

Response To Request For Proposals



RFP No. 0464

Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications

Submitted To:

Jefferson Parish Purchasing Department
200 Derbigny Street General Government Building,
Suite 4400 Gretna, LA 70053
Buyer Name: SHANNA FOLSE
Buyer Email: sfelse@jeffparish.net
Buyer Phone: 504-364-2680

Submitted By:

Athreya Inc.
2015 Lincoln Highway Suite 140-B,
Edison, NJ 08817
Phone: +1 732-306-8134
Email: govt@athreyainc.com, bala@athreyainc.com

Date and Time of Submission: August 25, 2023 3.30 PM



TAB A: COVER LETTER

From:

Theertha Balaguru, President
Athreya Inc.
2015 Lincoln Highway Suite 140-B,
Edison NJ 08817
Phone: +1 732-306-8134
Email: bala@athreyainc.com

Dated: 8/25/2023

Addressed To:

Jefferson Parish Purchasing Department
200 Derbigny Street General Government Building,
Suite 4400 Gretna, LA 70053
Buyer Name: SHANNA FOLSE
Buyer Email: sfolve@jeffparish.net
Buyer Phone: 504-364-2680

Respected Officer,

Subject: Proposal Response for RFP No. 0464 Provide Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications

I am writing on behalf of Athreya Inc. to express our sincere gratitude for the opportunity to respond to Jefferson Parish's Request for Proposal (RFP) No. 0464, seeking Information Technology Support and Supplemental Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications. We are enthusiastic about the prospect of partnering with Jefferson Parish and contributing to the success of this critical project.

Having meticulously reviewed the comprehensive bid document, we have gained a clear understanding of the scope, objectives, and requirements of the project. Our team of experts has performed an in-depth analysis of the staffing needs outlined in the RFP, and we are confident in our ability to fulfill these requirements with excellence.

As a distinguished IT staffing agency, Athreya Inc. boasts a proven track record of delivering tailored staffing solutions to diverse industries. We are skilled in identifying and placing highly qualified IT professionals for temporary assignments that align precisely with our clients' unique needs.

We are fully aligned with the specific terms and conditions stipulated in the RFP, and we affirm our commitment to adhering to them with utmost diligence. Our team is well-prepared to provide the necessary resources, cutting-edge infrastructure, and unwavering support required to ensure the efficient and effective execution of this project.

With our extensive experience and comprehensive understanding of the IT landscape, we are confident in our ability to identify and source the finest talent for your project's success. Our team's expertise allows us to anticipate challenges, provide innovative solutions, and deliver optimal results.

In accordance with the RFP instructions, I hereby confirm our willingness to perform the services described in the RFP and to negotiate a contract with Jefferson Parish. This letter is signed by me as President, and I have the authority to negotiate and commit Athreya Inc. to a contract.

We are excited by the prospect of collaborating with Jefferson Parish and contributing to the advancement of your IT initiatives. Our commitment to excellence, integrity, and client satisfaction makes us an ideal partner for this endeavor. We appreciate your consideration of our proposal and look forward to the opportunity to serve Jefferson Parish.

Thank you for considering Athreya Inc. Please feel free to contact me if you have any questions or require further information.

Sincerely,



Theertha Balaguru

President

Athreya Inc.

Phone: +1 732-306-8134

Email: bala@athreyainc.com

Request for Proposals #0464

To Provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications

SIGNATURE PAGE

The Jefferson Parish Department of Purchasing is soliciting Request for Proposals (RFP'S) from qualified proposers who are interested in providing Information Technology Support Services and Supplemental Staffing for the for the Jefferson Parish Electronic Information Systems (EIS) and Telecommunications Department.

Request for Proposals will be received until 3:30 p.m. Local Time on: August 25, 2023.

Acknowledge Receipt of Addenda: Number: 1
Number: _____
Number: _____
Number: _____
Number: _____
Number: _____

Name of Proposer: Athreya Inc.

Address: 2015 Lincoln Highway Suite 140-B, Edison, NJ 08817

Phone Number: +1 7322462700 Fax Number _____

Type Name of Person Authorized to Sign: Theertha Balaguru

Title of Person Authorized to Sign: President

Signature of Person Authorized to Sign: 

Email Address of Person Authorized to Sign: bala@athreyainc.com

Date: 8/24/2023

This RFP signature page must be signed by an authorized Representative of the Company/Firm for proposal to be valid. Signing indicates you have read and comply with the Instructions and Conditions.

Request for Proposal

AFFIDAVIT

STATE OF NEW JERSEY

PARISH/COUNTY OF SOMERSET

BEFORE ME, the undersigned authority, personally came and appeared: Theertha
Balaguru, (Affiant) who after being by me duly sworn, deposed and said that he/she
is the fully authorized Representative of Athreya Inc. (Entity), the party
who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____

Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

Choice B X

there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

Affiant further said:

Debt Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____

Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

Choice B X

There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

Solicitation of Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____

Attached hereto is a list of all elected officials of the Parish of Jefferson, whether still holding office at the time of the affidavit or not, where the elected official, individually, either by **telephone or by personal contact**, solicited a campaign contribution or other monetary consideration from the Entity, including the Entity's officers, directors and owners, and employees owning twenty-five percent (25%) or more of the Entity, during the two-year period immediately preceding the date the affidavit is signed. Further, to the extent known to the Affiant, the date of any such solicitation is included on the attached list.

Choice B X

there are **NO** solicitations for campaign contributions which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.

Affiant further said:

Subcontractor Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____

Affiant further said that attached is a listing of all subcontractors, excluding full time employees, who may assist in providing professional services for the aforementioned RFP.

Choice B X

There are NO subcontractors which would require disclosure under Choice A of this section.



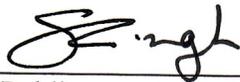
Signature of Affiant

Theertha Balaguru

Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 21st DAY OF August, 2023.



Notary Public

SAVITA SINGH

Printed Name of Notary

50055212

Notary/Bar Roll Number

My commission expires 02/21/2027.

SAVITA SINGH
Notary Public
State of New Jersey
My Commission Expires Feb. 21, 2027
I.D.# 50055212



TAB B: TABLE OF CONTENTS

TAB C: TECHNICAL PROPOSAL ELEMENTS.....	5
I. Compliance and Understanding Scope of Work.....	5
II. Technical Approach - Achieving Scope of Work.....	6
TAB D: PROPOSER QUALIFICATIONS AND EXPERIENCE.....	8
About Us.....	8
Our Organizational Chart.....	12
Experience.....	13
Project Team.....	14
TAB E: INNOVATIVE CONCEPTS.....	15
Why Athreya:.....	15
Presenting Innovative Concepts:.....	15
TAB F: PROJECT SCHEDULE.....	17
Project Management Plan.....	17
Our Staffing Process.....	18
Communication Plan.....	21
Continuous Project Management.....	22
TAB G: FINANCIAL INFORMATION.....	24
TAB H: TRANSITION PLAN.....	34
APPENDIX.....	36
1. Key Management Personnel Resumes.....	36
2. Candidate Sample Resumes.....	44

TAB C: TECHNICAL PROPOSAL ELEMENTS

Illustrating and describing compliance with the RFP requirements defined in the Scope of Work/Services (Part II) and Proposer Qualifications. (See Section 2.7.A for further details.)

I. Compliance and Understanding Scope of Work

Athreya Inc. is pleased to present our comprehensive approach to addressing the Scope of Work/Services outlined in Part II of the RFP. Our team possesses the expertise and experience required to provide seamless technology support to Jefferson Parish's Electronic Information Systems Department. We understand the criticality of the systems, services, and applications listed in the RFP, and we are committed to delivering exceptional support in the following areas:

- Database Administration: Our team includes Oracle and MS SQL experts capable of managing database setup, configuration, patching, upgrading, and optimization. We ensure the availability and performance of Oracle databases, including RAC and standalone configurations, while adhering to best practices for security and maintenance.
- Network Infrastructure: Athreya's network administrators are skilled in managing Fortinet, Cisco, and Avaya systems. We have a strong track record of successfully maintaining similar-sized networks, ensuring secure VPN connections, wireless access points, and seamless routing. Our expertise extends to SD-WAN technology and BGP protocols.
- Data Center/Systems Management: We excel in virtualization using VMware, HPE Synergy, and HPE storage solutions. Our team is adept at overseeing Windows Server and Linux environments, maintaining backup solutions, and ensuring high availability through geo-redundant data centers.
- Microsoft Ecosystem Support: Athreya's technicians are well-versed in Microsoft technologies, including Windows Server, Active Directory, Exchange, Office 365, and SharePoint. Our certified professionals ensure these systems operate optimally, providing uninterrupted services to the Parish.
- Cybersecurity and Telecommunications: Athreya specializes in cybersecurity awareness training, multifactor authentication, penetration testing, and incident response. Our team can also support Avaya on-premises call management, SIP trunking, and session border controllers.

- Project Support: We have a proven track record in successful project execution. Our capabilities encompass application upgrades, disaster recovery planning, IT training, project management, data analytics, and telecommunications auditing. We are equipped to handle indoor and outdoor Wi-Fi projects as well.

Our Qualification - Athreya Inc. boasts a team of dedicated professionals with an extensive history of providing top-tier IT support. Our certified experts hold relevant certifications, including VMware VCP, MCSE, CCNA, Oracle Database Administrator Certified Associate, and more. Their collective experience in managing complex IT environments aligns with the Parish's requirements.

II. Technical Approach - Achieving Scope of Work

1. Implementation, Orientation, and Installation Plans

Athreya Inc. is dedicated to delivering a comprehensive and systematic implementation strategy to meet the requirements outlined in Section 2.1 of the RFP. Our approach is structured as follows:

- Detailed Implementation Schedule: We will develop a detailed project plan outlining the step-by-step implementation process for each technology area specified in the Scope of Work. This schedule will include milestones, deliverables, and timelines for system setup, configuration, testing, and deployment.
- Orientation and Knowledge Transfer: As part of our commitment to seamless knowledge transfer, we will conduct orientation sessions to familiarize the Parish's staff with the new systems, processes, and tools. Our experts will provide hands-on training and user guides to ensure a smooth transition and to enable the efficient operation of the implemented solutions.
- Installation Expertise: Our skilled technicians will ensure accurate and reliable installation of hardware, software, and applications. This will involve meticulous configuration, compatibility testing, and quality assurance to guarantee optimal performance.

2. Training Plans

We recognize the importance of equipping the Parish's team with the necessary skills to manage and operate the implemented systems effectively. Athreya's training approach includes:

- Customized Training Workshops: We will design training workshops tailored to the Parish's specific needs, focusing on system administration, troubleshooting, and day-to-day operations. These workshops will cater to different levels of expertise,

ensuring that both technical and non-technical staff are equipped with the required knowledge.

- Hands-On Training: Our training will be interactive and hands-on, allowing participants to engage directly with the systems and applications. This approach enhances retention and facilitates immediate application of learned skills.

3. Innovative Concepts and Customized Terms

Athreya is committed to delivering innovative solutions that align with the Parish's objectives. We are prepared to introduce cutting-edge concepts that enhance operational efficiency, cybersecurity, and scalability. Additionally, we are open to discussing and tailoring terms and conditions to align with the Parish's preferences and requirements, ensuring a mutually beneficial partnership.

Affirmative Statement of Understanding - Athreya Inc. has thoroughly reviewed the Scope of Work presented in the RFP. We understand the complex nature of the technology infrastructure and services required by Jefferson Parish's Electronic Information Systems Department. We affirm that we are fully willing and capable of providing the services specified in the Scope of Work.

In conclusion, Athreya Inc. is committed to becoming a valuable partner for Jefferson Parish's Electronic Information Systems Department. Our comprehensive approach, qualified team, and track record of successful project execution position us as the ideal choice to meet and exceed the expectations outlined in the RFP's Scope of Work/Services and Proposer Qualifications.

TAB D: PROPOSER QUALIFICATIONS AND EXPERIENCE

History and background of proposer, including but not limited to status with related services to government entities existing customer satisfaction, demonstrated volume of merchants, etc. (See Section 2.7.B for further details.)

About Us

Established in 2002, Athreya Inc is a Minority and Women-Owned IT Staffing Firm & DoD Approved SkillBridge Industry Partner based in New Jersey. We provide Technology & Staffing services that help enterprises to build, deploy and manage their technology assets to adopt innovative technology solutions with minimal effort, cost and risk. In addition to talent sourcing, Athreya also delivers digital transformation and technology services to businesses.



DoD Approved SkillBridge Industry Partner

The Department of Defense Skill Bridge program is an opportunity for Service members to gain valuable civilian work experience through specific industry training during the last 180 days of service. As an **INDUSTRY PARTNER** we enable Service personnel transition seamlessly from service to a civilian career by providing market related IT training and placement.

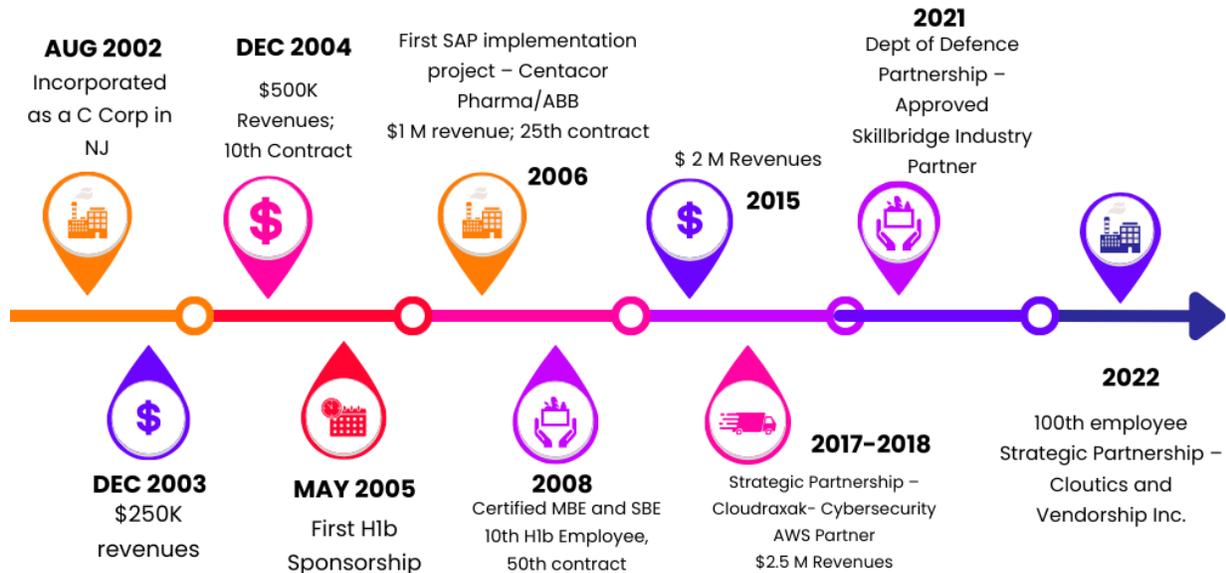
Started by IT professionals with backgrounds in ERP systems. Over the last 20 years our IT Professionals have executed and worked in over 700 projects across the USA in different Industry domains and functionalities. We have been involved in the design, development, deployment and maintenance of software applications used in Finance, Manufacturing, HR, Sales, Materials Management, Procurement, Transportation & Logistics, Business Intelligence & Decision Support Systems, etc.

