Mohana Priya Padmanabhan
Senior Windows Server Technician

Professional Summary:

- An IT professional with 11 years of relevant experience in Windows Administration, System Engineer and Network Engineer roles.
- Seasoned ITIL Certified Microsoft Certified Solutions Expert (MCSE), Microsoft Certified Solutions Associate (MCSA), Microsoft Certified Professional (MCP), and Windows Server Administration, VMware, MS Hyper-V, Virtual System & Technical Support Professional with over 11 years of experience in project management and planning, implementing, overseeing, and maintaining server and network infrastructures, in a variety of industries. Extensive experience in all aspects of the deployment, installation, administration, maintenance, and troubleshooting of various Microsoft Operating systems, applications, networks, and computers.

Technical Skills:

- Extensively experienced with Windows 2016/2012/2008/2003/2000/NT servers at both single and multi–domain platform
- Experienced with Active Directory, GPOs, DNS, DHCP, File & Print Servers, IIS (Web Server), IIS 51/60/7, FTP, Terminal Server, RIS,
- RRAS, NAT, WSUS, Microsoft Clustering, Exchange Mail Server, and ISA Server
- Experienced with Virtualization technologies including installing, configuring, and administering VMware ESX/ESXi, MS Hyper-V and creating and managing VMs (Virtual Server), as well the maintenance of Virtual Server
- Expertise in building Microsoft Windows 2008 R2, 2008, 2003, and 2000 Servers using HP Smart Start, Array configurations
- Diagnosing Servers, updating firmware and PSP, and application software under multi–platform environments, as well as the deployment and monitoring of physical Servers
- Experience in managing multiple Windows systems with Microsoft SCCM 2007, providing patch management, remote control, software distribution and OS deployment
- Worked with ESX and ESXi 3, 3.5, 4.0, 4.1 and 5.1. Successfully upgraded between ESX versions 4.1 to ESXi 5.1
- Worked on vCenter Server 4.1 and 5.1 for managing multiple ESXi Servers. Built and troubleshot ESX Servers and ESXi Servers, vSphere and vCenter Manager
- Expertise in Virtualization with MS Hyper-V, vSphere 5.0/4x, VMware ESXi 5, 4 and 3x hosts, along with Virtual Center Server
- Worked extensively on templates and clones and implemented and managed HA and DRS clusters. Experienced with ESX Architecture, guest OS installation, setting up VM priorities and cloning and snapshots
- Knowledgeable with iSCSI SAN, NAS, NFS storage and RAID concepts
- Extensive understanding of networking concepts including IE network configuration, TCP/IP, VPN, VLANs, routing in LAN/WAN, Ethernet Ports, Patch Panel virtual networking, wireless networks, and Cloud computing concepts
- Experienced with x86/x64 Intel, HP, and Dell hardware such as rack–mounted servers, tower servers, desktops, laptops, and other peripherals
- Responsible production support of Active Directory (AD), Group Policy (GPO), GPP, Domain users, Users and groups and gave appropriate permissions, shares and privileges to access LAN and Domain environments, created and automated reports in SCCM
- Responsible for administrating, creating, and modifying DNS records, DHCP scopes and reservations, DFS links, Web servers including record/scope creation, troubleshooting and WINS and DNS and managing user and group accounts Administration
- Strong knowledge and hands on experience with Data Center Migration
- Successfully migrated from Exchange Server 5.5 to Exchange Server 2003/2007
- Worked and Working on Windows and Exchange PowerShell Scripting
- **VMware Platform Skills:** Experience with VMware vSphere, creating VM Sessions for installing multiple OS and applications; Installation, Configuration and Administration of Virtual Infrastructure using ESX 5.X, VMware V sphere 5.x, Virtual center 5.X and 6 Servers; Build new servers daily in legacy VMware from 2003 to 2016, and Hyper–V for applications; Creating and Patching the Templates, also built templates from ISO image files; Deploy

virtual machines from templates and allocate resources, Manage VM's using VMware virtual center and web service, Configurations of Virtual switched and network connections. Created VM images to be used for deployment through Microsoft's Automated Deployment Services for test network.

- **Microsoft Products and Tools:** Office 365, SCCM, MS–Office 2003–2010, MS–Exchange 2007–2010, MS–Azure, MS Hyper-V
- **Server Operating Systems**: Windows 2003, 2008, 2010,2012 ,2016 and Windows Active Directory
- **Desktop Operating Systems:** Windows 2008, Windows 7 and 8, Windows Vista, Windows PowerShell
- **Management Tools**: HPSM, HPOO, Service–Now, Remedy, Team track, Hyena, Message Labs, VPN–Positive Networks.

Skills:

- Team Building & Hands-On Leader
- Monitoring Server, Software & Hardware, Automation
- Customer-Service Driven Approach
- Inventory & Asset Configuration Documentation
- Risk Assessments & Contingency Plans
- Solid Understanding of LAN/WAN Networks
- Installing Servers, Devices & Firewalls

- Diagnosing &Troubleshooting Technical Issues in Cloud services
- Configuring Internal Systems & Enhancements
- Setting Up & Training New Systems Users
- Group Policy Design, PowerShell Scripting & Configuration
- Ensuring Smooth Application Deployment
- Upgrading & Optimizing Network Infrastructure
- Excellent Verbal & Written Communication

Professional Experience:

Medical Science and Computing, LLC/NIH-Rockville, MD   **Oct 2020 - Present**
Windows System Administrator/Engineer
Responsibilities:

- As Windows System Administrator/Engineer provide support and work with PowerShell, VBScript, batch script, Perl or Python, MS Hyper V and provisioning, monitoring, self-service, and automation on Windows System Center and to manage, develop, administer, and support the existing Windows infrastructure in collaboration with other evolving IT services.
- Provide comprehensive technical support of the Windows interoperability with Linux systems, security compliance and security control.
- Design, implement and integrate Microsoft System Center with Orchestrator, Configuration Management, Operation Manager and VMM. SCVMM/SCOM/SCCM.
- Manage and administer Group Policy (GPO) in MS Active Directory (AD), Organization Unit (OU) infrastructure.
- Establish process and procedure to build, update, upgrade and retire a desktop, server and Hyper-V VM.
- Evaluate, test, and certify new Windows OS and applications to be integrated with the existing infrastructure including OneDrive, Outlook, Hyper-V VM, and browsers.
- Support Windows systems and computing infrastructure. Identify, diagnose, analyze and resolve problems and record them in a ticket system.
- Study innovative technology based on requirements and provide technical advice for managers to make effective decisions.
- Work on Big Fix, Symantec Endpoint Protection (SEP), Malwarebytes Endpoint Security (MBES)and Altiris and renewal expired certs on Knowledge of SSL/TLS and TCP/IP protocols.

Geico /Cool Soft, LLC - Chevy Chase, MD (Remote)   **Jul 2020 - Oct 2020**
Windows Administrator
Responsibilities:

- As a Windows Administrator provide the support and maintenance for one or more of the following technologies: Database, Server,
- Operating System, Network, Storage, Application Server technologies, Web server technologies, Development Tools, Electronic Data
- Management System, and Electronic Data Interchange and managing Windows Server s 2008/2012/2016/2019& DC operations

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- Work on ADFS and group policy on Windows 2008/2012/2016/2019 servers by upgrading applications, configuring, and adjusting in Microsoft Windows Active Directory, Group Policy management and WSUS integration.
- Responding to security alerts using Identity and Access Management (IAM) and Access Control Methodologies like Mandatory Access Control, Discretionary Access Control and Role Based Access Control.
- Handling Endpoint protection technologies and techniques like DLP, AV, Anti-Malware, and encryption on IDS/IPS systems and server hardware (one or more / Dell, HP, Cisco UCS).
- Remediating security vulnerabilities by applying patches using Microsoft System Center Change Management (SCCM), Ivanti and VMM and cloud-based patching.
- Build new Windows servers, support and reconfiguration of operating system settings using VMWare and/or virtual server environment administration using competency Hyper V and vSphere.
- Monitoring Web Application Firewalls and Intrusion Prevention using Web service Filter Monitoring and enable of TLS, HTTPS, SFTP, SSH, and IPsec.
- Work on Security Information and Event Management (SEIM) & scanning tool called Qualys and automate manual task using scripting tools Power Shell and Python

American Family Insurance/Cool Soft, LLC- Madison, WI   **Sep 2019 - Jul 2020**
Senior System Administrator
Responsibilities:
- Provide the support and maintenance for Databases, Servers, Operating Systems, Network, Storage, Application Server technologies, Web server technologies, Development Tools, Electronic Data Management System, and Electronic Data Interchange.
- Remediate security vulnerabilities by applying patches using Microsoft System Center Change Management (SCCM).
- Upgrade applications configure Microsoft Windows Active Directory, Group Policy management and WSUS integration.
- Work on Security Information and Event Management (SEIM) & scanning tool called Qualys and in Monitoring tool SolarWinds.
- Reconfigure operating system settings using VMWare and/or virtual server environment using VDI and MS Hyper-V administration competency.
- Work on network infrastructure including routers, switches, firewalls, automating tasks using HPOO automation directives by automating routine IT tasks, such as repetitive maintenance, change provisioning, and incident resolution.
- Implement TLS, HTTPS, SFTP, SSH, RTSC, FREB, IPsec.
- Manage and automate Incident Management-workflow performs diagnostics and repair procedure to fix service, such as restarting the service ,Change Management-flow updates HP Universal CMDB with accurate data center state ,Virtualization- OO checks hypervisor capacity and provisions additional storage through Storage Essentials and Disaster recovery- validates approval status on change ticket for failing over from primary system to destination system using HPOO automation tool, actively support users on existing HPOO workflows running in production.
- Enabled strong two-factor authentication to protect network resources and Software token automation for integration with available RSA SecurID Partner applications.
- Created an automated ci/cd build pipeline which automatically deployed all internally written PowerShell modules and scripts to internal NuGet servers.
- Work on ADFS and group policy on Windows 2003/2008/2012/2016 servers.
- Update enable migrate on prem users to Office365/Windows 7/Windows 10
- Work on Multi-Factor Authentication (MFA) / Two-Factor Authentication (2FA) for the users on servers.
- Acknowledge and resolve user service requests utilizing the service request management system.
- Extensive involvement in Designing Azure Resource Manager Template and in designing custom build steps using PowerShell.
- Expertise in Microsoft Azure Cloud Services (PaaS & IaaS), Application Insights, Document DB, Internet of Things (IoT), Azure Monitoring, Key Vault, Visual Studio Online (VSO) and SQL Azure

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- Worked in SecureDoc Encryption in a comprehensive disk encryption product that secures data at rest (DAR). It has two main components: the client software used to encrypt and decrypt data and the server software (SecureDoc Enterprise Server or SES) used to configure, deploy, and manage encryption for an entire organization.

Change Healthcare / Cool Soft, LLC – Tulsa, OK   **Feb 2019 - Sep 2019**
Senior Systems Administrator Migration Team – Production Support
Responsibilities:
- Coordinating system planning, installation, monitoring using SolarWinds, testing, and servicing, overseeing the network to ensure availability to all systems, while providing an intuitive interface for requestors and for those fulfilling requests.
- Approving action requests and specifying purchase requirements, ensuring Windows servers comply with established policies, standards, licensing agreements, and configuration guidelines.
- Establishing and performing system backups and recovery procedures to ensure stable performance for the storage environment through performance monitoring using SolarWinds and tuning with relevant service-level agreements.
- Improving reporting for continuous improvement and proposing then implementing system enhancements that improve performance and reliability of the system, as well as upgrading systems with new releases and models.
- Remediating security vulnerabilities by applying patches or upgrading applications, as well as configuring and adjusting in Microsoft Windows Active Directory, VDI, providing Group Policy management and WSUS integration.
- Defining, designing, and implementing information systems and solutions, while also documenting design specifications, installation instructions, and other system-related information.
- Designing, installing, configuring, administering, and fine-tuning Windows operating systems and Active Directory Infrastructure across the organization in timely and efficient manner.
- Unify the automation platforms using HPOO Automation in <u>Windows OS</u> for File system/memory diagnostics, service status, service restart, start/kill process, server reboot, clean logs, delete files, health check and with <u>Networking</u>: Enable/disable CDP, enable/disable routing, remove/modify VLANs, add/delete users to routers, change interface IP, set banner for routers, connectivity diagnostics, website health check, find Web pages with dead links and <u>Virtualization</u> automation using HPOO like
- Create/start/stop VMs, migrate (hot/cold) VMs, snapshot VMs, get VM info, reboot/shutdown guest, virtual network operations and environment administration using Chef, PowerShell Desired State Configuration, System center configuration manager, System Center Operation Manager, and writing PowerShell and VB scripts to be run by JAMS, also automate the creation of test environments with vagrant.
- Managing load configuration on system and making recommendations for purchase or upgrade of systems, as well as negotiating and placing orders with vendors.
- Worked in SecureDoc Encryption client software -provides encryption capabilities on multiple operating systems (Windows, Mac, and Linux via SecureDoc OSA).
- Worked on Microsoft Azure (Public) Cloud to provide IaaS support to client. Create Virtual Machines using MS Hyper-V through Power Shell Script and Azure Portal.
- Supporting, troubleshooting, and resolving issues related to protocols and services including DHCP, DNS, FTP(S), HTTP(S), LDAP, SMTP, SNMP, SSH, TCP, and UDP.

Florida Department of Corrections / Cool Soft, LLC – Tallahassee, FL   **Aug 2018 - Jan 2019**
Systems Administrator Server Team – Production Support
Responsibilities:
- Configured the infrastructure and install applications on Windows Internet Information Server platform, while reviewing installation documentation, executing the installation, and **automating the process using HPOO to <u>Configure and change</u> servers: by Provision server, remediate server, attach server to policy, add patch to policy, approve blocked job/task, start VM create provision storage to host ensuring compliance with best practices.**

- Worked with the Application team to examine deployment requirements of hardware and software, as well as developed and maintained technical specifications, standards, procedures, and systems documentation.
- Enabled strong two-factor authentication to protect network resources and Software token and worked on automation **using HPOO with Database like List databases, number of active connections/processes, integrity check for database/table, database server/tablespace diagnostic, PLSQL search, Top SQL stats** for integration with available RSA SecurID Partner applications.
- Analyzed server performance to identify resource contention, recommending changes or upgrades to ensure optimization, while working with Data Center staff, OIT, and users to perform server installations using MS Hyper-V and vSphere, upgrades, and configuration changes in VDI
- Inventoried, documented, and maintained applications on servers, aiding users with access, as well as analyzed, troubleshot, and resolved Windows Server issues, with minimal impact on users.
- Wrote PowerShell scripts and batch jobs using Bit-bucket/VB Scripting and GitHub to monitor Server properties and perform Active Directory and Exchange management activities.
- Administered server security as needed for OIT staff and users, and recommended process improvements within the Department's server and applications teams, while researching then recommending technical solutions to meet functional requirements.
- Created schedules for the development and implementation of specific software systems, as well as developed system test plans to ensure software meets design criteria.
- Perform additional System Administrator tasks as Imaging and OnBase Support required by the Department.
- Supported Token with RSA and Smart Card types with SecureDoc Encryption.

University of Massachusetts Medical School / Cool Soft, LLC – Shrewsbury MA   Oct 2017 - Jul 2018
Sr. Engineering System Administrator
Responsibilities:
- Participated in the implementation and maintenance of major subsystems, including acknowledging and resolving user service requests, utilizing the service request management system.
- Architected, designed, engineered, implemented, administered, configured, supported, monitored, troubleshot, and maintained enterprise applications within Office 365, .Net installs, VDI and Azure.
- Supported the UMMS IT Hosted Services Department with the implementation of multiple Enterprise-level initiatives.
- Handled OS Installs, new builds, and OS Hardening along with Windows Server (2008 R2, 2012 R2, 2016), while creating VBScripts and Windows PowerShell cmdlets for automation of manual tasks using HPOO Central for monitoring purposes like To Own alert, acknowledge alert, close alert, create alert, update priority, and enumerate alerts.
- Applied a customized pre-boot background image on all Windows platforms using SecureDoc Encryption.
- Maintained a good understanding of common protocols and services, including DHCP, DNS, FTP(S), HTTP(S), LDAP, SMTP, SNMP, SSH, TCP, UDP, and the ability to support, troubleshoot and resolve issues related to these protocols.
- Utilized Secure File Transfer Protocol and maintained a working knowledge of networks and a strong understanding of TCP/IP, MS Hyper-V, VMWare vSphere & VCenter 6.0 and 6.5.

CVS Health / Tata Consultancy Services – Cumberland, RI   Jun 2015 - Oct 2017
Lead Windows System Administrator / Tata Consultancy Services – Production Support
Responsibilities:
- Installed and managed MS Hyper-V, ESX and ESXi servers on HP, Dell, or Cisco hardware, as well as installed vCenter Server along with vCenter Components and upgraded VMware Tools and .Net installs.
- Migrated ESXi host and VMs across Data Centers, and upgraded from vSphere 4.1 to vSphere 5.0, while also updating Firmware and ProLiant Support Pack for Windows 2003/2008/2012 Servers.
- Created licenses and deployed vMA, configuring syslog server and dump collector, as well as created and managed resource pools and added the VMs into the pools.
- Utilized VMware Converter, PlateSpin Power Convert, and FastSCP to work on ESXi Environment for P2V conversions, while also creating Snapshots according to user's requests and requirements.

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- Handled Capacity Planning for new clusters, ESXi, and VM storage issues using the Capacity planner and VMware-guided consolidation for gathering the physical machines CPU and Memory usage metrics.
- Maintained Web Servers by installing IIS 6, IIS Administration, FTP Sites and creating Virtual Directories in IIS 6, while software packaging, designing, and implementing backups and recoveries for SCCM 2012 along with SCOM 2012.
- Write scripts with PowerShell/Creation and execute of Batch jobs using VB Scripting/Bit-Bucket/GitHub/ to create custom business solutions upon request to meet business needs with aid of HPOO for integration like Operations that provide the ability for HP OO to work with common systems management tools such as ticketing, monitoring and event consoles, virtualization,
- CMDB, and data center automation. Used HPOO automation tool for integration with both HP and third-party management tools.
- Architected, designed, and implemented the System Center 2012: Configuration Manager, configuring HA, DRS clusters, and FT for critical VMs, while configuring, monitoring, and maintaining email applications and with Microsoft tools like MS Access and MS office.
- Performed data backups and disaster recovery operations, diagnosing, troubleshooting, and resolving hardware, software, or other network and system problems, replacing defective components when necessary.
- Utilized expertise in remote control, patch management, software distribution, software packaging, operating system deployment, network access protection, and hardware and software inventory, using System Center Configuration Manager.

Moody's Corporation – New York, NY   **Nov 2014 - May 2015**
Lead Windows System Administrator – Production Support
Responsibilities:
- Maintained and administered computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Oversaw the operations and maintenance for TCP/IP, handling routing via EIGRP, OSPF, and BGP along with network addressing, as well as performed troubleshooting of DNS, DHCP, IIS, and Active Directory.
- Configured SCOM clients and reporting for the SCCM environment, deploying new SCOM agents and troubleshooting failures, while maintaining overall clients/agents along with server health for the entire SCCM and SCOM infrastructure.
- Installed Windows 98, XP, NT, 2000, 2003, 2008, 2012, and 2016 operating systems, as well as installed, configured, and administered Windows 2003 Enterprise Server.
- Enabled strong two-factor authentication to protect network resources and Software token automation for integration with available RSA SecurID Partner applications using HPOO automation tool. Enabled Execution events for user-generated reports and on provision of new VM and application stack using HPOO Central.
- Managed Domain Controllers, 3 implemented Disaster Recovery in Windows 2003/2000 Domains by optimizing FSMO roles placement, as well as configured Domain Naming Server and Dynamic Host Configuration Protocol.
- Created User Accounts, configured User Profiles, created local and global Groups, and implemented Group Policies, implementing on servers' jobs using PowerShell and Bit Bucket scripting tools.

Michaels Stores, Inc. / Tata Consultancy Services – Dallas, TX   **Feb 2010 - Oct 2014**
Windows Systems Administrator – Production Support
Responsibilities:
- Served on the Incident Management team, analyzing Wintel tickets, problem management ticket progress, and all CR, providing details to clients at weekly infrastructure meeting, while ensuring follow-up of all Wintel Sev1 cases.
- Provided offshore and on-site support for Wintel tower, while managing the MS Hyper-V, VM infrastructure including VMotion, DRS, HA, Virtual Center Server, and VM Converter.
- Administered Citrix XenApp Farms and published applications in Citrix server, providing access to user on application on Citrix application when requested.
- Administered Windows Terminal Server, Group Policy management and Active Directory environments.

- Installed Active Directory Service and Exchange Server 2010, and deployed, configured, and managed Microsoft clients, while also configuring SMTP along with Routing Group Connectors and with Microsoft tools like MS Access and MS office
- Implemented and administered Windows 2000/Windows 2003 and 2008 network services including DHCP, DNS, WINS, TS, and IIS 6.0, as well as installed Office 365 along with Lync, Windows 7 /Windows 10 providing access to corporate users.
- Ensured RCA for all HBI incidents were submitted to client and follow up action plan were created to avoid HBI in future, while also handling escalation calls and provided direct support to VIPs.
- **Develop automated self-healing solutions using HPOO with PowerShell /Batch jobs and GitHub that are identified through systems monitoring and Zero downtime for upgrades/enable automation using HPOO to auto-remediation to address IT vulnerability including infrastructure and applications.**

IBM India Pvt Limited – Chennai, India   **Jul 2008 - Dec 2010**
Windows Server Administrator – Production Support
Responsibilities:
- Provided administration of multiple Domain Controllers, creating, updating, or deleting security and distribution groups, as well as performed housekeeping and cleanup tasks on Active Directory objects.
- Handled all daily Windows Server activity, built Virtual servers, using MS Hyper-V and managed Snapshot for production servers.
- Managed and troubleshot AD user's login problems, researching account lockout issues using AD Lockout tools, and handling escalation calls.
- Wrote several scripts using Windows PowerShell and VB Scripting to automate several processes aligned with Control-M and Autosys jobs.
- Installed and configured hardware agents on the ESX servers for hardware monitoring and alerts, created Root Cause Analysis for any server outages or problems, as well as planned Windows patching and ensured approvals from server owners.
- Effectively managed an offshore team to ensure consistent productivity and results, while also creating templates as per various business requirements and coordinated maters with vendors for hardware related issues.

