after being issued to Policy Owners. It governs the New Business system, Name & Address change system, Billing & collections System, Event Notifications System, Agency and commissions system, check writing system, claims & Reports System and etc. I am part of the Application development and enhancement team. The technology stack includes SQL Server 2005, Visual Studio 2005, PVCS, LifePRO, Fujitsu COBOL. Below are the tasks completed.

Tasks Completed

- Study the existing system and perform impact analysis.
- Involved in developing new PRU ONE term insurance product by analysing the existing LifePRO system to find out the re-usable components, dependencies and design System Impact Analysis document for the same.
- Involve actively with client for preparing Software Requirement Document.
- Perform requirement analysis and design using the reusable components keeping in mind the dependencies.
- Prepare Master Test Plan, formulate testing approach, create test scenarios and test data.
- Develop the code for various functional modules in the project. Review Unit Test Results, Defect Tracking. Ensure optimized and cost-efficient functioning of individual code modules.
- Co-ordinate with testing teams and fix defects raised.
- Implement the code in Production and fix any problems.
- Document Lessons Learnt.
- Used VB Script to design a tool that compares two folders and create an output folder which contains common documents for both.
- Coordinated with system administrators, operations teams, and application owners to plan and schedule IPLs during maintenance windows or non-peak hours.
- Maintained detailed documentation and procedures for performing IPLs, including pre-IPL checks, shutdown procedures, IPL sequences, and post-IPL validations.
- Conduct pre-IPL checks to ensure system health and readiness, including verifying disk space availability, checking hardware status, and reviewing system logs for any errors or warnings.
- Executed IPL procedures according to established guidelines, ensuring proper sequencing of system components and minimizing downtime impact on users and applications.
- Performed post-IPL verifications to confirm successful system startup, validate system configurations, and verify application availability and functionality.
- Communicated IPL schedules, status updates, and any unexpected issues to relevant stakeholders, including application owners, business users, and IT management.
- Collaborated with disaster recovery teams, business continuity planners, and third-party vendors to plan and prepare for DR exercises, including defining objectives, scope, and success criteria.
- Defined DR scenarios based on potential threats, risks, and business impact assessments. This may include scenarios such as data center failures, hardware outages, natural disasters, or cyberattacks.
- Developed comprehensive test plans outlining DR procedures, roles and responsibilities, communication protocols, and testing methodologies. Ensure alignment with regulatory requirements and industry best practices.

- Executed DR simulations in a controlled environment, simulating real-world scenarios and following predefined procedures for failover, system recovery, data restoration, and resumption of critical business operations.
- Evaluated the performance of DR procedures, systems, and personnel during exercises. Identify gaps, bottlenecks, and areas for improvement in DR readiness, responsiveness, and effectiveness.
- Documented DR exercise results, including observations, findings, lessons learned, and recommendations for enhancements. Provide reports to senior management, audit committees, and regulatory authorities as required.
- Conducted training sessions and awareness programs for staff involved in DR activities, ensuring they are familiar with their roles, responsibilities, and procedures during DR events.

Environment: Fujitsu COBOL, SQL, VBScript, SQL Server 2012, Serena PVCS Version Manager

Employer: Tata Consultancy Services **Feb 2010 – Apr 2013**

Client: AXA-Equitable/AXA-US

Role: Module Lead/Mainframe Developer/System Analyst **Location:** Chennai, Tamil Nadu, India

Project Description: CAPS is Legacy Life Insurance Mainframes Administrative application. CAPS is acronym for COMPUTER ASSISTED POLICY HOLDER SERVICE. It is mission critical application essential for Life Insurance daily operations, like accounting, annual dividend scale processing, DTCC feed, daily reports for AXA-Equitable team. As a module lead, I was responsible for day-to-day activities for CAPS project and supervising the team. Also involved in Z/Os upgrade, administration and Installation LPAR, SYSPLEX. Below were the tasks I completed.

Tasks Completed

- Actively involved with onsite counterpart and client for preparing BRD documents.
- Study the existing system and perform impact analysis. Perform requirement analysis and design using the reusable components keeping in mind the dependencies. Prepare Master Test Plan, formulate testing approach, create test scenarios and test data.
- Involved in migrating impacted COBOL programs from COBOL for AIX to COBOL for OS/390 & VM into production.
- Responsible for supporting JES2 PARMLIB PROCLIB and JES2. Worked on SMPE for installation operating systems in Mainframes.
- Installation and administration of SYSPLEX in Z/Os environment.
- Involved in migrating impacted COBOL programs from COBOL for OS/390 & VM to VS COBOL II in production. Involved in DB v10 migration of impacted COBOL programs.
- Created COBOL program that creates DTCC feed from DB2 Database using DB2 Cursor.
- Worked on creating VSAM datasets KSDS, ESDS and implemented the same in production.
- Worked on creating GDG Datasets for storing recurring multiple volume data.
- Worked on creating JCLs for Sorting, removing Duplicates in datasets and moved them in Production environment.
- Involved in Analysis, identifying the JCL jobs and fine tuning long running steps, splitting jobs and removing inter-job dependencies for mainframe batch optimization.
- Involved in mainframe batch governance using SDSF. Actively involved in daily production job monitoring which are critical for daily business operations.
- Analyse the existing system to find out the re-usable components, dependencies and design System Impact Analysis document for new insurance product changes (Term Life Products).
- Design and development of programs and jobs using JCL, VS COBOL II, VSAM, DB2 for various functional modules in the project.
- Designed and developed billing notices in afp format using CSF.
- Review Unit Test Results, Defect Tracking. Ensure optimized and cost-efficient functioning of individual code modules.

- Prepare the checklist for the list of software modules needs to be migrated for releasing the application into production environment.
- Implementation of the modified components in production environment.
- Ensure the overall quality of the project. Certified TCS Internal Process Auditor.
- Responsible for preparing Project Metrics and shared with management.
- Establish "Best Practices" and plan for continuous improvement of processes.
- Successfully designed, developed and implemented legacy mainframes solutions.

Environment: IBM Mainframes, DB2 V9, IMS DB 10, VSAM, CSF, IBM SCM, SPUFI, ISPF, QMF.

Employer: Tata Consultancy Services **Mar 2009 – Jan 2010**

Client: AXA-Belgium

Role: Tester **Location:** Siruseri, Chennai, India

Project Description: Test Factory is a dedicated team for testing various insurance applications used by AXA-Belgium team. These are new applications which involves gaining application knowledge from client SME and creation of test cases in quality center. Designed and developed test cases for various application for Test Factory project. Below were the tasks I completed.