Vision: Be a trustworthy partner to customers for reliable and efficient IT services.*

Mission: Consistently strive to build integrity, efficiency and reliability in our services by building a team of highly skilled IT professionals.

ATHREYA INC TIMELINE

2002 - 2023



Athreya has a deep understanding of the technology industry and its evolving trends. We specialize in sourcing and recruiting top talent for IT-related roles across various domains such as software development, cybersecurity, cloud computing, data analytics, and project management. Our expertise is in identifying the right candidate for a specific job role, matching skill sets with job requirements, and assessing cultural fit within an organization. We can achieve this by leveraging our strong networks within the industry, extensive database of candidates, industry knowledge, and best practices to deliver staffing solutions that align with our clients' business goals. Furthermore, we provide additional services such as payroll management, benefits administration, and training and development to support clients' workforce needs.

We identify the best talent and deploy them for client services & projects

We work with our clients to bridge the gap, for sourcing talented technology professionals from the global market. This solves the clients' workforce challenges and ultimately, secure their competitive edge.

Our Services:

At Athreya, we offer comprehensive IT Staff Augmentation and IT services to meet the evolving needs of businesses in today's digital landscape. Our team of skilled professionals and consultants are dedicated to helping organizations enhance their IT capabilities, drive innovation, and achieve their business objectives. With our range of services, we provide flexible staffing solutions and strategic guidance to ensure optimal IT performance and success.

IT Staff Augmentation Solutions:

Temporary workforce



FTE



Onsite/Near Shore/Remote Talent



Temporary Workforce:	FTE:	Onsite/Near Shore/Remote Talent:
<p>When your organization requires additional IT resources for short-term projects, workload fluctuations, or skill gaps, our Temporary Workforce service is here to assist. We have a vast network of highly skilled IT professionals who are available to join your team on a temporary basis. Whether you need experts in software development, cybersecurity, cloud computing, data analytics, or project management, we can quickly source and provide qualified professionals to meet your project requirements.</p>	<p>Our Full-Time Equivalent (FTE) service offers dedicated IT professionals who become an integral part of your team. These professionals work exclusively for your organization, providing ongoing support, expertise, and collaboration. With FTEs, you can ensure consistent and reliable IT resources to drive your daily operations, manage projects, and achieve long-term business goals. Our FTEs are highly skilled in various domains and technologies, enabling them to contribute effectively to your organization's success.</p>	<p>We understand that different projects and client preferences may require different working arrangements. That's why we offer flexible options for talent location. With our Onsite, Near Shore, and Remote Talent services, you can choose the best-fit model for your needs.</p> <p>Onsite Talent: Our skilled IT professionals work directly at your premises, seamlessly integrating with your team. This enables real-time collaboration, effective communication, and immediate support, ensuring a close partnership and successful project outcomes.</p> <p>Near Shore Talent: We have a pool of talented professionals located in nearby geographic regions or countries with similar time zones to yours. This allows for easier coordination, reduced language and cultural barriers, and efficient collaboration, making it an ideal option for projects that require closer proximity.</p>

		<p>Remote Talent: Our remote IT professionals work from their own dedicated workspaces or homes, providing their expertise and services without the need for physical presence. With advanced communication tools and technologies, remote talent can seamlessly integrate into your team, delivering high-quality work while offering flexibility and cost-effectiveness.</p>
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IT Services:

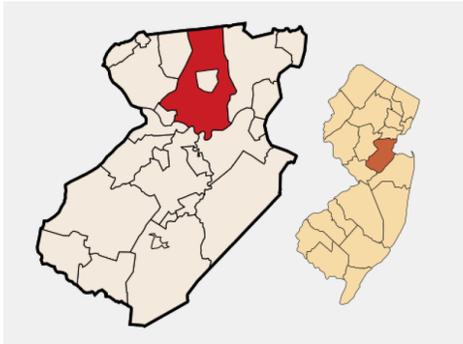
Our IT services are designed to empower organizations with strategic guidance and expert advice to optimize their IT operations and achieve their business objectives. Our experienced consultants possess a deep understanding of the technology landscape and industry best practices. We offer a wide range of consulting services, including:

IT Strategy and Planning:	Technology Infrastructure Design and Implementation:	Software Development and Integration:
We help you align your IT roadmap with your business goals, enabling you to leverage technology as a competitive advantage and drive digital transformation.	Our consultants assess your current infrastructure and provide recommendations for designing and implementing robust and scalable IT systems that meet your organization's needs.	We offer expertise in developing customized software solutions and integrating them seamlessly with your existing systems, improving efficiency and productivity.

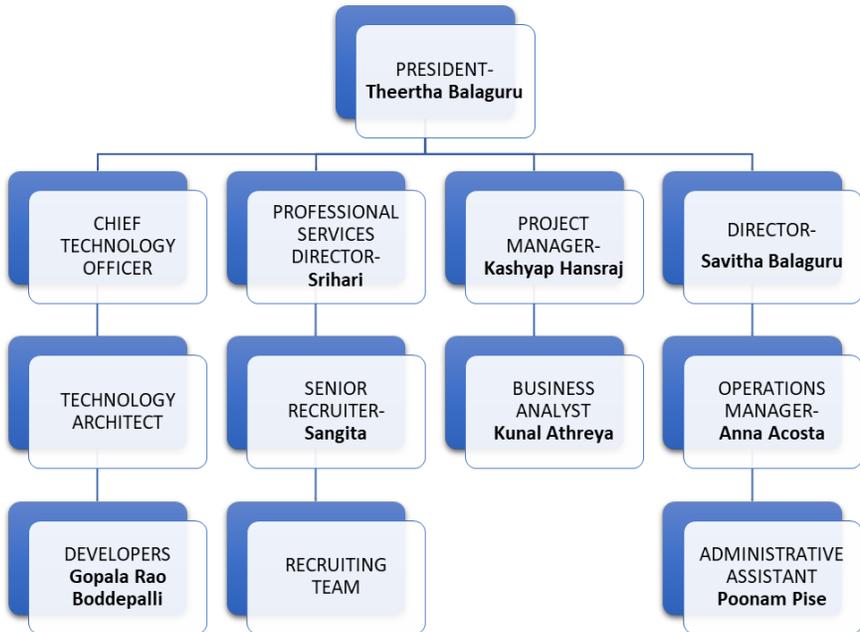
Cybersecurity:	Data Management and Analytics:	Project Management and Change Management:
Our consultants analyze your security posture, identify vulnerabilities, and develop	We help you harness the power of data by implementing effective data	We provide expert project management services, ensuring the successful

comprehensive cybersecurity strategies to protect your critical assets and data.	management strategies and leveraging analytics tools to gain actionable insights for informed decision-making.	delivery of IT initiatives. Additionally, we assist organizations in managing change associated with technology implementations, ensuring smooth transitions and user adoption.
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Our team services the international talent needs of our clients, of all sizes. Backed by our US, Canada and India offices, we are a proven partner for talent acquisition strategy.



Our Organizational Chart



Experience

Athreya Inc has a strong track record in delivering IT Staff Augmentation services to clients across various industries. With more than 20 years of experience in the industry, we have developed a deep understanding of the requirements and challenges associated with IT staffing.

Our team consists of highly skilled professionals who specialize in talent acquisition and sourcing. We have successfully placed IT professionals in roles ranging from software development and cybersecurity to cloud computing and data analytics. Our extensive network, combined with our expertise in identifying and assessing top talent, allows us to quickly match qualified candidates with the specific needs of our clients.

In addition to our talent acquisition capabilities, we have a strong focus on compliance and adherence to industry standards. We understand the importance of complying with the requirements outlined in this RFP, including any specific regulations or certifications that may be relevant to your organization. Our team is well-versed in industry best practices and stays up-to-date with the latest trends and technologies, ensuring that we can meet your specific requirements.

Furthermore, our commitment to quality and customer satisfaction sets us apart. We have a proven track record of delivering high-quality IT staff augmentation services, meeting project timelines, and exceeding client expectations. Our goal is to provide you with exceptional service and support throughout the duration of our engagement.

Global Customer Experience



Project Team

Project and Account Manager	Name: Theertha Balaguru Title: President Contact No: 732-306-8134 Address: 6 Kilmer Road, Suite A11, Edison, NJ 08817 Email address: bala@athreyainc.com Bio: Theertha Balaguru, MBA is a seasoned business professional with over 25 years experience in Planning, Analysis, Management, Strategy, Business Development and Information Technology. He holds a BS in Mathematics, Physics and Chemistry and a Master's Degree in Business Administration
Technical Recruiter	Praveen Raj Bio: Praveen Raj is a technical recruiter with over 17 years of experience. They specialize in placing various technical roles and possess strong technical and business acumen. Praveen is a resourceful decision-maker with excellent knowledge of recruiting and hiring processes. They are responsible, reliable, and a self-motivated achiever.
IT Recruiter	Sangita Kodandan Bio: Sangita is an IT technical recruiter with 10+ years of experience in the USA. They currently work at Athreya Inc, NJ, where they recruit IT professionals, source consultants, and post job advertisements. Sangita is committed to delivering quality service and maintaining professional relationships while meeting the given time frame.

Note: Please find their full resumes in Appendix

TAB E: INNOVATIVE CONCEPTS

Present innovative concepts, if any, not discussed above for consideration. How is the responding firm uniquely different from other firms? What new innovations can you offer?

Why Athreya:

Our goal is to foster a mutually beneficial relationship between growing companies and exceptionally talented IT professionals through meticulous recruitment and detailed research. We focus on the continuous development of our consultants by investing in training and certifications. We offer value to our clients on a continuous basis while never compromising our reputation of strong ethics and solid integrity.

Primary competitive differentiators:

- Global Talent Ecosystem: Our network of skilled IT professionals spans the USA, Canada, and India, offering versatile options for onsite, nearshore, and offshore capabilities. This global reach ensures a dynamic and adaptable workforce that can cater to diverse project needs.
- Certified Expertise: What truly sets us apart is our commitment to skill development. Most of our resources hold certifications in their respective skill areas, guaranteeing top-tier performance and up-to-date knowledge across various technologies.
- Full Talent Lifecycle Management: Our ability to attract and retain top talent is a cornerstone of our approach. We invest in our consultants' growth through training, certifications, and career advancement opportunities, ensuring they remain motivated, knowledgeable, and productive.
- Visa Sponsorship: With the capacity to sponsor H1B and GC, we offer the flexibility of bringing in international talent, enhancing diversity and expanding the pool of expertise available to the Parish.
- DHS-Certified E-Verify Status: Our "E-Verify Enrolled Employer" certification from DHS reinforces our commitment to compliance and provides an added layer of credibility to our services.

Presenting Innovative Concepts:

At Athreya Inc., we pride ourselves on driving innovation and embracing cutting-edge concepts that can significantly enhance the technology support services we offer to Jefferson Parish. Beyond the scope mentioned, we introduce the following innovative ideas:

- **AI-Driven Predictive Maintenance:** Leveraging artificial intelligence, we can proactively identify potential system failures and maintenance needs within the technology infrastructure. This predictive approach ensures minimal downtime and maximizes operational efficiency.
- **Automated Security Compliance:** We propose the implementation of automated security compliance solutions that continuously monitor and ensure adherence to cybersecurity standards across the Parish's IT landscape. This proactive approach helps safeguard sensitive data and enhances the overall security posture.
- **Unified IT Analytics:** We can establish a centralized platform that collects and analyzes data from various IT systems, enabling real-time insights into system performance, user behavior, and resource utilization. This empowers informed decision-making and resource optimization.

New Innovations Offered:

We can bring the following new innovations to the table:

- **Agile Process Integration:** We propose implementing agile methodologies across all IT projects, ensuring iterative development, continuous feedback, and accelerated delivery cycles.
- **Automated Infrastructure Scaling:** Our expertise in cloud solutions allows us to offer automated infrastructure scaling, ensuring resources are dynamically allocated based on demand.
- **Data-Driven Decision Support:** By harnessing data analytics, we can assist the Parish in making informed decisions regarding resource allocation, technology investments, and future planning.

Focus:

As part of our talent management solutions, we provide consulting services to solve business challenges. We specialize in supplementing resources for

- Project management & Business Analysis
- App development, Cloud Solution architects & Engineers
- Enterprise data management
- User interface & experience (UI/UX)
- Infrastructure and security

In essence, Athreya Inc. embodies a unique blend of global reach, certified expertise, and innovative solutions, making us the ideal partner to revolutionize technology support services for Jefferson Parish's Electronic Information Systems Department.

TAB F: PROJECT SCHEDULE

Detailed methodology/approach to project management.

Project Management Plan

At Athreya, we recognize that successful project management is the cornerstone of achieving desired outcomes. Our approach combines industry best practices, proven methodologies, and a deep understanding of Jefferson Parish's specific requirements to ensure seamless collaboration, timely delivery, and optimal results. We believe in forging strong partnerships with our clients, and our management approach reflects our commitment to working closely with EIS as a strategic IT staffing and service provider. Our proposed management approach is designed to align with the specific requirements and objectives outlined by Jefferson Parish EIS. Throughout the engagement, we will focus on several key areas. We will establish a clear project organization structure, assigning skilled professionals with the right expertise to each area of expertise identified in the scope of work. Our president, Theertha Balaguru, the project manager will personally oversee the project, ensuring effective coordination and communication between our team and EIS stakeholders.

1. Project Initiation:

Project Kickoff Meeting: At the project's start, Athreya Inc. will assemble key stakeholders from the Electronic Information Systems Department for a comprehensive kickoff meeting. The goal is to establish open communication channels, understand the project's strategic objectives, and align on expectations.

Scope Clarification: Our team will conduct an in-depth review of the Scope of Work provided in the RFP. This involves engaging with the Parish to clarify any ambiguities, validate requirements, and ensure that everyone involved has a clear understanding of the project's scope and deliverables.

2. Needs Assessment and Resource Allocation:

Technical Expertise Assessment: Athreya Inc. will perform a thorough analysis of the Parish's existing IT environment. We will identify technological gaps, challenges, and areas for improvement, allowing us to tailor our solutions effectively.

Resource Allocation Plan: Based on the specific requirements of each technology division, we will formulate a resource allocation plan that balances on-site, nearshore, and offshore resources. This plan aims to optimize expertise utilization while accommodating the Parish's needs.