Education:
- Master of Science in Computer Applications from **Bharathidasan University**, India   **2007**
- Bachelor of Science in Computer Applications from **Bharathidasan University**, India   **2004**

Certifications:
- ITIL V3 Certified – Attended Training on Exchange 2010

Professional Summary:

- Having Total 10 years of experience in Storage Administrator, with technical expertise in implementation and operation and support function.
- Certified and specialized in EMC DMX, VMAX, VNX, VMAX3, Powermax & All flash Arrays, Pure Storage, SAN integration with ECS, Migrations, NDM Migrations
- Worked on EMC SAN, NAS which includes administration of CIFS share and NFS exports.
- worked on EMC legacy Storage Migrations, NAS migration activities
- Worked in NetApp FAS 6280 administration like creating volumes, Qtrees traditional/Nontraditional according to client's requests. Expertise on LUN provisioning in SAN
- Configured and managed Server HBA's to move from one DC to another DC
- In-depth knowledge of SAN/NAS storage protocols such as iSCSI, Fibre Channel, DNS, NFS, and SMB.
- Provisioning Storage through by creating name space and secret using YAML file.
- Administer and monitor Power scale/Isilon 9.1 storage provisioning
- Making sure pods are running and validating iSCSI class created.
- Creating Snapshots on power max Isilon/Power scale using CSI drivers.
- worked in setting-up, configuring, Management, Migration, Monitoring & troubleshooting EMC.
- Expertise on Switch Administration on CISCO including zoning, port assignments, monitoring switch health.
- Maintenance of existing fiber channel switches, creating soft zones, Worked on CISCO MDS series Switches.
- Zoning the FA ports of the storage array to the HBAs of the server through CISCO Fabric using Telnet CLI and GUI CISCO DCNM
- Worked on recovery tools such as Veeam or Commvault to manage data protection for ECS clusters.
- Expertise different zoning in switches using GUI and CLI.
- Worked on NetApp Cluster Mode in creating volumes, qtrees, junction paths.
- Managed and maintained CIFS, NFS & multi-protocol shares on NetApp C-mode
- Managed and maintained volumes / unused LUN & shares on NetApp
- Worked on Aggregate, volume, LUN, Qtree creation and Quota management
- Worked on configuring SNAP Mirror relations from source to destination clusters.
- Worked on NetApp SAN, Igroup creation, mapping LUNS to Igroup.
- Worked on NetApp DR drill activities & ONTAP Upgrades.
- Performing the Migrations from File server to NetApp and also NetApp to NetApp shares using RoboCopy
- Worked on EMC Midrange Storage Products like Clariion Storage Arrays and VNX (Block) Storage Arrays.
- Worked on EMC Enterprise Storage Products like Symmetrix DMX and VMAX & VMAX3 Storage Arrays.
- Worked on Brocade & CISCO SAN switches.
- Worked on Thin Provisioning in EMC VNX and VMAX Symmetrix Storage Arrays.
- Worked on De-commissioning on Various EMC Storage Arrays.
- Worked on EMC Storage Management Tools like Navisphere manager, Unisphere manager, SMC and Solution Enabler SYMCLI and Putty.
- Done analysis and troubleshooting on LUN visibility issues.
- Expertise in SAN related host connectivity for various Operating systems Unix and Windows OS.
- Worked in DNS, EMC Replication SRDF (Sync, Async) & RPA.
- Worked in host-based migrations.
- Worked in SRDF migration technologies.
- Excellent communication and interpreting skills with a high focus on customer orientation
- Worked on SRDF Set up from VMAX to VMAX3. VMAX200 to VMAX3, VMAX to All flash Arrays, VMAX200 to All flash arrays, VMAX3 to All flash Arrays.
- Worked in NDM migrations (non-disruptive migrations) where in Applications, Databases and Servers will be online during migration.
- Migration of servers from Source array VMAX to target array VMAX3 using advanced technical tools like MASTERS for provisioning, Unisphere for servers to set host i/o limits as well as

- selection of FA ports for Target array, SYMCLI gen7 and gen8 to perform Cutover window as well as for obtaining information of server.
- Worked on different scenarios like srdf set up luns, cluster servers, luns allocation and reclamation, Lun expansion, Migration of ESX RDM servers. OR migrations in the scenario of non-availability of SRDF link. Cluster migrations with SRDF (Sync /Async), HP_UX storage allocation, DC-Exit Migrations.
- Segregated servers performance and policies by analyzing Host i/o's and Mb's for 6 months history through unisphere. Storage policy upgrades and capping according to standards like Bronze/Silver/Gold etc. as per organizational standards
- Working knowledge on Azure cloud storage.

Key Competencies:
- Work with large enterprise customers and resolve their issues within strict timelines on a day-to-day basis.
- Coordinate among different teams and prepare them for Down time activities
- Consistently meet expectations of the customers in resolving the issues.
- Assist the Team in designing training program for new members of the team

Technical Skills:

Storage	EMC2 Symmetrix VMAX, VMAX3, Powermax, All flash, Pure Storage, Azure Cloud Storage
Connectivity& configuration	Cisco MDS Switches, Brocade switches
San Switch Management	Device Manager, Fabric Manager, CLI, Master tool
Storage Management Solutions	EMC2 Unisphere Manager and Symcli, Navisphere Manager
Replication software	Time Finder SAN Copy, Mirror View, Snap View, Clone copy
Storage Arrays	NetApp C-mode & EMC CLARiiON CX 700, CX-3&4, Symmetrix DMX-4, VMAX 20K,40K, EMC DMX, VMAX, VNX, VMAX3, Powermax & All flash Array, Isilon, PowerStore
Switches	Cisco 9222i,9148,9509,9513 & Brocade
Switch Management Tools	Putty, Telnet, SSH, Web Tools, SAN Health, Device Manager and Fabric Manager
Storage Management Tools	ONTAP, Navisphere Manager, Unisphere Manager for VNX / VMAX, Symcli, SMC, ECC, ONTA
Operating Systems	Windows 2000/NT, 2003, 2008, Linux and UNIX

Professional Experience:

Client: Bank of America, NJ   **Mar 2023 - Present**
Contractor: Wavelabs Technologies, India   **Dec 2019 - Mar 2023**
Senior Server Engineer
Responsibilities:
- Identify the servers assigned for you to work on (Could be a migration, Storage reclaims, zone clean up activity or gatekeeper replacement).
- Proficient with Active Directory (2000, 2003, 2008 and 2012), Clustering, DNS, DHCP, Distributed File Systems, File Replication Services, Group Policies, Organizational Units.
- Check the Grabs and identify if there is any remediation needed for the compatibility of migration and inform respective teams to work on it during downtime. Sometimes servers may need Host level migrations according to OS versions they utilize which needs to be identified by doing grab analysis.
- Responsible for the configuration and setup of backups as well as setup automated AWS patching for Windows and Linux platforms.
- Gather all the information of the Host/Server like Device details, HBA wwn's, FA ports & Masking view information. Also check if host has storage from multiple arrays and consolidate it for migrating to a single target array accordingly.
- Created and maintained the Power Shell scripts and Perl scripts deployment scripts for Tomcat application

servers.

- As we work on different environments like Production, Pre-Prod, contingency, Test etc. Need to select FA ports according to it. Also need to check the performance of those ports which we select through unisphere to avoid highly utilized FA ports.
- Create SRDF pairings, Identify SRDF pairs and establish the SRDF relation between the current array & target array.
- Provided Windows Server Support/Administration - Administered virtual server infrastructure across data centers. Microsoft environment included Active Directory (DNS/DHCP/DFS), Office365.
- Provisioning Storage through by creating name space and secret using YAML file.
- Administer and monitor Power scale/Isilon 9.1 storage provisioning
- Making sure pods are running and validating iSCSI class created.
- Creating Snapshots on power max Isilon/Power scale using CSI drivers.
- Manager User accounts, Disks and File systems using LVM on Linux.
- As per the server OS version enable the flags on the host initiator groups on the target array.
- Set the I/O limits for the host on the target array as per your analysis during your pre-work as soon as you initiate the copy or during your cutover window.
- Software distributed by Matrix42; Windows security updates handled by WSUS.
- Performing Cutover by doing masking, unmasking, Zoning changes and Split.
- Normal SRDF migration from source to target (Local Migration)
- Storage provisioning and Storage reclamation.
- Managing and troubleshooting CIFS Shares and NFS exports.
- Data Migration – Disruptive and non-disruptive.
- Resolving Snapmirror and snapvault issues like lag-time and broken-off.
- Configuring and managing Xen app snapshots on client request.
- Space and quota management.
- Snap mirror, Snap restores, Vol Copy, Deduplication.
- Providing support for Lift and Shift and DR activities
- ONTAP upgrades on quarterly basis.
- NDM Migrations (Non-disruptive Migrations) in vmax3 and Powermax
- OR (Open replicator Migration): Using Target Ports as links between Source and target for setting up copy
- DC-Exit Migration- Moved complete server set up from one DC to another DC
- Doing migration to the Hosts which are already having replication between them.
- ESX RDM migrations: Allocate storage to the ESX physical servers and copy data.
- Allocations and reclaims: Assigning extra storage to the servers and reclaim unwanted storage
- Seed and swing Migrations: in the replicated environment moving only one set of servers out of DC
- Creation of Zoning as per requirements: Add extra HBAs to the host and add them to the zone.
- Storage integration for new server's (Port allocation, Zoning, Device Allocation)
- Provisioning in VNX and VMAX, Storage Arrays for Multiple Operating Systems.
- Performing Auto provisioning on Symmetrix VMAX by creating Storage groups, Initiator groups, Port groups and Masking views.
- Expertise in installation/Configuration/Administration of VMware ESXi 5.1/5.5 & 6.0 and migrated the existing servers into the VMware Infrastructure.
- Removing the Storage space from the servers during Decommission activity using Symcli and Unisphere Manager.
- Performing SRDF operations like creating RDF devices on Primary and Secondary sites and set the replication modes accordingly.
- Working actively on BAU Issues and pro-actively working with BU on performance issues like QOS
- Disruptive Data Migrations 7mode to CDOT through 7MTT as a part of NetApp Tech Refresh project and CODT to CDOT as a part of Migration project

Client: Bank of America,NJ
Contractor: Qontrack IT Services, India   **Aug 2017 - Jun 2019**
Storage Server Administrator

- Given L2 Level Administration Support for EMC Storage Arrays.
- Coordinate with system administrators of operating platforms to complete various storage related tasks such as zoning and storage allocation.
- Management of Brocade Pure SAN switches using CLI.
- Proactively monitoring of Storage Fabrics in a SAN environment.
- Experienced with DOS, Windows 3.x, and Windows 95/98/2000/XP/Windows 7/Windows 10; Windows Server /NT4.0/2000/2003/2008/2012/2016/2019/AD/WINS/DHCP/DNS/TCPIP.
- Performing Switch Configurations using Ftp Server.
- Monitoring daily Storage Arrays and Switches.
- Hosts registration on CLARiiON Storage Arrays.
- Creating LUNs, Creating Storage Groups, Connect LUNs and add Hosts to Storage Groups by using Unisphere Manager in VNX Storage Arrays.
- Provisioning in CLARiiON and Symmetrix Storage Arrays for Multiple Operating Systems.
- Creating Meta Device in order to provide additional space from Symmetrix storage to the Server.
- Removing the Storage space from the servers during Decommission activity using Symcli, Navisphere and Unisphere Manager.
- In DMX Creating Symmetrix devices, finding the FA-port available lun-address, mapping these devices to FA-ports Available lun-address and do masking these devices to Host using Symcli.
- Responsible for Linux server installation, maintenance, monitoring, data backup and recovery,security and administration.
- Experience in Logical Volume Manager, Storage planning, Backup and Recovery and VMware vSphere server virtualization etc.
- Performing Virtual Provisioning from VMAX array to hosts by Creating Data devices, thin pool, Adding Data devices to thin pool, creating thin devices, binding thin devices to Pool and masking thin devices to the host by using Symcli for V-MAX.
- Performing Auto provisioning on Symmetrix VMAX by creating Storage groups, Initiator groups, Port groups and Masking views.
- Maintain an inventory of all data centers infrastructure and provide information to customer.
- Monitoring Alerts for EMC Storage arrays in EMC ESRS tool.
- Configuring and managing Brocade & Cisco SAN switches using CLI.
- Creation of Zoning as per requirements.
- Microsoft related services design and support (DHCP, DNS, DFS).
- Registration and De-registration of hosts to VNX Storage Arrays.
- Provisioning Xen App, VNX and VMAX, Storage Arrays for Multiple Operating Systems.
- Performing Auto provisioning on Symmetrix VMAX by creating Storage groups, Initiator groups, Port groups and Masking views.
- Removing the Storage space from the servers during Decommission activity using Symcli and Unisphere Manager.
- Performing SRDF operations like creating RDF devices on Primary and Secondary sites and set the replication mode's accordingly.
- Performing CIFS, NFS & Multiprotocol share creations, resize, rename and deletion on NetApp C-mode.
- Performing disk Assignments in NetApp C-Mode, when the failed disk was replaced.
- Performing Lun trespass activity in EMC VNX arrays.
- Automated using Ansible, Python, IIS, Perl or shell scripting with attention to detail, standardization, processes and policies.
- Preparing weekly basis Capacity planning reports
- Creating a SR in EMC Support and Coordinating with the EMC for any hardware failures.
- Collecting SP Collects and Nar files and sharing to vendor for further analysis on arrays in case of performance

issues and hardware issues.
- Maintain a WSUS server in closed area to Support Patching to stay compliant requirements.
- Collecting Host Grabs and attaching with EMC SR for further analysis.
- Performing migrations from DC to DR.

Client: Bank of America, NJ
Contractor: SAIS IT Services Ind Pvt. Ltd.   **Jun 2016 - Nov 2017**
Storage Administrator
- Given L2 Level Administration Support for EMC Storage Arrays.
- Experience with Storage Area Networks, Microsoft services (AD, DHCP, DNS) and tape backup solutions.
- Daily Health Checks on Storage Arrays and Switches using Nagios tool.
- Monitoring Alerts for EMC Storage arrays in EMC ESRS tool.
- Configuring and managing Brocade & Cisco SAN switches using CLI.
- Creation of Zoning as per requirements.
- Storage integration for new server's (Port allocation, Zoning, Device Allocation)
- Registration and De-registration of hosts to VNX Storage Arrays.
- Provisioning in VNX and VMAX, Storage Arrays for Multiple Operating Systems.
- Performing Auto provisioning on Symmetrix VMAX by creating Storage groups, Initiator groups, Port groups and Masking views.
- Removing the Storage space from the servers during Decommission activity using Symcli and Unisphere Manager.
- Performing SRDF operations like creating RDF devices on Primary and Secondary sites and set the replication mode's accordingly.
- Utilized Altiris and WSUS to develop patch deployment/placement schemes.
- Performing share creations, resize, rename and deletion on NetApp 7-modeFillers.
- Providing Access to Dc Engineers and Creating a case in NetApp Support if any hardware failures Occurs.
- Performing disk Assignments in NetApp 7-mode and C-Mode Filers when the failed disk was replaced.
- Performing Lun trespass activity in EMC VNX arrays.
- Preparing weekly basis Capacity planning reports
- Creating a SR in EMC Support and Coordinating with the EMC for any hardware failures.
- Collecting SP Collects and Nar files and sharing to vendor for further analysis on arrays in case of performance issues and hardware issues.
- Created and wrote shell scripts (Bash), Ruby, Perl, Python and Power shell, JavaScript and XML for automating tasks.
- Collecting Host Grabs and attaching with EMC SR for further analysis.
- Performing migrations from DC to DR.
- Performed Host based migrations (rsync).
- Performing migration from VMAX to VMAX using SRDF Adaptive Copy.
- Having good knowledge on migration tools.

3I Infotech   **Aug 2012 - Jun 2016**
Storage Administrator
Responsibilities:
- Given L1 Level Administration Support for EMC Storage Arrays.
- Coordinate with system administrators of operating platforms to complete various storage related tasks such as zoning and storage allocation.
- Management of Cisco SAN switches using CLI.
- Proactively monitoring of Storage Fabrics in a Pure SAN environment.
- Performing Switch Configurations using Ftp Server.
- Monitoring daily Storage Arrays and Switches.
- Hosts registration on CLARiiON Storage Arrays.
- Creating LUNs, Creating Storage Groups, Connect LUNs and add Hosts to Storage Groups by using Unisphere

Manager in VNX Storage Arrays.

- Provisioning in CLARiiON and Symmetrix Storage Arrays for Multiple Operating Systems.
- Creating Meta Device in order to provide additional space from Symmetrix storage to the Server.
- Removing the Storage space from the servers during Decommission activity using Symcli, Navisphere and Unisphere Manager.
- In DMX Creating Symmetrix devices, finding the FA-port available lun-address, mapping these devices to FA-ports Available lun-address and do masking these devices to Host using Symcli.
- Performing Virtual Provisioning from VMAX array to hosts by Creating Data devices, thin pool, Adding Data devices to thin pool, creating thin devices, binding thin devices to Pool and masking thin devices to the host by using Symcli for V-MAX
- Performing Auto provisioning on Symmetrix VMAX by creating Storage groups, Initiator groups, Port groups and Masking views.
- Removing the Storage space from the servers during Decommission activity using Symcli and Unisphere Manager.
- Performing SRDF operations like creating RDF devices on Primary and Secondary sites and set the replication modes accordingly.
- Performing share creations, resize, rename and deletion on NetApp 7-modeFillers.
- Providing Access to Dc Engineers and Creating a case in NetApp Support if any hardware failures Occurs.
- Performing disk Assignments in NetApp 7-mode and C-Mode Filers when the failed disk was replaced.
- Performing Lun trespass activity in EMC VNX arrays.
- Preparing weekly basis Capacity planning reports
- Performing disk Assignments in NetApp C-Mode, when the failed disk was replaced.
- Performing Lun trespass activity in EMC VNX arrays.
- Preparing weekly basis Capacity planning reports
- Creating a SR in EMC Support and Coordinating with the EMC for any hardware failures.
- Collecting SP Collects and Nar files and sharing to vendor for further analysis on arrays in case of performance issues and hardware issues.
- Collecting Host Grabs and attaching with EMC SR for further analysis.
- Performing migrations from DC to DR.
- Performed Host based migrations (rsync).

Education:

JNTU University, India   **2012**
- B. Tech in Information Technology

(Distance)-NIIT University, Rajasthan   **2014**
- Master of Business Administration

Certifications:

- Associate information storage and management version 3.0 – Professional
- Acquired ASE certification, Connect System for diagnostics, services, repairs, warranty claim

Jacob Villines
Senior Network Technician Administrator

Professional Summary:

- Over 20+ Years of experience in Networking with Server administration and windows configuring Strong experience in DNS, DHCP, SSL, OSI Model, and TCP/IP.
- Good experience in analysing software, hardware, and network systems for various transmission systems.
- Expertise in configuring and installing routers, switches, and wireless controllers.
- Extensive experience in identifying, reporting and resolving network security violations.
- Expertise in designing and delivering secure cloud solutions for some of the major organizations on AWS Cloud.
- Experience working on administering various AWS Services using AWS Console, AWS CLI.
- Experience with Interior and Exterior routing protocols that includes RIP, OSPF, EIGRP, IS-IS and BGP. Worked on Cisco, Juniper and Arista routers.
- Experienced in Network Security that includes perimeter security for Web Application firewalls. Worked and migrated multi-vendor equipment and Next generation firewall technologies.
- Experience working on ASA, Firepower, Checkpoint and Palo Alto firewalls. Experience on MWG, Bluecoat and Zscaler proxies.
- Migration experience from Cisco ASA to Palo Alto and Fortinet Firewalls.

Technical Skills:

Proficient with Networks, Microsoft Office Suite(Access/Excel/PowerPoint/Project/Word). SCCM, .NET Framework, Remedy, HEAT, Servicedesk ticketing systems, CMS, OnBase, and JMS, Active Directory, VMware, Hyper-V System Installation and Configuration, Windows 7/10/Server 2012/2016 and 2019 Migrations, Backup and Restoring Data.
Networking: T1/T3/LAN/WAN networking, Communications Security, PPP, Preventive Maintenance, Wireless, Local
Hardware: T1/T3 Multiplexers, T1/T3 DACS and Cisco router/modems, Repair, Hubs and Workstations, Computer assembly, PC Hardware Setup. Desktop Support, Maintenance and Repair. Hardware Installation, Hardware Configuration, Printers, Scanners, Web cams, Optical devices and Modems (Dial-up, Cable, or DSL) configuration, CD/DVD/RW Memory, Chips, IDE/EIDE/SCSI Hard Drives & other devices, SCSI Controller Cards, Tape Backup Drives software and hardware configuration. Touch pad, PDA, Blue tooth, Infrared Configuration, Wireless Routers, Wi-Fi and Access point setup, authentication and configuration. LAN cable termination, Performing troubleshooting of personal computers and peripheral equipment
Customer Service: Customer Care, Consultative Relationships, Client Technical Support and Training, Desktop Support, Troubleshooting/Problem Solving, User Support, Support Chains; Ability to relate technical information to users of all proficiencies; Self- motivated to maintain an understanding of current technology; Has performed ample hands-on and over the phone troubleshooting on many different platforms, systems, and hardware configurations; High orientation toward customer service

Professional Experience:

Do It Best Corporation
Network Administrator   **Jul 2022 - Present**

- Deployed and maintained security/network devices and data centers for Service provider network.
- Responsible for level 2 support of existing network technologies /services& integration of new network technologies / services.
- Updated training SilverPeak SDWAN, SolarWinds, Splunk, Aruba wireless, F5 LTM/GTM & Cisco.
- Network systems-Sub, System management.
- Creating visual representations of adversary TTPs to be used in cyber reports and leadership briefings.
- Network Design, Rollout and Deployment, Switches/Router, Security, Infrastructure, network Circuit upgrade.
- Asset Management, Scheduling, 3rd party software integration for Softeon.
- Area Networks (LAN), Network Security, Networking Technologies, Wide Area and Local Area Networks, Virtual Private Networks, Network Plus TCP/IP, Network Firewalls, Networking, Ethernet, Peer to Peer Networks, Router Configuration, Client-Server Technology, ADS/ISDN, Cable Rack Plans, Switches, and Hubs, Switches, IPX/SPX, VPN
- Good knowledge of Palo Alto Firewalls and the Panorama Network Security Management Box.

- Configuring Virtual Chassis for Juniper switches EX-4200, Firewalls SRX-210
- Strong knowledge of TACACS+, RADIUS implementation in Access Control Network.
- Experience in Designing and assisting in deploying enterprise-wide Network Security and High Availability Solutions for ASA.
- Configuring user's role and policies for authentication using cisco NAC and monitoring the status of logged users in network using Cisco ISE.