Tasks Completed:

- AXA-Belgium is the end client.
- Gained Application knowledge for various insurance applications Azimut, LSS and MZ from Client SMEs. Created test cases for these applications from scratch in Quality Center.
- Identification of functions that application has to perform.
- Prepared Regression Test Plan for LSS application and executed them based on Client request.
- Executed test cases in compliance to on time and on budget and Tata Consultancy internal process.
- Comparison of actual and expected test cases and raise defects in Quality Center.

Environment: Mercury Quality Center, IBM Lotus Notes SCM, COBOL, JCL, IMS DB

Employer: Tata Consultancy Services **Dec 2008 – Feb 2009**

Role: Trainee **Location:** Thiruvananthapuram, Kerala, India

Project Description: Had initial learning program in Mainframes technology, COBOL, JCL at Thiruvananthapuram, Kerala. Later shifted to Chennai for project assignment.

Environment: COBOL, JCL, IMS DB, DB2

Sandeep P

Visa: US Citizen

Location: NJ

PROFESSIONAL SUMMARY:

- Over **7+ years of experience in Administration and Development on Database Design using SQL server 2012, 2014, 2016 servers.**
- Experience in **Installation, Configurations, Implementation and Administration of MS SQL Server 2012/2008 in Production, Test and Development Environments.**
- Experience in upgrading **MS SQL Server 2008/2008 R2 to MS SQL Server 2012 and 2014.**
- Expertise in **provisioning and configuring Servers and Databases in Microsoft Azure Platform as a Service (PaaS) and Microsoft Azure Infrastructure as a Service (IaaS).**
- Excellent working knowledge of various new features of **SQL server.**
- Experience in creating Tables, Views, cursors, stored procedures, functions and database triggers.
- Experience in **SQL server 2008\2008R2\2012 clustering, Active-Active and Active-passive.**
- Experience in **SQL Server 2008\2008R2\2012 Replication and mirroring.**
- Experience in **SQL Database\Server\Instance\Cluster upgrade and migration.**
- Experience in applying SQL server patches, hot fixes, cumulative updates and service packs in clustered and non-clustered environments.
- Generated **DDL scripts for creation of new database objects like tables, views, sequences, functions, synonyms, indexes, Triggers, Packages, Stored procedures, roles and granting privileges**
- Implemented Side by Side Migration of MS SQL SERVER 2005 to 2008 and later versions.
- Experience in providing 24x7 Production support.
- Experience developing and monitoring **ETL Packages and DTS packages using SQL server Integration Services (SSIS), developing reporting solutions using SQL Reporting Services (SSRS).**
- Extensive experience in data migration between homogeneous & heterogeneous systems using various tools (Bulk Insert, BCP, DTS and SSIS).
- Extensively used performance monitor/SQL profiler to solve dead locks/long running queries.
- Experience in creating Jobs, Alerts, SQL Mail Agent, Database Mail and Scheduled DTS and SSIS Packages based on Business or application needs.
- Experience in migration of **Data in Excel, Flat file and Teradata to and from MS SQL Server by using SQL Server SSIS.**
- **Migrated data from Access – SQL Server – Azure cloud premises.**

- Hands on experience with focus on **Database design and Development using different tools of ER diagram, Normalization techniques, T-SQL (DDL and DML) Coding and installing, upgrading, configuring and implementation of MS SQL Server 2008/2012 in Windows Environment.**
- Very good in implementing **security, configuring subscriptions for SSRS reports.**
- Used **Send Mail, Bulk Insert, Execute SQL, Data Flow, Import Export control extensively in SSIS**
- Experience in using Performance Monitor/Profiler to monitor and solve performance issues like long running queries.
- Experience in implementing database consistency checks using DBCC Utilities.
- Having nice experience of monitoring client servers using IDERA/BMC Remedy (system centre operation manager) tool.
- Connecting remote SQL Servers as Linked Servers and Adhoc SQL Functions like Open row sets.
- Advanced understanding of SQL Server Disaster Recovery (DR) requirements, capacity planning, MS SQL Clustering, Performance tuning and maintenance plan set up.
- Hands on experience with Database Engine Tuning Advisor, creating and rebuilding Clustered and Non-Clustered Indexes.
- Experience in maintenance of Database authentication modes, creation of users, configuring permissions and assigning roles to users.
- Experience in Code Optimization and improving efficiency in databases including indexing, Recompiling Stored Procedure, user defined functions and performing other maintenance tasks.
- Good team player, optimistic, strong interpersonal and communication skills.

TECHNICAL SKILLS:

Operating Systems	Windows Server 2012/2008, 2016 Windows 7/Vista/XP, Linux, UNIX.
Databases	MS SQL Server 2012/2014, 2016 MS Office Access, Microsoft Azure.
Languages	SQL, HTML, NOSQL, T-SQL, C#, JavaScript, CSS, Postgre SQL.
Applications	Microsoft Office, Excel, Setting up Log Shipping & using DTS (Data Transformation Service), Administration and Installing of MS SQL Server 2012, 2014.
SQL Server	Management Studio, Business Intelligence Development Studio, Enterprise Manager, Query Analyzer, Profiler, Performance Monitor, SQL, T-SQL, DDL, DML, Stored Procedures, UDF, Triggers, DTS/SSIS, Log Shipping, Server Network Utility, Database Tuning Wizard, Index Tuning Wizard, SSIS, Microsoft Clustering Services (MSCS),
ETL & Reporting Tools	SSIS, SSRS, SSAS.

Others	Diagnostic Manager, Quest Spotlight, SQL Light speed, Agile, Jira, Bugzilla, BMC Remedy, Sharepoint.