Our Staffing Process

Steps	Details
Identify Right Talent:	<ul style="list-style-type: none"> Understanding the Parish EIS's requirements for the job position, skills, and experience required. Searching our internal database for potential candidates with the required qualifications. Utilizing external job portals like LinkedIn, Indeed, Dice, Monster to source suitable candidates.
Match & Verify	<ul style="list-style-type: none"> Evaluating the candidate's profile to ensure they meet the requirements of the position. Conducting an initial screening call to discuss the position and assess the candidate's interest and qualifications. Verifying the candidate's credentials to ensure that they have the necessary qualifications and experience.
Shortlist & Review	<ul style="list-style-type: none"> Shortlisting the profiles based on the candidate's skills, experience, and qualifications. Conducting technical and behavioral interviews to assess the candidate's communication, technical skills, and career goals. Evaluating the candidate's fit for the company culture and job position.
Onboard	<ul style="list-style-type: none"> Presenting the most suitable candidates to the Parish EIS for consideration. Assisting in the offer process, including negotiations and finalization of the offer. Conducting a background check to ensure that the candidate's credentials are valid including a criminal record check. Finalizing the onboarding process, including orientation and introduction to the company culture and job responsibilities.
Client Confirmation	<ul style="list-style-type: none"> Verifying all the required documents with Parish EIS to finalize the hiring process. Confirming Parish EIS's satisfaction with the candidate's performance and fit for the company culture and job position.

4. Project Implementation:

Resource Onboarding: Our technical experts will be strategically deployed to the Jefferson Parish premises, ensuring a seamless integration process. This collaborative approach enables effective knowledge transfer and cooperative project execution.

Infrastructure Assessment: A comprehensive assessment of the existing IT infrastructure will be conducted to identify areas for optimization and enhancement. Potential automation opportunities will also be explored to streamline operations.

System Upgrades and Integration: Our team will meticulously implement upgrades and integrations as per the specified requirements, ensuring compatibility and scalability. This encompasses Oracle databases, MS SQL Server, network components, GIS applications, and more.

Supplemental Staffing Deployment: Qualified personnel, aligned with the Parish's needs and minimum qualification criteria, will be assigned to various roles. This guarantees that the right expertise is applied to each task.

5. Training and Knowledge Transfer:

Customized Training Workshops: Athreya Inc. will design tailored training workshops to empower Parish staff in effectively managing and operating the newly implemented systems. This ensures sustainable system usage and enhanced capabilities.

Documentation and User Guides: To facilitate user adoption and system operation, comprehensive user guides and documentation will be developed for each technology system and application.

6. Ongoing Support and Innovation:

24/7 Help Desk Support: A responsive help desk will be established, offering round-the-clock assistance for addressing technical issues and providing prompt solutions to challenges.

Proactive Monitoring and Maintenance: Automated monitoring tools will be implemented to proactively identify potential issues, allowing for timely intervention and continuous system health.

Innovation Integration: Athreya Inc. remains committed to exploring innovative concepts, such as AI-driven predictive maintenance and automated security compliance, to enhance operational efficiency and security.

7. Reporting and Collaboration:

Regular Progress Reports: Periodic progress reports will be provided to the Jefferson Parish Electronic Information Systems Department. These reports highlight accomplishments, milestones, and upcoming activities, fostering transparency and informed decision-making.

Collaborative Meetings: Regular meetings with Parish stakeholders will be held to review project status, address concerns, gather feedback, and continuously enhance project execution.

8. Project Completion and Future Readiness:

Quality Assurance and Testing: Rigorous testing and quality assurance processes will be conducted to ensure that all systems and applications meet the highest standards of performance and security.

Knowledge Handover: A comprehensive knowledge transfer process will take place, enabling the Parish's IT team to confidently manage and maintain the newly implemented solutions independently.

Future Project Support: Athreya Inc. is prepared to provide ongoing support for future non-traditional IT-related projects, adapting to the evolving needs of the Parish's technology infrastructure.

9. Project Closure and Documentation:

Documentation Compilation: All project-related documentation, including training materials, user guides, technical specifications, and progress reports, will be compiled for the Parish's reference and records.

Client Acceptance and Sign-off: Prior to project closure, we will seek client acceptance and sign-off to validate the successful completion of the project and ensure the satisfaction of the delivered solutions.

Through this comprehensive project methodology, Athreya Inc. aims to ensure the successful implementation, management, and enhancement of the technology systems and services for the Jefferson Parish Electronic Information Systems Department.

Communication Plan

Our communication model ensures that Parish EIS is regularly and clearly informed on the status of the project and the activities which have an impact on the project. Following are some specific things that we adopt to ensure transparent, simple, and sustainable communication:

Communication channel: We have a sophisticated infrastructure in place and we use diverse ways to communicate and which can be Telecons, emails, web chats, visits, etc. Conformance to Parish EIS standards/way of working/tools/environment as required.

The entire project plan will be devised and shared with the Parish EIS at the beginning of the project and the details of the plan are worked out offsite, consisting of a comprehensive schedule and resource allocation.

We send Weekly Status reports and support it with weekly review calls so that clients can closely monitor and provide continuous feedback.

We understand that the Parish EIS's teams have specific modes of operation which they are comfortable with. However, our teams are open to adapting the methods and culture of the Parish EIS's team and working as their seamless extensions. We have succeeded in implementing this approach with many of our clients.

Project reviews - We conduct detailed project reviews at multiple levels to ensure the proactive management of project risks. Following are some of the ways we conduct the project reviews:

- Tele-conference between the Parish EIS and the implementation team regarding project status on a weekly basis
- Project internal reviews with PM and the team
- Code review, Code optimization and Performance optimization through reviews
- Review records are maintained to capture the review comments for various deliverables
- Requirements, Design, Source codes, Test Plans and Test Cases
- Weekly status reports will be delivered to the Parish EIS to review project status
- Consolidated monthly presentation on project progress and quality metrics would be presented to Parish EIS

Online project management tools

Project templates: Minutes of Meetings, Review documents, daily report, weekly report, change control document, Project Plan file, etc., that are based on ISO and CMMI standards

Project dashboards: We develop customized dashboards (if required) that can be online or spreadsheet based to provide snapshot coverage of key project metrics

Communication tools: E-mails, instant messengers, telephones, video conferencing tools, web conferencing using WebEx, etc.

Continuous Project Management



1. Continuous Recruiting

- Develop a talent acquisition strategy that includes continuous recruitment and sourcing of potential candidates.
- Utilize multiple channels for recruitment, such as job boards, social media, employee referrals, and professional networks.
- Regularly review and update job descriptions and requirements to attract a diverse pool of candidates.
- Maintain a talent pipeline by keeping in touch with potential candidates, even if there are no immediate openings.

2. Analytic Evaluation

- Define and document the recruitment process, including roles and responsibilities of each team member involved in the hiring process.
- Implement a candidate tracking system to capture recruitment data and analytics.
- Use data analytics to measure and evaluate the effectiveness of recruitment strategies and tactics, such as time to fill, cost per hire, and quality of hires.
- Regularly review and refine the recruitment process based on data and feedback from stakeholders.

3. Effective Onboarding

- Develop an onboarding program that is engaging and informative, and provides new employees with a clear understanding of their role and the company culture.

- Assign a mentor or buddy to each new employee to help them navigate their new role and get acclimated to the company.
- Conduct regular check-ins with new employees during their first few months to assess their progress and provide additional support or resources as needed.
- Solicit feedback from new employees about their onboarding experience and use it to improve the process.

4. **Accountable Management**

- Establish clear key performance indicators (KPIs) to measure recruitment, retention, and other HR metrics.
- Regularly review and report on KPIs to track progress against goals and identify areas for improvement.
- Hold managers and team members accountable for achieving their performance targets, and provide regular feedback and coaching to support their success.
- Use KPIs to inform decision-making and drive continuous improvement in HR processes and practices.

5. **Proactive Retention**

- Develop a retention strategy that focuses on employee engagement and satisfaction.
- Conduct regular employee engagement surveys to gather feedback and identify areas of improvement.
- Provide opportunities for career development, training, and advancement to retain top talent.
- Recognize and reward employee achievements and contributions to foster a positive and supportive work environment.

6. **Continuous Improvement**

- Implement a metrics-driven model to track and evaluate recruitment and HR processes.
- Use data and analytics to identify best practices and areas for process optimization.
- Continuously refine and improve HR processes to reduce costs, improve quality, and enhance the employee experience.

TAB G: FINANCIAL INFORMATION

Proposers must submit documentation from the past three (3) years demonstrating the proposer's financial stability. Documentation may include audited financial statements, including balance sheets, income statements, and documentation regarding retained earnings, assets, liabilities, etc. Such information should be included in the technical portion of the proposal submission and **MUST NOT** be included with the cost proposals and/or price schedules.

Please find Athreya's Financial Statements for last 3 years below.

1. Year 2022

12:14 PM
05/02/23
Accrual Basis

Athreya, Inc. Balance Sheet As of December 31, 2022

	<u>Dec 31, 22</u>
ASSETS	
Current Assets	
Checking/Savings	
10002 · Magyar Bank	-106.04
10003 · PNC Bank	-63,454.52
10004 · RECON ACCOUNT	126.80
Total Checking/Savings	-63,433.76
Accounts Receivable	
11000 · Accounts Receivable	419,312.92
Total Accounts Receivable	419,312.92
Other Current Assets	
12100 · Rent Deposit	4,556.00
60050 · Employee Advances	137,736.57
Total Other Current Assets	142,292.57
Total Current Assets	498,171.73
Fixed Assets	
12600 · Software IP	30,000.00
15000 · Furniture and Equipment	9,474.38
17000 · Accumulated Depreciation	-76,027.00
Total Fixed Assets	-36,552.62
Other Assets	
12500 · Investments	25,040.00
19000 · Computer & Equipments	26,046.43
19100 · SAP Software	48,659.00
Total Other Assets	99,745.43
TOTAL ASSETS	<u>561,364.54</u>
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 · Accounts Payable	63,429.27
Total Accounts Payable	63,429.27
Other Current Liabilities	
14000 · L & E - Balaguru	-4,579.64
14050 · L & E - Savitha	-115.58
14100 · L&E Axletree - Murali	2,000.00
14120 · PNC Bank - Line Of Credit	43,585.73
14800 · L&E Garynson Management, Inc.	0.12
24000 · Payroll Liabilities	1,878.39
24500 · EIDL Loans Payable	74,266.00
Total Other Current Liabilities	117,035.02
Total Current Liabilities	180,464.29
Total Liabilities	180,464.29
Equity	
30100 · Capital Stock	100.00
30200 · Dividends Paid	-222,467.42
32000 · Retained Earnings	543,248.01
Net Income	60,019.66
Total Equity	380,900.25
TOTAL LIABILITIES & EQUITY	<u>561,364.54</u>

12:16 PM
05/02/23
Accrual Basis

Athreya, Inc.
Profit & Loss
January through December 2022

	Jan - Dec 22
Ordinary Income/Expense	
Income	
42700 · Consulting Income - Sales	2,553,747.93
Total Income	2,553,747.93
Cost of Goods Sold	
50000 · Contractor Consultants	
50100 · Contractor & Consultant Trav Exp	20,118.42
Total 50000 · Contractor Consultants	20,118.42
52100 · Consultant Expenses	277,739.21
55000 · Marketing Expenses	9,973.03
60000 · Payroll Consultants	1,660,107.61
Total COGS	1,967,938.27
Gross Profit	585,809.66
Expense	
53000 · HR Expenses	178.50
60100 · Payroll Office	270,467.93
60110 · Payroll Taxes Employer	117,767.95
60200 · Automobile Expense	8,392.02
60300 · Advertising and Promotion	
60310 · Gifts and Souvenirs	352.97
60300 · Advertising and Promotion - Other	1,418.65
Total 60300 · Advertising and Promotion	1,771.62
60400 · Bank Interest & Service Charges	378.25
61400 · Charitable Contributions	1,170.39
61700 · Computer and Internet Expenses	794.90
62000 · Continuing Education	893.00
62500 · Dues and Subscriptions	
62510 · Newspaper Trade Magazine	42.57
62500 · Dues and Subscriptions - Other	12,388.16
Total 62500 · Dues and Subscriptions	12,430.73
63300 · Insurance Expense	
63310 · General Liability Insurance	10,727.66
63330 · Workman's Compensation	3,635.14
63300 · Insurance Expense - Other	10,263.45
Total 63300 · Insurance Expense	24,626.25
63400 · Interest & Finance Charges	7,003.64
64300 · Meals and Entertainment	6,624.56
64900 · Office Supplies	184.95
66000 · Payroll Expenses	2,138.75
67100 · Rent Expense	956.00
67200 · Repairs and Maintenance	44.27
68100 · Telephone Expense	3,196.19
68200 · Postage & Courier	602.96
68400 · Travel Expense	17,424.10
68600 · Utilities	385.99
68950 · Legal Expenses	
68960 · USCIS Fees	28,840.00
68980 · Immigration Fees	350.77
68950 · Legal Expenses - Other	13,975.00
Total 68950 · Legal Expenses	43,165.77
69000 · Other Expenses	50.00
90400 · Taxes	
State	4,876.83
90400 · Taxes - Other	200.00
Total 90400 · Taxes	5,076.83

12:16 PM
05/02/23
Accrual Basis

Athreya, Inc.
Profit & Loss
January through December 2022

	Jan - Dec 22
90600 · N J Taxes	64.45
Total Expense	525,790.00
Net Ordinary Income	60,019.66
Other Income/Expense	
Other Expense	
52200 · Garnishment-Child Sppt/Alimony	0.00
Total Other Expense	0.00
Net Other Income	0.00
Net Income	60,019.66



2. Year 2021

12:14 PM
05/02/23
Accrual Basis

Athreya, Inc.
Balance Sheet
As of December 31, 2021

	Dec 31, 21
ASSETS	
Current Assets	
Checking/Savings	
10002 · Magyar Bank	-106.04
10003 · PNC Bank	-54,315.93
10004 · RECON ACCOUNT	126.80
Total Checking/Savings	-54,295.17
Accounts Receivable	
11000 · Accounts Receivable	338,080.25
Total Accounts Receivable	338,080.25
Other Current Assets	
12100 · Rent Deposit	4,556.00
60050 · Employee Advances	92,411.57
Total Other Current Assets	96,967.57
Total Current Assets	380,752.65
Fixed Assets	
12600 · Software IP	30,000.00
15000 · Furniture and Equipment	9,974.38
17000 · Accumulated Depreciation	-76,027.00
Total Fixed Assets	-36,052.62
Other Assets	
12500 · Investments	25,040.00
19000 · Computer & Equipments	23,434.15
19100 · SAP Software	48,659.00
Total Other Assets	97,133.15
TOTAL ASSETS	441,833.18
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 · Accounts Payable	38,998.96
Total Accounts Payable	38,998.96
Other Current Liabilities	
14000 · L & E - Balaguru	-7,139.28
14050 · L & E - Savitha	-12,000.00
14100 · L&E Axletree - Murali	2,000.00
14120 · PNC Bank - Line Of Credit	23,412.31
14800 · L&E Garynson Management, Inc.	0.12
24000 · Payroll Liabilities	780.48
24500 · EIDL Loans Payable	74,900.00
Total Other Current Liabilities	81,953.63
Total Current Liabilities	120,952.59
Total Liabilities	120,952.59
Equity	
30100 · Capital Stock	100.00
30200 · Dividends Paid	-222,467.42
32000 · Retained Earnings	152,281.97
Net Income	390,966.04
Total Equity	320,880.59
TOTAL LIABILITIES & EQUITY	441,833.18