Tandem Health
Network Engineer   **Oct 2021 - Jul 2022**
- Interim Manager for Healthcare organization. Fill in until company hired CITO.
- Scheduling, Level 3 IT Helpdesk calls, Asset and Server management.
- Implementing and maintaining network security solutions, including vulnerability assessments.
- Provided scalable, supportable TCP/IP security solutions along with expert TCP/IP network designs that enable business functionality
- Creation of VBscripts to execute various commands when alerts are triggered via our Solarwinds management Tool.
- Network Admin for Aruba wireless controllers and Access points.
- Configured the routing network.

Blencowe IT
Network Manager/Engineer   **Aug 2020 - Oct 2021**
Sophos Certified Engineer – Security + Certified
- Network, Server and PC Management over 1000 clients in South Carolina
- Daily tasks include helpdesk calls, traveling to locations for network and PC break-fix tickets
- Responsible for creating network documents and Visio drawings for smooth and efficient network operations.
- Upgraded load balancers from Radware to F5 BigIP v9 , which improved functionality and scalability in the enterprise. Managed the F5 BigIP GTM/LTM appliances to include writing IRules, SSL offload and everyday task of creating WIP and VIPs.
- Experience with VOIP and QOS implements and support.
- Possess a good experience working with the Trouble Tickets on F5 Load balancers.
- Worked as part of a team to manage Enterprise Network Infrastructure as a Tier 3 Support Engineer.

Presbyterian Communities of SC
IT Network Manager   **May 2019 – Aug 2020**
- Network, Server and PC Management for 7 Nursing Facilities in South Carolina
- Daily tasks include helpdesk calls, traveling to locations for network and PC break-fix tickets
- Provide L3 Network support including operation, change management and request fulfilment for network devices such as routers, switches, firewalls and Load balancers.
- Documented lab test plans and reports, develop procedures and new configurations, provide training for operations departments and other engineers, provide written troubleshooting, debugging, and problem detail to vendors.
- Performance Comparison & security enhancement achieved by Extended ACL, allowing/blocking access to a particular host, network or a port.
- Implemented Intrusion Detection System, Intrusion Prevention System (IDS/IPS) licenses and rules implementation on Cisco ASA Firewalls Source firepower(SFR) to improve the network security of infrastructure.
- MSUS Update and Windows 2008, 2012 R2 Server patch testing.
- Cisco Meraki Network Switch upgrades at facilities. Migrating from a flat network to VLAN structure
- Cisco Meraki iPhone and iPad deployment and software push
- Apple MDM configuration and deployment

South Carolina 811, Columbia, SC

Network Administration **Jun 2018 - Feb 2019**

- Network Administration and Security for South Carolina 811 call center environment
- Daily tasks included IT helpdesk support for Call Center environment, and staff.
- Managed daily backups with Acronis Backup 12.
- Architected and deployed new wireless network including vendor selection(Aruba Networks), site survey, and deployment of back-end services for secure 802.1x authentication.
- Provided other staff with weekly hour-long training sessions on TCP/IP. Topics included network principles, communication layers, addressing and subnetting, routing and ICMP, TCP and UDP, DHCP, multicasting, SNMP, and security.
- Managed successful delivery of massive security response portfolio including Splunk, Cisco WSA, Cisco IPS, Sourcefire FirePower and AMP, Cisco ESA, FireEye, Passive DNS collection, DNS-RPZ.
- Managed user accounts, permissions, email, anti-virus, anti-spam, and content filtering and oversee software and network security.
- Implement network changes in accordance with documented standards on Method of procedure (MOP) while meeting service level agreements(SLA). Prepare proposed network diagram using Visio and co-ordinate with customer and other technical groups to get approval.
- Implemented Palo Alto Traps antivirus to the environment. Oversight of Traps as a daily task to ensure environment is secure.
- Heavy VMWare and VCenter experience. Over 30 servers were in operation for SQL and inbound and outbound phone servers.
- Migrated from Microsoft Server 2012 to 2016.
- .Net Framework 4 implementation for Callrex screen and call recording.

State of South Carolina State Fiscal Authority, Columbia, SC
IT Network Engineer **Jun 2014 – Jun 2018**

- IT Network Support for State of South Carolina. Created and deployed images Windows 7 hardware refresh
- SCEIS experience
- Mapper Software training and support, TeamIA, BlueZone, and Servicedesk, Configured and maintain FOG Backup solution to work on VMware environment hosted in an offsite data center
- Level 2 Support for Helpdesk Level 1 team
- Implementing new INFOSEC policies put in place from South Carolina Government
- Microsoft SCCM deployments and patch management

Unitrends, Columbia, SC
Linux Backup Technician **Sep 2013 – May 2014**

- Customer support and Software /Hardware support for Linux based backup software company for corporate and major business disaster recovery solutions that include setup and maintaining configuration and backups of Hyper-V, VMware VDI, ESXi, SQL, Exchange, Linux Servers, Windows Server 2003, 2008, 2012 and Windows 2012 R2 Environments

Windstream, Greenville, SC
Level 3 NOC IT Support **Dec 2012 – Jul 2013**

- Provided T1/T3/LAN/WAN support for Windstream Internet/VOIP services
- Worked with AT&T, Verizon, Frontier, Comcast, Charter, and Florida Digital Network technicians to test signal between WAN networking equipment

The Children's Museum of the Upstate, Greenville, SC
IT Support Manager **Aug 2012 – Nov 2012**

- IT Museum support, Interactive exhibit computer repair and maintenance,
- Network management, Server backups, Google Apps for non-profit organization email migration

Charleston County Government, Charleston, SC
Technical Support   **Sep 2010 – Jul 2012**
- Providing top-notch IT and PC solutions for all of Charleston Counties Multi-site divisions including Charleston County Government, Public Services, Council, Treasurers, Auditors, Motor Divisions, Voter Registration, GIS, Emergency Operations Center, ITS and DHEC
- Windows 7 migration, Onsite IT support, Printer maintenance
- PC Repair

Samsung, Simpsonville, SC
IT Manager   **Sep 2009 – Sep 2010**
- Provided IT assistance for a fast paced 900+ Agent/PC Call Center Environment providing support for Samsung Television, PC, Blu-Ray, and Cellphone repair
- Part of a 4 person IT team, Assigned projects and Daily objectives such as: Software Deployment for 900+ PC environment, Server room configurations, and server installations, Software Testing for Windows XP Professional operating system, Hardware Troubleshooting and Networking setup.
- PC/Laptop/Thin Client setup and configuration
- Avaya Telephony setup and configurations
- Provided On call service to all internal and external Agents, Supervisors, and International clients
- Provided training for all employee's on all distributed software
- Trained by Samsung for NICE, LANDesk, IEX, Totalview, CMS, Envision Click2Coach, Avaya IP Client, Softphone, SAP GCIC, and SAP 7.10 software.
- Manually updated operating systems for over 600 PC's in a non-push ready environment.
- Worked side by side with Network Engineer setting up the new 900+ PC center for Software Push ability
- Created Internal documentation for IT team to use for all software and hardware configurations

Education

Midlands Technical College - 2018 - Security +

Certifications:
- CCNA Certified

Tejanand Banapuram
Senior Network Technician

Objective

Hard-working Network and skilled at overseeing complex company networks with a focus on efficiency and performance optimization. Detail-oriented and proactive with strong troubleshooting training communication and analytical abilities.

Technical Skills

- SD-WAN
- CISCO DNA & ISE
- Aruba APs
- Cisco Meraki APs
- Cisco Routers and Switches.
- 802.11a/b/g/n/ac
- Juniper Routers and Switches.
- Extreme Switches.
- Fortinet Firewall.
- Ruckus Devices.
- TCP/IP protocols
- Windows systems,
- Creative problem solving.
- Teamwork, LAN, Man and
- WAN, Wireless networking.
- Mobile devices
- Project management Strong planning skills.
- Windows Server

Network Protocols

ARP, LAN, NAT, VRRP, DHCP, MPLS, RIP, OSPF, BGP, SIP, TCP, UDP, DNS, FTP, Telnet, VPN, SSL, IPsec, SNMP, SMTP, POP3, IMAP, VLAN and VXLAN, BGP, MPLS, SDWAN, SECURITY Routers, Switches and APs MR-55,56,74,84, ASR1002, ASR1004, ASR1006, 1700,1800,2500,3800,7200 and 7600. Catalyst 2900,35604900,6500, Nexus 2k/5k/7k/9k, Nokia SAR-8, Cisco routers

Tools

TEMS Discovery, TEMS Pocket, Ekahau sidekick, ActixOne, iBwave, ATOLL, Truecall, Wireshark, FTP, GNS3, Cisco Packet Tracer, TFTP, JIRA, IPscanner,

Professional Experience

General Communications Inc, Anchorage, Alaska
Wireless & RF Network Engineer   **Dec 2019 - Present**

- LTE and 5G Network Optimization for GCI, generating RF performance reports and optimizing for best network performance.
- Daily/weekly performance report and top-offender trouble shooting.
- Implemented an IP telephone network with 200+ IP phones. Configured data network to support voice including VoIP VLAN, inter VLAN routing and QoS tagging. Included 4 PCX system, voice mail server, my teamwork server, and a management server. This project included 7 wireless AP and LAN bridging through a wireless link.
- Monitoring the RF KPI accessibility, Retainability KPI, Throughput KPI, Mobility and Traffic KPI's.
- Working on various tools to improve network performance like Truecall and ActixOne.
- Handling various vendors such as Ericsson, Amdocs, and Cisco.
- Performing worst cell analysis.
- Maintaining the SLA targets of the network.
- Recommending changes for the network improvements.
- Troubleshooting RF issues.
- Daily Parameters audits and proposing parameter trails for improving KPI's.
- Supporting local and national RF teams.
- Creating Excel Macros to automate RF Design audits.
- Performing new search area creation.
- Analyzing current search areas for system goals and creation of RF design documents.
- Creating RFDS for modification projects and revising existing RFDS, Power monitoring StruxureWare as need for new technology.
- Assisting Senior Engineers in tasks as instructed.
- RF Engineering Design and support for GCI Market Alaska statewide.

- Experienced analyzing geographical network KPI reports and achieved targeted KPIs
- Used Atoll for prediction and help the operator improve coverage.
- Experienced in analyzing the drive measurements using post processing software TEMS Discovery and ActixOne.
- Performed in Building Design based on Fiber and Coax cables
- Performed Wi-Fi design and installation for GCI commercial stores in Anchorage for better coverage to customers.
- Experienced in performing the walk test using Ekahau sidekick device to measure Wi-Fi signals and spectrum data capture.
- Worked on Cisco Wi-Fi -6 802.11an, troubleshoot in Cisco Aironet3700, 1700 and 600, 1552e, Aruba 500 series, Meraki MR45, MR55, MR56, MR86 series.
- Troubleshooting of DNS, DHCP and other IP conflict problems. Implementation of name resolution using WINS & DNS in TCP/IP environment
- Performed small cell design for GCI Stores in Anchorage market based on LTE Technology, LAA and 5G NR
- Use of Microsoft Excel Spread Sheets for analyzing the Netflow and its type specially to monitor according to the requirements.
- Manage Cisco Routers and troubleshoot layer1, layer2 and layer3 technologies for customer escalations.
- Preferable development of network designs, planning, and network deployment strategies for the migration to DOCSIS 4.0
- Experience with DOCSIS and Cable Modem Termination Systems including DOCSIS 3.1 and 4.0
- Network designs, planning, and network deployment strategies for the migration to DOCSIS 4.0
- Network Cabling, dressing, labeling, and troubleshooting various network drops onsite.
- Performed professional level documentation using Visio diagrams.

ArcelorMittal USA, Burns Harbour, IN
SR. NETWORK and Wireless Engineer   **Apr 2019 - Nov 2019**
- Design, deployment and maintenance of enterprise networks, NOC and datacenters.
- Configured, maintained, and troubleshot routers and switches ranging from the 2960 series through the 7200 series routers and the 2900 series through the 6500 series switches and ASR 1000 series routers in a redundant environment.
- Improve scalability and ease of deployments of the Open stack underlay network by migrating from Standalone Nexus to Cisco ACI platform.
- Focused on working with Cisco Channel partners to build practices around Cisco ACI.
- Scripted, Configured and Monitored the HP NNMI NMS system for different Network Alerts.
- Hands on experience with F5 LTM installation/support and used HA proxy for Layer4 load balancing.
- Configuring BGP, MPLS in Cisco IOS XR. Configuring Virtual Device Context in Nexus 7010.
- Implemented VDC, VPC, VRF and OTV on the Nexus 5505 and 7009 switches.
- Troubleshooting of complex LAN/WAN infrastructure that include routing protocols EIGRP, BGP, MPLS.
- Worked on MPLS while ensuring secure networking, improving the network performance by prioritizing network traffic, and allocating bandwidth according to usage and service requirements.
- Responsible for Checkpoint and Palo Alto Firewall administration across our global networks.
- Cisco ASA/Checkpoint Firewall troubleshooting and policy change requests for new IP segments that either come online or that may have been altered during various planned network changes on the network
- Configured Cisco 2702/3702I/E Access points, Bridges and 2504/5520 WLC's and designed wireless networks accordingly in a harsh plant environment. (choosing suitable antennas for Moving equipment in the plant)
- On-call support 24/7 on rotation shift in team.
- Installs, configures, troubleshoots, and manages network router, switches, firewall. Cisco, juniper, Cisco ISE.
- Maintains network security infrastructure, review system logs, monitors system security, and configures network security related devices.
- Provides support to the operation team and teach them the troubleshooting skills.
- Provides high-level technical support for voice, storage, and data network systems.

City of Hope, Irwindale, CA
Network Engineer   **Apr 2017 - Mar 2019**

- Circuit grooming and facility consolidation.
- Design, implement and administer IPv4/IPv6 enterprise network infrastructure utilizing Juniper routers.
- Work with Juniper MX 480, MX960 routers and Juniper Layer-3 EX4200, EX4300 & EX3200 switches and with IOS upgrade of Juniper devices.
- Configured Layer 2 & Layer 3 interfaces and port channels on Nexus 7k/9k.
- Palo Alto Rule changes PA-2000/PA-4000, templates, object creation, planning, configuration changes, OS upgrades, CLI troubleshooting, audits all single managed.
- Worked on Palo Alto Firewall Clusters of both High-Availability and Load-Sharing.
- Managed Configuration, Logging/ Reporting of Palo Alto firewall through the Panorama.
- Configured rules and maintaining Palo Alto Firewalls & Analysis of Firewall logs
- Worked on integration with SNMP, VoIP, RADIUS and LogRhythm SIEM syslog server with Palo Alto
- Provided Tier 3 support to the Network Operations Center (NOC) to identify and correct WAN hardware, software, and circuit problems.
- Coordinate with network operations center (NOC) for change notifications, alerts, and escalation of security incidents.
- Worked on troubleshooting, configuring, and upgrading firmware on Dell s6k, Cisco 2921,6509, Nexus 3048, 7K/9K switches
- Issue orders for equipment to accommodate groom if needed.
- Design network and create physical and logical network layout diagrams.
- Write and maintain technical documents describing implemented technologies and architecture.

Honeywell, Hyderabad, India
Network Security Engineer   **Jan 2016 - Mar 2017**

- Responsible for working a wide range of issues across multiple platforms/ products, mostly focusing on Layer 1-3 issues.
- Design and implementation of HA/failover configs, BGP route
- Redistribution, FW/security policies/NAT, overall routing, VPN (site to site, and SSL end client), etc.
- Configuring rules and maintaining Palo Alto Firewalls & Analysis of Firewall logs.
- Worked with Panorama management tool to manage Palo Alto firewall and store the data of all global networks from central location.
- Implemented VDC, VPC, VSS, VRF and OTV on the Nexus 5505, 6500 and 7009 switches.
- Configured and support Customer MPLS-VPN, VoIP, VRF, and MPLS ICI peering
- Installing new equipment to RADIUS and worked with MPLS-VPN and TACACS configurations.
- Executed remote monitoring and quick response for critical NOC related issues affecting RADIUS, DNS, and other server related incidents.
- Worked on GTMs like F5 and A10's on DNS issues and was a part of A10 to F5 GTM migrations.
- Experienced in Configuring/Troubleshooting Routing Protocols EIGRP/OSPF/BGP/RIP.
- Troubleshoot layer1, layer2 and layer3 technologies for customer escalations.
- IP Allocation & Maintenance for users and other needs throughout company
- Implement routing configurations
- Heavy BGP troubleshooting between Core devices.

Deloitte, Hyderabad India.
Network Engineer   **Aug 2014 - Dec 2015**

- Managed networks, systems, and peripherals, including WAN/LAN, VoIP connectivity (routers, switches, etc.).
- Expertise Knowledge in Cisco & Juniper, Extreme Networks, Fortinet firewall.
- Implementing IP addressing schemes, Routing, Switching and Firewall Security, including hands- on experience

in providing network support installation and analysis for a broad range of LAN /WAN communication systems.
- Configuring BGP/OSPF routing policies and designs, worked on implementation strategies for the expansion of the MPLS VPN.
- Expertise in Configuration of Virtual Local Area Networks (VLANS) using Cisco routers and Fortinet Firewall and multi-layer Switches and supporting STP, RSTP, PVST, RPVST along with trouble shooting of inter-VLAN routing and VLAN trucking using 802.
- Knowledge of implementing and troubleshooting complex layer 2 technologies such as VLAN Trunks, VTP Ether channel, STP, RSTP and MST.
- In-depth knowledge of implementing, configuring, and troubleshooting Routing Protocols Static Routing, EIGRP, OSPF, BGP.
- Network management using Syslog, Packet Sniffers, SNMP etc.
- Extensive knowledge in developing test plans, procedures, and testing Various LAN/WAN Products and Protocols.
- Implemented redundancy with HSRP, VRRP, GLBP, Ether channel technology (LACP, PAgP) etc.
- Extensive knowledge and experience of routing and switching protocols RIP v1 & v2, OSPF, EIGRP, BGP, NAT and VLAN.
- CISCO 3650GS (Switch): Configuring inter VLAN routing, ACL, LACP connectivity. MAC based, Port based, IP based security on Ethernet switches, IP routes.
- CISCO 5508 - MAC binding, monitoring client engagement on Controller.
- CISCO 3702i – Adaption of AP to controller and AP wise user management.
- Support a large enterprise desktop deployment with the older computers while imaging approx. 8,000 workstations from Windows Vista to Windows 7
- Designed WAN structure to prevent single point of failure in case of link failure.
- Maintenance and troubleshooting of connectivity problems using Ping, Trace route.
- Troubleshooting issues and outages on Trunks and Router interfaces extensively.
- Technical assistance for LAN/WAN management and complex customer issues.
- Provided support for troubleshooting and resolving Customer reported issues.

Education

Valparaiso University, Indiana USA	2017

- Master's in Information Technology Management

Jawaharlal Nehru Technological University, Hyderabad (India)	2010-2014

- Bachelor of Technology

Course Work

Graduate: Advanced Routing, Advanced Switching, VMware, Web Security, Wireless Cellular.
Project: VPN Performance. Why we use and Which VPN is faster, and slower.
Undergraduate: Computer Network, Data Base Management System, Wireless Network, Operating Systems, Software management System.
Project: Large Network of MNC company with using protocols OSPF, EIGRP, redistribution configuration etc.

Internship

Rapiscan Pvt LTD

Network Trainee	Jan 2014 – Jun 2014

Project: Electronic Corporation of India LTD
- Configured both Layer 2 & layer 3 Switches and inter VLAN communication between all the 9 stations.
- Configured VLAN and routing protocols according to client's requirement on Extreme Switches.
- Learned Network fundamentals and Firewall configuration. Grasping the basic networking concepts and Cisco & Juniper Technology.
- Creating lab scenarios and configuring devices for installation & troubleshooting.

- Visiting customer sites for better understanding of networking concepts and their practical use in the industry.

Certifications

- CCNA R&S. CSCO13192563 Cisco ID.
- CCNP (Cisco Networking Academy) INT 697 Advanced LAN Switching – 42654013 Cisco ID.

Ramanathan Balachandran
Sr Oracle Database Administrator

Professional Summary:

Accomplished Lead DBA/Architect with expertise in a wide range of database and applications including Oracle, SQL Server, Mongo, Postgres/Aurora Postgres, eBusiness Suite and Fusion Middleware on both on-premises and cloud and in DMZ. Review System architecture and provide schema design/inputs for better scalability/performance/availability. Performed several DBA activities that includes installation, migration, upgrades, cloning, patching, export/import, backup/recovery, clustering, replication, HA/DR, RTO/RPO, monitoring, capacity planning, security, performance/query tuning on OLTP/OLAP (Data Warehouse). Manage small/medium sized projects and being on-call.

Technical Skills:

Administration:	Oracle Database 9i/10g/11g/12c/18c/19c Enterprise/Standard, Oracle Data Guard, Fast-Start Failover (FSFO), Oracle Grid, Oracle RAC/RMAN/ASM/AWR/ASH/Statspack/tkprof/PSU/CPU, Partitioning, Compression, Transportable Tablespaces, Database logon/audit triggers, Enterprise Manager (OEM) 11g/12c/13c, Oracle In-memory, TDE, SQL Server 2005/2008R2/2012/2014/2016/2017/2019, SSMS/SSAS/SSIS/SSRS, Goldengate 11g/12c, Share plex 9/10, Failover Clustering, Database Replication, Always on Availability Groups, MongoDB 3.4/4.0/4.4, PostGres SQL/Aurora Postgres SQL 11/12, WebLogic 11g, OID/OUD/OAM 11g, SOA Suite, OBIEE, Web Tier Utilities/Fusion Middleware 11g/12c, Tomcat 6/7, Oracle ebusiness suite 11i /R12
Tools:	AWS EC2/RDS/S3/Route 53, Azure, Oracle Cloud, Google Cloud (GCS), GIT, GitHub, Tortoise SVN, Jira, Vagrant, Docker, Snap Manager for Oracle (SMO) 3.1/3.3, Snap Manager for SQL Server (SMSQL), TOAD, SQL Developer, Commvault 10 R2, SOX, PCI, Grafana, InfluxDB, Collectd, telegraf, Oracle Reports 6i, Noetix Views 4.2/5.6, Logical Apps 6.5.8, Capacity Planner
Operating Systems:	RedHat Linux ES 3.0/6.3/6.5, AS 3.0/4.0, Solaris 2.6/5.6/9.0, AIX 6.1, HPUX 11.0 Windows Server 2003/2008R2/2012, VMWare, Oracle VirtualBox
HW/Storage:	Cisco UCS Servers, NetApp 7-mode/CDOT Storage, Veritas Clusters, Sun Storage, Exadata
Languages/Web:	UNIX shell scripting, Windows Powershell/Batch scripting, PL/SQL, Ansible, Python, Perl

Professional Experience:

Dassault Systems, Santa Clara, CA   **2018 - Present**
DBA/Infrastructure Specialist
Responsibilities:

Serve as the DBA and Database/Infra Architect for DS products. Audit and provide infra/DB recommendations for DS products. Support multiple customers in parallel like Google/Boeing/Rivian both on premise and on cloud

- Manage 100+ Oracle/SQL Server databases on RDS/non-RDS on both onpremise/cloud
- Migrate DB and application from onpremise to Cloud like AWS RDS (Multi AZ)/EC2, Outscale
- Upgrade Oracle databases from 12c to 19c on both Oracle ebusiness suite and normal databases
- Used Goldengate for replication of multiple schemas from one Oracle DB to another
- Automated the complete installation of oracle DB docker and 3dexperience components using Ansible

Keysight Technologies, Santa Clara, CA   **2016 - 2018**
DBA/Technical Lead
Responsibilities:

Support and manage a global vendor team and balance both operations and projects efficiently. Serve as the Regional SME for the DBA team, ensuring the continuous accessibility of system applications in a fast-paced environment. Execute and support various Oracle Applications/ Database implementation and upgrade projects.