PROFESSIONAL EXPERIENCE:

Bed Bath and Beyond, Union, NJ

Feb 2018- Present

Role: - Sr. SQL Server DBA

Responsibilities: -

- Set up the high availability with always on from scratch.
- Architected the Migration of different data center consolidations.
- Implemented the strict change control mechanism across the production server.
- Implemented best practices SQL server settings by configuring different settings like Min and Max Memory, Cost threshold for Parallelism , MaxDOP and many more.
- Implemented strict policies and access control on the SQL server security by effectively implementing different innovative AD Groups.
- Effectively solved the application slowness issues and any business related queries which falls under strict SLAs.
- Used **Send Mail, Bulk Insert, Execute SQL, Data Flow, Import Export control extensively in SSIS**
- Pro-Active approach to maintain the overall health of the SQL server by taking full accountability and responsibility of the servers I was assigned to.
- Actively involved in scrum meetings for requirement analysis, task analysis, progress discussions
- Experience in Resolving the Memory contentions using SQL Min/Max Settings, SQL 2012 Resource governor and Lock Pages in Memory settings, Page File settings, Memory related DMV's.
- Diagnose and troubleshoot OS components that may impact SQL Server availability, such as memory, CPU, disk space, security, etc.
- Identify deadlock, blocking scenarios and Perform Re indexing and Index defrag operations for the maintenance of large tables to resolve performance issues.
- Implemented High Availability Disaster Recover Technology like Clustering, Database Mirroring, Log Shipping, and Replication such as Transaction, Snapshot and Merge in SQL Server 2008 R2, 2008, 2005 now a day implementing Always OnHigh Availability Groups with SQL Server 2012/2014.
- Backup and recovery of production databases (using 3rd party tool Litespeed) on daily /weekly basis to ensure data integrity, striping the backups to ensure easy backup management.
- Perform database monitoring data and log growth, Jobs, Alerts, disk usage and cleanups, using various custom scripts in SQL Server Agent jobs, setup of Database Mail /operators for alerting.
- **Database Design** -reviewing\approving database designs before moving to production.

- Proactively monitor and resolve SQL Server events like service down, agent down, backup failures, job failures, SSIS package failures, distributed query failures using linked servers, unplanned cluster failovers, replication failures, mirroring failures, log shipping job failures etc. insufficient disk space for database or log to grow, database or log full errors, tempdb errors etc.,
- **Database Code** – reviewing\approving database code before moving to production
- Database Test Turn support – responsible for creating, documenting, coordinating, communicating and executing turns for stored procedure, tables, views, DTS packages and SSIS packages for Test.
- Database Data Loading – data loading through application code, DTS packages, SSIS packages, BCPing, FTping, or exports
- Database archiving\purging – responsible for determining what data should be archived\purged.
- Database Size – Maintaining space requirements for Database and monitoring for change.

Environment: T-SQL, MS SQL Server 2008R2/2012/2014/2016, SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS), MS Excel, Windows.

OPTUM HEALTH - Eden Prairie, MN

Jan 2017 – Feb 2018

Role: Database Administrator

- Installed, configured SQL Server 2008, 2008R2, 2012, 2014 and 2016 on Production, Development and UAT boxes.
- Installed, configured Oracle 9g, 10g, 11g and 12 c on Development, Staging and Production boxes.
- Migrated Oracle data from SQL to Oracle.
- Migrated Oracle data from Oracle 10g to 11g version and configured the servers on High availability.
- Created backups using Dell Rapid Recovery for server level and Rubric for SQL servers.
- Used RMAN backups to take the backups of oracle servers and automated the process using the agent.
- Involved in designing and implementing the disaster recovery with High availability solutions like Always on Availability Groups, Failover Clustering, Mirroring, Log Shipping and Replication.
- Using different tools from IDERA suite like SQL Diagnostic manager for monitoring 24/7 Performance measures, SQL Defrag Manager to effectively manage the hot fixes, SQL Virtual Database to access data in SQL backup files without restoring.
- Wrote Power Shell scripts in place of TSQL batch script for daily maintenance activities to improve performance and monitoring all SQL Servers in central management server.
- Improved system security through setup and ongoing maintenance of and SQL servers.
- Involved in resolving various production tickets created daily as per the SLA (Service Level Agreements).

- Migrated SQL Server 2005 to SQL Server 2008, SQL Server 2012 and SQL Server 2014.
- Migrated Oracle servers from 9g to 11g and 10g to 11g.
- Create and design backup and restore strategies on Rubric servers based on application needs.
- Database Integrity Checks, Update Database Statistics and Re-indexing.
- Involved in granting various authorizations and privileges to different users.
- Working on Log shipping and mirroring and replication.
- Implemented Always-On Availability Groups (AAG) and HA/DR Troubleshooting
- Resolved Deadlock & Blocking Lock Issues by setting Trace Flags like T1204 and T1205.
- Documented the migration process involved in all Editions and Versions of servers.
- Working on SSIS packages and configuring permissions and automating packages for monthly and daily routine jobs.
- Working on SSRS to deploy in Dev, UAT and Production boxes. Also configured user permissions for their accessibility.
- Working on monitoring tools like Dynatrace and Solar Winds to Monitor the server condition on BWL's network.
- Working on HA-DR solutions available in Database world.
- Created data extracts for Netteza SQL as part of data analysis and exchanged with internal staff.
- Involved in Data loading process for Data warehouse using Netteza appliance.
- Created Different Reports using SSRS advance technologies
- Involved in creating Database Maintenance Planner for the Performance of SQL Server, which covers Database Integrity Checks, Update Database Statistics and Re-indexing.
- Worked on this project as Oracle Core DBA. Planning and scheduling Backups, Database Recovery, taking Logical Backups (with Export /Import), Database backup (Hot & cold).
- Debugging troubleshooting with database performance and tuning issues.
- Tuning SQL Queries.
- Coordinating with team members.
- On Call 24*7 Production Support.

Environment: MS SQL Server 2000\2005\2008\2008R2\2012\2014 & 2016, Netteza, MS- Access Windows 2003 Server, Windows 2008 R2 Server, Windows 2012 & Windows 2012 R2, Oracle 9g, 10g, 11g and 12c, SolarWinds, PowerShell, SSIS, SSRS, T-SQL, MS Visual Studio 2008/2010.

SQL Server Database Administrator

Jan 2015 to Jan 2017

Aspiraconnect, Dallas, TX

Aspira Connect provides connected experiences for the outdoor recreation industry. Its comprehensive suite of reservation and licensing technology and service solutions support federal, state, provincial, and local government park, campground, and conservation agencies, conveniently connecting them with outdoor adventure seekers from around the world. Aspira is headquartered in Dallas, TX with nine offices worldwide.