12:16 PM
05/02/23
Accrual Basis

Athreya, Inc.
Profit & Loss
January through December 2021

	Jan - Dec 21
Ordinary Income/Expense	
Income	
42700 · Consulting Income - Sales	2,265,645.39
42701 · Other Income	439,568.51
Total Income	2,705,213.90
Cost of Goods Sold	
50000 · Contractor Consultants	
50100 · Contractor & Consultant Trav Exp	45,823.80
50000 · Contractor Consultants - Other	140,000.00
Total 50000 · Contractor Consultants	185,823.80
52100 · Consultant Expenses	471,402.62
60000 · Payroll Consultants	1,172,295.74
Total COGS	1,829,522.16
Gross Profit	875,691.74
Expense	
52110 · Training	2,275.00
53000 · HR Expenses	101.50
60100 · Payroll Office	260,604.08
60110 · Payroll Taxes Employer	91,403.86
60200 · Automobile Expense	8,415.04
60300 · Advertising and Promotion	
60310 · Gifts and Souvenirs	1,144.19
60300 · Advertising and Promotion - Other	6,200.00
Total 60300 · Advertising and Promotion	7,344.19
60400 · Bank Interest & Service Charges	216.00
61400 · Charitable Contributions	538.50
61700 · Computer and Internet Expenses	160.82
62000 · Continuing Education	119.00
62400 · Depreciation Expense	3,292.00
62500 · Dues and Subscriptions	9,981.49
63300 · Insurance Expense	
63310 · General Liability Insurance	10,854.80
63330 · Workman's Compensation	3,131.22
63300 · Insurance Expense - Other	9,661.96
Total 63300 · Insurance Expense	23,647.98
63400 · Interest & Finance Charges	2,793.74
64300 · Meals and Entertainment	3,975.64
64900 · Office Supplies	10.66
66000 · Payroll Expenses	1,799.70
66700 · Professional Fees	2,900.00
66900 · Reconciliation Discrepancies	106.04
67100 · Rent Expense	13,860.00
67200 · Repairs and Maintenance	1,305.43
68100 · Telephone Expense	5,208.42
68200 · Postage & Courier	101.24
68400 · Travel Expense	18,561.27
68600 · Utilities	3,011.32
68950 · Legal Expenses	
68960 · USCIS Fees	12,080.00
68950 · Legal Expenses - Other	7,300.00
Total 68950 · Legal Expenses	19,380.00
69000 · Other Expenses	106.04
90400 · Taxes	
State	3,192.61
90400 · Taxes - Other	175.00
Total 90400 · Taxes	3,367.61

12:16 PM
05/02/23
Accrual Basis

Athreya, Inc.
Profit & Loss
January through December 2021

	Jan - Dec 21
90600 · N J Taxes	139.13
Total Expense	484,725.70
Net Ordinary Income	390,966.04
Other Income/Expense	
Other Expense	
52200 · Garnishment-Child Sppt/Alimony	0.00
Total Other Expense	0.00
Net Other Income	0.00
Net Income	390,966.04



3. Year 2020

12:14 PM
05/02/23
Accrual Basis

Athreya, Inc.
Balance Sheet
As of December 31, 2020

	Dec 31, 20
ASSETS	
Current Assets	
Checking/Savings	
10002 · Magyar Bank	126.04
10003 · PNC Bank	-55,382.95
10004 · RECON ACCOUNT	126.80
Total Checking/Savings	-55,130.11
Accounts Receivable	
11000 · Accounts Receivable	295,280.81
Total Accounts Receivable	295,280.81
Other Current Assets	
12100 · Rent Deposit	4,556.00
60050 · Employee Advances	86,411.57
Total Other Current Assets	90,967.57
Total Current Assets	331,118.27
Fixed Assets	
12600 · Software IP	30,000.00
15000 · Furniture and Equipment	9,942.41
17000 · Accumulated Depreciation	-72,735.00
Total Fixed Assets	-32,792.59
Other Assets	
12500 · Investments	25,000.00
19000 · Computer & Equipments	23,434.15
19100 · SAP Software	48,659.00
Total Other Assets	97,093.15
TOTAL ASSETS	395,418.83
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 · Accounts Payable	51,806.37
Total Accounts Payable	51,806.37
Other Current Liabilities	
14000 · L & E - Balaguru	30.47
14100 · L&E Axletree - Murali	26,000.00
14120 · PNC Bank - Line Of Credit	98,360.12
14800 · L&E Garynson Management, Inc.	0.12
24000 · Payroll Liabilities	307.20
24500 · EIDL Loans Payable	74,900.00
24600 · PPP Loan Payable	214,100.00
Total Other Current Liabilities	413,697.91
Total Current Liabilities	465,504.28
Total Liabilities	465,504.28
Equity	
30100 · Capital Stock	100.00
30200 · Dividends Paid	-222,467.42
32000 · Retained Earnings	223,298.81
Net Income	-71,016.84
Total Equity	-70,085.45
TOTAL LIABILITIES & EQUITY	395,418.83

12:15 PM
05/02/23
Accrual Basis

Athreya, Inc.
Profit & Loss
January through December 2020

	Jan - Dec 20
Ordinary Income/Expense	
Income	
42700 · Consulting Income - Sales	1,671,681.80
Total Income	1,671,681.80
Cost of Goods Sold	
50000 · Contractor Consultants	
50100 · Contractor& Consultant Trav Exp	74,324.05
Total 50000 · Contractor Consultants	74,324.05
52100 · Consultant Expenses	290,024.51
55000 · Marketing Expenses	759.43
60000 · Payroll Consultants	970,751.33
Total COGS	1,335,859.32
Gross Profit	335,822.48
Expense	
53000 · HR Expenses	75.50
60100 · Payroll Office	224,567.95
60110 · Payroll Taxes Employer	68,700.24
60200 · Automobile Expense	8,272.74
60300 · Advertising and Promotion	
60310 · Gifts and Souvenirs	463.78
60300 · Advertising and Promotion - Other	149.26
Total 60300 · Advertising and Promotion	613.04
60400 · Bank Interest & Service Charges	62.50
61600 · Computers Printers & equipments	144.14
61700 · Computer and Internet Expenses	28.12
62100 · Bad Debts	3,320.40
62400 · Depreciation Expense	1,167.00
62500 · Dues and Subscriptions	5,581.94
63300 · Insurance Expense	
63310 · General Liability Insurance	11,566.89
63330 · Workman's Compensation	2,290.77
63300 · Insurance Expense - Other	8,908.66
Total 63300 · Insurance Expense	22,766.32
63400 · Interest & Finance Charges	8,028.06
64300 · Meals and Entertainment	2,525.76
64900 · Office Supplies	-35.73
66000 · Payroll Expenses	1,788.27
66700 · Professional Fees	2,040.00
67100 · Rent Expense	13,860.00
68100 · Telephone Expense	5,990.34
68200 · Postage & Courier	320.51
68400 · Travel Expense	14,209.76
68600 · Utilities	586.35
68950 · Legal Expenses	
68960 · USCIS Fees	4,280.00
68950 · Legal Expenses - Other	1,300.00
Total 68950 · Legal Expenses	5,580.00
69000 · Other Expenses	
69100 · Janitorial Services	20.00
69000 · Other Expenses - Other	389.99
Total 69000 · Other Expenses	409.99
90400 · Taxes	
State	5,895.07
90400 · Taxes - Other	175.00
Total 90400 · Taxes	6,070.07

12:15 PM
05/02/23
Accrual Basis

Athreya, Inc.
Profit & Loss
January through December 2020

	Jan - Dec 20
90500 · IRS Federal Taxes	9,975.00
90600 · N J Taxes	133.05
90900 · Missouri State Tax	58.00
Total Expense	406,839.32
Net Ordinary Income	-71,016.84
Other Income/Expense	
Other Expense	
52200 · Garnishment-Child Sppt/Alimony	0.01
80000 · Miscellaneous	-0.01
Total Other Expense	0.00
Net Other Income	0.00
Net Income	-71,016.84



TAB H: TRANSITION PLAN

To ensure business continuity and no disruption to Jefferson Parish operations, the proposer shall submit a detailed Transition Plan. At a minimum, the plan should include the new contractor's transition approach, a description of the Transition Team, how the workforce will transition (including subcontractors), how network user accounts and passwords will be transitioned, knowledge & intellectual property transfer, and how Parish equipment and Contractor equipment be transitioned. In addition, proposers shall indicate what is expected of the Parish to ensure a successful transition.

Introduction:

This transition plan outlines the phased approach for implementing and enhancing IT services for the Jefferson Parish Electronic Information Systems Department. The goal of this plan is to ensure a seamless transition from the current state to the enhanced technology landscape envisioned by Athreya Inc. This plan focuses on minimizing disruptions, maximizing collaboration, and delivering optimal outcomes for the Parish.

Phase 1: Pre-Transition Preparation

1. Stakeholder Alignment: Athreya Inc. will engage with key stakeholders to validate project objectives, scope, and timeline. A clear understanding of expectations and outcomes will be established.
2. Project Team Formation: A dedicated transition team comprising Athreya Inc. and Parish representatives will be formed. Roles, responsibilities, and communication channels will be defined.
3. Document Review: Existing documentation related to IT systems, processes, and workflows will be reviewed to inform the transition plan. This includes technical documentation, user manuals, and operational procedures.

Phase 2: Knowledge Acquisition and Planning

1. Technology Landscape Assessment: Athreya Inc. will conduct an in-depth analysis of the Parish's current IT environment, identifying systems, applications, and infrastructure components.
2. Gap Analysis: By comparing the existing state with the desired state outlined in the scope, gaps and improvement areas will be identified.
3. Transition Strategy Development: A comprehensive transition strategy will be developed, outlining the sequence of activities, timeline, resource allocation, and risk mitigation plans.

Phase 3: Pre-Transition Activities

1. Resource Onboarding: Personnel identified for the project will undergo onboarding and orientation to familiarize themselves with Parish culture, processes, and objectives.
2. Infrastructure Assessment: A thorough assessment of existing infrastructure will be conducted to identify areas for optimization and potential enhancements.
3. Technical Training: Customized training workshops will be designed to equip Parish staff with the necessary skills to manage and operate the enhanced technology systems.

Phase 4: System Implementation and Enhancement

1. System Upgrades and Integration: Athreya Inc. will execute system upgrades, integrations, and deployments as per the project scope. This includes enhancements to Oracle databases, MS SQL Server, network components, and more.
2. Supplemental Staffing Deployment: Qualified personnel will be deployed to fulfill various roles, ensuring seamless integration with the existing IT team.
3. User Support Continuity: To minimize disruptions, Athreya Inc. will provide continuous user support, addressing technical queries and concerns throughout the transition.

Phase 5: Training and Knowledge Transfer

1. Customized Training: Parish staff will receive training tailored to their roles and responsibilities, empowering them to effectively operate and manage the enhanced technology systems.
2. Documentation: Comprehensive user guides, technical manuals, and documentation will be provided to ensure continued smooth operations.

Phase 6: Go-Live and Post-Transition Support

1. Go-Live: Upon successful implementation, the enhanced technology systems will be made operational, replacing or complementing existing systems.
2. 24/7 Help Desk Support: Athreya Inc. will provide round-the-clock help desk support to address any technical issues and ensure smooth operations.

Phase 7: Project Closure and Knowledge Transfer

1. Quality Assurance: Rigorous testing and quality assurance will be conducted to validate the functionality, security, and performance of the enhanced systems.
2. Knowledge Transfer: The knowledge acquired during the project will be transferred to the Parish's IT team, enabling them to independently manage and maintain the systems.

APPENDIX

1. Key Management Personnel Resumes

Theertha Balaguru

Theertha Balaguru, MBA is a seasoned business professional with over 25 years experience in Planning, Analysis, Management, Strategy, Business Development and Information Technology.

He holds a BS in Mathematics, Physics and Chemistry and a Master's Degree in Business Administration

Work Experience

PRESIDENT

ATHREYA INC

February 2008 – Present

Heads the SAP focused IT consulting company in Strategy, Planning and Operations. Responsible for Finance, Manpower, Legal, Immigration and Revenue Growth.

Vice President – Professional Services

ATHREYA INC

August 2002 – August 2006

Responsible for Business Development and Delivery of SAP Technical projects. Build and maintain relationship with both clients and IT professionals. Actively source Programmers and DBAs, Sys Admin and ERP Consultants.

SAP Consultant and Technical Recruiter

3i Infotech, Edison, New Jersey

2000 –2001

Worked as a technical recruiter with a focus on SAP. Identified suitable candidates for full time hire by the company and for contract positions with our clients.

Deployed onto a SAP support project at Compaq Computers.

Manager- Retail Banking and Card Acquisition

BANK OF AMERICA 1992 – 1995

Managed the Mastercard and Visa acquisition business in South India.

Territory Manager

American Express 1985 – 1987

Managed the American Express Card acquisition and merchant services in assigned territory in South India.

Responsible for sales of Travelers Checks by Banks in assigned territory in South India.

Pharmaceutical Medical Representative

Alembic Chemical Works 1980-1983

Praveen Raj

rajtropedo@gmail.com

Cell: 9176213262

Professional Summary:

- Dynamic and result-oriented individual with 17+ years of human resource recruiting, training, and project management, focused in the placement of Software Engineers/Architects (Distributed and Mainframe), Database Architects/Developers/Administrators, Network/System/Security Engineers, Web Developers, Quality Assurance/Test Engineers, Technical Program/Product/Project Managers, Development Managers, and Business Analysts.
- Resourceful decision maker who combines integrity, exemplary leadership and proven operational skills to lead complex projects from conception through completion.
- Possess strong technical/business acumen and understanding of technical requirements; deep sourcing skills and experience sourcing passive candidates; excellent candidate assessment skills.
- Possess excellent knowledge of recruiting and hiring processes including sourcing, interviewing, reference checking, tracking, salary negotiations, and closing.
- A resourceful, solution-focused professional with excellent interpersonal and rapport-building skills.
- Responsible, loyal, reliable, and independent worker with high level of enthusiasm and creativity.
- Self-motivated professional who achieves results and has superior ability to coordinate and perform several projects simultaneously.

ATTRIBUTES:

- Full lifecycle Recruiting Professional with extensive IT and Corporate experience working onsite as well as agency and contract work.
- Strong Background in Healthcare, IT, Finance.
- Excellent working knowledge in ATS (Application Tracking Systems)
- Coordinated with hiring managers to identify staffing needs.
- Very outgoing personality with excellent communication skills
- Excellent written communication skills, experience with position descriptions, presentations, documentation, word processing, proposals, business correspondence and marketing materials
- Strong leadership skills with a positive attitude and ability to motivate team members
- Creating and team that supports client programs, service and products effectively.
- Good multi-tasking skills and able to thrive in a fast paced environment
- Strong attention to detail, organized, accurate, thorough
- Participate fully in contract and/or hiring package negotiation
- Ensure service levels are satisfied by leading floor management and workflow distribution.
- Maintaining talk/wrap time, service, data and both customer and management satisfaction levels.
- Sound familiarity with Immigration process including H1B, OPT and Green Card processing.
- Developed customer relations and negotiation skills. Skilled negotiator, able to build relationships and close deals.
- Solid work experience with leading clients including Airlines, Healthcare Automobile Banking, Finance Retailers, Education Institutions Manufacturing & Food industries.
- Hired consultants for both Direct Relationships and Vendor Managed Systems (VMS) clients.
- Experience in using job portals like Nakuri, Monster, Dice & Career Builder. Indeed, LinkedIn, etc.
- Skilled at relationship building and personal/referral network abilities.