- Upgrade Oracle Apps from 12.1.3 to 12.2.5 and oracle database from 11g to 12c
- Migrated Dev/Test DB and Application servers from onpremise to AWS RDS/non RDS and EC2
- Manage databases on various versions in High Availability and DR setup in AWS RDS/Multi AZ
- Used Goldengate for replication of multiple schemas from one Oracle DB to another
- Planned and designed Backup/Recovery solutions using shell scripts and RMAN

- Automated the entire Refresh end-to-end and reduced the overall time by 70%

Next Phase Systems Inc., Foster City, CA   **2015 - 2016**
DBA/Consultant
Responsibilities:
Migrated Oracle/SQL Server databases and applications on 2000 VM's from 7-mode to CDOT for Gilead Sciences. Set up Oracle RAC databases and migrated from Oracle single instance database to RAC. Setup SSRS, developed several migration reports and automated report delivery via email to people. Also adhered to HIPAA compliance.
- Increased the overall performance of the entire system by 30%.
- Reduced the overall costs by 50% with hardware consolidation.
- Provided High Availability, Load Balancing and Scalability with RAC implementation.

Xilinx Inc, San Jose, CA   **2012 - 2015**
DBA/Team Lead/Manager, Global Database Operations
Responsibilities:
Utilized hands-on experience to manage day-to-day database administration effectively, including the role of DBA Manager. Executed various projects, including Database installation, Upgrades, and fresh implementations. Forecasted requirements and presented KPI's for the entire team. Adhered SOX procedures and compliance.
- Install SQL Server in both single and high available architecture from SQL Server 2012 to 2014
- Performed Oracle 11g, 12c installation an upgrade for both EBS and non-EBS databases
- Performed SQL Server 2005 to SQL Server 2008R2 migration for 50+ databases.

Oracle Corporation, Redwood Shores, CA   **2006 - 2012**
DBA/Technical Lead
Responsibilities:
Led projects involving Oracle Applications upgrade and migration from SUN/AIX to LINUX platform, as well as several fresh Oracle Applications R12 implementation projects. Conducted project analysis and interacted with customers throughout, communicating project status and managing expectations.
- Implemented the first POC Oracle EBS upgrade to 12.2 and developed optimal steps for the rest of team.
- Assume responsibility over a highly escalated EBS upgrade project from my coworker, worked systematically, brought the project on track within 1 month, and made the project a grand success.

DBA/Senior Consultant, Jade Global, San Jose, CA   **2004 - 2006**
Graduate Research Assistant, University of Texas, Arlington, TX   **2002 - 2004**

Education:
- Master's in computer science & Engineering from **University of Texas**, Arlington, TX
- Bachelor's in computer science & Engineering from **Sri Venkateshwara College of Engineering**, India

Certifications:
- Oracle Certified Expert, Oracle Real Application Clusters 11g and Grid Infrastructure Administrator
- Oracle Database 11g, 10g & 9i Administrator Certified Professional, 11g Performance Tuning Certified
- AWS Solution Architect – Associate
- Certified SAFE and SAFE DevOps Practitioner
- Project Management Professional (PMI Certified)

IntelliBee   **Ramanathan Balachandran**

Joseph Kenna
Sr Oracle Database Administrator

Professional Summary:

- Goldengate specialist with 10+ years of experience and solid hands-on experiences in installation, configuration, performance tuning and troubleshooting oracle golden gate in oracle-to-oracle homogeneous environments and heterogeneous environments (including oracle to oracle and SQL Server to Oracle).
- More than 14+ years of experience of system and database management and programming languages. Strong team player and be able to work alone. Highly self-motivated and able to adapt and learn new technologies quickly.
- Proficient in developing management or monitoring scripts by using Korn/Bash Shell and Perl. Can develop automatic monitor framework by using CRON jobs.
- More than 10+ years solid oracle database administration skills and experiences in high-end electric and health care enterprise environments (DB size from 2 TB to 60TB) across multiple industries including design, development, implementation, migration, upgrading, maintenance of RAC, ASM, Data Guard, Golden Gate and production support of complex database applications and huge data warehouse system.
- Experience with Oracle 10g/11g/12c new features: Flash-Back Recovery, Data Pump, ASM, ASH, AWR, ADDM, ASSM, ASMM, Automatic Undo Management, Grid Monitoring and Recycle Bin.
- More than 10 years experiences in PL/SQL, Procedure, Functions, Triggers, Packages development in applications such as Financial, Telecom fields.
- More than 13+ years experiences and solid hands-on experiences in installation, configuration, performance tuning and troubleshooting oracle Golden Gate in oracle-to-oracle homogeneous environments and heterogeneous environments (including Oracle to Oracle and SQL Server/MySQL to Oracle).
- Firsthand experiences in setting up oracle golden gate one-way, two-way/bi- directional, active-to-active and active-to-passive data replication with conflict detection and resolutions. Extensive skills in upgrading OGG 11gR2 to 12c, configuring OGG in RAC high available environment.
- Primary technical resources to upgrade Oracle golden Gate from 11g to 12c in Exadata machine environment. Design golden Gate HA solutions by using Oracle 11.2.0.4 Cluster ware functionality.
- Deep understanding oracle golden gate internal mechanism, OGG new features such as Integrated capture, native DDL capture, coordinate apply mode, multi-threaded replicate. Developed home-cooked OGG lag monitoring scripts and configure OGG monitoring plug-in in OEM (Oracle Enterprise Manager) 12c.
- 4+ years solid hands-on Oracle Exadata X2/X4 full rack machine experiences in administration, migration, health check, resource management, patching, upgrade and SQL tuning and troubleshooting.

Technical Skills:

Hardware: Oracle X2/X4 full rack Exadata machine, Sun SPARC T - Series server, Dell/HP X86 64 box
Storage: ASM, EMC/Dell SAN, NFS
Operating System: Oracle Solaris 10.X, Oracle Enterprise Linux 5.X, Red Hat/Centos Linux, Windows 20XX, IBM AIX, HP-UX
Language: SQL, PL/SQL, Bash/Korn, Perl, C/C++/VC++, Java, C#
Database: Oracle Database 10g/11gR2/12c/19c, SQL Server, MySQL 5.X, PostgreSQL.
Monitoring: OEM 11g/12c, Spotlight, Tivoli, Zabbix
Data Replication: Oracle golden gate 11gR2/12c, Streams, Advanced Replication, Share plex
Tools/Utilities: SQL Plus, SQL Developer, Quest Toad, RMAN, Log Miner, AWR, ADDM, Data Pump, TKPROF.
Key Skills:

- Tools/Utilities
- Migration
- Shell Scripting
- Web and Tech Savvy
- Backup & Recovery
- Problem Solving
- Tunning

Professional Experience:

Brightstar Care, Miami, FL   **Mar 2020 - Present**
Senior Oracle DBA & golden Gate Specialist
Responsibilities:

- Providing technical advice to the application development, database support, and operations teams to insure appropriate architectural patterns are being implemented based on enterprise standards.
- Providing 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, VLDB, optimize server resource utilization etc.
- Refreshing data in target systems, along with the Database team, when databases are refreshed or recovered as needed.
- Monitoring replications, performance, and overall system health.
- Consulting with and advising management and multiple clients on high impact data or database management issues, influencing strategic direction.
- Analyzing all aspects of the existing infrastructure and recommend modifications that will enhance system reliability, availability, serviceability, and scalability.
- Developing management policies, procedures, standards, and best practices.
- Working directly with DBEs, Developers, Product Analysts, Managers, and Directors, all of whom are dedicated to supporting client's complex technical and data issues and providing the superior customer experience.
- Troubleshooting problems using data analysis and managing database administration and automation.
- Working with primary DBAs in the DB support team, support the mission critical OLTP and Data Warehouse production databases. Working as one key member of the technical resources pool to support the Front-Line Support On-Call team according emergence requirements and issues.
- Modifying replications, as required when source and/or target systems change.
- Developing and maintaining data export routines in OGG and make sure that data is replicated timely and accurately to the data lake.
- Duplicating all the non-production databases on Exadata server according to the Data Warehouse development project's requirement. Help compress large volume partition table by using Oracle HCC (Hybrid Columnar Compression) techniques.
- Installing and configuring high availability oracle golden gate (OGG) systems on Oracle 11gR2 RAC environments (Front-end: Sun SPARC Server, Back-end: Oracle Exadata Full Rack).
- Upgrading oracle golden Gate from 11gR2 to 12c. Implement OGG 12c new features in mission-critical production environments.
- Participating in the data modeling sessions to understand the data model and providing them inputs based on the existing data to make sure designed model is technically feasible.
- Installing and configuring ORACLE database software, creates data models, develops naming conventions and DB change control procedures.
- Maintaining production database and development database which includes table space management, user creation, and privileges, roles. Support RMAN backup and recovery including physical backups and logical backups by using data pump (Export/Import) tool. Extensively develop and maintain Korn shell and Perl scripts

Walgreens Boots Alliance, Deerfield, IL   **Dec 2018 – Mar 2020**
Oracle DBA & Golden Gate Administrator
Responsibilities:
- Managed all aspects of the OGG design, implement and support in development, UAT and production environments. Identify and resolve OGG problems occurring in all database environments including performance related issues (i.e., database & SQL tuning).
- Involved in support of highly critical production environment and will be engaged in architecture, design and deployment of database systems and golden gate replications along with a team of technically competent professionals.
- Participated in analysis and designing of oracle Exadata server for infrastructure and related projects. Assisted in integration of Exadata applications into current IT actionable events and solutions.
- Troubleshooting typical OGG technical problems such as unique key violation / long transaction abend by using GGSCI / Log dump / discard file analysis etc.
- Applied minor changes to replications, such as table or column adds.
- Analyzed database management systems and provided optimized solutions, developing data archive

IntelliBee   **Joseph Kenna**

procedures that reduce space usage.
- Performed tuning OGG in extremely high data volume environments. Installing and configuring OGG heterogeneous environments (from MySQL/SQL Server to Oracle Exadata).
- Monitored and fully analyzed performance issues in production Oracle databases by using AWR/ADDM/OEM 12c
- Daily development / testing environment baseline backup and restore, develop, and maintain administration scripts by using Perl/Korn shell.
- Participated in detailed and at times difficult conversations with customers regarding technical issues where the customer's orientation may or may not be technical.
- Installed, configured, and maintained Oracle 11g Real Application Cluster (RAC) / ASM on Oracle Enterprise Linux 5.X boxes.
- Worked with third party developers on SQL code review and quality control. Performing load testing and tuning application, SQL code, and database instance by using a wide range of technologies including ADDM, AWR, ASH, Stats pack, OEM Performance Manager and home-cooked scripts by using Korn shell/Perl.
- Integration of Exadata monitoring into our existing IT monitoring framework. Provide and implement performance and tuning recommendations of all components in the Exadata machines.
- Developed and recorded certified processes or procedures for all potential IT downstream support group to maintain and upgrade the Exadata servers.
- Worked on Sev1, Sev2 issues and also providing 24x7 On-Call Support and provided on-call and day-to-day support.

General Mills, Minneapolis, MN   **Apr 2016 – Nov 2018**
Senior Database Engineer
Responsibilities:
- Involved in the planning, development, and maintenance of the database, including troubleshooting issues, collaborating with other teams to define and build new features, optimize existing features, and collaborate in order to drive growth, improve controls and processes, and reduce overhead and complexity.
- Responsible for both engineering and implementing solutions but will also provide escalation support as needed.
- Planned, designed, developed, deployed, and supported oracle 12c/19c R2 RAC/ASM environment.
- Responsible for both on-premises and on cloud, including database design, query review and tuning, non-production support and related infrastructure and administration services for mission-critical databases in a fast-paced environment for brokerage, banking, and related financial and other business/enterprise applications.
- Performed monitoring, change implementation, backup and recovery, privilege maintenance, user maintenance, new database setup, educating user base, troubleshooting user issues.
- Automated standard database processes using Python.
- Performed CORE DBA tasks such as database administration on Oracle 10g and 11g environments, performance tuning, Schema creation, maintenance, and troubleshooting.
- Adhered to company security policies.
- Built the foundation for a successful production deployment for new technologies.
- Assisted in development and testing of disaster recovery plans.
- Worked with customer for different RAC related issue: hang check timer, split brain, RAC recovery, ASM, OCR corruptions, Voting disk loss & so on. Troubleshoot performance issues for the RAC instances (GC events).
- Worked with business and application developers to design, modify, and tune database schemas.
- Maintained oracle SQL and PL/SQL scripts, Unix Shell Scripts, debugging and tuning. Implement Production Control and Change Management.
- Built Jenkins CI/CD pipelines and develop code repositories using Git and Bitbucket.
- Provided expertise and make recommendations for physical database design, architecture, testing, performance tuning, and implementation of Oracle database.
- Monitored and supported SQL Server/PostgreSQL database environments and serve as an escalation point for complex troubleshooting and interactive production support.

- Handled daily database operation performance issues (track and trend overall database performance and database area, index, and drive performance). Recommending application code changes (processing strategies, queries, use of Oracle10g/11g new features).
- Performed database tasks such as Profiling, Lock detection, Memory Usage, etc.
- Planned and designed Backup/Recovery solutions using shell scripts and RMAN. Ensure that the database software infrastructure is in place and up to date to support other infrastructure components (e.g., operating system and hardware) and application development.
- Made recommendations for new database technologies or options to existing databases.

Kodak, Rochester, NY   **Sep 2013 – Apr 2016**
IT Infrastructure Engineer
Responsibilities:
- Maintained the ongoing reliability, performance, and support of the infrastructure.
- Monitored the operating environments, responding to incidents, problems, and planning for growth.
- Deployed the release of new technologies as well as design, install, configure, maintain, and perform testing of PC/server operating systems, networks, and related utilities and hardware.
- Troubleshooting problems as reported by users, supporting Web access and electronic messaging services, and maintaining a secure systems environment.
- Provided infrastructure solutions based on application needs and anticipated growth, install new servers and maintain the infrastructure.
- Supported multiple systems or applications of medium to highly complex (complexity defined by size, technology used, and system feeds and interfaces) with multiple concurrent users, ensuring control, integrity, and accessibility.
- Integrated solutions with other applications and platforms based on engineering requirements.
- Developed new alerts and monitoring techniques based on engineering requirements.
- Developed scripted solutions and automation.
- Recommended changes/enhancements for improved systems availability, reliability, and performance.
- Developed, maintained, recommended, documented, and supported tools and back-end utilities to provide capacity planning management.
- Provided technical direction for the planning, designing, and execution of testing efforts.
- Participated in the design, implementation, and execution of backup and disaster recovery plan for infrastructure solutions.
- Analyzed data from monitoring activities and define comprehensive, system wide improvements.
- Evaluated future technologies and makes recommendations for software and hardware upgrades.
- Monitored performance and proactively identifies uptime issues, making recommendations for eliminating those issues.
- Worked across teams to ensure network system upgrades and service pack deployments are implemented with minimal impact to production operation.
- Responsible for configuring and managing critical services such as ADDC, DNS, DHCP, VPNs, VoIP, RDP, Backup Solutions, Disaster recovery solutions, and contingency plans.
- Worked individually and in tandem with other product technology team members to evaluate and administer Azure Environments and systems (DEV/QA/SIT/PROD).
- Proved track record of architecting, deploying, and operating scalable, secure and performant Azure solutions and applications.
- Designed, optimized, supported, and further automate infrastructures supporting the business platforms, and continuously improving the platforms to meet the evolving needs of global payments.

Textron GSE, Kennesaw, GA   **Oct 2012 – Sep 2013**
Technical Support
Responsibilities:
- Assessed nature of system or service issues and resolves technical or sophisticated support problems through independent judgment and advanced problem-solving skills.
- Maintained log of system issues and conveys customer feedback to product development staff.

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- Interacted with customers to help troubleshoot and resolve highly complex product problems or diagnose and resolve complex customer questions or problems over the telephone/Internet in the areas of system configurations/setup, product functionality, and bugs/enhancements.
- Informed customer service manager of all unresolved issues.
- Worked with a diverse team to investigate, assess, and resolve issues in accordance with established guidelines and policies.
- Received incoming phone calls and emails - troubleshoot, research, and respond to inquiries in a timely, professional manner which meets high-quality, productivity and performance standards.
- Responsible for managing issues of varying importance for multiple customers and tracking them through to completion.
- Troubleshooting, resolving, escalating, or delegating of technical digital retailing issues.
- Provided proactive application and technical support for DR customers, which includes performing detailed investigations to identify root causes/fixes for complex issues.
- Maintained regular interactions with technology and program teams to triage issues and manage fixes for production service issues.

Liberty Media, Englewood, CO   **Mar 2010 – Aug 2012**
System Admin
Responsibilities:
- Supported platform software upgrades, workstation patching/compliance, and application delivery for all Liberty's endpoints (laptops/desktops, servers, and mobile devices).
- Implemented a new unified endpoint management solution for all devices and applications.
- Managed and deployed Citrix and VMware virtual desktop solutions and research other future desktop alternatives.
- Coordinated projects for the deployment and installation of new or upgraded services, applications, and products.
- Responsible for creation, coordination, and implementation of change requests for all managed devices.
- Prepared monthly, quarterly, semi-annual, or annual reports as needed to determine the effectiveness and efficiency of current operating environment, including hardware, software, configuration, and security compliance.
- Performed / Recommended necessary maintenance to support network availability.
- Worked with the latest in retail technologies designed to minimize downtime, simplify system interactions, and deliver a best-in-class user experience.
- Supported the distribution Centre and management team with day-to-day operations by maintaining the computer systems and troubleshooting problems as they arise.

Education:
- Bachelor of Science Graduated cum laude from **Ambrose Ali UNIVERSITY**   **May 2008**

Certifications:
- OCA
- AWS Solution Architect
- Oracle Cloud Infrastructure

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Sandeep Roka

Sr. Infrastructure VMware Windows Consultant

Professional Summary

- More than 8+ years of IT expertise with hands on experience in Windows Systems and Virtualization Design Implementation and troubleshooting of mission critical IT systems assignments.
- Experience in Active Directory, GPOs, DNS, DHCP, File & Print Server, IIS (Web Server), FTP, Terminal Server, NAT, Microsoft Clustering and Exchange Mail Server in Windows based server environment.
- Experience in Monitoring, debugging and resolving Cisco infrastructure issues like Routing, network hardware/Software failure, configuration, WAN outages, and performance issues.
- Extensive professional experience in Windows 2003/2008 R2/2012 R2 Servers, Active Directory.
- Experience in troubleshooting AD issues (DNS, Replication, Server related issues & User related issues)
- Expertise with Windows Active Directory Administration, Windows /Wintel Server 2003, 2008, Windows Server 2012, Windows Server 2016, GPO, DNS, TCP/IP, DHCP, Certificate Services and WINS and managing Microsoft SQL Server.
- Expertise in installation, configuration and administration of Windows 2003/2008/2008 R2/2012/2012R2/2016 & 2019 servers on HP/Compaq, Dell Power Edge, IBM xSeries hardware platforms.
- Experience as VMware administrator specializing in the area of Virtualization with VMware ESXi 5, 5.1, 4.x, ESX 4.x and 3 servers, Virtual Center server, vCenter Operations manager VCOPS, VDI, ThinApp, VMWare Orchestra and SAN/NAS technologies.
- Have working knowledge of Jira and Asana for maintaining tasks and deliver project before deadline.
- Experience with SAN/NAS storage
- Excellent skills in patching and hardening Win 7/Win2003/2008/2012 servers using Windows Update and also by using the staged patches.
- IIS and Windows administration for a worldwide financial company with 10000+ nodes. Configuration, deployment, and maintenance of 2000+ Windows 2003 and Windows 2008 /2012 Servers
- Experience in administering Citrix Policy, Windows Terminal Server, Group Policy management and Active Directory environment.
- Experience in designing, implementing and managing multiple Active Directory Forests and Domains for a large, geographically dispersed enterprise.
- Expertise in Migration Using Quest Migration Manager Tool for Active Directory
- Strong experience in Implementing Active Directory in production environment including GPO's, DNS, WINS, DHCP, and Domain Controllers etc.
- Extensive experience working with different versions of Windows server operating systems ranging from Windows server 2003, 2008, 2012 and 2016.
- Experience in Active Directory, GPOs, DNS, DHCP, File & Print Server, IIS (Web Server), FTP, Terminal Server, NAT, Microsoft Clustering and Exchange Mail Server in Windows based server environment.
- Working experience in AWS migration using VM Import/Export.
- Experience in P2V and V2V conversions using VMware Converter and Plate spin.
- Monitoring the Active Directory Replication status of the Domain Controllers.
- Extensively worked on organizational setup, site creation and maintenance, workflows, data management, user management, migration and integrating existing systems successfully into the Office 365 environment with design requirements.
- Installing, Configuring, Managing and Troubleshooting, vCenter 5.5, 6.0, 6.5 Servers and ESXi 5.0/5.5/6.0/6.5 Servers.
- Good knowledge on working with application repackaging of the given EXE files and application transforms of the given MSI Package using Install Shield Admin Studio and Wise Package Studio
- Extensive knowledge and expertise in Routing, Switching, Firewall management, VPN management, LAN/WAN.
- Experience in implementing, administering, supporting ADFS, DNS, DHCP, WSUS, NFS.
- Experience in providing day to day support for Active Directory, Messaging and collaboration services.
- Experience in analyzing and designing strategies for Active directory groups cleanup.
- Experience in deploying and managing Active Directory Federation Services (ADFS).