Responsibilities:

- Installed stand-alone SQL Server 2016 on 64 bit systems.
- Implemented and maintained Always on Availability Group as Disaster Recovery solution on SQL Server 2016
- Migrated 2005 SQL Databases into 2014 SQL databases using Side-by-side Migration process.
- Implemented and maintained Log shipping as Disaster Recovery solution.
- Creation and management of Database maintenance plans for various database consistency checks.
- Installed, configured and administered Windows Server 2012 R2, Active Directory, and VMware.
- Rebuilding the indexes at regular intervals for better performance.
- Checking Database health by using DBCC commands and DMV's.
- Prepared the documentation for migrations and disaster recovery plans.
- Worked on configuring Linked Servers to execute commands against OLE DB data sources on different servers.
- Configuration and Maintenance of SSRS. Generated reports using SSRS
- Extensively worked on Developing SSAS Cubes, Aggregation, KPIs, Measures, Partitioning Cube, Data Mining Models and Deploying and Processing SSAS objects.
- Extensively worked on Developing SSAS Cubes, Aggregation, KPIs, Measures, Partitioning Cube, Data Mining Models and Deploying and Processing SSAS objects.
- Created jobs for rebuilding of indexes and updating statistics.
- Installed and configured SQL Server Reporting Services (SSRS).
- Auditing of database for Worked on logins, user permissions and security in SQL server level and fixing orphaned users and worked on logins, user permissions and security in SQL server level.
- Monitoring SQL server LOGS, Application logs (Event Viewer), Tuning SQL server databases using SQL Profiler, Performance monitor, database tuning advisor.
- Created and managed databases across Development and Production instances using SQL Server Management Studio.
- Plan capacity specification requirements for new database servers.

Environment: Microsoft Windows 2008 Server, Microsoft SQL Server 2008 R2, Microsoft SQL Server 2012, 2014 and 2016, Windows 2003 Server.

S&P CAPITALIQ, New York, NY **Mar 2012 – Jan 2015**

Role: - SQL ADMINISTRATOR

Responsible for supporting the S&P CAPITALIQ Production and Staging SQL Server (global) Databases over 2.3 TB size of individual database. The DBA team includes 20 DBAs (7 in US, 13 in India). Support around 300 SQL Server instances with around 6000 databases, which include the following environments: Transactional replication, log shipping, mirroring with stand along server, and also clustered server. It includes SQL Server 2008/2008R2, and SQL Server 2012.

Responsibilities:

- Configure & maintenance of Always On for tier 1 servers.
- Scheduled maintenance on databases and capacity planning to increase performance and productivity.
- Created and managed schema objects such as Tables, Views, Indexes and referential integrity depending on user requirements.
- Implemented Functions, views, triggers and stored procedures and enforced business rules using constraints.
- Created Database Objects like Tables, Stored Procedures, Views, Triggers, Rules, Defaults, user defined data types and functions in SQL Server based on application needs.
- Developed SQL reports and automated sending to several end users using SSRS.
- Used SQL Server Profiler to trace the slow running queries and tried to Optimize SQL queries for improved performance and availability.
- Performance tuning of SQL queries and stored procedures using SQL Profiler and Index Tuning Wizard.
- Prepared Documentation for the Disaster Recovery Plan, Worked in Active passive cluster environment
- Extensively worked on trouble shooting and fine-tuning of databases for its performance, Rebuilding indexes with different fill factors and update statistics manually as required.
- Worked extensively in Query analyser and profiler for tuning queries using variable for characteristics and query costs.
- Responsible for Performance tuning of SQL servers and application issues related to Migration.
- Worked on critical consolidated environment with upgrades and hotfixes with minimal downtime.
- Created Documentation for steps need to be taken while upgrading the SQL server 2000 to SQL server 2005.
- Managed data warehouse SQL Servers and assisted ETL developers with the load activity and trouble shoot issues related to loads.
- Migrated data from SAS environment to SQL Server 2005 with SQL Server Integrated Services (SSIS).
- Migrated DTS objects to SQL Server Integrated Services (SSIS) environment. Responsible for Deploying, Scheduling Jobs, Alerting and Maintaining SSIS packages

- Experience in automating day to day maintenance tasks using PowerShell scripts, converting existing TSQL batch scripts to PowerShell scripts and improving SQL Server maintenance jobs performance.
- Recovered the System and User databases from suspect mode, Expert in sizing Temp database.
- Expertise in DBA tasks like handling user's permissions and space issues on Production and handling maintenance jobs including backups and restores.
- Installation and Maintenance of Oracle 10g, 11g on LINUX and Window platforms.
- As a part of SQL DB team, was primarily responsible for planning DR, ensuring databases are online and providing infrastructure and application DB support.
- Excellent experience configuring and maintaining all three types of replication like transactional snapshot and merge replication
- Installed, configured and maintained MS SQL fail over clustering for critical production servers

Environment: SQL Server 2005/2008/2012 Enterprise Edition, .Net 3.5, SQL BI Suite (SSAS, SSIS, SSRS),OLTP, OLAP, PPS, XML, T-SQL, WEP, WPA (TKIP, AES), MS PowerPoint, MS Project, MS Access 2003 & Windows Server 2003.

Olivia. A

Professional Summary:

- Around 14 years of well experienced in the industry with the Development and Architect in Dot Net related technologies such as ASP.NET, C#, C++, ADO.NET, MVC, AJAX, VB.NET, Java Script, WEB services, Web API, HTML, CSS, WCF, WPF, Silverlight, XML, XAML, LINQ, SSIS, SSRS and SQL Server. PostgreSQL/NoSQL/Dynamo DB, Encompass, optimal blue or black knight, Kendo, AWS, Kafka, SAML V 2.0.
- Developed, Configured and deployed a variety of .NET Framework Applications including Win Forms, Web Services, WCF, Web Forms and Windows Services.
- Developed and Designed Webpages with ASP.NET, C# using Sitecore 3.1.
- Experience, emphasizing responsibilities and achievements related to .NET development. Include information such as the company name, job title, dates of employment, and a bulleted list of accomplishments. For Atlassian, you might want to highlight experience with collaboration and productivity tools.
- Experience in leading teams and coaching them on how to create well-written, optimized, and secure Microsoft .NET applications using C#, ASP.NET, WCF and SQL Server.
- Experience in developing rich, uniformed User Interface using CSS, Microsoft Azure, Master pagesThemes, AJAX Controls, Web parts, Agile Development and JQUERY
- Strong in Object–Oriented Programming concepts (OOPS) such as; Encapsulation, Inheritance, Polymorphism, and Data Abstraction and Relational Database Management System (RDMS) Concepts.
- Experience in designing, configuring Enterprise level security for .NET framework applications, and implementing Code Access Security.
- Strong hands on experience with Microsoft.Net and its components: C ADO. Net ASP. Net web services and localization.
- Highly experienced with source code management tools like git, subversion, Perforce
- Experienced with software build automation tools like Ant, Maven, Ansible for the software project management
- Expertized in using JIRA software with Jenkins and github for real time bug tracking and issue management
- Experience with industry standard information protection, data security guidelines, secure coding techniques best practices i.e. PCI, SOX, OWASP
- Experience with JIRA, GIT, GitHub, Team Foundation Server (TFS), Microsoft Visual Source Safe (VSS), SVN.
- Experienced in integrating different Microsoft BackOffice Components such as SharePoint and IIS with MS SQL Server.
- Experienced with .NET Software Development, Relational Database Development and Front - end Web UI/UX Development including supporting .NET frameworks 3.5/ 4.0/ 4.5/ 4.6
- Strong Working experience on C#, UWP, WPF, Xamarin Forms, SQL Server, SQLite, Web Services, data mining and ETL applications for the analysis of data with query - based systems.
- Experienced in Object Relational Mapping (ORM) using ADO.NET , Entity framework , LINQ and Lambda expressions
- Hands on experience in SQL Server and Oracle database design and development, writing Constraints, Indexes, Views, Stored Procedures, Cursors, Triggers and User Defined Functions.
- Experience using Configuration Management tools like BitBucket (GIT), Team Foundation Server (TFS), Microsoft Visual Source Safe (VSS) and SVN.
- Good knowledge on Microservices , AWS (Amazon Web Services) , working with EC2, RDS, Dynamo DB, S3, Cloud watch and Docker.
- Strong in designing ASP.NET based Graphical User Interfaces with CSS, JavaScript, typescript, Multi - threading and HTML, Angular JS, React JS, and Power shell scripting.
- Ability to consume and create APIs and web services using REST.
- Experience with creating Custom Objects in Java script.
- Involved in all phases of Software Development Life Cycle – requirement specifications,