PROFESSIONAL EXPERIENCE

BuzzClan LLC, Dallas, TX
Manager Talent Acquisition
(Bangalore, India)

March 2015-Present

- Managed full life cycle recruitment process and partnered with Hiring Manager's and VP's to develop long-term and short-term recruitment strategies.
- Execute and manage candidate relationship management (CRM) process, semantic and Boolean searches, employee referral management, behavioral assessments, and video interviewing.
- Sourcing of relevant candidates through talent search, networking and references & providing the company with relevant and quality candidates within stipulated timeframe
- Responsible for the full hiring cycle, Developed third-party vendor network, as well as the implementation of new recruiting processes. Called on new and existing clients/Vendors to determine needs, build relationships, and create business opportunities.
- Worked closely with Account Managers and Clients to schedule client on-site and telephone interviews as well as candidate travel arrangement.
- Placed high-end technical professionals in the area of Information Technology Industry in contract and full-time positions.
- Responsible for interviewing, screening and placing all level IT professionals contract and direct hire positions. Responsibility included resume preparation, Salary negotiations.
- Proficient at delivering Presentations for internal/external communication.
- Regular follow ups with offered candidate till on boarding.
- Excellent Written, Verbal Communication Skills, Tech Screening Skills and responsible for detail evaluation of candidates against specific IT requirements
- Pro-actively maintain an effective resource database management system to close the Manpower requirement with the minimum time.
- Responsible for checking references, negotiating terms and rates for each project, coordinating the interview process, extending offers, and closing candidates.
- Maintained up-to-date knowledge of top Pure Networks business/technical and policy initiatives and competitors.
- Developed strong rapport with managers up to the C-level (CEO and CNO) as well as business units throughout organization.
- Mentored and coached new recruiters and recruitment coordinators.

TECHNOLOGIES: Oracle/EBS/Cloud/ Fusion/Peoplesoft/DBA/IAM), Weblogic/Middleware, IDM

CLIENTS: Oracle, Genpact, CapGemini, IBM, iGATE, TCS, Bank of New York, HCL America, Forsythe.

Unbounded Solutions, Inc. Atlanta, GA
Talent Acquisition Lead

March 2012-Mar 2015

- Successfully recruited candidates at all levels of expertises across diverse technical skills.
- Developed and Implemented comprehensive recruitment strategies in order to attract screen, recruit and presenting qualified candidates to hiring managers.
- Consistently honored with top producer award for highest recruitment of candidates achieved and displaying high degree of personal commitment, dedication, and accomplishments.

- Determined eligibility of candidates through interviewing, reference checks, technical screening and other background verifications
- Expertise in screening candidates, interviews, sourcing strategies, personality evolutions and gauging requirement fit.
- Negotiated salaries and hourly rates, extended offers of employment to successful candidates and filled all the necessary paper work after the hire.
- Marketing bench candidates. Coordinated and scheduled interviews for the candidates.
- Used to Interact with candidates thorough Emails.
- Did a step by step quality analysis of the skills according to the client's requirement
- Reviewed candidate profile/resume and evaluated applicants work history, education and training, job skills, desired salary/hourly rate, and personal qualifications against open requirements.
- Maintaining MIS report of recruitment tracker, documenting Offer & Appointment letter for new employees
- Placed high-end technical professionals in the area of Information Technology Industries in contract positions. Specialized in Software Architects/Developers (Distributed and Mainframe), Database Architects/Developers/Administrators, Network/Security Engineers, Web Developers, Program/Product/Project Managers and Quality Assurance Testers/Analysts.
- Mentored and coached new recruiters and recruitment coordinators.
- Participate in implementing new recruiting technology, such as applicant tracking systems and screening tools.
- Responsible for Internal Recruitment within the organization as per the organizational demand.

CLIENTS: Dell, Oracle, University of California, Western Union, Biogen, Mindtree, Freddie Mac.

Swaraj Software and Tech Solutions Pvt Ltd
Team Lead Manager

July 2010 – Feb 2012

- Lead a team and assist in all daily activities.
- Ensure tasks are being completed correctly, and auditing the work completed to minimize the errors being made. Improve and make efficient processes to help the growth of the client.
- Implement clients by working with multiple internal departments for best practice solutions for the client.
- Work with candidates on a toll free number on a daily basis for IT support, overall support in any questions they may have.
- Monitors calls to ensure quality standards are being achieved.
- Provides individual weekly coaching and feedback on performance to promote success.
- Conducts interviews and identifies qualified candidates.
- Monitors and reports the effectiveness of training programs and remediation programs. Delivers training assessments to trainees.
- Administered reviews and testing to ensure all of the new employees in my class have the proper knowledge to handle benefit calls and the processing of claims
- Through individual coaching and development I have assisted with 2 of my agents being promoted to Subject Matter Experts and 2 of my Subject Matter Experts were promoted to Team Leads while under my direction.
- Set monthly and daily sales goals for outbound call team according to company objectives.
- Assisted management with day to day operations which includes: Quality Monitoring, Coaching and Development, Counseling Agents.
- Maintained QA standards for staff, ensured calls were compliant with firm standards, escalated issues as needed, and maintained communication with customers and management teams.

- Involved in preparing daily, weekly & monthly reports of floor metrics to be reviewed by the client

Sutherland Global Services (Chennai)
Sr. Technical support Executive

Mar 2009 – Mar 2010

- Recognized as "#1 Customer Service Rep" (out of 150 reps in division). Ranking was based on
- Accuracy, customer service, duration of calls and availability.
- Answer incoming calls and analyze the queries and problems of the callers.
- Ability to resolve the most complex technical errors and deliver quality customer service with ensured customer satisfaction.
- Perform security check and verify details of the customer, service plan and other specifications in the CRM.
- Log in nature of complaint and other details regarding the problem as provided by the callers.
- Assign complaint ID and inform the customer regarding approximate time needed for the resolution of the problem.
- Comfortable to work in rotating shifts and overtime if required and Ability to deliver the best results even during the most stressed situations at work.

KGISL Private Ltd. (Coimbatore, TN)
Sr. Telesales Executive

April 2006 – Jan 2009

- Helped customers to identify services/products that best suited their needs.
- Became the lead "go-to" person for new reps and particularly challenging calls as one of the Company's primary mentors/trainers of both new and established employees.
- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.
- Deliver outstanding service, exceed expectations and build long-term loyalty.
- Greet transfer and hold calls, build rapport, listen, clarify and manage conversational flow, manage upset customers, conflicts and challenging situations.
- Supervised and motivated the team members, as team coach.
- Provided technical support and customer service excellence.
- Facilitated and expedited the escalation of customer service issues..
- Answered to customer inquiries and calls regarding the product orders.
- Provided high quality customer service.
- Kept appraised of services, products and promotions.
- Collected payments and customer information on orders placed.
- Trained the agents on product.

Education: Bachelor of Science in Information Technology.

Sangita Kodandan

Linkedin Link: <https://www.linkedin.com/in/viewmehere/>

PROFILE SUMMARY:

- o 10+ yrs experience in USA IT Technical Recruiting Apt in building and maintaining professional relationships. Committed to the delivery of quality service meeting the demand and supply process within time resourcing right candidate to the client.

WORK EXPERIENCE DETAILS:

Athreya Inc, NJ

2022 – till date

Technical Recruiter

- o Recruiting for IT professionals in the USA for multiple technical skills.
- o Resourcing consultants for direct clients.
- o Posting and advertisement of the job on various job portals like dice, monster etc.
- o Screen candidates for technical and soft skills.

NC Company (Confidential)

2019-2021

IT Technical Recruitment

- o Recruiting for IT professionals in the USA for multiple technical skills.
- o Resourcing consultants for clients.
- o Posting and advertisement of the job on various job portals like dice, monster etc.
- o Screen candidates for technical and soft skills.
- o Maintained a record of all jobs worked and candidates screened in ATS.

IIT Jobs, Bay Area CA

2010-2017

USA IT RECRUITING

Technical Recruiter / Sr. Recruiter / Lead

Job Responsibilities:

- o Team Management, Client Interaction, Resourcing Candidates, VMS Portal.
- o Alloting jobs and getting things done within deadline by the team.
- o Interacting with vendors and the clients for catering to their needs and processes.
- o Recruiting for IT professionals in the U.S.A following office protocols.
- o Promoting the consultants / candidates to the various vendors / clients
- o Resourcing consultants for direct clients.
- o Getting requirements from clients.
- o Perform posting and advertisement of the job on various job portals like dice, monster

etc.

- ⊙ Maintaining business relationship with the clients / partners and the candidates.
- ⊙ Reporting to the principals on office operations.

EDUCATION QUALIFICATION:

- Bachelor Of Commerce, Nagpur University- India
- Diploma in Computer Software, Aptech, Nagpur – India
- Certification Web Designing & 3D Animation – Government Polytechnic College – India

Honor & Award:

Pat On Back (Best presentation- Customer Service Toyota Dealership)

Accomplishments – Publications:

I write poems and it gets published in Nagpur local newspaper – “The Hitavada”

Volunteer Experience

Member - Soka Gakkai International

Jun 2006 – Present Cause - Social Services

An active member of SGI (Soka Gakkai International) following Buddhism philosophy and undertaking human revolution for better living with faith, practice and study

2. Candidate Sample Resumes

- a. Server Technician/ Network Technician/ Microsoft Support Technician - VILESH DOHALE
- b. Oracle Database Administrator - ARUN GNANASUNDARAM
- c. Programmer/Analyst - ARAVIND SIVAKUMAR





Vilesh Dohale

Mobile No.: +1732 470 6116

Email: vilesh.dohale@gmail.com

PROFESSIONAL EXPERIENCE SUMMARY

Having total 16+ years of Experience in SAP BASIS, IT Infrastructure and Datacenter Management.

SAP SUPPORT AND ADMINISTRATION PROJECTS 5 (Brownfield Project)

SAP FULL LIFE CYCLE IMPLEMENTATION PROJECTS 3 (Greenfield Projects)

MIGRATION AND UPGRADE from ECC6 TO EHP4/ EHP7 and SAP BW BI 7.0 TO EHP1 PROJECTS 3 (Brownfield Project)

SAP HCM IMPLEMENTATION PROJECT 1 (Greenfield Projects)

SAP S/4 HANA IMPLEMENTATION AND ADMINISTRATION 1 (Greenfield Projects)

SAP SYSTEM AUDIT.

Education Qualifications:

- Masters in Information Technology From MGU

SAP & IT Professional Trainings and Certifications:

- PMP Certified
- ITIL CERTIFICATE
- Gain Technical Knowledge on SAP S/4HANA Cloud, Private Edition.
- Say Goodbye to Downtime with SUSE Linux Enterprise Server.
- Dell EMC Hardware VxRail VMware, storage and backup
- SAP ECC System Conversion to SAP S/4 HANA
- Upgrade2Success - Making SAP ERP HCM Migration Easier
- High Availability and Disaster Recovery with the SAP HANA Platform
- SAP HANA Implementation
- Implementation of SAP S/4HANA
- Key Technical Topics in a System Conversion to SAP S/4HANA
- How to Build Bots with SAP Intelligent Robotic Process Automation
- SAP Netweaver upgrade Certificate.
- SAP R/3 Basis Consultant Trainee from LCC InfoTech Hyd.
- IBM AIX (UNIX Administration) (AU14) From IBM.
- Microsoft Certified System Administrator (MCSA) MCSE 2003.
- Hardware & Networking, CCNA, MS-Exchange Server,
- RHCE Linux, SUN Solaris From ZOOM Technology Hyd.
- Netgare Technology Training Program of WIRELESS NETWORK
- Certificate in Computer Programming from Mumbai Vocational Board

Summary of Skills and Experience:

Experience in SAP System Architecture, Datacenter, Disaster Recovery Site and VMware Virtual IT and Network Infrastructure Designed, deployed and managed.

SAP ECC, PI, BW CRM SCM GRC & HANA database implementation / upgrade / migration + SAP ECC Basis + Security GRC + Database support & Administration. Global project management. Customer facing skills.

Experienced in SAP Implementation in Manufacturing, Pharma, Retail, Textile, Steel, Power Plant, Agriculture, Distillery, Bottling and Banking domains.

Project manager with proven abilities to think in terms of planning, milestones, risks, constraints with a passion to deliver on time within budget with highest quality well structured, delivery focused and driven, team management & leadership, highly collaborative with strong communication skills. Technical management and understanding as following.

- SAP System Architect, DataCenter Management, Disaster Recovery Site and VMware Virtual IT and Network Infrastructure Designed, Deployed and Managed.
- SAP ECC, PI, BW, CRM, SCM, SAP S/4 Hana, SAP IS-RETAIL project & Hana database implementation / upgrade / migration + SAP ECC Basis Administration + GRC Security, SOX controls Oracle, IBM DB2, MAX DB, HANA Database Administration & Support.
- Lead and coach project teams and drive successful delivery of S/4 Move projects.
- Having the experience in IS-Utilities domain, Strong project management skills including Project Planning, Resource Management, Risk Management, Communication, Quality Management, Change Management, Documentation, and manage multiple projects.
- Licensing contracts system data entry (including deal proposals, new agreements, amendments, novation agreements, terminations and other ad-hoc contract related letters).
- Maintain system contractual records and documentation including insurance certificates, NDA's and all other contract correspondences.
- Manage all technical development and the associated resources for moderate to complex projects.
- Stay up to date with current SAP solutions, tools, SAP Sizing and related technologies.
- Drive complex technical and organizational issues to resolution.
- Implementation of knowledge management/retention processes, tools, and templates.
- Sustain adequate technical product knowledge through formal training, webinars, SAP publications, collaboration among colleagues and self-study.
- Collaborate and mentor others on product capabilities and technology trends.
- Contributed to requirement gathering and deployment of best practices for business process and propose solutions
- Dual/parallel landscape strategy and related transport management
- Basis, security, performance concepts related to an upgrade and migration
- SAP modules, their integration, key data objects, key tables, customizing, master data, transactional data.
- Ability to work with teams that are geographically distributed and work across different time zones
- Interacts with senior management at a client and/or within the organization on matters where they may need to gain acceptance on an alternate approach.
- Experience in other application support IBM Hardware management tool, HP Service Manager and IBM Tivoli System. SAP & non-SAP Enterprise Apps & Business continuity Planning
End to End Implementations – SAP ERP, S/4 Hana, On-prem & Cloud, CRM, SCM, Workflow automation, BI and Mailing Sys, IT infrastructure Design and Maintenance based enterprise-wide ERP applications.
- Experience in SAP Landscape Designing, Experienced in S4 HANA architecture and end to end implementations, including system server setups, maintenance and Backup Policy definitions,
- Expertise in Sizing of the SAP landscape supporting finalization of OS version SAP HA and DR architecture
- Strong knowledge of Activate/ASAP methodology.
- Experience in working with remote teams, US based as well as offshore based, Working with SAP on issue resolution, project financial management, Experience with project change management, project communication management, S/4HANA migration, PMP or Activate certification, Agile concepts, Global system experience, Exposure of logistics area of SAP.
- Planned, Designed and Implemented new IT Network infrastructure, Configuration of routers and established wan connection. IT Hardware & Networking Infrastructure.