- Experience in GPO for securing/ locking workstations. Setup policies with GPO.
- Experienced in troubleshooting problems related to applications installed on Windows servers
- Used PowerShell scripts to automated server builds for both physical and in VMware ESX 5.5, 6.0, 6.5 environments
- Proficient knowledge in implementing and configuring enterprise IT systems Office365, Windows Server, Exchange Server, Lync, Skype for Business, VMware, Active Directory, Networking and other applications.
- Experience Azure Active Directory, Active Directory, Windows Admin and VM Ware Administration
- Expertise in implementing and administrating Active Directory, Security, Group Policy, ADAM and LDAP configurations on enterprise IT systems.
- Monitoring the Active Directory Replication status of the Domain Controllers.
- Extensive knowledge and experience in Microsoft Hyper-V, Windows Azure Cloud and virtualization technologies.
- Results - driven, customer-focused, and articulate Senior Active Directory/Wintel Engineer.
- Experience in Implementation and Migration of Skype for Business, Lync 2010/2013, Exchange 2013/2010, Active Directory 2003/2008/2012, System Center 2012 etc.
- Developed organizational units in Active Directory (AD) and managed user security with group policies.
- Installing, Configuring, Managing and Troubleshooting, vCenter 5.5, 6.0, 6.5 Servers and ESXi 5.0/5.5/6.0/6.5 Servers.
- Provided 24/7 On Call production support onsite and remotely on rotation basis
- Intermediate knowledge in server 2016/2019(Active directory, DNS, DHCP, Network Printer, Antivirus Server)

Technical Skills

Networking   OSI Reference Model, IPv4 and IPv6 addressing and subnetting, Ethernet LAN, TCP/IP, UDP, switches, routing concepts, virtual network concepts including vSwitches, VLANs, dvSwitch, TCP/IP stack for virtualization, configuration of printers and scanners.
Hardware   HP ProLiant DL380, C7000 and C3000 HP Chassis, BL460c and BL465c blade servers, Cisco UCS B460 and B260, EMC VMX, VNX and ISLON.
Virtualization   VMware vSphere 4.0/4.1/5.0, 5.5 vCenter Server 4.0/4.1/5.0,5.5 ESXi 4.0/4.1/5.0,5.5 VMware Update Manager, HA, DRS, FT, vMotion, Storage vMotion, VMware Capacity Planner, VMware Workstation, Horizon View & NSX.
Operating Systems   Windows XP/Vista/7, Windows Server 2000/2003/2012& R2/2016, Linux, IBM AS400, VMWare ESXI server.
Windows Administration   Configuration of DHCP and DNS, installation and configuration of VPN client, Windows Server 2003/2008 - installation and configuration, configuration, and management of Active Directory. Patch management using SCCM. Microsoft Windows Server (Win2000 through Windows Server 2019)

Professional Experience

Mobiquity	Infrastructure VMware Windows AD consultant	Jul 2021 - Present

Responsibilities:
- Project manager/implementer for vCenter server installation and ESXi hosts' 5.1 to 6.0 upgrade. Installation and configuration of VMware vSphere, ESXi, and vCenter on Cisco UCS servers; creation of step-by-step documentation for team members.
- Investigating and fixing VDI problems.
- Added an 8-node Cisco Hyperflex solution to vSphere 6 for VMware VDI.
- Manage, maintain, and upgrade VDI systems on a daily basis, applying service packs, patches, hot fixes, and security configurations.
- An expert in Active Directory design, including domain design and architecture, GPO design, and OU design. Created PowerShell Scripts with VMware vSphere PowerCLI 6.3 to Determine and log the VMware Virtual Machine Name with the Guest\Windows Server. Name, Determine the Version of VMware Tools and if the VMware Tools Service was running, Free Disk Space, Operating Systems, Pending Reboots, System Uptime.

IntelliBee   **Sandeep Roka**

- Upgraded existing VMware vSphere 5.5 to vSphere 6.0 including vCenter Server, ESXi host, VMs Hardware, VMs Tools version.
- Installed, configured and maintained the VMware Horizon View 7.6 Virtual Desktop Infrastructure (VDI) environment.
- Monitored, tuned and troubleshooted the VDI environment using vRealize Operations Manager for View.
- Created web application apps and publish the applications from workspace one Vmware to users
- Working experience on Deploying Workspace One Enterprise Edition with VDI supporting (Horizon View) Windows 10 desktop OS, BYOD and Thin Clients.
- Expertise in installation, configuration and administration of Windows 2003/2008/2008 R2/2012/2012R2/2016 & 2019 servers on HP/Compaq, Dell Power Edge, IBM xSeries hardware platforms.
- Member of the migration to AWS team
- Helped in Perform day-to-day operational maintenance, respond to support requests and incidents, create and deploy application installations/upgrades and security updates running on Linux-AWS Platforms.
- Implemented and Tested desktop virtualization and introduced VMware View to the client.
- Installed, Configured, and managed vSphere 6.0 in prod environment and verified the features and tested the vSphere 5.5 RC in test environment.
- Experience in using/creating Transforms (MST), Patches (MSP), Custom actions and Conflict management, etc. for use with MSI's.
- Experience in Designing, Installing, Configuring, Administering and Troubleshooting VMware Virtual Desktop Infrastructure (VDI) Environment.
- Implement and manage VMware VDI environment consisting of: Horizon 7, UAG 3.3, UEM 9.4, App Volume 2.14
- Deployed RDSH Desktop Hosts, DS Hosted Apps and Horizon Linux Desktops using Horizon 6.6 and 7.0 using the newly improved Blast Extreme protocol and PCoIP protocol to VDI users.
- Responsible for the implementation of VMware View VDI upgrades, Change Management, Problem Management, and ITIL related process.
- Open ticket with VMware vendor and Troubleshoot issues coming in horizon VDI desktops
- Implemented vMotion and Storage vMotion for VM's as per the requirement.
- Design and implement VMware vRealize Operations Manager(vRops) in 2 Datacenters and act as an SME for the project.
- Installing, configuring, upgrade and troubleshoot VMware View Composer, View Connection Manager and new VMware View (VDI Virtual Desktop Infrastructure) efficient and simplifies desktop administrative management tasks.

CVS Health   **VM ware / Windows Active Directory Engineer**   **Dec 2016 - Jan 2019**
Responsibilities:
- Oversaw the general management of Windows System programs.
- Experience with Windows Server 2008/2012.
- Provide ongoing assistance for Active Directory infrastructures.
- Addressing problems associated to AD (DNS, Replication, server and User related issues).
- Addressing problems with locked-out AD user accounts.
- Administered VMware Infrastructure - vSphere/vCenter/VDI environments by running over 130 ESXi Hosts and 300 Virtual Machines.
- Producing group policy objects in accordance with security specifications.
- Recognizing and removing outdated records from the AD environment.
- Recognizing ambiguous AD groupings and tidying up appropriately.
- Oversee Microsoft Exchange's operation and offer assistance with any server-related problems.
- Conducted daily system monitoring, checking system and application logs, and confirming that scheduled tasks like backups were completed.
- Filing requests for firewall changes
- Microsoft IIS Web Server Management. managing hosted websites and IIS 7.0/IIS 8.0/10.0 Web servers. Part of team managing IAM through Active Directory and Sail point with Radius server.

- Designed, Implemented and Managed a VMware environment of 4 vCenters and 130 ESXi hosts with more than 2000 VM's.
- Migrated Exchange 2013 & 2016 to Office 365 and implemented Lync 2013/Skype-for-Business, and decommissioned the on-premise forest and decommissioned several landline branches.
- Used risk-based approach to validation to determine the scope of validation for GxP systems to develop documentation and verification activities with appropriate justification of the approach.
- Quality Review of Validation and all controlled Documentation, GMP/GxP, Change Control, and Change Management.
- Supported customers on various implementation of Windows Azure AD, MS office 365, Azure Single Sign On, and On-premise, Single Sign On, Windows Azure Saas, Iaas, and Paas.
- Responsible for applying security updates and patches on servers.

Certifications:

- MCSE (Microsoft Certified Systems Engineer)

IntelliBee   **Sandeep Roka**

Vincent Markowicz
Mircosoft Support Technician

Professional Summary:

- **Over 16+ Years of experienced in IT infrastructure and** System Administration, Computer System Engineering, Networking, VM ware, Installation & Configuration Website Administration of multiple websites.
- **Certified in: MCSE, MCTS, NCCP, VCP, CCNA.**
- Bachelor of Science, Wayne State University, Detroit.
- Installation & Configuration of 200 site domains including: routers, switches, VPNs, firewalls, personally oversaw implementation of 127 new retail stores.
- Experience **Azure Active Directory, Active Directory, Windows Admin** and **VM Ware Administration**
- Experience in installing and configuring applications in the IIS Environment
- Expertise in implementing and administrating Active Directory, Security, Group Policy, ADAM and LDAP configurations on enterprise IT systems.
- Monitoring the Active Directory Replication status of the Domain Controllers.
- Implementation of **VMware Consolidated Backup**, BackupExec11d, ESX 3.5
- Windows Server 2008, Exchange 2007&365, WSUS administration and implementation
- Active Directory; design and maintenance, use of migration tools (ADMT) and Group Policy.
- Managing & training of computer imaging, hardware purchasing, and hardware repair.

Technical Skills

- Microsoft Office 2010,2016,365, XP Professional, Microsoft Windows7,8,8.1,10,11
- Remote installation of Windows Operating systems
- Configuring DNS, DHCP, Dynamic DHCP, VLANs, Virtual Switches, and Routing
- Network design and administration
- Applying WINS and TCP/IP (static and DHCP) protocols to new and existing networks
- iSCSI Hardware configuration, iSCSI system configuration, and Category 5 and 6 cabling
- Supervision, planning, and building of a 63 site domain from the ground up

Professional Experience

Smokers Outlet Mgmt, Troy, MI
Senior System Engineer   **Apr 2018 - Present**

- Internal System Administration, Computer System Engineering, Ubiquiti network devices
- Configuration and administration of servers, computers, shared printers, fax machines, quotas
- Expertise in installation, configuration and administration of Windows 2003/2008/2008 R2/2012/2012R2/2016 & 2019 servers on HP/Compaq, Dell Power Edge, IBM xSeries hardware platforms.
- Upgraded VMware clusters from version 4.5 to 5.5. Consolidated 12 Dell rack servers into 2 Cisco UCS Servers. I provisioned EMC VNX 5500 Storage Array. Veem was used to back up the VM environment.
- Implemented and Tested desktop virtualization and introduced VMware View to the client.
- Windows Automation using Windows Scripting Host and VBScript.
- VMware virtualization of servers
- Hyper-v virtualization of servers and SAN
- Worked with Windows Active Directory Administration, Windows /Wintel Server 2003, 2008, Windows Server 2012, Windows Server 2016, GPO, DNS, TCP/IP, DHCP, Certificate Services and WINS and managing Microsoft SQL Server
- Program installation, Active Directory troubleshooting, and sharing file server resources.
- IT service level agreement negotiation and implementation
- Installation & Configuration of 200 site domain including: routers, switches, VPNs, firewalls, personally oversaw implementation of 127 new retail stores.
- Managing & training of computer imaging, hardware purchasing, and hardware repair
- Configured, maintained and supported database links connecting Oracle Databases and Microsoft SQL Servers Databases.

- HIPAA Compliance for all medical dispensaries
- Extensive hands-on knowledge and experience in Microsoft Hyper-V, Windows Azure Cloud and virtualization technologies.
- PCI compliance for all retail locations of Wild Bill's Tobacco, Mr. Vapor
- Installation of certified Point-To-Point Encrypted credit card systems for PCI compliance.
- WordPress Website Administration of multiple websites
- Google Workspace implementation including email integration.
- Outlook Migration from Outlook 2003 to Outlook 365
- Implementation of IT and Security department ticketing systems (Atera, Spiceworks)
- Implementation of Reblibit Axcient cloud backup
- Converted internal networking communication from copper to fiber Ubiquiti Network including all switches, firewalls, and wireless access points for corporate office and 20,000 sqft warehouse.

Randall Data Systems, Novi, MI
IT System Engineer, PCIP-QIR   **Apr 2016 - Apr 2018**
- NCR & Counterpoint Point of Sale Server & POS setup & configuration
- Experience and knowledge with designing, installing and implementing VMware VSphere ESX/ ESXi 4.0, VMware VCenter, setting up V-Motion, HA, DRS, and related VMware products such as VM Workstation, VMware converter VM Backup products and other products for virtualization.
- Managed & deployed patching to SCCM Clients for Windows 2012, 2008, 2003 Enterprise servers.
- Installed, Configured, and managed vSphere 6.0 in prod environment and verified the features and tested the vSphere 5.5 RC in test environment.
- Open ticket with VMware vendor and Troubleshoot issues coming in horizon VDI desktops
- Internal System Administration, Computer System Engineering
- Performed complete physical systems analysis for potential virtualization on 500+ physical servers worldwide
- Managing Identity Access management of Azure Subscriptions, Azure AD, Azure AD Application Proxy, Azure AD Connect, Azure AD Pass Through Authentication
- Managing Microsoft Identity Management products (Active Directory, Active Directory Federation Services, and Azure, AD Connect, Office 365) serving as an enterprise-wide directory.
- Project implementation, hardware discovery, and NCR POS system installation
- Installation of certified Point-To-Point Encrypted credit card systems for PCI compliance
- Implementation of Connectwise ticketing and billing system
- Google Workspace integration
- Office 365 implementation

Team Rehabilitation Physical Therapy, Clinton Twp, MI
IT Infrastructure & Computer System Engineer   **May 2012 - May 2016**
- Supervising team design of proprietary medical note applications saving $200k vs. Redoc
- Configuration and administration of servers, computers, shared printers, and fax machines
- IT service level agreement negotiation and implementation
- Installation & Configuration of 74 site domain including: routers, switches, VPNs, firewalls, personally oversaw implementation of 60 new clinics
- Managing & training of computer imaging, hardware purchasing ,and hardware repair
- HIPAA compliance for all locations and corporate data systems
- Vendor coordination, construction & opening of approximately 15 locations per year
- Crystal Reports, Ethical Hacking, PMBOK (PMP), Powershell course work
- Installation and use of Microsoft Office Suite, Microsoft Windows XP Professional, Microsoft Vista, Windows7
- Hardware and system configuration including Active Directory and SQL Server
- Built Big Blue Button Conference Server and service saving $20k vs. Citrix GoToMeeting
- Wordpress Web Server design and implementation saving $10k
- Calyptix security tunnel and firewall maintenance and implementation

- VMware6 virtualization of file servers, linux conferencing servers, and Wordpress servers
- Created IT infrastructure and IT workforce to grow at scale opening 15 clinics per year

Zodiac Entertainment, Inc

Sound Engineer, Computer System Engineer, Manager, Entertainer, Officiant   **Jan 2006 - Present**
- Implementation of servers, shared printers, databases, and computer imaging
- Integrating computers, sound systems, and external backup drives
- Asset and resource management and tracking

Education

ComputerTraining.edu, Certified Microsoft Systems Engineer Program
Bachelor of Science, Wayne State University, Detroit, MI 09/1999.

Certifications

- MCSE (Microsoft Certified Systems Engineer) Server 2003, Server2008/MS 70-649
- MCTS (Microsoft Certified Technology Specialist)
- PCIP-QIR (Payment Card Industry - Qualified Integrator and Reseller)
- NCCP (NCR Counterpoint POS certified professional)
- VCP (VMWARE Certified Professional)
- PMP (Project Management Professional
- CCNA (Cisco Certified Network Administrator)

Venkata Sreenivasa Varma Kakarlapudi
Dot Net Developer

Professional Summary

- Microsoft Professional with 18 years of professional and multinational experience (New Zealand, U.K and Canada) in Analysis, Design, Development, Installation, Deployment, Testing and implementing Object Oriented Programming Concepts (OOPS), client-server applications and N-tier applications.
- Experienced in Agile requirement process.
- Extensive experience with development and deployment of micro services.
- Expertise in Fluentd (open source data collector) and Serilog (open source logging framework).
- Expertise in developing Web APIs using .Net Core and ASP.Net core 3.0/2.2/2.0
- Expertise in developing Web applications using Angular 6/8 , ASP.NET MVC 3/4/5 , JavaScript, Ajax, jQuery, HTML, Bootstrap , CSS and ASP.NET Web Forms.
- Experienced in developing Redis (Publisher and Subscriber) /kafka (Producer and Consumer) APIs.
- Logs analysis with ELK stack (Elasticsearch, Logstash, and Kibana).
- Experienced in AWS (Worked with AWS team on Code Pipeline & ECS) &
- Experienced in DevOps (Worked with DevOps team on TeamCity (CICD) for auto deployment of all micro services on Windows servers).
- Strong abilities in Design Patterns, Database Design, writing Stored Procedures, Triggers, Views, Functions in MS SQL Server and also experienced in Oracle.
- Experienced in developing Custom Reports using SQL Server Reporting Services (SSRS 2005)
- Expertise in C#, .Net Core 3.0/2.2/2.0 , ASP.Net core 3.0/2.2/2.0 , WEB APIs , Angular 6/8, WCF , ASP.NET MVC 3/4/5, Structure Map , Couchbase No SQL database , SQL SERVER , SSRS 2005, FluentD, SOAP, Asp.Net, Classic ASP, ADO.Net, Entity Framework 4.0, LINQ, JSON, JQuery, JavaScript, AJAX, NuGet, Rhino mocks, xUnit, NUnit, Moq, .Net Framework 4.6.2/ 4.5/4.0/3.5/2.0/1.1, Visual Studio 2019/2017/2015/2013/ 2012/2010/2008/2005 , XML, HTML, XHTML, XSL [XSLT, XPATH], VB.Net, VB Script, Java Script, AJAX, HTML, CSS,UML , Team city (CI) , Oracle , shares (IBM Main frames), Wireshark and Windows Performance Analyzer (WPA).
- Expertise in IOC containers (Castle Windsor and Structure Map), Log4net, C# clients for Kafka Servers, Kibana UI, Bootstrap, DCRM , and version control tools (GIT, SVN and TFS).
- Experienced in trouble shooting High CPU Utilization/Memory leaks.

Technical Skills

Programming Languages	: C#, VB.NET, ADO.NET
Web Development	: ASP.Net Core 3.1/3.0/2.2/2.0, ASP.Net Core Web API, Angular 6/8 , ASP.Net MVC 5/MVC 4 / MVC 3, ASP.Net WEB API, WCF, Asp.Net 4.0/3.5/2.0/1.0, LINQ and Classic ASP
Testing Frameworks	: xUnit, NUnit
Mocking Frameworks	: Moq, Rhino Mocks
Cloud	: AWS & OpenShift
Log analytics tools	: ELK stack (Elasticsearch, Logstash, and Kibana).
Diagnostics tools	: Windows Performance Analyzer (WPA), Wireshark.
Databases & tools	: Couchbase No SQL database, MS SQL Server 2016/2012/2005/2008/2008 R2 and Oracle (Toad for Oracle, SQL Developer).
Libraries & web frameworks	: Fluentd (open source data collector), Serilog (open source logging framework), Log4net, Kafka client and Angular
Reporting Tools	: SQL Server Reporting Services SSRS 2005/2008
Frameworks & Packages	: .Net core 2.0 /2.2/3.0/3.1, .Net Framework 4.6.2/4.5/4.0/3.5/2.0/1.1 and DCRM
Web Server	: Internet Information Server
Version Control	: GIT with TFS, SVN and TFS
IOC Containers	: Castle Windsor and Structure Map
Package Manager	: NuGet, NPM
Mark-up/Scripting Language	: TypeScript, JavaScript , JQuery, JSON, VBScript, HTML, CSS
IDE and Tools	: Visual Studio 2019/2017/2015/2013/2012/2010/2008/2005

XML Technologies	: XML, XSL[XSLT and XPATH]
Methodologies	: Agile and waterfall
Other Skills	: UML, Design patterns, code reviews, Testing

Professional Experience

Company: Royal Technocrats Inc., Houston
Client: United Airlines, Houston, TX   **Mar 2014 – Mar 2020**
Projects: PSS Turnpike, LEID Management, Common Security Service (CSS) & Tools

Projects: PSS Turnpike & LEID Management
Duration: Jan 2018 – Mar 2020
Role: Lead Developer
PSS Turnpike is a micro service/API (ASP.Net core 2.2) oriented platform for communicating with the SHARES Passenger Service System (PSS). The SHARES PSS is a legacy system used to manage passenger information for United Airlines. PSS Turnpike allows modern applications to communicate with the with SHARES using API based services.
Each API in PSS Turnpike is accessed through an F5 load balancer using JSON messages over the HTTPS protocol.
LEID Management is a Web API (ASP.Net core 3.0) part of the PSS Turnpike Services. The purpose of the LEID Management is to manage LEID's on behalf of internal applications communicating with SHARES. When applications require LEID's to communicate with SHARES, our service will provide LEIDs from their LEID Pool. Once the application has transacted with SHARES, the checked out LEID needs to return through LEID Management into the application's LEID Pool.
Responsibilities:
- Hands-on experience in leading all stages of systems development efforts, including requirements definition, design, architecture, testing and support.
- Involved in Agile requirement process(preparation of features and user stories), planning, daily scrum meetings, discussions.
- Lead and supervise onsite team (3 members) and offshore team(2 members)
- Prepare technical design documents and sequence diagrams for PSS Turnpike micro services, LEID Management and new CSL micro service framework (.Net core).
- Design and development of 13 PSS Turnpike micro services using CSL micro service framework and ASP.Net core 2.0/2.2.
- Design and development of LEID Management Web API using Asp.Net core 3.0/3.1.
- Worked with DevOps team on TeamCity (CICD) for auto deployment of all micro services on Windows servers.
- Worked with AWS team on CodePipeline & ECS for few micro services.
- Develop Angular (6/8) Components and services to communicate with back end APIs.
- Development of new modules for a Web Portal using MVC 5, HTML , CSS, jQuery, and C#.
- Development of Redis (Publisher and Subscriber) / Kafka (Producer and Consumer) APIs.
- Logs analysis with ELK stack (Elasticsearch, Logstash, and Kibana).
- Development of database stored procedures and functions.
- Implemented logging functionality with Serilog logging framework codebase (open source) in the LEID Management Web API.
- Installed and configured Fluentd agent (open source data collector) to push logs to Kafka servers in dev/stage/preprod/prod servers.
- Develop unit tests and integration tests.
- Coordinate with EQA team to conduct performance (600 TPS/Server) and stress tests with heavy user load on all PSS Turnpike micro services.
- Perform peer code reviews to ensure the code conforms to highest coding standards.
- Development of code adhering to best practices and project standards.
- Technical and functional Help to team members