analysis, design, development, unit testing, debugging, deployment and support.

- Experience in building Rich User Interface web applications using Silverlight (MVVM) and XAML.
- Implemented Silverlight to add animations to the application. Implemented various user controls in Silverlight which
  are used extensively in various parts of the application.
- Experience in creating Details design and System design document using UML with MS Visio.
- Good knowledge on Asp.net, MVC, Angular 8, SQL server.
- Used Sitecore 3.1 rocks, a visual studio plug in which improves adding item icons, folder sync and cache management.
- Experience with Microsoft TEAM Foundation Server for Code Repository, Deployment and Version control.
- Experience in developing applications using WCF (Windows Communication Foundation) and also used ASMX.
- Development Methodologies and Tools - MSF Agile, Team Foundation Server, AJAX controls and Kendo UI Web and Mobile. Experience with Agile Scrum and leading Scrum teams.
- Extensive experience in relational database development, for creating complex database queries, writing Constraints, Indexes, Views, Stored Procedures, Cursors and Functions using T-SQL and PL/SQL in Microsoft SQL Server 2008/2005/2000
- Strong knowledge in Web based pages and site design using HTML, XHTML, DHTML, CSS, Themes, Master Pages, Site Map, XML, XSLT, JavaScript, Angular 2, 6, 8, Angular JavaScript, jQuery, Ajax, Telerik controls and Microsoft Windows Azure
- Hands on experience in SQL Server database design and in creating Constraints, Indexes, Views, Stored Procedures, Cursors, Triggers and User Defined Functions.
- Hands-on experience with various versions of Sitecore CMS from 7.0 to 8.2.
- Have strong analytical and debugging skills with problem solving attitude and self-learning desire.
- Having high degree of self-motivation and ability to work and communicate efficiently in a group environment.

Professional Skills	
Database	Access / SQL Server / MYSQL / MONGO-DB/ POSTGRE
.Net Technologies	C# / ASP.NET / MVC / MVVM/ ASP Core / WPF / WCF / LINQ / SharePoint
Software Design	Design Pattern / Solid Principles / Domain Driven Design
Web Frameworks	Angular / React JS / Bootstrap / Semantic UI /Node JS / Express / TYPE-ORM /Nest JS / JQUERY
Mobile Frameworks	React Native / Android (with JAVA and KOTLIN)
Standards	DOM / Regex / HTML5 / CSS3 / XSD
Other Languages	PHP / Larval / JAVA / Python
Tools	GIT / BITBUCKET/Swagger
Testing Tools	MSTEST, NUNIT
Deployment	GitHub / BitBucket /Firebase / Azure / AWS
Testing tools	Selenium / Manual Testing / Jenkins
Others	CRM/SEO/FB Ads /Social media/UX/Photoshop/Data analyst
Software Methodology	Agile
Architecture	monolithic – microservice
Reporting Tools	Crystal Report

PROFESSIAL EXPERIENCE

DevChecks company
Sr .NET DEVELOPER **Feb/2021 to till Now**
Responsibilities:

- Involved in the complete Software Development Life Cycle including Analysis, Design, Implementation, Testing and Maintenance using **Agile methodology** . Designed and developed various abstract classes, interfaces, classes to construct the business logic using **C#.NET.**
- Implement modules into Node JS to integrate with designs and requirements.
- Used .Net Core Entity Framework. Designed from the ground up to be incrementally adoptable by the using of VUE.JS. Interacted with Office 365 support team to resolve an issue with strict deadlines
- Wrote Ansible Playbooks with Python SSH as the Wrapper to Manage Configurations of Openstack
- Nodes and Test Playbooks on AWS instances using Python.
- Staying up-to-date with all recent developments in the JavaScript and Vue.js space