Technical Skills:

ERP	: SAP ECC 6.0/ EHP7 Installation / Upgrade / Migration / SP/ Administration, SAP S/4 Hana, SAP Hana Implementation /Administration, SAP Netweaver BW- BI 7.3, SAP PI, SAP Retail, SAP SOLUTION MANAGER 7.1/7.2, SAP Web Dispatcher, SAP APO, HCM, SCM, CRM, E-Sourcing, Open Text, SAP GRC.
OS	: MS-DOS, MICROSOFT WINDOWS 95,98,2000, XP, LINUX, UNIX –IBM AIX
Server OS.	: SUSE LINUX, UNIX- IBM AIX, SUN SOLARIS, SUN LINUX. Windows Server 2000 /03/08/12/16/ Windows Server 2019 & 2021,
DATABASE	: MAXDB, IBM DB2, MYSQL, ORACLE 8i, 10g, 11g 12c, ASE and HANA.
GUI	: SAP GUI, LINUX
Mail Server	: Exchange Server 5.5, SAP Messages
Packages	: MS-Office, IBM Tivoli Backup Server (TSM), Service Now ITSM

Hardware & Networking: DATACENTER Hardware, Dell EMC VxRAil, VMware, IBM P-Series Blade Servers, IBM Rack Servers & Tower Servers, Tape Library, DS5020 SAN and V7000 Storage, VMware Virtual Machine Infrastructure.

PROFESSIONAL WORK EXPERIENCE

June 2016 – March 2023

Company : Kakira Sugar Ltd. Madhvani Group, Uganda.
Position : SAP BASIS MANAGER / SAP SOLUTION ARCHITECT
Description : 1) Sugar Manufacturing Plant, (Brownfield Project)
2) Plantation and Agriculture Based Industry, (Brownfield Project)
3) Kakira Distillery Uganda (Produces ENA, Vodka, Rum, Gen, Whisky) (Greenfield Project)
4) Power Plant. (Brownfield Project)
5) MARASA HOTELS (Hotel Industry) (Greenfield Project)
6) KIOO Ltd. (Glass Containers & Bottles Manufacturing) (Greenfield Project)

Responsibilities as a MANAGER SAP (IT)

SAP Manager was accountable for leading and managing projects relate to SAP changes, customizations and software implementation across multiple business functions and locations. This individual is responsible for planning, managing, and delivering SAP projects on schedule and within budget.
This leader is responsible for the direction, coordination, implementation, control, and completion of key projects, while remaining aligned with global strategy, commitments, values and goals of the organization and IT VMware infrastructure in its totality including but not limited to.
Managing the Overseas operations, support, training and documentations.
Gathering business functional requirements and converting it into technical as per system need.
Led successful large global team through complex program and project tasks.
Implemented and supported SAP Modules like SAP BASIS, ABAP, MM, SD, HCM, FICO, PI and AMS.
Implemented the E-Invoicing based on URA and SAP document compliance at Kakira Sugar Limited and Kakira Pharmacy and Hospital integrated with Uganda revenue authority EFRIS software integration through API and API's with in Premise SAP Server with indirect tax for statutory reporting based on URA.
We used SAP S/4HANA Document and reporting compliance (DRC) – for statutory reporting (formerly ARC).
Vender management and Coordination.
Reporting to Director Finance and A key member of IT strategy team comprising of JMD's, GM, DF and audit.
Responsible of SAP & IT regular reports covering manpower, local & overseas training programs to develop local staff.
Maintaining records in soft and hard copies complete and up to date documentation for all SAP/AMS activities.
Staff / People Management.
leading Onsite/Onshore and Offshore teams.
Leading team of 22 people and working with multiple team members –SAP, AMS, IT infrastructure VMware, Network, non-SAP IT and the overall business team.
SAP Basis & Hana Administration and consultation work completely.

Responsibilities as a Sr. SAP BASIS ADMINISTRATOR

- SAP DATACENTER Administration and Maintenance.
- SAP Disaster Recovery site Administration and Maintenance. The current SAP/AMS DR strategy. Recommending and implementing any improvements and also planning, executing end to end DR testing
- Day to day Production support of ECC 6 EHP7, Full SAP Landscape and Solution Manager 7.2
- Create maintain SAP/AMS'S users, SAP passwords, defining printers and spools and adjusting the number of work processes on each SAP dialog instance.
- Configuration of SAP/AMS topology, application servers and central instance that make up the system as well as performance and tuning of the SAP application servers.
- Plan, design and executed Solution Manger Installation /upgrade from 7.1 to 7.2 SP8.
- Charm configuration, Retrofit configuration and support, Dashboards, EWA configurations.
- Technical Monitoring for SAP systems, ITSM configurations. Customizing alert configurations include cloud connector monitoring, certificate monitoring, client open etc. Operation Monitoring (BP) configurations.
- Plan, Sizing and implemented SAP HANA 2.0 SPS03
- Migrated SAP with Oracle database to SAP Hana.

- Applied SAP Kernel upgrade, Support packages and SAP Notes.
- Support and optimizing SAP ABAP, JAVA applications and HANA database.
- Yearly SAPRouter Certificate Renewed.
- Experienced with Single Sign-On/LDAP technology with R/3 and SAP Portal
- Configured NWDI, CTS in Enterprise Portal environment.
- SAP CLIENT, SAP USER, SAPSPAD Administration.
- STMS Transport and Change management. SAP Correction and Transport System (CTS)
- Homogeneous / Heterogeneous SAP system refresh/ system copy
- Responsible for planning, designing and conducting SAP/AMS'S system refreshes periodically.
- Support on SAP IS-Utilities system.
- SAP and AMS DATABASE ADMINISTRATION, BACKUP and RESTORE by using BRTOOL.
- Installed and Configured Language pack in ECC system.
- Migrated DATABASE from SAP ECC Oracle 11.2 to SAP HANA by using SUM tool with DMO option.
- SAP Security.
- Change Management Transport and OCM.
- DATA CENTER (DC) and Disaster (DR) Managed, Execute and Deployment of IT Infrastructure.
- USER ACCESS rights review.
- 550 VMware virtual machine infrastructure, Windows, Sun Solaris and SUSE Linux operating system servers' administration, Maintenance and backup / restore of the virtual infrastructure.

March 2015 – June 2016

Company : Velocity Tech. Solution

Client Names : 1) Kayser-Roth Corporation, Greensboro, North Carolina, United States. (Greenfield Project)
 2) BCBG Max Azria (BCBGMAXAZRIA), Vernon, California, United States. (Greenfield P)
 3) Lloyds Bank, Gresham Street, London, United Kingdom. (Greenfield Project)

Position : SR. SAP BASIS CONSULTANT

Description : SAP implementation, support and hosting on Cloud base Technology services in global.

SAP Components, ECC, BW BI, CRM, SCM, SAP E-Sourcing SOLUTION MANAGER, PI, LEO, CONTENT, Web Dispatcher, Open Text, SAP HANA etc.

Responsibilities as SR. SAP BASIS Consultant

- Worked on SAP Implementation, Migration, and Support Projects in new dimensional component of SAP.
- SAP Implementation of ECC with EHP 7, BW 7.4 Abap & Java, PI 7.4, Solution Manger 7.1 SP12 and Web Dispatcher with Oracle 11.2g on Oracle Linux OS. ADS Configuration.
- Open Text implementation and uPerform.
- SAP Implementation of SAP NW E-Sourcing Java system and Web Dispatcher with oracle database 11.2g and Web Dispatcher.
- SAP Implementation SAP NW PI 7.5 ABAP and JAVA with MCOD with Oracle 12c,
- Datacenter Migration of SAP ECC 6.0 and Database Db2 LUW on AIX.
- Support projects ECC 6.0 EHP 7. BW BI 7.3, PI 7.4, Solution Manger 7.1 SP12 with Oracle DB2 MSSQL and SAP HANA administration.
- Migration to SAP S/4 Hana.
- SAP S/4 Hana implementation at Charlotte (CLT) datacenter to Minneapolis (MSP) DR site.
- SAP Applications ABAP and ABAP+JAVA based Systems Installation and administration.
- STMS Transport and Change management. SAP Correction and Transport System (CTS)
- Homogeneous / Heterogeneous SAP system refresh. Responsible for planning, designing and conducting SAP/AMS'S system refreshes periodically.
- Support on SAP IS-Utilities system.
- SAP and AMS DATABASE ADMINISTRATION, BACKUP and RESTORE by using BRTOOL.
- Installed and Configured Language pack in ECC system.
- Migrated DATABASE from SAP ECC with Oracle 11.2 to SAP HANA by using SUM tool with DMO option.
- SAP Security.
- Entire SAP environments SAP ECC 6.0/ EHP7, SAP S/4 Hana, SAP HANA, SAP HANA Datacenter and Disaster recovery in premises and cloud infrastructure, SAP NetWeaver BW- BI 7.3, SAP PI 7.5 SAP Retail, SAP SOLUTION MANAGER 7.1/ 7.2, SAP Web Dispatcher, HCM, Open Text, SAP GRC support, Implementation, Migration and upgrade projects.

- DATA CENTER (DC) and Disaster (DR) Managed, Execute and Deployment of IT Infrastructure.
- Have in-depth knowledge of DB2 and be capable of creating users, creating tables, Indexing tables, reorg tables, etc
- Hands-on integrity, availability and performance of DB2 database systems by providing technical support and maintenance.
- Implemented and administrated the High-Availability Cluster Multi-Processing (HACMP) Tool of IBM for SAP ECC 6 + IBM DB2 Database.
- Monitor database performance and recommend improvements for operational efficiency.
- Assisted in capacity planning, space management and data maintenance activities for database system.
- Performed database enhancement and modification as per the requirements.
- Performed database recovery and backup tasks on daily and weekly basis.
- Applied and maintain DB2 patches for database environments.
- Identified and recommend database techniques to support business needs.
- Assisted in implementation of new features and program fixes in databases.
- Maintained database security and disaster recovery procedures.
- Performed troubleshooting and maintenance of multiple databases IBM DB2, Oracle, HANA.
- Resolved any database related issues in accurate and timely fashion.
- Monitor databases regularly to check for any errors such as existing locks and failed updates.
- Oversee utilization of data and log files.
- Manage database logins and permissions for users
- BTP Cockpit operations and administration tasks performed as per below:
- SAP Cloud connector connected and Cloud integrations supported.
- Accessed and worked with the SAP BTP cockpit.
- Trained on Navigation in the SAP BTP Cockpit
- Handled global accounts and subaccounts in the SAP BTP cockpit. BTP cockpit is structured according to global accounts, directories, and subaccounts.
- Managed Global Accounts Using the Cockpit
- By using SAP BTP cockpit handled global account is the entry point for managing the resources and landscape.
- Managing Directories & Subaccounts Using the Cockpit.
- Organize and managed your subaccounts according to technical and business needs by using directories in the SAP BTP cockpit.
- According to organizations and project's requirements with regard to members, authorizations, and entitlements by managing subaccounts,
- Managing Entitlements and Quotas Using the Cockpit.
- Subscribed to multitenant applications from the Subscriptions page in the SAP BTP cockpit.
- Security Administration: Managing Authentication and Authorization.
- Tasks performed as administrator in the Cloud Foundry environment of SAP BTP, to ensure user authentication and assign authorization information to users and user groups.
- I have experienced in HANA as well as MS SQL, and
- SAP Cloud connector connected and Cloud integrations supported.
- Experienced in SAP Solution Manager 7.1 & 7.2 installation, upgrade of solution manager, Implemented CA willy Interscope installation and configuration. Hands-on in Enhanced Change and Transport System (CTS+) in SAP Solution Manager for SAP NetWeaver is used to transport ABAP objects from source system to target system for lifecycle management.
- Hands on experience with SAP ECC 6.0, BW, BI, BOBJ, CRM, GRC, GTS, SLT, on HANA, DB2, ORACLE, MY SQL, MAX DB and SYSBE on Linux, Windows servers on in premises and on cloud Azure and AWS.
- I have a good strong experience with SAP Installations (ERP, NW, SRM, CRM, BW, GRC, APO Personas, Fiori) configurations, upgrades, security and system copy. Fiori setup and configuration of Fiori apps both analytical and transactional for users' access with roles based

July 2014 – Feb 2015

Company : Bauer Corp Services (BAUER GROUP, GERMANY)
Position : SAP SYSTEM ADMINISTRATOR
Description : Bauer is a manufacture of Heavy Hydraulic Machineries & Big world level Construction group of company. (Brownfield Project)

Worked for Germany and China based Projects. SAP Components, ECC, BW BI, SOLUTION MANAGER, PI, Open Text, SAP HANA Migration etc.

Responsibilities as SAP SYSTEM ADMINISTRATOR

- Provide guidance and leadership in the areas of issue troubleshooting and resolutions, maintenance, SAP security technologies and system architecture.
- Participate in the Project planning and delivery, production support, monitoring and performance tuning of SAP Environments, ensuring the efficient and secure operation of the SAP systems.
- Planning to SAP S/4 Hana implementation at Germany Datacenter.
- Evaluate enterprise-wide SAP application systems and develop detailed analysis reports and recommendations for business-critical systems.
- Research and implement solutions for Basis functionality in the areas of performance monitoring, tuning, and systems configuration.
- Implement best practices guidance on all SAP Basis and Administration related tasks.
- Daily Backup Check and Trouble shooting.
- Monitoring the SAP systems by Solman Monitoring Task.
- SAP Applications ABAP and ABAP+JAVA based Systems Installation and administration.
- Trouble shooting and support for the Application Analysis and 1300+ users.
- Transport request from Dev to Test to Pro. systems & trouble shooting TMS issues.
- SNOTE, Support Patch's and Add on Implementation,
- Kernel upgrade.
- Database administration,
- EWA analysis and applied recommendation.
- Service desk implementation in Solman.
- Provide technical support for integrating SAP with various internal applications.
- Sabrix integration with ECC.
- SAP lifecycle implementations in SAP manufacturing module with PI sheets at Pharma / Life Sciences company using Xsteps, batches, routings, serial numbers and production and process orders.

Environment: SAP ECC6 EHP5, SAPBW BI 7.3, Solution Manager 7.1with MAXDB 7.8 & Trex system, Content Server, ADS system, Business Connector. VMware

September 2012 – July 2014

Company: Capgemini India ltd. Mumbai.

Position: SR. SAP BASIS Consultant.

Clients: Bayer HealthCare Pharmaceuticals LLC
Schneider Electric

Worked for USA, UK & ASIA BASED Project having 300+ Servers & 34 Landscapes.