Environment: C#, .Net Core, ASP.NET Core 3.0/2.2/2.0, ASP.NET Core WEB API , Angular 6/8, ASP.Net MVC 5, HTML5, CSS, Bootstrap, JQuery, Ajax, Json, Structure Map, AWS, OpenShift , Couchbase No SQL database, Redis, Kafka,

Elasticsearch, Logstash, Kibana , Oracle , SQL Server 2016 , Visual Studio 2017/2019, Visual Studio Code, TFS with Git, Team city (CI) , Shares (IBM Main frames), Wireshark and Windows Performance Analyzer (WPA).
Methodology: Agile

Project: Common Security Service (CSS) & Tools
Duration: Mar 2014 – Dec 2017
Role: Senior Developer
Description: The Common Security Service (CSS) is a method for different services and users, internal or customers, to authenticate and authorize the various services such as those utilized by the Common Service Layer (CSL) foundation. All application channels that make use of the services within CSL go through CSS in order to authenticate the communication and access claim to determine the type of authorization a user would, or would not, have. The CSS acts as a single place for all types of users to authenticate and based on what type they are, CSS will check the source accordingly.CSS also serves as session management functionality throughout the entire application to maintain a persistent session throughout the services.
Portal & Tools: Testing/Monitoring Tool provides the ability to run tests against the servers where the services are deployed. The tool calls the test endpoints on each server and returns the result as well as the duration.
Config Manager tool provides centralized configuration for all applications.
Trace Diagnostics tools allows user to turn on/turn off trace against the servers and provides search functionality.
Responsibilities:
- Involved in Agile requirement process(preparation of features and user stories), planning, daily scrum meetings, discussions.
- Work with business analyst and business team to understand the requirements for product backlog item for each sprint.
- Involved in Planning, daily scrum meetings, discussions and understanding user stories.
- Lead and supervise offshore team (2 members).
- Implementation of ASP.NET MVC pattern.
- Development of custom Http modules for CSS.
- Development of new modules for the Web Portal using MVC 5, HTML and CSS3.
- Development of HTTP services (REST) using ASP.NET WEBAPI
- Development of Kafka Producer and Consumer APIs.
- Development of Proxies and C# clients
- Development of Nuget packages
- Design and create database objects such as tables, stored procedures, functions, and triggers.
- Creation of unit tests and integration tests.
- Development of code adhering to best practices and project standards.
- Technical and functional Help to team members
Environment: ASP.NET MVC 5/ MVC 4, ASP.NET, Structure Map , WEB API, REST, Redis, Kafka, Kibana UI, C# , LINQ, jQuery, ADO.NET , .Net Framework 4.5, SQL SERVER 2008 R2,Oracle 11g, SQL Developer ,XML,HTML, CSS, NuGet Package Explorer, TFS and Rhino Mocks.
Methodology: Agile

Symphony Services Corp(I) Pvt Ltd, India
Client: Redknee, Canada   **Architect**   **Dec 2012 – Jan 2014**
Description: Redknee is a global provider of software products solutions and services to the telecommunications industry. This project involves development of new features for the existing "web self care" web application. This application helps dealers and end users to create and activate accounts and subscriptions through internet.
Responsibilities:
- Involved in design and developing Web Forms using ASP.NET and C#.
- Involved in the design of security module that authenticates users based on the roles
- Involved in initiation, eliciting, analyzing, recording requirements, design, development, implementation, testing, and maintenance of the project.

- Applied changes to existing plugins of DCRM.
- Implemented JQuery for client-side sorting and validations.
- Involved in planning, daily scrum meetings, discussions and understanding user stories.
- Developed code adhering to best practices and project standards.
- Involved in unit testing and integrated testing.
- Facilitates and coordinates release management process and provide supportability recommendations to the Engineering team
- Technical and functional Help to team members
- Working with business analyst and business team to understand the requirements for product backlog item for each sprint.

Environment: ASP.NET 2.0/3.5, Microsoft Dynamics CRM, web services , Jquery, C# , TFS and SQL server 2012.
Methodology: Agile

Hitachi Consulting India Pvt Ltd, India
Client: Curepet, New York   **Senior Developer/Tech lead**   **Dec 2011 – Nov 2012**
Description: This project involves development of Veterinary Hospital Information Management System. This is an integrated Practice Management and Electronic Medical Records (EMR) solution for the veterinary market.
Responsibilities:
- Involved in planning, daily scrum meetings, discussions and understanding user stories.
- Implemented ASP.NET MVC pattern mechanism, entity framework and LINQ.
- Implemented IOC container (Castle Windsor) and logging library (Log4Net).
- Prepared scripts for database objects like stored procedures and tables.
- Developed services using WCF.
- Developed code adhering to best practices and project standards.
- Performed Unit testing using Mocking Framework (Rhino mocks).
- Technical and functional Help to team members

Environment: ASP.NET MVC 3, ASP.Net 3.5, ASP.Net 4.0, Castle Windsor, Log4net , WCF, LINQ, Jquery, Entity Framework 4.0 .Net Framework 4.0, C#, SQL SERVER 2008 R2, TFS, NUnit and Rhino Mocks.
Methodology: Agile

Hitachi Consulting India Pvt Ltd, India
Client: BUPA, Health Insurance Provider, U.K   **Sep 2010 – Dec 2011**
Project: Swift
Role: Sr. .NET Developer
Description: This is a window's-based application which helps the user to maintain member's personal data, insurance data and all chronicle transactions. This System contains many modules like claims & providers, Groups and Member Admin, Sales, Billing and Securities.
Responsibilities:
- Worked as Module lead for Claims & Providers module
- Provided technical help to team members & clearing their domain specific doubts if any by communicating with product owner.
- Involved in preparation of design documents.
- Involved in various steps of the SDLC.
- Responsible for documenting the change requests.
- Developed Custom User Controls to reduce the Complexity in User Interface Coding and provide better look and feel.
- Responsible for interaction with the client in collecting the requirements.
- Involved in Unit, Integration and load testing. Well co-ordinate with testing department.
- Involved in planning, daily scrum meetings, discussions and understanding user stories.

Environment: C# and VB.NET, Framework 2.0, Web Services, Haley Rules engine, MKS, TFS, Toad for Oracle 9.6.1, NUnit, Rhino Mocks and Oracle.

Methodology: Agile

Quick Start Global
Client: BUPA, Health Insurance provider, London, U.K   Apr 2009 – Sep 2010
Project: Swift
Role: Senior Developer
Description: This is a windows-based application which helps the user to maintain member's personal data, insurance data and all chronicle transactions. This System contains many modules like claims & providers, Groups and Member Admin, Sales, Billing and Securities.
Responsibilities:
- Worked as Module lead for Claims & Providers module
- Provided technical help to team members & clearing their domain specific doubts if any by communicating with product owner.
- Involved in preparation of design documents.
- Involved in various steps of the SDLC.
- Responsible for documenting the change requests.
- Developed Custom User Controls to reduce the Complexity in User Interface Coding and provide better look and feel.
- Responsible for interaction with the client in collecting the requirements.
- Involved in Unit, Integration and load testing. Well co-ordinate with testing department.

Environment: C# and VB.NET, Framework 2.0, Web Services, Haley Rules engine, MKS, TFS, Toad for Oracle 9.6.1, NUnit, Rhino Mocks and Oracle.

Prithvi Information Solutions Ltd, Hyderabad, India
Client 1: T-Mobile, U.S.A   Jul 2008 - Nov 2008
Project: Insite
Role: Senior Developer
This system (windows application) supports the new site development processes, as well as the processes of upgrading, modifying and decommissioning a site.
Responsibilities:
- Involved in design document preparation
- Involved preparation of sequence diagrams
- Involved in development of custom controls library and integration of user controls with all modules
- Technical and functional Help to other team members

Environment: C#, SQL Server 2005, EA Tool SPARX, VSS and MVC.

Client 2: Agadia, NJ, U.S.A (http://www.agadia.com)   Aug 2007 - Jun 2008
Project: PAhub
Role: Senior Developer
Description: PAHub System (Healthcare solution) is the software tool/framework for automated processing of Prior Authorization. The goal for major health insurance companies is to outsource the prior authorization process to outside entities thus leading to cut down in costs and improved efficiencies.
Responsibilities:
- Involved in development of web services, custom controls library (web), windows services and miscellaneous works.
- Technical and functional Help to other team members
- Assisted in re-architecture of PAHub System(Healthcare solution), the software tool/framework for automated processing of Prior Authorization by developing POC with Nhibernate and C#

Environment: : ASP.NET 2.0, C#, Web Services, XML, JavaScript and SQL Server 2005

Client 3: Prithvi Information Solutions Ltd, India   Jun 2007 - Jul 2007
Project: EPMT

Role: Senior Developer
Description: This is a web-based time tracking, timesheet software, and resource management system.
Responsibilities:
- Involved in development and deployment of a system(EPMT) that deals with workflow associated within the Organization
- Involved in development of custom reports with SSRS
- Technical and functional Help to other team members

Environment: ASP.NET 2.0, C#, XML, JavaScript , SQL Server 2005 and SSRS 2005

NuNet Technologies India Pvt. Ltd , India
Client 1: BizBites Ltd, Business Intelligence solutions provider, U.K   Oct 2006 - May 2007
Project: Automation (Web Application)
Role: Module Lead
Description: The system deals with workflow associated within a Technical analysis laboratory. It facilitates users (analysts) to carry out analysis, enter their observations and compute and validate the results as defined. It tightly integrates the technical lab with the stores and assessments modules and personnel systems.
Technologies: ASP.Net 2.0, C#, Application blocks, Ajax extensions, SQL Server 2005 and SSRS 2005
Responsibilities:
- Involved in development of 2 modules including custom control library (web), windows service.
- Involved in deployment of this application
- Involved in development of custom reports with SSRS
- Technical and functional Help to the team members

Environment: ASP.NET 2.0, C#, XML, JavaScript , SQL Server 2005 and SSRS 2005

Client 2: Market Pulse International Ltd, New Zealand   Jan 2006 – July 2006
Project: Cardio Pulse(Web Application)
Role: Lead Developer
Responsibilities:
- Involved in development of web pages, Transformation of xml document into XHTML document, user controls and miscellaneous works.
- Technical and functional Help to other team members

Environment: ASP.NET, Classic ASP, C#, XML, JavaScript and SQL Server 2005

Client 3: The Hyper factory Ltd, Auckland, New Zealand   Oct 2004 - Oct 2005
Role: Lead developer (onsite)
Responsibilities:
- Development & deployment of web applications for SMS Campaigns
- Worked as onsite offshore coordinator.
- Deployed nearly 40 SMS applications.
- Technical and functional Help to other team members

Environment: ASP.Net, C#, xml, vb script, java script, Classic ASP and SQL Server 2000

Client 4: Mahi-Ora, Education providers, New Zealand   Aug 2003 – Sep 2004
Projects: Provider Administration Management System (PAMS), Online Resource Booking System (ORBS), Students Attendance Management System (SAMS) and Provider Performance Management System (PPMS).(**Web Applications**)
Role: Web Developer
Responsibilities:
- Involved in development of web applications (PAMS, ORBS, SAMS, and PPMS).

Environment: ASP.NET, Classic ASP, C#, XML, JavaScript and SQL Server 2005

Client 5: PAL Associates, New Zealand   Aug 2002- Jul 2003

Project: eworkPapers (Windows Application)
Role: Asp.net Developer
Responsibilities:
- Involved in development of customized reports by using .Net Libraries for product (**eworkPapers** , windows Application) for charted accountants of New Zealand

Environment: Asp .net and SQL Server 2000

NuNet Technologies India Pvt Ltd, Visakhapatnam, India	Developer	Aug 2001 – Jul 2002

Project: QMS Tool (Web Application)
Responsibilities:
- Involved in development of intranet web application
- Prototyped the system towards understanding the system requirements and involved the user community at all stages of the project and incorporated user feedback.
- Problem solving, decision making and analytical.
- Developed GUI front end using web forms in C#.
- Involved in gathering requirements and designing software.
- Document program development/logic/coding/corrections. Write functional specs. Develop installation & operating procedures manual.
- Document issue resolution and client configuration
- Facilitates and coordinates release management process.

Environment: ASP, JavaScript and SQL Server 2000

Education & Certifications

• B.Tech Computer science and engineering, Institution of Engineers, Kolkata, India	2012
• Diploma in Mechanical Engineering ,Govt Polytechnic Visakhapatnam, India	1992
• Microsoft Certified Technology Specialist (.Net Framework 2.0: Web Applications)	

Bharath Rajangam
Sr .Programmer / Analyst

Professional Summary:

- Around 15+ years' experience in the software industry as a Senior Developer\Designer\Architect with expertise in .net based technologies.
- Predominantly worked for the **World Bank** account and IFC (International Finance Corporation) in the position of lead .net developer on a HP contract at Washington DC and at **US Department of Transportation (US DOT)** as a federal contractor to maintain, support and develop a suite of custom applications under 2 main DOT programs namely, FEDSTAR (Grants Management System) and HMIS(PHMSA).
- I have extensive experience in understanding and implementing the SWIFT international standards in multiple projects for the World Bank.
- Worked extensive in developing Windows\Web based Applications using Visual studio 2010\2017 ASP.net, ASP, Windows Presentation Foundation (WPF), Windows Communication Foundation (WCF), Windows Forms, VB.NET, C#, C++, Java, Win forms, AJAX, BLAZOR, jQuery, Microsoft SQL Server 2005/2012, Oracle Etc. I have used the concept of OOAD and UML in most of my development works and am well versed at writing technical design documents, Standard Operating Procedures and Functional requirements documents.
- In addition, have a good experience in the manufacturing domain during the support and enhancement of an asp.net and asp-based website for Sabre Technologies and a .net based multilingual AGILE project called GSIP at General Motors through HP.

Technical Skills:

Concepts	SWIFT, Finance concepts, Multilingual software design, Manufacturing concepts
Databases	MS-SQL server, Oracle
Languages/Frameworks	VB.NET, C#, VB 6.0, classic asp, MVC, WCF, WPF, Web Services
GUI	Microsoft Visual Studio .Net
Web Related	Ajax, XML, XSLT, RESTful Services in .net
Platforms	Windows Server, Pocket PC (.net compact framework), .net framework (all versions), .net Core
Domain Knowledge	Banking, Finance, Manufacturing
Component Technology	.NET Assemblies, COM, Investran SDK and Investran coding methodologies
Servers	IIS, JBoss
Management Tools	Visual Source Safe, SVN, StarTeam, ALM, TFS
Operating Systems	All Windows Platform, Unix
Reporting	MS Reporting Services, Crystal reports, VB Data Reports

Professional Experience:

HTC Global, Michigan   **Sep 2019 - Present**
Role: .net Solutions Architect\ Technical Consultant, Database Management and Code Controller
Client: State of Michigan/Illinois
Project: Grants Management System (EGrAMS)
Project Description: EGrAMS (Electronic **Gr**ants **A**dministration & **M**anagement **S**ystem) is a comprehensive, configurable, web-based, end-to-end grants administration and management solution. The system supports all functional areas of the grant life cycle from Planning through Close-out. With its exhaustive configuration features, the system allows grant giving organizations to implement any of their grant programs in a matter of weeks.
It is used by several States including the State **of Michigan, Illinois** and many more nonprofits.
Responsibilities:

- Maintenance and Enhancement of **EGrAMS system**, using Microsoft technologies.
- Modernization of EGrAMS system by refactoring core engines and making it responsive using Bootstrap and jQuery.
- Prototype developments using Angular and .net Core based REST services.
- Consistent product enhancements and deliveries using DevOps and Agile approach.

- End to End modernization of the product with limited resources.

Environment: C#, VB.net, ASP.net, Classic ASP, vbscript, JavaScript, HTML, .net framework 4.6, .net Core, MVC 4.6, SQL Server, BLAZOR, Bootstrap 4, jQuery, Windows Presentation Foundation (WPF), Windows Communication Foundation (WCF), Windows Forms, SVN, Windows server 2008/2012/2016.

US Department of Transportation (TSCTI Federal Contract), Washington DC   **Jun 2014 - Sep 2019**
Role: .net Solutions Architect\ Lead Technical, Database Management and Code Controller
Client: US DOT
Project: FEDSTAR and HMIS (PHMSA)
Project Description: FEDSTAR (Federal-State Tracking and Reporting) program is used by several states to apply for Federal funds and is also used for tracking and reporting purposes.
HMIS (Hazardous Materials Information system) is a suite of several applications used to enforce PHMSA Rules and Regulations across the US. Played a lead designer role at the **Package Testing** project using latest Microsoft technologies like MVC 6, .net 4.6 and visual studio 2017
Responsibilities:
- Maintenance and Enhancement of **FEDSTAR** and HMIS suite of applications, using Microsoft and Oracle technologies.
- DevOps and DevSecOps way of development and release management in an agile environment.
- Meeting deadlines consistently and volunteering for emergency enhancements outside the project.
- Development using latest technologies like MVC 6, .net Framework 4.6 and .net Core
- Created several RESTful services used internally at DOT platform.
- Content and Document Management using Share point Server on public facing sites.
- Successful delivery at Package Testing projects using latest .net technologies.
- 100% Delivery track record and excellent on time support.
- Solved several complex requirements with ease and refactored legacy code to bring product level quality
- Special appreciation from the DOT client for implementing complex requirement involving Pay.gov upgrade in a short and critical deadline
- Rapid prototype development for Fireworks 2.0 Application
- Volunteered to do several windows services-based projects for other vendor teams (HAZMAT Registration) to help meet their delivery timeline.

Environment: C#, VB.net, ASP.net, Classic ASP, vbscript, JavaScript, HTML, .net framework 4.6, classic asp, JBOSS, Devops, MVC 4.6 and core, SQL Server, Oracle, Windows Presentation Foundation (WPF), Windows Communication Foundation (WCF), Windows Forms, TFS, SourceSafe, Share point Server 2019, Windows server 2008/2012/2016.

HP Enterprise Services, Pontiac, MI   **Jun 2013 - Jun 2014**
Role: Designer \ Lead Developer\Architect .net, Database Management and Code Controller
Client: Sabre \ US Airways
Project: SRT (Service Request Tool)
Project Description: SRT (Service Request Tool) is an online website platform designed to support IT service requests.
It is primarily used by Sabre, US airways to support the hardware\software resource needs provided by HP.
Responsibilities:
- Support and enhancement of SRT product, using Microsoft technologies.
- Design and conversion of classic ASP to .net environment.
- Database and Code refactoring to bring product level Quality
- 100% Delivery track record and excellent on time support.
- Solved several complex requirements with ease and refactored legacy code to bring product level quality.
- Special appreciation for solving debugging issues with classic ASP in .net environment.

Environment: C#, ASP.net, Classic ASP, vbscript, JavaScript, HTML, .net 3.5, classic asp, SQL Server, TFS, SourceSafe, Windows 7, windows server 2003/2008.

HP Enterprise Services, Warren, MI   **May 2012 - Jun 2013**
Client: General Motors

IntelliBee   **Bharath Rajangam**

Role: Designer \ Lead Developer
Project: GSIP (Global Standard Inspection Process)
Project Description: GSIP (Global Standard Inspection Process) is a custom product of General Motors built using .net technologies in an AGILE approach. It is heavily used for defect tracking, reporting and administration purposes by almost all the plants across manufacturing processes like Vehicle Assembly, Stamping, Casting, Engine and Powertrain. It is a multilingual project developed for several locales like Spanish, Chinese, English, and French implemented all over the globe.
Responsibilities:
- Support and enhancement of GSIP products, using .net technologies.
- 100% AGILE development
- Received special appreciation, for design and development of a windows graphics component, used at GSIP for defects tracking across several plants.

Environment: Manufacturing Plant Knowledge, VB.net, .net 3.0, Oracle, Windows Presentation Foundation (WPF), Windows Forms, SVN, StarTeam, Windows 7

HP Enterprise Services, Washington DC   **Sep 2008 - May 2012**
Role: Designer \ Lead Developer
Client: International Finance Corporation
Project: Investran - Business Event Manager
Project Description: Business Event Manager is a Web-based centralized Workflow Manager solution for handling IFCs' equity transactions. BEM provides straight through processing of transactions and enables the process of posting the accounting transactions to Investran general ledger with minimum human intervention.
The system would ensure that equity front office and back-office applications are integrated and will enable straight through processing of transactions entered by the Investment officers (IO).
Responsibilities:
- Design and development of BEM that involves Investran SDK programming and web based .net technologies.
- Some of the components I have conceptualized and developed for this project have been identified as candidates for inclusion in the main Investran product.

Environment: SWIFT concepts, Investran SDK and tools, linq2sql, Investran-IFC custom components, C#, VB.net, ASP.NET, .net 2.0, IBM MQ series, SQL server, Oracle, VSS, IFC Framework, Windows 2003 server.

Satyam Computers Limited, US (Tech Mahindra), Washington DC   **Mar 2007 - Aug 2008**
Client: International Finance Corporation
Project: CFO – MHS
Team Size: 2
Project Description: MHS is an application that deals with exchange of SWIFT messages between SWIFT network and IFC. It comprises components that handle sending SWIFT messages to SWIFT network from IFC applications and receiving SWIFT messages from SWIFT network to IFC applications. MHS also gives a transparent view of the status of the flow of swift messages involved with IFC.
Responsibilities:
- Handled the full life cycle implementation of the project from requirements to deployment and currently providing support and enhancements for the outgoing messages to SWIFT.
- Technologies involved: MQ Series, VB.net, ASP.net, Oracle, SQL server
- Support and enhancements of the same.
- Got a spot award from IFC (the client) for a rapid .net based Swift automation of GTFP system as a part of tiger team.

Environment: VB.net, ASP.NET, .net 2.0, IBM MQ series, SQL server, Oracle, VSS, IFC Framework, Windows 2003 server, SWIFT concepts.

Satyam Computer Services Limited, India (Tech Mahindra), Dubai   **Dec 2006 - Feb 2007**
Client: Dubai Municipality
Project: PRISM
Team Size: 4

IntelliBee   **Bharath Rajangam**

Project Description: PRISM is an enterprise application developed using the Proliance tool and .net environment to cater to the contracts management of Dubai Municipality.

Responsibilities:
- Involved in the development of several crystal report forms and bug fixing during the maintenance phase of the project.
- Development using VB .net, SQL server, Crystal reports.