- Website to display lab temperature graph (Google Graph API, HTML, Javascript)
- Good Experience in React Js for creating interactive UI's using One-way data flow, Virtual DOM, JSX, React Native concepts
- Worked with SQL reporting services using Microsoft SQL Server Management Studio and worked oncreating complex write SQL reports, Relational database systems like MySQL, MSSQL, PL/SQ
- Hands-on experience on Ansible and Ansible Tower as Configuration management tool, to automate
- repetitive tasks, quickly deploys critical applications, and proactively manages change
- Extensive experience in setting up CI/CD pipelines using tools such as Jenkins**, Bit Bucket**, **GitHub**, **Maven, Nexus** and VSTS. Migrated an application developed in Angular 5 to Angular 10.
- Highly proficient with Vue.js framework and its core principles such as components, reactivity, and the virtual DOM.
- Used groovy and spring boot to collecting the data from users and packaged the data as json
- distributed to 43 applications.
- Developed Agile processes using Groovy, JUnit to use continuous integration tools.
- Build power automated test suite to increase the automation coverage for regression test cycle.
- Completed oracle 12c Requirement Document in Federal Agency required format
- Completed WebLogic 12c Installation and Deployment Guide in Federal Agency format
- Experience in integrating code quality tools such as SonarQube, in CI/CD pipeline
- Managed and coordinated bankruptcy cases, ensuring compliance with all legal requirements and deadlines.
- Applied Domain Driven Design principles for building REST API's/Macro/Microservices by re-engineering existing bill payment system integration with Fidelity Information Services(FIS)/Metavante Bill Payment System. Used Code First approach in .net Core Entity Framework.
- Prepared and filed bankruptcy petitions, schedules, and other required documents with precision and attention to detail.
- Excellent skill in data modeling and implementing tables, views, stored procedures, functions, schemas, and Triggers using T-SQL Queries and PL/SQL
- Designed and developed data access layer, which would connect to various databases for various groups.
- Experience on writing Restful Webmail services
- Developed loosely coupled application using WPF, C#, MVVM pattern, LINQ, dependency Injection container Unity Container, NHibernate.
- Experienced Atlassian products, including Jira (for project management and issue tracking), Confluence (for collaboration and documentation), Bitbucket (for version control), and any other relevant tools
- Installed all the different Asp.net Core dependency packages like analyzers, MVC

analyzers to target the micro services structure like attributes of Api's etc
- Experienced in Model View Controller (MVC) frameworks such as AngularJS for creating SinglePage Application (SPA).
- Expertise working with every version of Dynamics 365 Implementation, Migration, customization and Integration MSCRM web service with JavaScript, C#, ASP.NET and jQuery.
- Installed and Configured MS Dynamics CRM 365 system, configured server instance for development and testing. Created Custom Entities, attributes in MS Dynamics CRM 2015 as per the Business Process.
- Evaluated and extensively tested React, ExtReact, Redux and MobX.
- Developing Single Pages Application using HTML5, CSS3, Bootstrap, React Async Await, Nextjs, GraphQl, Expressjs, NodeJS, Socket, LESS.
- Enhanced application performance by Angular 10 Component based development in view of future Angular framework transitions.
- Expertise in database modeling and development using SQL, T-SQL, and PL/SQL in Oracle and SQL Server environments.
- Working as sole developer to design Web APIs as RESTful APIs for the application using .Net Core.
- Experience with Design, code, and debug operations, reporting, data analysis and web applications utilizing Python. Very strong experience writing API's/ and Web Services in Python.
- Gathered requirements for the project and involved in various phases of **SDLC.**
- Human Interface Guidelines, Material Design, ADA and intuitive mobile design and experience
- Hands on experience in several architecture styles including Client/Server, Layered architecture, Component based architecture, Domain Driven,
- Used various WPF controls, Telerik controls, developed User Controls to design custom UI to meet the requirements and to increase the ease of use for customers
- Designed strategies for optimizing all aspect of the continuous integration, release and deployment processes using container and virtualization techniques like Docker and Kubernetes. Built Docker containers using microservices project and deploy to Dev.
- Integrated Azure Active Directory authentication to every Cosmos CB request sent and demoed feature to Stakeholders
- Extensive experience in using Power Automated tools like Ruby Cucumber test framework for Client/Server, Web and database applications
- Responsible for estimating the cluster size, monitoring and troubleshooting of the Azuredata bricks cluster.
- Installed Docker Registry for local upload and download of Docker images and from Docker Hub and created Docker files to automate the process of capturing and using the images
- Azure Cloud Build and Automation using ARM template
- Worked on JIRA for defect/issues logging & tracking and documented all my work using CONFLUENCE .
- Integrated services like GitHub , AWS CodePipeline , Jenkins and AWS Elastic Beanstalk to create a deployment pipeline
- Used **Razor Engine** for Creating Multiple Views and Created Custom HTML helpers to modify view to reduce the amount of tedious typing of HTML tags.
- Developed dynamic ASPX web pages for Application using **ASP.NET, C#.NET, XML, XSL/XSLT, HTML** and **JavaScript.**
- Developed custom **AngularJS** directives to build custom reusable modules to use across the application.
- Extensively worked on migrating legacy ASP web pages into ASP.NET pages. Developed and used user defined namespaces along with system-defined namespaces.
- Create advanced PowerShell scripts for managing and monitoring our Exchange environment, Lync 2013/Skype for Business 2015 and Office 365 Programming and

managing Office365 and Azure AD using Powershell and ASP.NET/C#/ Graph API'

- Developed several QA testing mythologies/process improvement documents for team for better coverage with limited resource available.
- Used VUE.JS for HTML-based template syntax that allows to declaratively bind the rendered DOM to the underlying Vue instance's data
- Used deploying applications on Apache Tomcat, Node JS.
- Designing and Developing **Azure Data Factory (ADF)** extensively for ingesting data from different source systems like relational and Non relational to meet business functional requirements
- Experience in working with Model View Controller (**MVC**),**MVVM, LINQ**, **Entity Framework**, **WebAPI**, **Windows Communication Foundation (WCF), Windows Presentation Foundation (WPF), REST Web Service** and **SOAP.**
- Worked with ASP.NET Web Forms, Web Services, and State Management, caching features, configuring optimizations and securing the web application. Developed the Code-behind files in **C#.NET** and **VB.NET** .
- Responsible for designing, developing and deploying collaboration portal and Master data workflow using **SharePoint Portal Server SPS ,Windows SharePoint Services WSS** and **.NET** Framework.
- Applied conditional formatting in SSRS to highlight key areas in the report data.
- Created reports from OLAP, sub reports, bar charts and matrix reports using SSRS
- Written and Implement store procedure using **SQL.**
- Used **Data List**, **Data Set**, **Data Adapter**, **Grid view** to connect with **SQL** data base.
- Analyze the system as per feature requirements and implement each aspect for all the feature releases.
- Microsoft Access DB SQL-Server RDBMS 6
- SQL-Server RDBMS Design Patterns Transact-SQL Eclipse IDE JDBC Ant Apache Tomcat 5 Java Advanced Imaging JAI Hibernate HyperJAXB
- Sound working knowledge on web development and UI using HTML File, CSS3, JavaScript, NgRx, Angular 10, React JS, Node JS.
- Created, customized, **SharePoint** Portal Sites, permissions for users on various sites, updated content, and created custom navigation i.e. structuring document folders, quick launch etc.
- Good Experience in architecting and configuring secure cloud VPC using private and public networks through subnets in AWS.
- Created and integrated PEGA IAC gadgets in external portal application, dynamically render data based on parameters. We have enabled SSO authentication.
- Data Factory using SSIS integration runtime. Replacing existing ETL/SSIS solution with Spark job using Azure Databricks.
- Excellent working knowledge of Oracle PL/SQL development which includes creating Database Tables, indexes and triggers, writing oracle package and procedures, Functions, Cursors, Views and performance tuning.
- Using sencha touch for development to find relevant people for the same social Networking Websites. Developed HTML5 Mobile application with HTML5, Java Script
- Assess Microservices Architecture readiness of existing core services for Confidential.
- Amazon IAM service enabled to grant permissions and resources to users. Managed roles and permissions of users with the help of AWS IAM
- Implemented modules into Node JS to integrate with designs and requirements. Stream-lined front-end aesthetics using node, grunt, and browser-sync.
- Implemented change control globally within IAC Tech. group; Emergency changes decreased
- implemented and maintained Oracle **12c** using container and pluggable databases
- Experience in developing application using WPF, Silverlight with PRISM framework and R
- Designed and developed custom **SharePoint** Workflows for the document routings, Approvals, Corrections to handle the Material Management modules like, New Raw