SAP Components, ECC, BW BI, SOLUTION MANAGER, SCM, CRM, APO, EP, PI, LEO, CONTENT, CONSOLE, LDAP Etc

Responsibilities as SR. SAP BASIS Consultant

- Worked for GLOBAL project USA, UK & ASIA BASED Projects having 300+ Servers & 34 Landscapes.
- Implemented Upgraded and supported SAP Components, ECC, BW BI, SOLUTION MANAGER, SCM, CRM, APO, EP, PI, LEO, CONTENT, CONSOLE, LDAP Etc.
- Working on BMC ITSM Tool, giving support for above mentioned SAP components & Oracle & MaxDB database.
- SAP System Architecture and components both ABAP & ABAP + Java stacks administration.
- SAP Java Application Servers - Enterprise Portal, Composition Environment, Content Server
- Implemented the E-Invoicing based as per SAP document compliance at Bayer HealthCare Pharmaceuticals and integration through API and API's with in Premise SAP Server get the direct and indirect tax for statutory reporting purpose.
- Security OS LEVEL, NETWORK, Application SAP BASIS.
- Operating System Experience – AIX, Linux/Unix, Windows.
- Database Experience - DB2, Oracle, MaxDB
- SAP Kernel Upgrade & Support patches Patching, applied SNOTE.
- Leverage globally available software, UX and UI platforms
- SAP Solution Manager (System Landscape, Maintenance Optimizer, Service Desk, Central Monitoring)
- 24x7 Production Support.
- Have in-depth knowledge of DB2 and be capable of creating users, creating tables, Indexing tables, reorg tables, etc.

- Hands-on integrity, availability and performance of DB2 database systems by providing technical support and maintenance.
- Implemented and administrated the High-Availability Cluster Multi-Processing (HACMP) Tool of IBM for SAP ECC 6 + IBM DB2 Database.
- Monitor database performance and recommend improvements for operational efficiency.
- Assisted in capacity planning, space management and data maintenance activities for database system.
- Performed database enhancement and modification as per the requirements.
- Performed database recovery and backup tasks on daily and weekly basis.
- Applied and maintain DB2 patches for database environments.
- Identified and recommend database techniques to support business needs.
- Assisted in implementation of new features and program fixes in databases.
- Maintained database security and disaster recovery procedures.
- Performed troubleshooting and maintenance of multiple databases IBM DB2, Oracle, HANA.
- Resolved any database related issues in accurate and timely fashion.
- Monitor databases regularly to check for any errors such as existing locks and failed updates.
- Oversee utilization of data and log files.
- Manage database logins and permissions for users
- BTP Cockpit operations and administration tasks performed as per below:
- SAP Cloud connector connected and Cloud integrations supported.
- Accessed and worked with the SAP BTP cockpit.
- Trained on Navigation in the SAP BTP Cockpit
- Handled global accounts and subaccounts in the SAP BTP cockpit. BTP cockpit is structured according to global accounts, directories, and subaccounts.
- Managed Global Accounts Using the Cockpit
- By using SAP BTP cockpit handled global account is the entry point for managing the resources and landscape.
- Managing Directories & Subaccounts Using the Cockpit.
- Organize and managed your subaccounts according to technical and business needs by using directories in the SAP BTP cockpit.
- According to organizations and project's requirements with regard to members, authorizations, and entitlements by managing subaccounts,
- Managing Entitlements and Quotas Using the Cockpit.
- Subscribed to multitenant applications from the Subscriptions page in the SAP BTP cockpit.
- Security Administration: Managing Authentication and Authorization.
- Tasks performed as administrator in the Cloud Foundry environment of SAP BTP, to ensure user authentication and assign authorization information to users and user groups.
- I have experienced in HANA as well as MS SQL, and
- SAP Cloud connector connected and Cloud integrations supported.
- Experienced in SAP Solution Manager 7.1 & 7.2 installation, upgrade of solution manager, Implemented CA willy Interscope installation and configuration. Hands-on in Enhanced Change and Transport System (CTS+) in SAP Solution Manager for SAP NetWeaver is used to transport ABAP objects from source system to target system for lifecycle management.
- Hands on experience with SAP ECC 6.0, BW, BI, BOBJ, CRM, GRC, GTS, SLT, on HANA, DB2, ORACLE, MY SQL, MAX DB and SYSBE on Linux, Windows servers on in premises and on cloud Azure and AWS.
- I have a good strong experience with SAP Installations (ERP, NW, SRM, CRM, BW, GRC, APO Personas, Fiori) configurations, upgrades, security and system copy. Fiori setup and configuration of Fiori apps both analytical and transactional for users' access with roles based
- Knowledge of RevTrac and EPIUSE.
- SAP lifecycle implementations in SAP manufacturing module with PI sheets at Pharma / Life Sciences company using Xsteps, batches, routings, serial numbers and production and process orders.

Environment: SAP ECC5.0, APO, PI, EP, MDM, with HACMP, SAP NetWeaver 2004, Bw BI 7.0, Solution Manager with Oracle 10G, 11g & Database DB2, IBM AIX 6.1, Linux Suse, & Win2K OS.

September 2007 –Aug 2012

Company : Vandana Global Ltd. Siltara Raipur C.G. (Greenfield Project)

Position : SAP SYSTEM MANAGER

Description : VGL is Processing & Manufacturing of Power, SID, and Ferro & Steel Blades.

Responsibilities as an Associate To SAP Project Manager at the time of Project.

- Coordination with Project Manager VGL, VGL Core Team Members & IBM Consultants.
- Coordination with HARDWARE vendors and Vendor Management.
- Project planning & implementation of SAP ERP, Hardware sizing & Network Infrastructure.
- Implemented MM, PP, FI, CO, QM, PM, SD.
- Defined the System Management Landscapes.
- I have designed, implemented & managed the DATA CENTER.
- Implemented SAP ECC 6.0 & NetWeaver -BI 7.0 with IBM DB2 Database on IBM AIX 6.1 (UNIX)
SAP Solution Manager & Tivoli Backup Server on Microsoft Windows 2003/08,
- I was responsible for designing & an implementation of new IT Infrastructure virus free.
- Coordinate & discusses all project related issue with the project manager & core team members.
- Coordination with core team & end users to troubleshoot front end issues across the VGL.
- Responsible for SAP license distribution according to sap contract with VGL.

Responsibilities as a SAP BASIS

- Installation of SAP ECC 6.0, NetWeaver BW_BI & Solution Manager
- Clients Management client copy, remote copy, export & import client within in landscape & out of landscape.
- Daily activates which is required for monitoring & maintenance for all serves like Buffers, Database, Workload, page in/out, system logs, and dumps, print related Management related troubleshooting.
- CCMS Monitor sap & operating systems at various levels at File system & space, CPU utilization Workload, Log files, paging, network load, system performance, background jobs & database size up.
- Printer Setup in SAP & set up the printer device type.
- Identified the critical areas for printing and configured the printers & spool administration.
- Configured and monitored the background processing jobs in system. Scheduled and monitored the batch jobs and analyzed job performance.
- Database Administration: Database backup offline & online daily, weekly and monthly scheduling plan Implement. Monitoring database buffer quality, size of table & database container space, Alerts.
- Database logs & log files monitoring & handling. Database Backup, restoration & recovery
- SAP system export & import.
- According to Early Watch reports me & GM plan for managing support packages & kernel patch up gradations & applied Sap notes.
- Work with service.sap.com for service-related issue & to download patches, SP & etc.
- Transport Management System administration, creation of domain, & checking RFC in landscape.
- Distribution of license for USER ID's, User Administration on the basis of license purchased by VGL.
- Security Administration according to SOD, I have applied SAP security.
- Managed and created new users, groups and role. Monitoring and controlling all the active users.
- Prepared & created roles for users by PFCG according to authorization matrix.
- Performed user & role administration and troubleshooting
- Trouble shooting users related to authorization, printer, network & RFC connection,
- Communicated with sap by using service.sap.com for sap system related problem.
- Coordination with IBM for hardware related issue.
- Offshore support for SAP installation / re-installation.
- BI administration, Source system creation. Monitoring BI Process chain scheduled.
- BEX ANALYZER, Roles & user administration.
- Solution Manager Administration, IMG configuration, systems setup, RFC destination system creation
- Solution Overview, Solution Landscape, operation setup & Operation Extensively worked on Solution Manager 4.0 for the monitoring purpose and generate keys for the new installations.
- Monitor space utilization, Monitoring file systems, Log monitoring, file system checks, create and rebuild Indexes.
- Solution Monitoring, Service Desk Change Management, Solution Reporting, Service Plan, Issue Management.
- Have in-depth knowledge of DB2 and be capable of creating users, creating tables, Indexing tables, reorg tables, etc
- Hands-on integrity, availability and performance of DB2 database systems by providing technical support and maintenance.
- Implemented and administrated the High-Availability Cluster Multi-Processing (HACMP) Tool of IBM for SAP ECC 6 + IBM DB2 Database.
- Monitor database performance and recommend improvements for operational efficiency.
- Assisted in capacity planning, space management and data maintenance activities for database system.

- Performed database enhancement and modification as per the requirements.
- Performed database recovery and backup tasks on daily and weekly basis.
- Applied and maintain DB2 patches for database environments.
- Identified and recommend database techniques to support business needs.
- Assisted in implementation of new features and program fixes in databases.
- Maintained database security and disaster recovery procedures.
- Performed troubleshooting and maintenance of multiple databases.
- Resolved any database related issues in accurate and timely fashion.
- Monitor databases regularly to check for any errors such as existing locks and failed updates.
- Oversee utilization of data and log files.
- Manage database logins and permissions for users
-
- Expertise and strong SAP Basis knowledge supporting a large multi-instance environment.
- IBM AIX OS related issues, FW update, HACMP CLUSTER administration
- Applying support packages, notes, patches & updates Kernel on UNIX & Windows for SAP ECC, SAP BW-BI, SAP Solution Manager. L1, L2 & L3 Support handling independently
- System Solution Manager, BW-BI & ECC upgraded into EHP1, & 4 by using SAP EHP Installer tool.
- Solid experience in planning and execution of new SAP installations. DB2 & Oracle database / WIN & AIX Environment: SAP ECC6.0 in HACMP, SAP NetWeaver 2004, Bw BI 7.0, Solution Manager with Database DB2, IBM AIX6.1,

June 2002 –July 2005

Company : NIIT Bhandara.

Position : IT System & Network Manager

Description : IT Training, Consulting and Service Provider Company

- Provided computer technical support to End Users on multilocation.
- Provided hosting VDI services in premises for WYSE terminals.
- Troubleshoot, maintain, and manage the network and network hardware.
- Troubleshoot and maintain workstations, printers, servers, and peripherals.
- Monitor and manage license usage.
- Maintain and support SSL VPN access to local and hosted infrastructure.
- Managed patching/upgrades for software's, Windows and Red hat Linux operating systems.
- Installation and troubleshooting of Computer hardware & networking devices.
- Interaction and troubleshooting front end and desktop issues across the systems and users.
- Configured DNS Server, Active Directory, IIS, DHCP, FTP.
- Checked the logs of the regular maintenance jobs, system tools. Set up Spooling and Printing devices, configured company logo and page sizes. Performed Role administration and troubleshooting.
- User Administration & adding privileges to users. Managed and creating new users, groups and profiles. Monitoring and controlling active users. Printer installation & configured the printers.
- Maintained the availability of company computer systems including servers, workstations, laptops, printers and multimedia equipment etc. Administrated multi-server window NT network over LAN & WAN 100+ workstations and 100+ end-users.
- Designed and implemented multi-Server & multi-node network expansion.
- Implemented Internet proxy / firewall and monitoring solution. Maintained system tape backups and.
- Designed and maintained corporate Intranet settings, Internet connection and Internet sites. Maintained network & user security policy, addressed server security issues.
- Applied appropriate security patches and upgrades.
- Worked on Branded and assembled computers and did installations of Win98, 2000, XP and ME. Also, Win2000 Server & Linux Operating System.
- PC, Laptop and Server Computer hardware maintenance, trouble shooting and network infrastructure trouble shooting.
- Assisted with the acquisition and procurement of hardware and software as needed.
- Assisted or managed the installation of such hardware and software as needed.
- SSO with Kerberos, SAML configuration with IDP in windows server.
- Provided service and repair as necessary with timely response.

- Migrated servers from Tower Server to Rack Servers.
 - Installation Antivirus server and security tool monitoring and threat remediation.
 - Provide spam filtering service, and firewall configuration and administration.
 - Periodic external penetration testing and internal security analysis.
 - Regularly onsite hardware monitoring and physically health checkups.
 - Maintain network and hardware documentation.
 - Configure all users and workstations in private Virtual servers AD and deprecate old local AD server
 - Designed, planned, Implemented and Maintained network infrastructure at Banks, Colleges and Manufacturing companies.
 - LAN, MAN and WAN Network configured on L1 L2 & L3 switches and on Cisco Routers.
 - Installation of modem and Modem cum Routers configuration of Internet.
 - Supported and configured accessing work resources from computer devices (email / files / Printer etc.)
 - Hardware decommissioning, wipe and recycling as needed
 - Back up the VM and physical servers daily with locally scheduled and offsite backup jobs.
-

ARUN GNANASUNDARAM

(703)-677-1221

garun19881@gmail.com

PROFESSIONAL EXPERIENCE

- 10+ years of IT experience with very strong Relational Database Administration skills adhering to the Quality Processes.
- 24x7 - Technical support for Production databases including remote database administration and monitoring, available ON CALL for critical production issues.
- Installation and Configuration of Oracle 10G/11G/12C and 19C on various operating systems, configuration of clients and administration of user accounts.
- Good work experience in Azure Oracle Exadata/Super cluster environments.
- Experience in Oracle Dataguard single and multiple standby, switch over, Failover, converting to snapshot standby.
- Good experience in Golden Gate unidirectional and Bi-Directional and GGHUB implementation on different platforms like UNIX and Windows.
- Good experience in AWS postgresql.
- Good experience in Snowflake Administration.
- Experience in cloud platform like Google Cloud Platform (GCP) and AWS.
- Excellent experience in Data Loading Techniques using SQL * Loader, Oracle External Tables and 10g,11g,12c and 19c DATAPUMP.
- Having Good experience in Oracle RAC Technologies.
- Good experience in Oracle version upgrade, Host migration across different OS platforms.
- Having experience in SQL Server database technology including database refresh, migration and Goldengate replication.
- Performed backup planning and implementation through RMAN, UMB.
- Excellent experience in distributed queries, views, and indexes.
- Good experience in Oracle Enterprise 11G/12C and 19C, UNIX administration Shell scripts, Top and SAR.
- Extensive experience in implementing automated jobs using shell scripts, crontab and Auto SYS.
- Created and modified Database objects like Tables, Indexes, Views, Sequences, Functions, Procedures, Triggers, Stored Procedures and Packages.
- Enforcing data integrity using integrity constraints & database triggers.
- Responsible for creating standard database creation scripts, installation, upgrades, patches, contacting Oracle Collaborative support for critical issues.
- Very strong Experience in various Databases like ORACLE, MS-SQL SERVER and POSTGRESQL.
- Experience in various monitoring and automation technologies to provide real time alerts and problem reporting.
- Experienced with tools/utilities: AWR Reports, STATSPACK, OEM Grid Control, SQL* Loader, Log miner, DATAPUMP, EXP/IMP and RAC
- Enforcing security by creating roles, granting system and object privileges on the Tables, and stored procedures with DBA concepts.
- Enforcing Installing OEM Agent, Adding and Removal Targets as part of Build and Decommission.
- Troubleshoot Database performance issues using Automated Workload Repository (AWR) and Automatic Database Diagnostics Monitor (ADDM).