Environment: VB.net, ASP.NET, SQL server, VSS, Crystal Reports, Windows 2003 server.

Satyam Computer Services Limited, India (Tech Mahindra)   **Mar 2005 - Nov 2006**
Client: World Bank
Project: DCS
Team Size: 4
Project Description: World Bank published World Development Indicators as a book, CDROM and an online query every year in the beginning of the year. These publications contain the latest time series for different areas of specialization like Socio Economic, Debt, Trade, National Accounts and Balance of Payment etc. Country analysts, ministries, and research scholars extensively use these publications across the globe for analysis, monitoring and evaluation purposes. World Bank collects data from the sources (counties, ministries, and other partner agencies), validates, massages and then publishes the data. There is an existing system and process for this and needs to be redeveloped, the reasons being present system in old technology and difficulty to maintain, a need for a more streamlined process for more efficient publishing process.

While the scope of the requirements for the current project is to address the specific requirements of the WDI process across all the phases the scope of the design extends to making the application generic to handle processes similar in workflow to the WDI. For this purpose, the application is essentially split into
- Administration module
- Application module

The Administration module helps an administrator define various processes and dimensions and register databases having a fixed dimension profile to a matching process that has the same dimension profile. It also helps in registering windows domain logins as registered database users with appropriate rights in those databases.

The Application module helps a Windows Domain Login to log into a registered database and perform the following operations
- Bulk Upload Indicator Data from an Excel
- Edit the data in an extensible grid that can handle N dimensions
- Trigger Aggregation and Derivation process to compute derived indicators from the base indicators that were manually entered into the system.

Responsibilities:
- Involved in Design and Implementation of the project.
- Development using VB .net, SQL server, Crystal reports.
- Received a POB for the proactive enhancements developed in **formula builder tool** in DCS project along with the certificate of S rater during appraisal.
- Received a POB for Extra efforts taken in developing a website for Satyam banking group without affecting the project work.

Environment: VB.net, SQL server, VSS, Windows 2003 server, CE**.**

Satyam Computer Services Limited, India   **Feb 2005 (1 Month)**
Client: SDMX
Project: SDMX
Team Size: 2
Project Description: SDMX Tool is a proof of concept to show the power of XML in merging and presenting complex statistical data. Also, to download xml data from various Internet sites globally and store in some common repository.

Responsibilities:
- Involved in implementation of the project.
- Development using VB .net, SQL server, XSLT.

Environment: VB.net, SQL server, VSS, Windows 2003 server, CE.

IntelliBee   **Bharath Rajangam**

Satyam Computer Services Limited, India   **Mar 2005 - Jun 2005**
Client: ESCWA
Project: HHD
Team Size: 2
Project Description: The Economic and Social Commission for Western Asia is one of the regional coordinators in the implementation of the ICP Programme. ESCWA felt a need for extending the price collection process right up to a handheld device as an alternative to printing out paper collection forms from the Price Collection Module of the bigger product suite called ICP Tool Pack which is the main application developed for the ICP Programme. Hence this project involved the development of a strip down version of the Price Collection Module of the ICP Tool Pack on a Pocket PC device.
Responsibilities:
- Development using VB .net, SQL server CE, .net Compact Framework.
- Involved in Multilingual implementation of the project to address Arabic language
- When the project closure work had to be done when all the resources of the main development phase was released, I took over the project's closure support with just a week's training.

Environment: VB.net, Pocket PC, .NET Compact framework, SQL Server CE, VSS, Windows 2003 server, CE

Satyam Computer Services Limited, India (Tech Mahindra)   **Jun 2004 - Mar 2005**
Project: International comparison of prices
Client: World Bank
Team Size: 10
Project Description: The ICP Programme is an international Programme in the area of price data collection, collation, and analysis for an internationally standard basket of products. The Programme is spearheaded by the World Bank and seeks to unify the framework of IT to support statistical capacity building in all member countries by way of a standard product that automates the end-to-end cycle (ICP Tool pack™). The ICP Tool pack ™ is a multilingual software product to be distributed to 100 odd member countries and is aimed at facilitating the computing purchasing power parity of member countries.
Responsibilities:
- Involved in Multilingual implementation of the project to address several languages
- Solved several complex issues involved in Arabic like languages
- Coding using VB, VB .NET, ASP.net
- Effective use of SQL server 2000
- Out of Box thinking whenever there is a need
- Part of the team that won the IBRD Team excellence award in November 2004
- Received a special appreciation for contribution towards optimization of download to excel operations that was then replicated across the application and in future .Net projects for DECDG.

Environment: VB 6.0, VB.net, ASP .net, SQL server 2000, VSS, Windows 2003 server, XP

Education:
- MS in Computer Science\Applications from **Anna University**   **May 2004**

IntelliBee   **Bharath Rajangam**

Ophelia Hamilton
Senior Desktop/Application Helpdesk Support

Professional Summary:

- 14+ years in Field Service Deskside engineer experience providing Level 2 support.
- 4 ½ years Asset Manager including responsibility for deployment of Desktop/Laptop, keyboards, mouse, docking stations, monitors and tracking until lifecycle.
- server/network equipment installation, configuration, application installation.
- Professional in Microsoft Office suite, Adobe Acrobat, MDM, Cisco Configuration, SMAC, AirWatch for Windows, and Mac OS experience.
- **Certified in MCTS** – Microsoft Certified Technology Specialist, Integrated Information Systems, **MCP** – Microsoft Certified Professional.
- Extensive experience with providing exceptional customer service and support with prompt problem resolution, ticket management Service Now, Remedy, Digital HUB.
- Proven ability to follow direction, prioritize and organize multiple tasks and contribute ideas to achieve team goals and improve processes while collaborating with team.

Technical Skills:

- Install --- Hardware, Software, Laptops, Desktops, Printers, Cisco Routers/ Switches
- Configure --- Cisco ISE and software/hardware and applications.
- Networks/Servers --- Active Directory, DNS, DHCP, SCCM

Professional Experience:

Compusoft Integrated Solutions, Inc. / S3 / DTE   **2022 - Present**
Level 2 or 3 deskside support / NERC – CIP Support
Responsibilities:

- Performs engineering assignments, proposing solutions to engineering-related problems.
- Deskside support of desktop/laptop/tablet hardware and software as well as USB, Mic/Speakers, Jack Boxes, printers, and other peripheral devices.
- Works with experienced professionals to recommend and implement timely solutions involving routine engineering, design, operation, maintenance of company assets, and market optimization.
- Collaborates with more experienced engineers to provide follow-up and engineering assistance on defined problems within time and budget constraints.
- Develops models and analyzes data in order to recommend solutions and/or improvements in processes and programs; develops and presents presentations to all levels of management and/or external parties.
- Provide field engineering assistance or technical support.
- Keeps up to date on current technology and market/technology trends.
- Responsible for configuration, setup and deployment of hardware and software for APX 4500.

TRAINING

- NERC – North American Electric Reliability Corporation
- Introduction to NERC Regulated Facility
- NERC Information Management
- NERC Operations
- Experience with desktop and server operating systems, including MS Windows
- Extensive application support experience with Microsoft Office, Outlook
- Experience with desktop and server operating systems, including Windows and MacOS
- Exceptional written and oral communication skills.
- Rapport-building, listening, and questioning skills.
- Build Windows and MacOS PCs with base image additional applications for AD JAMF
- Deploy PC peripheral hardware to end users.

- Support clients who are remote, ship PCs for upgrades or swap replacements
- Work with other teams to ship and receive hardware equipment as needed to remote users.
- Configure and troubleshoot Hardware Devices, drivers, desktop, and user environments.
- Troubleshoot Network Protocols and Services
- Manage Active Directory and Windows Server 2016 and above.
- Configure and troubleshoot programs, Microsoft Office, Java (JRE) and Adobe Acrobat
- Manage and troubleshoot access to resources including Shared files and folders
- Provide basic network troubleshooting, VPN troubleshooting, TCPIIP troubleshooting.
- Follow Policies and Procedures and ensure P&P are being followed by employees.
- Ensure Group Policy is functioning, shared drives are mapped, mapped folder security, trusts between Forest (WAN sites) is up
- Troubleshoot Hardware including, HHD, memory, CPU, fan, motherboard, power supply
- Install and/or push desktop software, updates, patches.
- Experience with JAMF MDM device management technology and other software in suite
- Experience with Microsoft Intune MDM
- Experience with ticketing systems (BMC, Request Center etc.)
- Experience working with executives.
- Experience with iOS
- Experience performing remote support of Macs.

The Judge Group/NTT Data at DMC – Detroit Medical Center   Sep 2021 - Dec 2021
Deployment Technician
- Build PCs with base image and layer additional applications as requested.
- Deploy PC peripheral hardware to end users.
- Backup end user's data as needed.
- Support clients who are remote
- Work with other teams to ship and receive hardware equipment as needed.
- Comply with appropriate privacy, legal and ethical standards.

K-Tek / McLaren Hospital Pontiac MI. and all Oakland Region   Jan 2021 – Aug 2021
Desktop Support Specialist
- Analyze, resolve, respond to, and document end-user inquiries.
- Install desktop/Laptop software using approved tools.
- Troubleshoot operating system.
- Troubleshoot connection issues with LAN/WAN
- Update tickets with accurate and timely records of work performed, and resolution detail.
- Maintain and contribute to a knowledge base.
- Coordinate hardware warranty repair.
- Escalate to 3rd party vendors when necessary.
- Responsible for raising and coordinating problem management issues.
- Perform additional tasks (end-user/infra related) when required.
- Participate in projects.
- LDAP and local printer installation
- Advanced understanding of SCCM client troubleshooting
- Knowledge of TCP/IP, Windows Security
- Extensive knowledge of Windows OS and related configuration
- Support and administration of Microsoft Active Directory environments
- Knowledge of Servers, Switches, Routers
- Support and maintain MDM environment using Airwatch and Unified Communications
- Working knowledge of MacOS, iOS, and Andriod OS
- Ability to work in a team-oriented multi-tower and vendor environments.

IntelliBee

- Ability to handle and safeguard confidential information.
- Excellent oral and written communication skills
- Ability to deliver services on time, demonstrate strong customer service skills, and achieve a high degree of end-user satisfaction.
- Ability to convey technical issues and material to non-technical end-users and managers.
- Excellent End-user support, advanced VIP support
- SiteAdministrator2/AssetManager
  Harman International SAMSUNG Novi MI/WiPro August 2016 – December 2020
- Desktop Laptops, printers Support – plan, schedule and deploy hardware/software such as: and additional peripherals.
- Digital HotSpot Admin: Perform break/fixes upgrades and installs Windows/ MAC /IOS
- Service Desk Rep assign appropriate ticket to IT staff for timely resolution.
- Schedule refreshes for employees with pc's out of warranty
- Evaluates hardware and software, including peripheral, output, and related equipment.
- Troubleshoots complex EUC problems/ determining root cause and proposing solutions.
- Develops and implements testing strategies and document results.
- Evaluate, POC and plan the deployment of products.
- Review and make recommendations of asset procurement, Computers, docking stations, Key Boards mouse and monitors and other peripherals.
- Ensure inventory management database entries are complete and accurate.
- Purchase IT Asset according to 4 different department CAP through ITDF procurement
- Retrieve Asset from shipping and receiving, unpack stock and organize Asset.
- Organized warranty service repair as needed.
- Provide second level diagnostic support Network Engineering and Service Desk support as it relates to; Desktops, WAN, LAN, and Servers
- Install, configure, and manage VMware & VDI Environment
- Perform remote troubleshooting through diagnostic techniques.
- PowerShell experience: Provide software installation, add remove files, and add user back to the domain.
- Experience utilizing ITIL methods.
- Audio/Visual experience, Cisco, Telecom and Polycom video conference
- Apply diagnostic utilities to aid in troubleshooting.
- Understand requirements on the vision and roadmap on End user space.
- Ability to design, deploy and manage end user computing environment.
- knowledge of computer/ Laptops/ Printers/ peripherals repair and install.
- knowledge of Anti-Virus Clients, Internet proxy, patch management
- Ensure desktop support internal processes and procedure are adhered to troubleshooting of Operating systems (MS Win XP 7, 8 & 10)
- LINUX/Ubuntu experience
- MS EXCHANGE outlook configuration, troubleshooting.
- Network troubleshooting, IP, DHCP, DNS 1st and 2nd line.
- Route assign tickets to appropriate support group if necessary
- Identifying and escalating high priority, high severity issues
- Provide excellent VIP support to senior level managers and executives.

Hewlett Packard Enterprise/BCforward   **Dec 2014 – Aug 2016**
Technical Representative (Nissan/Infinity)
- Answered 20 – 50 technical inquiries per day.
- Successfully resolved multiple issues and questions per day regarding the Nissan/Infiniti DCS system

Delphi/Unisys   **Dec 2013 – Jul 2015**
Field Service Engineer/Desktop Engineer

IntelliBee   **Ophelia Hamilton**

- Organized/Scheduled repairs deployment, refreshes.
- Performed Level 2 desk side support of desktop/laptop/tablet hardware and software.
- Collaborated on installing access points and configuring routers.
- Installed VPN (Pulse)
- Set Proxy Server to establish TCP/IP Network connection and tested access.
- Remotely connect to a customer's PC and resolve the issue via LogMeIn/Lync
- New Hire Admin - provided imaged laptops and desktops.
- Asset Management - Maintain inventory deployment and install new PC's and accessories for site and employees.
- Configured and troubleshot Office applications (all versions)
- Re-image laptops, desktops, and tablets (configuration/Refresh)
- Configure security related software such as Symantec.
- Utilized ServiceNow ticketing tool to follow required procedures.
- Provider service and configuration on Zebra TC52 and Zebra PS20 devices
- Successfully provided excellent VIP support to senior level managers and executives

Barristers Contractor   **May 2011 – Dec 2013**
Various Companies
- Provide break/fix for PC's and Printers, Installation of MAC, and PC screens.
- Install Cisco Routers
- Configure Sonic Firewall, software/hardware, and applications.

Education:
- Associate of Science in Applied Computer Science from **Wayne County Community College.**

Certifications:
- MCTS – Microsoft Certified Technology Specialist, Integrated Information Systems Troy, MI, 2010
- MCP – Microsoft Certified Professional, Net Plus, Farmington Hills, MI, 2005
- Computer Information Systems – ATP OCC, Auburn Hills, MI– 1999
- Electrical/Electronic Technician, American Flight Technology Center, 1996
- DIS –Data Information Systems, Detroit Institute of Commerce, Detroit, MI, 1987

Training:
- AVTEC – NERC CIP
- AWS – Certified Cloud Practitioner – online
- MCITP – Microsoft Certified Information Professional Net Plus, FH, MI, 2010
- CCNA –Cisco Certified Network Associate, Net Plus, Farmington Hills, MI, 2010
- CSPFA Cisco Secure Firewall Advanced, Net Plus, Farmington Hills, MI, 2010
- A+ Comp TIA Certified Computer Tech, Net Plus, Farmington Hills, MI, 2010
- Tech Pros Group Online Virtual VMWare Training 08/07 – 12/08
- Dell Training – online
- MAC OS training – online
- Apple hardware training – online

IntelliBee   **Ophelia Hamilton**

Keith E. Clark
Senior Desktop Support Technician

Professional Summary:

- **Over 15 + Years** of experienced in troubleshooting of software configure hardware, peripherals, services, settings, directories, storage, etc
- **Leadership Skills:** Advanced analytical skills to guide critical systems development to meet business needs. Ability to work as a member of a team.
- Capable of retaining detailed knowledge of internal policies and procedures and ability to engage other departments in seeking solutions to complicated problems.
- Strong knowledge of various tools such as spreadsheets, word processors, or database organizers, including formulas and macros to prepare and develop programs of action.
- to accomplish key performance objectives.
- **Administrative Skills:** Ensure accountability of subordinates related to conducting and productivity; quick to recognize exigencies and execute solutions.
- Systematically securing relevant information and identifying key issues; paying attention to detail; structuring tasks, plans, and objectives to establish priorities and set goals.
- **Human Resource Skills:** Interacting effectively with individuals on all levels; fostering a spirit of cooperation and respect; leading by example; making recommendations.
- based on research and familiarity with various elements; soliciting ideas/opinions of others and utilizing input on critical issues; encouraging and providing training.
- A proud example of setting the highest standard of integrity and mitigation in the workplace.
- **Communication Skills:** Capable of expressing ideas and or concerns (written and orally) in a delineated, clear, concise, and effective manner.

Technical Skills:

- Windows OS systems x95 thru x10 - 13 years
- MS Office Suites x95 thru 365 - 13 years
- Active Directory - 6 years
- Exchange server - 6 years
- Hardware support - 13 years
- Network troubleshooting - 4 years
- Firewalls - 6 years
- Management - 8 years
- VMware - 4 years
- CICS - 6 years
- Outlook exchange - 8 years
- Server experience - 4 years
- Network experience 2008, 10, 12 - 4 years
- Windows OS installs x95 – x10 - 8 years
- Client-facing Desktop support - 13 years
- SME (Subject matter expert) - 5 years
- Telephone systems (Avaya) - 5 years
- Auto Task - 5 years
- Service Now - 6 years
- Remedy - 8 years
- SAP - 4 years
- Share Point - 6 years
- SCCM - 5 years

Professional Experience:

Decision One, 1325 American Blvd E., Suite 1A, Bloomington, MN　　　　　　　　**Sep 2017 - Present**
538 Broadhollow Rd, Melville, NY
Technical Support Engineer
Responsibilities:

- Engineering of SA-related solutions for various project and operational needs.
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc., by standards and project/operational requirements.
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.

- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Maintain operational, configuration, or other procedures.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Maintain data center environmental and monitoring equipment.
- Functions as the liaison between customer and issue reporting, troubleshooting for first tier resolution, first step contact for customer issue reporting and maintenance problem progression to completion of tracking.

Cargill, 650 Industrial Park Dr, Blair, NE   **Jul 2015 - Jun 2017**
The Fountain Group 4505 Woodland Corporate Blvd, Tampa, FL
Level 3 Technician
Responsibilities:
- Engineering of SA-related solutions for various project and operational needs.
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc., by standards and project/operational requirements.
- Install and configure systems such as supports GIS infrastructure applications or Asset Management applications.
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.
- Research and recommend innovative and automated approaches for system administration tasks.
- Identify approaches that leverage our resources and provide economies of scale.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and critical processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off-site as necessary.
- Perform regular file archival and purge as necessary.
- Create, change, and delete user accounts per request.
- SCCM imaging, add, change, delete, and upgraded SCCM.
- Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Apply OS patches and upgrades regularly and upgrade administrative tools and utilities. Configure/add new services as necessary.
- Upgrade and configure system software that supports GIS infrastructure or Asset Management applications per project or operational needs.
- Active Directory resetting of passwords and profile builds with group-level additions and deletions. Permissions are set for group-level accounts.
- Maintain operational, configuration, or other procedures.
- Perform periodic performance reporting to support capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Maintain data center environmental and monitoring equipment.
- Functions as the liaison between customer and issue reporting, troubleshooting for first tier resolution, first step contact for customer issue reporting and maintenance problem progression to completion of tracking.

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- Provide remote installation support and application. Connect laptops/desktops to network drives and printers; perform Spyware and Virus scans, Configuration of internal workstations, and perform other project duties as assigned. Assist with migrating and maintaining Network server environment, 2003, 2008, and 2012.

Google, Hwy, Council Bluffs, IA   **Apr 2015 – Jun 2015**
Advantage Resourcing 220 Norwood Park S, Norwood, MA
Operations Engineer
Responsibilities:
- Resolve most tickets without escalation following established procedures, including complex tickets escalated from L1. Configure and troubleshoot Linux OS-related issues.
- Own processes or help to develop them.
- Act as a lead for core efforts such as repairs and projects using established procedures. Contribute to documentation.
- Mentor and train team members.
- Takes on-call rotations.
- Worked extensively on data center server and networking hardware and has a solid understanding of the infrastructure at a high level.
- Intermediate-level Linux skills, including installation, systems administration, and troubleshooting.
- Intermediate networking knowledge, including basic topology and protocol understanding.
- Advanced understanding of hardware architecture, maintenance, and repair.
- Acted as a team or project lead.
- Strong people and communication skills. Interacts appropriately with users of various technical skill levels; remain calm and courteous while working to resolve problems.

PayPal, Port Grace Blvd, LaVista, NE   **Sep 2014 - Mar 2015**
The Computer Merchant 95 Longwater Cir, Norwell, MA
Level 2 Technician
Responsibilities:
- Accountable for assisting in communicating and documenting reporting requests for the organization.
- Image & install.
- Accountable for assisting with communication and documentation of reporting network and troubleshooting services.
- Functions as the liaison between customer and issue reporting, troubleshooting for first tier resolution, first step contact for customer issue reporting and maintenance problem progression to completion of tracking.
- Provide remote installation support and application. Connect laptops/desktops to network drives and printers; perform Spyware and Virus scans, Configuration of internal workstations, and perform other project duties as assigned. Assist with migrating and maintaining Network server environment, 2003, 2008, and 2012.
- Windows operating systems thru 8 installations and removal with updates applied and compatibility troubleshooting. MS Office Suites thru 2012 installation and removal with updates applied and compatibility troubleshooting.
- Active Directory resetting of passwords and profile builds with group-level additions and deletions. Permissions are set for group-level accounts.
- SCCM imaging, add, change, and deletes.
- Exchange server installation and removal with updates applied and compatibility troubleshooting.
- Hardware support to include desktops, peripherals, printers, and copiers.
- Network troubleshooting for connectivity, cabling, and testing.
- Firewall installation, permissions settings, and gateway access.
- Accountable for assisting in communicating and documenting reporting requests for the organization.