Material Request and Raw Material Change Request using InfoPath 2007, **SharePoint** designer.

GULF BANK, NJ - Remotely
Lead .NET Fullstack Developer
Oct/2020 to Jan/2021

Responsibilities:

- C#, Front End User Interface (UI) and enhanced the responsiveness of the web application, following Responsive with DevExpress designing interface, Web Design (RWD) pages using HTML5, CSS3, Materialize CSS, Bootstrap, PostgreSQL/NoSQL/Dynamo DB, Encompass, optimal blue or black knight, Kendo, AWS, Kafka, SAML V 2.0.
- Developed the user interface using ASP.NET, C# .NET and designed UI using CSS, AngularJS 6, HTML, and JavaScript.
- C# with Web Application in Xamarin Mobile Application, Android, IOS, iPad, iPod, Etc.
- Extensively used CSS and JavaScript to create visually appealing User Interfaces.
- Experienced with testing REST and GraphQL API logic using Postman
- Perform all facets of design, application development and testing within .NET architecture based on programming guidelines/standards.
- Worked on **Visual Studio 2017** / **.Net CORE 4.6 Framework** to implement Business Logic.
- Built single page application using Vue.js components.
- Solved data issue using DOM update cycle with Vue.js
- Implemented Routers& History in Single Page App (SPA).
- Developed Spring boot application with microservices and deployed it into AWS using EC2 instances.
- Experience in writing Infrastructure as a code(IaC) in Terraform, Azure resource management, AWS Cloud formation. Created reusable Terraform modules in both Azure and AWS cloud environments.
- Built a model application wif implementation of various new components Angular 10.
- Experienced in using HP Interactive automated testing tools like Quick Test Pro and Quality Cente
- Set up Jenkins server and build jobs to provide continuous automated builds based on polling the Git source control system during the day and periodic scheduled builds overnight to support development needs using Jenkins, Git, NUnit.
- Experience to build using event-driven architecture similar to Windows clients and hence on VB.Net and C# environment .
- Used GIT for version Controlling and source code sharing and used MSBuild.
- Used Angular6 Reactive forms to implement complex forms and performed the validations using Form Builder.
- Used C# in Xamarin to create native mobile application.
- Integrate the services with Gul application.
- Experienced in various domains such as Mortgage, Financial, Healthcare, Entertainment and Telecom.
- Experience in working with Microsoft technologies like C#, ASP.NET MVC, ASP.NET WEB API, .Net Core, ADO.NET / Entity Framework, Microsoft SQL Server, IIS, TFS and front - end development technologies HTML5, CSS3, JavaScript, jQuery, AngularJS, Angular2, Typescript and Bootstrap framework.
- Actively involved in the design of the database, functional analysis using UML Class and Sequence diagrams and user interface design of the application.
- Executed Test cases and complete QA testing life cycle
- Designed WCF the front end using XAML Browser WPF for Rich UI.
- Worked on SSRS (SQL server reporting service), creating and deploying SSRS reports on SQL server 2005 and 2008.
- Involved in retrieving data using LINQ to SQL and LINQ to Objects with ASP.NET, worked with the database using LINQ to SQL and Worked on LINQ to XML to generate complex XML and load data from XML.
- Developed several SOAP and REST API based internal tools to enhance quality and performance of existing code base and deployed in CloudFoundry, AWS S3 and Kubernetes.
- Experienced in End-to-End Software Development Life Cycle using Waterfall (SDLC), Application Development Methodology (ADM) and Agile Methodologies as well ER Diagram, UML Modeling and Data Flow Diagram.
- Used ASP.Net Telerik UI Controls and plugins including Accordion, Tree View, Navigation Menu, Tab, Progress bar, slider bar, Date Picker, to get rich, consistent look and feel throughout the website.
- Works Web API controller with NHibernate for handling RESTful requests and responses using C# .NET
- Developed Web API using Node JS and hosted on multiple load balanced API instances.
- Worked on AWS to integrate the picture files to the JavaScript And worked for the backend development using Node.js and Mongo DB.
- Customization of MS Dynamic CRM 365 Online and deployment of solutions in Field Service Module.
- CRM integration with MS Dynamics AX, MS Dynamics NAV.
- Created dashboards and reporting systems on CRM 365 applications.
- Experienced in building cross browser compatibility applications using Angular.js, Node js, Backbone.js, Require.js, Ext JS and JQuery UI.
- Extensively used Node JS, NPM modules (HTTP, FS, Express, Grunt, Gulp, Groovy, Bower). Used GRUNT, BOWER for angular application scaffolding, grunt as build serve

- Generates multiple TypeScript reusable components and services using RESTful API in Angular2 built-in directives.
- Working on existing Single-Page Applications (SPAs) using Angular 1.5/2, JavaScript, Typescript and ASP.NET Web API, Microservices.
- Worked on SQL Server Agent, scheduled SQL JOBS and automated SSIS packages execution on daily basis and implemented logging framework.
- Web security model, mitigating open web application security project (OWASP) and functions.
- Provided database connectivity using ADO.Net and created procedures, Indexes and Triggers using MS SQL Server 2008.
- Created SQL scripts for test validation. Involved in testing GraphQL APIs JSON responses using PostMan. Participated in mobile testing for native and web applications on iOS and Android mobile platforms.
- Efficiently implemented Data and control templates to dynamically change the behavior and appearance of the UI Control using XAML for WPF application.