- Responsibilities included installing, upgrading, and applying patches to Oracle databases.

Fidelity Investments

Oct 2019 to July till date

Lead Database Administration

- Worked on Amazon Web Services (EC2, ELB, VPC, S3, CloudFront, IAM, RDS, Route 53, CloudWatch, SNS,).
- Served as snowflake database administrator responsible for leading the data model design and migration production deployments releases to endure our database objects and corresponding metadata were successfully implemented to the Dev/QA and production platforms.
- Performed ETL data translation using informatica of functional requirements to source to target mapping out to the AWS cloud database snowflake and Aurora.
- Analyzed data sources, identified the issues, and addressed the same that can impact the ETL processes.
- Created the users and roles in snowflake and grant permissions/roles based on the requirement.
- Configuring and fixing the issues with PGADMIN client application.
- Responsible for monitoring environments the alerts via Datadog tool for PostgreSQL database.
- Responsible for new build PostgreSQL database on AWS, migration, creating the standby replica.
- Expertise in analyzing data quality checks and performance checks.
- Installed and Setup Oracle (Master and Slave) Server, Multiple Oracle Instance with a different port.
- Oracle Database backup (Hot/Cold) and recovery, repair and optimize tables
- Oracle Database security, creating users and managing permissions.
- Server's, Domain's and Database's migration on Amazon Web Services.
- Installed and Setup Git/SVN Repository (Version Control System) at the client side.
- Providing data for a weekly and monthly report to senior management.
- Monitor Production Server Health of different parameters (CPU Load, Physical Memory, Swap
- Manipulation of shell scripts; php scripts and java scripts during migration and db connection.
- Scheduling jobs using crontab, Create SWAP Memory.
- Installed and configured of GoldenGate on 11g/12c/19c database for data replication.
- Involved in database troubleshooting and maintenance activities and solve GoldenGate issues such as abended, lagging, long transaction issues.
- Worked on Production Support, attending production calls, troubleshooting the application, and resolving bugs.
- Resolved the issues in conflicts between the target and source database in GoldenGate
- Experience in planning, installing, configuring, and administering multiple Oracle RAC in Linux and Non RAC databases in Linux/UNIX.
- Monitored/managed 3 node RAC environments databases using OEM Cloud control.
- Worked alongside programmers and contributing to the development process.
- Responsible for continuous database monitoring and reorganization for ensuring optimum performance.
- Installed ASM environment and migrated database from Non-ASM to ASM.
- Expert in SRVCTL and CRSCTL to manager RAC environment activities.
- Installed and configured 13c Oracle Enterprise Manager (OEM).
- Monitored top wait events /top SQLs/ top sessions using OEM.
- Used Oracle 19c/12c and 11g Automatic Storage Management (ASM) to fulfill the storage needs.

- Involved in construction of Disaster Recovery (DR) for all the production databases using Data Guard (Physical Standby).
- Migrated Oracle database 11g from Linux Boxes to EXADATA machine using GoldenGate and Export & Import.
- Administered and managed OCR (Oracle Cluster Registry) including manual backup of OCR and design the recovery strategy of OCR and monitoring of OCR daemons like CSSD, CRSD, EVMD and EVM.
- Tuned and balanced I/O by monitoring file system and table space I/O statistics
- Tuned performance of SQL statements in 19c/12c and 11g databases.
- Created shell scripts for managing day-to-day activities and incremental and full image backup automatically.
- Implemented optimal space utilization in table space by avoiding fragmentation.
- Used partitions to improve the query performance and manageability.

Loblaw Inc
Infra Technology Specialist

July 2018 to Oct 2019

- 24/7 ON-CALL support
- Used partitions to improve the query performance and manageability.
- Create technical design recommendations for developing and integrating new software and system technologies – from the physical layer through to the virtual layer – per written specifications; test, evaluate, engineer, implement and support said technologies in Google Cloud Platform(GCP)/GoldenGate(GG).
- As a senior member of Oracle Advanced Technical support group, provided advanced technical support to enterprise DBA team on Oracle database related technologies such as Exadata, Golden Gate, Streams, RAC, upgrades, migration, Performance Tuning, Backup and Recovery, RMAN, Partitioning, Oracle Enterprise Manager, SQL, PL/SQL, Code review and optimization, Materialized views, Flashback, troubleshooting, Data pump, RDBMS security.
- Review and influence new and evolving design, architecture, standard, and methods for operating services and systems.
- Respond to and resolve emergent service problems; design tools and automation to prevent problem recurrence
- Participate in software and system performance analysis and tuning, service capacity planning and demand forecasting
- Drive technical innovation and efficiency in infrastructure operations via automation designs
- Create processes that enhance operational workflow and provide positive customer impact
- Design systems management solutions using automation and self-repair rather than relying on alarming and human intervention
- Implemented 4 node RAC 11g on AIX. Performed various tasks like Administering RAC using SRVCTL, Adding nodes and instances, Administering Storage Components, Parameter Management, Configuring etc
- High Availability Features for RAC/Dataguard/Exadata/Google cloud.
- Installed ASM disks
- 24/7 support.
- Worked on DATA WAREHOUSE and OLTP
- Upgraded from 10G to 11G and 11G to 12C database versions in different OS platforms.
- Created multiple databases for Development and Testing.

- Actively involved in designing/Testing of Disaster Crash recovery.
- Respond to and resolve emergent service problems; design tools and automation to prevent problem recurrence
- Participate in software and system performance analysis and tuning, service capacity planning and demand forecasting
- Drive technical innovation and efficiency in infrastructure operations via automation designs
- Create processes that enhance operational workflow and provide positive customer impact
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- Implemented 4 node RAC 11g on AIX. Performed various tasks like Administering RAC using SRVCTL, adding nodes and instances, Administering Storage Components, Parameter Management, Configuring etc.,
- High Availability Features for RAC/Dataguard/Hexadata/Google cloud.
- Installed ASM disks
- Worked on DATA WAREHOUSE and OLTP
- Upgraded from 10G to 11G and 11G to 12C database versions in different OS platforms.
- Created multiple databases for Development and Testing.
- Actively involved in designing/Testing of Disaster Crash recovery.
- Applied patch opatch utility in PROD and TEST and DEV environments.
- Performed Export/Import through Data Pump.
- Provided technical troubleshooting and give consultation to development teams.
- Performed Database Refreshes and Database Copies for Development, Test and Production databases.
- Involved in monitoring the lock processes, releasing locks in case of resource blockage and gathering statistics.
- Used Oracle 10g/11G/12G AWR ADDM to monitor database activities and performance tuning.
- Performed Database Administration using TOAD, Oracle Enterprise Manager and SQL scripts.
- Used NMON and TOPAS for performance and monitoring in all AIX environment.
- Involved golden gate configuration setups and troubleshooting the issues.
- Replicated to a disaster recovery site for increased server manageability and availability.
- Tuned GG to handle large volumes of data for high transaction tables.
- Monitored real-time bidirectional data movement.
- Consolidated tables and enabled GG replication by application segregation.
- Experienced in dataguard setup and switchover/failover DGMRGL and FSFO.
- Experienced in physical/logical standby and snapshot technologies.

The Ford Motor Company
Senior Software Engineer

Feb 2014 to July 2018

Support a seven-terabyte database in Super cluster/Exadata machines and major application release; play a senior role in enterprise-wide database optimization and instance and resource monitoring. Perform root cause analysis on failures. Resolve performance tuning related issues, reports, and queries. Work actively on new 11g/12c features such as AWR, ADDM, and ASH, performance statistics collection, and fine-tuning database wait events. Provide on-call support for enterprise databases.

- Supporting for High/Critical tasks on super cluster environments.
- Backup/Recovery/Cloning of databases using RMAN in various platform Linux, Windows, AIX, Sun Solaris.
- Monitor tablespace sizes, resizing tablespaces, relocating data files for better disk I/O. Managed archive logs.
- Configuring Data Guard to ensure high availability, data protection and disaster recovery.
- Partitioning of lobs, large tables and indexes.
- Performance monitoring/tuning using scripts, Removed fragmentation of tables by exporting, dropping and import of tables.
- Database Migration / Upgradation from 9i to 10g ,11g & 12c on Various platform.
- Creating & managing database links, materialized views.
- Perform capacity Planning and implementation, database space management, Table space management.
- Schema and Data refresh, backup USING DATAPUMP, EXPORT/IMPORT tool in various platform.
- Set up new databases and provided all database-related support for the production as well as test databases for different markets internationally in super cluster servers
- Excellent working experience on ASM Storage technologies.
- Experience in Oracle super cluster/Zone cluster environments.
- Performed backup planning and implementation through RMAN, UMB.
- Involved DR Drill and performed Database switch over using DATAGUARD Broker.
- Measured Hit ratio for buffer cache, shared pool and adjust SGA size for various workload.
- Supporting for High/Critical tasks on super cluster environments.
- Backup/Recovery/Cloning of databases using RMAN in various platform Linux, Windows, AIX, Sun Solaris.
- Monitor tablespace sizes, resizing tablespaces, relocating data files for better disk I/O. Managed archive logs.
- Configuring Data Guard to ensure high availability, data protection and disaster recovery.
- Partitioning of lobs, large tables and indexes.
- Performance monitoring/tuning using scripts, Removed fragmentation of tables by exporting, dropping and import of tables.
- Database Migration / Upgradation from 9i to 10g ,11g & 12c on Various platform.
- Creating & managing database links, materialized views.
- Perform capacity Planning and implementation, database space management, tablespace management.
- Schema and Data refresh, backup USING DATAPUMP, EXPORT/IMPORT tool in various platform.
- Set up new databases and provided all database-related support for the production as well as test databases for different markets internationally in super cluster servers.
- Excellent working experience on ASM Storage technologies.
- Experience in Oracle super cluster/Zone cluster environments.
- Performed backup planning and implementation through RMAN, UMB.
- Involved DR Drill and performed Database switch over using DATAGUARD Broker.

Set up new databases and provided all database-related support for the production as well as test databases for different markets internationally. Performed space estimation and calculation, application installation, performance/ memory tuning, server/ database monitoring, configuration, and troubleshooting. Provided design input and interacted with the design team on the best database practices. Evaluated server/ instance architecture, hardware, system specifications, and capacity planning. Managed, trained, and mentored staff.

- 24x7 – ONCALL Production Support.
- Installed Oracle 11g Software, configured Oracle 2 node RAC
- Installed Oracle Clusterware to provide infrastructure for RAC and configured 2 node Oracle 10g/11g RAC.
- Responsible for creating standard database creation scripts, installation, upgrades, patches, contacting Oracle Collaborative support for critical issues.
- Strong experience on DATAGUARD setup, failover and switch over databases.
- Developed and implemented a Backup and Recovery Plan using RMAN..
- Perform daily monitoring and preventive maintenance of production database instances, Space management and checking the backup status through CRON.
- Planned index rebuilding to avoid the row fragmentation, index analyzes and table analyze periodical basis.
- Preparation of DBA work plans; perform daily, weekly and monthly tasks of the DBA.
- Monitor the “alert.log” file for every 5 minutes for the error messages and generate database space statistics and called from CRON jobs and sending the e-mail to the DBA group.
- Preparation of new instances/schemas for the new projects and for go-live projects, creation of the users, roles and schema objects and maintaining them.
- Schema refresh, backup USING DATAPUMP, EMP/IMP tool.
- Applied OPatch and CPU Patches in Development, Testing & Production Environment
- Creating ASM Disk & Diskgroups and Maintaining Oracle ASM instance
- Added Disk and REBALANCED
- Managing OCR & Voting Disk

Education & Certification:

- **B.Tech., in Computer Science, SRM University, Chennai, India**
- **Oracle 10g Certified Professional Database Administration.**
- **Upgraded to Oracle Certified Professional to 12c Database Administration.**
- **AWS certified in Solution Architect.**

ARAVIND SIVAKUMAR

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[LinkedIn](#)

TECHNICAL SKILLS

Programming languages: C, C++, Java, Python, C#, Golang
Unit testing technologies: Google test, Python unit testing framework, Jasmine
Database technologies: MySQL, Redis
Deployment technologies: Docker, Kubernetes
Version control tools: GitHub, Perforce
IDEs and editors: Visual Studio, VS Code, PyCharm, Atom, Notepad++
Operating Systems: Linux, Windows, Mac OS

EDUCATION

Madras Institute of Technology, Anna University - Chennai, India

Apr 2015

Bachelor of Technology in Information Technology

CGPA : 8.94/10

EXPERIENCE

Comcast – Development Engineer 3 – Chennai, India

Apr 2021 - Present

- Designed Telemetry System to handle large volume of data, structured data as JSON and used Redis to get data for further processing.
- Used Golang to develop telemetry system containing publish/subscribe model with Redis
- Modified Apache thrift generator to support required Golang data types
- Leveraged Docker to build the telemetry system and used Kubernetes for deploying and testing features
- Developed smart alerts for detecting issues in system and wrote remediation scripts to fix the issue
- Fixed high priority defect – Mulpi failing to connect to telethrift server

eShakti – Software Engineer - Chennai, India

Feb 2020 - Apr 2021

- Worked on developing features and fixed bugs for shopping website
- Used C# to develop backend features like colorways, footer links for the website
- Used Bootstrap framework to develop UI for listing products and describe products using repeater
- Worked on design panel features for gathering customer feedback

HCL – Senior Software Engineer - Chennai, India

Feb 2019 – Feb 2020

- Worked for a semiconductor ATE manufacturer – Teradyne. Used C++ to develop features and fixed defects for Teradyne
- Awarded with HCL ERS Knowledge champion Q2 FY-19 for fixing high priority defects.
- Mentored a junior engineer by walking through the code and explained process, version control and helped her get up to speed on the project.

Symantec – Software Engineer - Chennai, India

May 2015 – Dec 2018

- Identity safe product is a browser extension which is used to auto save and autofill logins, block malicious webpages visited by user and annotate search results with safety rating. Used C++ and JavaScript to develop above features for identity safe.
- Developed a tool using Python to extract logins from Chrome and Firefox and import those logins into Identity safe product
- Played the role of Full stack developer by developing features, UI and automating test cases for Identity Safe
- Symqual is internal error monitoring tool for Norton products. Wrote test cases covering all scenarios and combinations.
- Wrote unit tests using Gtest for C++, Python unit test framework for Python and Jasmine for Javascript.
- Worked on developing automation framework using python and automated test cases using Selenium for Idsafe extension and ensured test cases are executed successfully on different browsers and OS combinations.
- Used ReactJS to develop UI for Idsafe extensions
- Got WOW awards for participating in Codathon and contribution to product releases

ACTIVITIES

- Got 4 stars for problem solving on Hacker rank
- Attended Six Sigma – Green Belt Training conducted by HCL