SLB, Texas
Sr .NET Developer **Feb/2016 to Oct/2020**
Responsibilities:

- Front End User Interface (UI) and enhanced the responsiveness of the web application, following Responsive Web Design (RWD) pages using HTML5, CSS3, Angular and Materialize CSS, Bootstrap.
- Designed and developed the login portal using framework React along HTML, CSS , Kafka ,SAML V 2.0.
- Integrate the services with Gul application.
- Developed the user interface using ASP.NET, C# .NET and designed UI using CSS, AngularJS 8, HTML, and JavaScript. Extensively used CSS and JavaScript to create visually appealing User Interfaces.
- Perform all facets of design, application development and testing within .NET architecture based on programming guidelines/standards.
- Used Angular4 Reactive forms to implement complex forms and performed the validations using Form Builder. Using RESTful API in Angular2 built-in directives.
- Working on existing Single-Page Applications (SPAs) using Angular 1.5/2, JavaScript, Typescript and ASP.NET Web API, Microservices. Expertise in developing ASP.NET websites by using both C VB.NET.
- Lead various custom application development projects while templating solutions that leveraged Microsoft .NET Framework 4.5, C , Web API, ASP.NET MVC 5.0, SQL Server 2012, Identity Access Management using OAuth and Claims based security model, Data caching using Windows App Fabric and Windows Azure Web sites and mobile services.
- Hands on experience on NoSQL databases like MongoDB, Dynamo DB databases and HTML, CSS, JavaScript, Backbone.js, Bootstrap, Materializecss, jQuery .
- Performed unit testing of various business modules using MSTest
- Designed and Developed the Architecture, Web UI, Business Layer Domain model, UML Class and Sequence diagrams and Data Access classes for Renewals, Company, Regulator and Filing subsystems using ASP.NET, C , Oracle, nHibernate, Spring.NET.
- Wrote LINQ-TO- SQL queries to perform DML operations from Entity Data Model
- Microsoft Azure cloud, application layering, architecting .Net based applications and addressing OWASP top 10 Security vulnerabilities in .Net applications.
- Developed web application using .Net Core 2.0 framework. Used Entity Framework ORM as repository layer to connect to database. Implemented LINQ queries to perform CRUD operations.
- Experience in working with Microsoft technologies like C#, ASP.NET MVC, ASP.NET WEB API, .Net Core, ADO.NET / Entity Framework, Microsoft NETL Server, IIS, TFS and front - end development technologies HTML5, CSS3, JavaScript, jQuery, AngularJS, Angular2, Typescript and Bootstrap framework.
- Implemented different validation control on the web-pages using Angular/Angular2.0 JS.
- Migrated the existing jQuery based web application to Angular.JS.

- Developed reports using Seagate Crystal Reports, SSRS and Microsoft Net Data Reports. Experience in ORM Tools such Entity Frame work, ADO.NET data objects, LINQ TO SQL.
- Responsible for using GIT as a source control and also responsible for maintaining branches.
- Worked with advanced concepts of ASP.NET Core MVC such as Models and Providers, Filters used for developing backend technology.
- Have created various SQL server jobs using SQL Server Agent that process various t-SQL statements.
- Worked with Angular2 directives, components, pipes and injectable and implemented Angular4 component router for navigation.
- Used Entity Framework and LINQ to Entities to Connect to the Database and perform all the database transactions. Experience on developing windows apps using Xamarin forms
- Good working experience implementing the middle ware services JMS, Active MQ, Rabbit MQ (publishing and subscribing) and Apache Kafka, Apache Kafka streams.
- Strong knowledge in monitoring and logging tools like App Dynamic, Splunk, Repository Admin Console Decision Engines and Nagios for monitoring.
- Experience in working with RDBMS like SQL Server 2008 and writing stored procedures and functions.
- Used many languages / software including HTML, JavaScript, Node.js and Express, MongoDB, and C++
- Experience in Developing User Interface (UI) Rich Web Applications, and Web Service Applications using Front End/User Interface (UI) Technologies like Object Oriented JavaScript, Type Script, Angular 2.0, Angular 4, Angular 7, Angular JS, Node JS, Bootstrap, Media Queries, CSS Frameworks, Java.

GTS, NY
Sr .NET Developer **Aug 14 to Dec 15**
Responsibilities:

- Analyzing and designing a web based system, using ASP.Net, Node JS, Mongo DB, C#, SQL server, POSTGRE, JavaScript, CSS, SSIS, SSRS.
- Utilizing thorough knowledge of Internet applications, web page design and HTML programming to create and maintain interactive multi-page web sites.
- Developing & implementing all software models for all software systems; examining all business requirements. Developing programs that can access data and use it to learn for themselves

PC Professionals, Inc. NJ
.Net Developer **Jan/2011 to Aug/2014**
Responsibilities:

- Analyzing and designing a web based system, using ASP.Net, C#, SQL server, POSTGRE, HTML, JavaScript, CSS.
- Interacting with clients and the business community to ensure site uptime and stability
- Troubleshoot and resolve design issues arising from feeds received directly from clients or from third party data providers.
- Work together with the Product Owner to plan and execute projects and ensure that teams have appropriate product and technical specifications, direction, and resources to deliver products effectively by establishing realistic estimates for timelines while ensuring that projects remain on target to meet deadlines.

Software Developer
C Consulting, US **Nov 2009 to Dec 2010**
Responsibilities:

- Developed and implemented business applications and business web development, database design, and technical support for live running applications.
- Supported network in corporate office, with two servers running Windows 2000 and roles as Software Tester, Technical Rep and Software and Portal developer-MS Share Point.
- Implemented and builds Duty Travel, Leave and Requisition request to the employees and published statistical reports and installed Share Point Portal Server and delegation system.

Education : Computer Science - Anthem Education, NJ – USA 2004

Certifications:

- Implementing Microsoft Azure Infrastructure Solutions
- Querying Microsoft SQL Server 2012
- Implementing an Advanced Server Infrastructure
- Developing Microsoft SQL Server Databases
- Enabling Office 365 Services
- Designing and Implementing a Server Infrastructure
- Administering Windows Server 2012
- Developing ASP.NET MVC Web Applications
- Developing Microsoft Azure and Web Services
- Advanced Solutions of Microsoft SharePoint Server 2013
- Core Solutions of Microsoft SharePoint Server 2013
- Programming in HTML5 with JavaScript and CSS3
- Microsoft .NET Framework 2.0 - Windows-based Client Development
- Microsoft .NET Framework 2.0 - Web-based Client Development