US Department of Veterans Affairs Omaha Vet Center, Woolworth Ave, Omaha, NE   **May 2014 - Aug 2014**

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Alpha Ten Technologies, Inc., Carlsbad, CA
Lead Technician
Responsibilities:

- Accountable for assisting in the communication and documentation of reporting requests for the organization, image & installation approx. 400 Dell PCs
- Compile reporting for installation of assets for reports to Dell and
- the VA to include walkthrough and workload assignments, scheduling asset assignments,
- End-of-day installation certifications and weekly reports.
- Complete daily time sheets for the installation team
- SCCM imaging, add, change, and delete.
- Direct contact with customers for installs and reporter for the installation team.
- Liaison for the VA and Dell

Kiewit Corporation, Omaha, NE   **Oct 2013 - Apr 2014**
Aureus Group, California St, Suite 100 Omaha, NE
Level 1 Tech Support
Responsibilities:

- Accountable for assisting in communicating and documenting reporting requests for the organization.
- Functions as the liaison between customer and issue reporting, troubleshooting for first-tier resolution, first-step contact for customer issue reporting, and maintenance problem progression to completion of tracking.
- Identify trends and recommend business solutions using established policies, procedures, and guidelines. Assist in aggregating and interpreting operational data. Provide remote installation support and application. Connect laptops/desktops to network drives and printers; perform Spyware and Virus scans.
- Windows operating systems thru 10 installations and removal with updates applied and compatibility troubleshooting. MS Office Suites thru 2013 installation and removal with updates applied and compatibility troubleshooting. Active Directory resetting of passwords and profile builds with group-level additions and deletions. Permissions are set for group-level accounts.
- Active Directory resetting of passwords and profile builds with group-level additions and deletions. Permissions are set for group-level accounts. Hardware support includes desktops, peripherals, printers, and copiers.
- Maintenance of internal knowledge repository. Connect laptops/desktops to network drives and printers; perform Spyware and Virus scans, Configuration of internal workstations, and perform other project duties as assigned.

Hooper Holmes, Omaha, NE   **May 2013 - Oct 2013**
Patriot Staffing & Services L.L.C., Greensboro, NC
Network Administrator
Responsibilities:

- Accountable for assisting with communication and documentation of reporting network and troubleshooting services.
- Functions as the liaison between customer and issue reporting, troubleshooting for first tier resolution, first step contact for customer issue reporting and maintenance problem progression to completion of tracking.
- Provide remote installation support and application. Connect laptops/desktops to network drives and printers; perform Spyware and Virus scans, Configuration of internal workstations, and perform other project duties as assigned. Assist with migrating and maintaining Network server environment, 2003, 2008, and 2012.
- Windows operating systems thru 10 installations and removal with updates applied and compatibility troubleshooting. MS Office Suites thru 2013 installation and removal with updates applied and compatibility troubleshooting.
- Active Directory resetting of passwords and profile builds with group-level additions and deletions. Permissions are set for group-level accounts.
- Exchange server installation and removal with updates applied and compatibility troubleshooting.

- Hardware support to include desktops, peripherals, printers, and copiers.
- Network troubleshooting for connectivity, cabling, and testing.
- Firewall installation, permissions settings, and gateway access.

Cost Effective Technologies, Lincoln, NE   **Aug 2012 - Apr 2013**
Network Administrator
Responsibilities:
- Accountable for assisting with communication and documentation of reporting network and trouble-shooting services.
- Functions as the liaison between customer and issue reporting, troubleshooting for first tier resolution, first step contact for customer issue reporting and maintenance problem progression to completion of tracking.
- Provide remote installation support and application. Connect laptops/desktops to network drives and printers; perform Spyware and Virus scans, Configuration of internal workstations, and perform other project duties as assigned. Assist with migrating and maintaining Network server environment, 2003, 2008, and 2012.
- Windows operating systems thru 10 installations and removal with updates applied and compatibility troubleshooting. MS Office Suites thru 2013 installation and removal with updates applied and compatibility troubleshooting.
- Active Directory resetting of passwords and profile builds with group-level additions and deletions. Permissions are set for group-level accounts.
- Exchange server installation and removal with updates applied and compatibility troubleshooting.
- Hardware support to include desktops, peripherals, printers, and copiers.
- Network troubleshooting for connectivity, cabling, and testing.
- Firewall installation, permissions settings, and gateway access.

Coventry, S. Fort Crook Rd. Suite, Bellevue, NE   **Oct 2010 - Jul 2012**
Level 2 Tech Support
Responsibilities:
- Accountable for assisting in the communication and documentation of reporting requests for the organization.
- Functions as the liaison between customer and issue reporting, troubleshooting for first tier resolution, first step contact for customer issue reporting and maintenance problem progression to completion of tracking.
- Security detail for customer first contact and detailed grounds eyes on security
- Promotion to Level 2: Contacting customers via phone, instant messengers like applications, or email.
- Troubleshooting customer hardware/software issues through resolution
- Provide remote installation support and application repair to the customer base.
- Obtain locations of hardware/software/license key, etc., to use for later (knowledge base)
- Training new agents on locations of knowledge info and an increasing number of remote resolutions
- Maintenance of internal knowledge repository. Connect laptops/desktops to network drives and printers; perform Spyware and Virus scans, Configuration of internal workstations, and perform other project duties as assigned. C5 Security Clearance
- Windows operating systems thru 8 installations and removal with updates applied and compatibility troubleshooting.
- MS Office Suites thru 2012 installation and removal with updates applied and compatibility troubleshooting.
- Active Directory resetting of passwords and profile builds with group-level additions and deletions. Permissions are set for group-level accounts.
- Exchange server installation and removal with updates applied and compatibility troubleshooting.
- Hardware support to include desktops, peripherals, printers, and copiers.
- Network troubleshooting for connectivity, cabling, and testing.
- C5 Security Clearance

TPG Tele-Management, Omaha, NE   **Sep 2006 - Oct 2010**

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Quality Performance Analyst
Responsibilities:
- Accountable for assisting in the communication and documentation of reporting requests for the organization.
- Function as the liaison between the different Lines of Business, the Performance Analysis team, and upper management
- Identify trends and recommend business solutions using established policies, procedures, and guidelines.

West Corporation, Miracle Hills Dr. Omaha, NE   **Aug 2005 - Sep 2006**
Tech Support Representative
Responsibilities:
- Developed work goals and departmental projects.
- Assigned and coordinated work projects, such as converting new and existing hardware and software systems.
- Designated staff assignments and work priorities and evaluated cost and time requirements depending on call flow and workload.
- Tested and configured new programs to ensure compatibility with existing software infrastructure.
- Assisted customers in a consultative manner, addressing and resolving all technical questions in an efficient and effective manner.
- Windows operating systems thru 8 installations and removal with updates applied and compatibility troubleshooting. MS Office Suites thru 2012 installation and removal with updates applied and compatibility troubleshooting.
- Active Directory resetting of passwords and profile builds with group-level additions and deletions. Permissions are set for group-level accounts.
- Exchange server installation and removal with updates applied and compatibility troubleshooting.
- Hardware support to include desktops, peripherals, printers, and copiers.
- Network troubleshooting for connectivity, cabling, and testing.

Apotheca, Woodbine, IA   **Dec 2004 - Aug 2005**
Graphic Art Designer Supervisor
Responsibilities:
- Managed staff of Graphic Art Designers
- Took client's ideas and transformed them into audiovisual presentations that communicated to their targeted audience.
- Used various media, including but not limited to digital imaging, text, film, music, animations, etc.

General Dynamics, Bellevue, Nebraska   **May 2000 - Jun 2004**
Call Center Operation
Responsibilities:
- Developed, tracked, and reported vital performance measurements for the unit.
- Developed and implemented processes and procedures to improve operational efficiency.
- Oversaw cross-functional work relations targeted to resolve issues raised by customers.
- Provided post-sales support to customers and clients while maintaining an in-depth knowledge of assigned clients' products and services; optimizing each contact with existing customers, and ensuring all issues were tracked until brought to resolution.
- Windows operating systems thru 8 installations and removal with updates applied and compatibility troubleshooting. MS Office Suites installation and removal with updates applied and compatibility troubleshooting.
- Active Directory resetting of passwords and profile builds with group-level additions and deletions. Permissions are set for group-level accounts.
- Exchange server installation and removal with updates applied and compatibility troubleshooting.
- Hardware support to include desktops, peripherals, printers, and copiers.

- Network troubleshooting for connectivity, cabling, and testing.

Glenwood State Hospital School, Glenwood, IA 51534   **Jan 1990 - May 2000**
Teaching Aide
Responsibilities:
- Ensure program completion and documentation, monitor quality assurance, review charts and breakdowns, assist in program development, ensure communication with supervisory personnel, and attend IPP meetings and service reviews.
- Provide service to consumers' level of functioning, assist in areas of personal, daily, community living, and social skills for individual program plans, assist with medications and personal hygiene, monitor, and teach behavior, assist with participation in group, social, and recreational activities, complete and maintain required records and documentations.

ARMED SERVICES, USAF Moody AFB Valdosta GA   **Apr 1986 - Jan 1990**
Air Traffic Controller/Warehouse Supervisor
Responsibilities:
- Warehouse Supervisor. Supervisor, S.M.SGT. Wooten. (229) 257-4211 Supervise Airmen, and staff, manage, order, maintain, organize, and inventory stock.
- Secret clearance with the Air Force

Education:
- BS in Information Technology from **Kaplan University**, Omaha, NE (Emphasis on Project Management)
  Oct 2010 - Oct 2013
  - Course work completed; Project Management 1 & 2, Structured Query Languages, Technology Infrastructure, Human-Computer Interaction, Systems Analysis and Design, Management of Information Systems, IT Consulting Skills, Business Process Management, Managing Technological Innovation, Outcomes Assessment, and Quality Management, Big Ideas in Science: From Methods to Mutation, Bachelors Capstone in Information Technology. My bachelor's focus degree emphasis is project management and IT management.
  - Coursework emphasis; Strategic Project Management, Project Initiation, Planning, and Execution, Project Cost & Schedule Monitoring & Controlling, Project Risk, Quality, & Procurement Monitoring & Controlling, Critical Concepts and Competencies for the IT Professional System Analysis and Design Information Systems Project Management, Database Design, and Data Modeling, SQL Query Design, Computer Networks, Management of Information Security, Legal and Ethical Issues in IT, Applied IT Master Project, MSIT Elective Pool2
- Associates of Science from **Iowa Western Community College**, Council Bluffs, IA   **Sep 1998 - May 2000**
  - Coursework emphasis; COBOL, Assembler, JCL, Visual Basic, Microcomputer Applications, Programming Logic, PC Fundamentals, CICS, SQL, and Projects.

Training:
- Secret clearance with the Air Force   Apr 1986 - Jan 1990
- C5 Security Clearance with CoSentry   Oct 2010 - Jul 2012
- PIV clearance with the VA   May 2014 - Aug 2014

Certifications:
- A+ Certified

Raghu Boda
Sr. Project Manager/ Program Manager

Professional Summary:

- Over 20 years of experience in Information Technology including over fifteen (15) years of Project and **Program Management Leadership expertise.**
- Experiences include managing complex programs/projects with multiple work streams, interaction with executive management, issue management, change management, release management and overall responsibility for the management of cross-functional teams. More specifically, managed team sizes of up to 40 people and project budgets of $15 - $20 M.
- Extensive experience in implementing **Medicaid and Medicare initiatives with DHHS and CMS** agencies.
- Multiple years of experience in managing implementations involving **Business integrations** in industries such as Manufacturing, Engineering, Defense, Utilities and Government sectors in USA and India. He has experience in establishing Project Management Offices (PMO), Quality Assurance (QA) departments in Senior Leadership roles for customers with **State and Federal agencies.**
- Implemented Business Process Management initiatives, Infrastructure projects, implementing data integration projects onto new platforms, and managing business partners, vendor relationships and third-party agencies.

Professional Experience:

MS, PMP, ITIL, CSM
NASCO / IBM - End Clients: BCBS of Maryland & New Jersey   **Mar 2016 - Present**
Program Manager
Responsibilities:

- Implementation of Pega Customer Service ERP software for: BCBS of MD - 2016 through 2018 and for BCBS of NJ from 2018 till date.
- Program: Implementation of ERP Software Pega 7.2.2 for Customer Service functionality (CRM)
- Lead multiple health insurance projects managed by PMs, and IT technical development teams (onshore & offshore) for full cycle of the Release.
- Manage technical interfaces with development teams and implementation of web services / APIs and Informatica business intelligence implementations.
- Use Agile methodology to manage Direct Capture of Objectives (DCO) sessions for iterative & incremental deliverables.
- Facilitate team events for Iteration Planning, Kick-Off Ceremonies, Daily Stand-Up Meetings, Iteration Reviews (Solution Demonstration), Retrospective Meetings, and Backlog Refinement Meetings.
- Manage Team's Risk Dashboard and removes impediments and mitigation of issues and risks.
- Tools utilized: JIRA and Confluence for complete project tracking and business workflow process.
- Manage change management process for the releases and deployments.
- Coordinate with IT, Vendor Partners and manage Business stakeholders' expectations. Established deployment plans, Operational Readiness for Go-live and Warranty support.

State of Michigan   **Mar 2015 - Mar 2016**
Program Manager/Scrum Master
Project: Implementation of COTS product called SIGMA, Accounting ERP software enterprise wide
Responsibilities:

- Responsible for Department of Health and Human Services.
- Manage MMIS interfaces and other community health systems Requirements.
- Manage the program at strategic level and provide oversight of sub projects and track at tactical level.
- Build and Integrate interfaces with vendor systems, legacy systems, and coordinate with other agencies.
- Establish **Business Process Management (BPM) workflows** for approval of Contracts, Grants & Payments.
- Interface with **Business Objects** to extract data feeds from various source systems.
- Establish **data warehouse Operational Data Store** for the Agency using DataStage ETL Agile processes.

FEPOC- Federal Employee Program Operations, DC   **Nov 2014 - Mar 2015**

Project Manager
Project: Medicare Business Rules Analysis
Responsibilities:
- Managed the analysis effort to review existing **Medicare rules defined by Centers for Medicare & Medicaid Services (CMS),** as well as analyzed system documentation for other payer liabilities.
- Discovered gaps and proposed recommendations to implement rules consistently across all applications that process enrollment and claims for federal employee programs. Liason with OPM SMEs for business rules validation.

Anthem, earlier was called Wellpoint   **Sep 2013 - Nov 2014**
Project Director
Project: Health Exchange
Responsibilities:
- Manage several projects for the implementation of **exchange claims adjudication initiatives**, out-of-area benefits validation, and State specific compliance requirements, claims, EOBs, and remits.
- **Generate encounter reports**, Accumulator, regulatory state specific extracts from **Data warehouse.**
- Led end-to-end testing of all upstream and downstream **system Integrations.**
- Integrated claims data with Facets and McKesson products supporting **Medicare and Medicaid systems.**
- Clinical systems updated to receive Referrals and Prior Authorizations for products enrolled via Exchange. Build the import/export capability for the Continuity of Care Document (CCD) to share with clinical and lab physicians and ensuring to follow security and encryption protocols.
- Participated in budget & architecture reviews, "Go/No-Go" decision making & project prioritization.

Blue Cross Blue Shield of Hawaii   **Apr 2013 - Sep 2013**
Sr. Project Manager
Project: Health Exchange – State of Hawaii
Responsibilities:
- Implemented online storefront (marketplace exchange) in order to serve small groups and Individual consumers. The shop helps consumers to enroll in healthcare benefits plan(s) and interface with Hawaii State's public exchange.
- Enhanced out-of-pocket expenses/accumulators to include medical, drugs (with CVS Caremark), and vision (with SLV) benefits for members shopping on exchange.
- Enhanced identification card pre-fixes for unique identification.
- Integrate with **state of Hawaii (MMIS)**
- **Managed integration with Pega system to support Customer Relationship Management (CRM) functions and Data Warehouse Informatica) systems.**
- Interfaced QNXT systems with bill payments to ensure the client was compliant with the following standards:
- Health Insurance Portability and Accountability Act (HIPAA)
- Payment Card Industry (PCI)

CareSource   **Aug 2011 - Mar 2013**
Program Manager
Project: Multiple Initiatives
Responsibilities:
- Responsible for management oversight and collaborated on multiple projects that were part of a collective program budget of $5.7 million.
- Guided and mentored Project Managers, liaison between business subject matter experts & Information Technology; presented program status update to C-level Team and key stakeholders.
- Worked closely with the Business Owners to help develop the vision and strategy for the program, resource allocation and budgeting, established measurable goals, deliverables, and milestones.

- **Implemented Integrated Care Delivery System (ICDS) for Ohio Medicare and Medicaid dual enrollees by developing capability for continuity of care and care treatment plan for members;** performed International Statistical Classification of Diseases and Related Health Problems (ICD-10) Assessment.
- Performed Medicare claims processing platform conversion from RxAmerica to CVS Caremark and integrated with Facets EDI 834 Eligibility process.
- Integrated premium payment (EDI 820) transactions (data conversion and mapping) received from **State of Ohio (MMIS)** with Facet's billing.
- Performed integrated end-to-end testing of **Medicare and Medicaid claims in Facets** for 5010 EDI compliance with all trading partners.
- **Made enhancements to case management modules in Care Advance tool from Trizetto to enhance referral and prior authorization business process workflows.**
- Implemented Healthcare Effectiveness Data and Information Set (HEDIS) quality measures for National Committee for **Quality Assurance (NCQA) compliance generated from Data Warehouse (Teradata)** systems.
- Kentucky Medicaid service expansion, constructing data centers to support call center infrastructure installations.

Amerigroup (now part of Anthem)   **Dec 2010 - Aug 2011**
Project Manager
Project: Medicare Encounters Submission
Responsibilities:
- Developed Electronic Data Interchange (EDI) process to submit **Medicare Encounters 837 data** in 5010 formats to **Centers for Medicare & Medicaid Services (CMS).**
- Integrated Facets & MDE systems, migrated claims data to MDE systems, used extracts from **data warehouse, transform, & load (ETL) Informatica** process to convert vendor data from 4010 to 5010 data mapping, as well as perform end-to-end testing of **claims (I, P, D, V) in Facets, & Ingenix Clarity systems.**

Priority Health   **Jul 2010 - Dec 2010**
Project Manager
Project: IT Solutions Center, Project Management Office (PMO)
Responsibilities:
- Managed over multiple projects:
- Government pricing & commercial payment Integration in Facets
- Healthcare reforms - Early Retiree Reinsurance Program; Red Hat Linux upgrade
- Projects included implementing Ingenix vendor products (ECM Pro, EasyGroup, WebStrat), performed vendor analysis, request for proposal (RFP) process, and vendor selection to integrate Ingenix tools with **Facets/NetworX claims process.**
- Upgraded diagnosis-related groups (DRG), **generated claims extract from Data Warehouse** for Health & Human Services (HHS), and generated reports using Business Objects.

RGIS   **Feb 2009 - Jul 2010**
Senior Project Manager/QA Manager
Project: Enterprise Program Management Office (EPMO)
Responsibilities:
- Originally Retail Groceries Inventory Systems, RGIS has software and hardware products and mobile devices to perform physical inventory (JC Penny, Target, etc.) They deal with department stores in approximately 40 countries.
- Defined new enterprise-wide Software Development Life Cycle (SDLC) framework, system development methodology, and implemented best practices.
- As a QA Manager, deployed infrastructure needed for establishing HP quality systems, data center related software and hardware upgrades.
- **Implemented enhancements. Enterprise applications including: KBase Business Intelligence system, Oracle eBusiness, BMC Helpdesk Application; also implemented .NET projects for mobile applications.**

- Engaged with the business to improve their process.
- Implemented the Project Management Office (PMO) & Quality Assurance (QA) processes, trained testers on HP testing tools.

General Motors   **Jun 2007 - Dec 2008**
Program Manager
Project: Product Development and Global Purchase & Supply Chain
Responsibilities:
- Managed the program responsible for enhancing the web-based Model Option Rates (MOR) application.
- Developed and deployed a set of system enhancements to increase the efficiency of the program teams and the Production Program Content (PPC) Analysts in managing product program content and calculating lean capacity rates.
- Performed project coordination and controlling for Vehicle Information System – a multi-year program.
- Supported Integrated Program Management Office (PMO) implementing global SAP enterprise projects deployed throughout the world for Global Purchasing & Supply Chain program.
- Provided support, guided, and mentored Project Managers and project teams; provided validation and verification of project deliverables, infrastructure upgrades, and tracked project metrics, as well as reported to senior management.

Auto Owners Insurance   **Jan 2007 - Jun 2007**
Project Manager
Project: Business Owners Policy - Web Proposal System
Responsibilities:
- The purpose of the project was to replace a suite of legacy applications with an integrated web-based solution that provides online and real time proposal quoting functionality to agents and Policy Management while servicing functions to its internal users.
- Key objective was to build an agile system that could be easily and quickly tailored by user driven processes to cater toward business changes. The project involved a data migration (of all old proposals) from the legacy system to Pega (the new system).
- **Implemented a rules-based solution on Pega RULES Process Commander for Business Owners Policy Web Proposal System.**

Blue Cross Blue Shield of Michigan   **Feb 2006 - Dec 2006**
Senior Project Manager
Project: Operating Vision projects
Responsibilities:
- Part of a Corporate Project Management Office (PMO) and multiple initiates were undertaken:
- Built the Lightweight Directory Access Protocol (LDAP) infrastructure in order to provide Single Sign-on to Covisint eGateway web portal as a single point of access to all in-house, and vendor applications; convert and migrate all members to use the new gateway for single sign-on access.
- **Redesigned the Electronic Data Interchange (EDI) dental claims system to enhance the electronic claims process and integration with NASCO claims system for FEP members.**
- Enhancements to the Preferred Provider Organization (PPO) network product to allow billing for out-of-network providers on par with network providers to comply with riders & certificates of the company.

Covansys Corporation (CSC)   **May 1995 - Feb 2006**
Project Manager
Client/Project: Henry Ford Health System / MVS Cross Platform System
Responsibilities:
- Managed the Cross Platform system; activities included development, support and maintenance of applications related to patient account, patient administration, clinical and business intelligence projects.

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- Developed and tested reports and extracts for all pharmacy claims integration with Pharmacy Benefit Managers (PBM), in additional to Institutional and professional claims.
- **Managed claims and remittance interfaces with the state's Medicaid Management Information System (MMIS) processes**
- **Utilized HL7 standards for the interoperability between Electronic Medical Record (EMR), Patient Administration/Accounting Systems, Clinical Systems, Lab Information Systems and Pharmacy systems.**
- Set up a Program Management Office (PMO); Projects migration from legacy to MS Project Server, Tools, Methodologies and Training
- Enhancements Projects (Patient Administration and Accounting Application) and HR/Finance in Peoplesoft, and **Data Warehouse Business Intelligence reporting.**
- Medical Records duplicates elimination – Vendor tool implementation.

Client/Project: Johnson Controls Inc. / Laboratory Information Management System
- Project required business analysis, prototype design and development of the testing of Laboratory Information Management System (LIMS) application. Lab Information Management System (LIMS) is an automated system to track test work orders, test specifications, test results, inventory management, scheduling & accounting.
- The scope of the project was to convert the existing client server application into a web application.

Client/Project: Consumers Energy / Workload Information Network System (WIN)
- Engagement consisted of several enhancement projects including development and support of Workload Management (WIN) and Trouble Analysis System (TAS) applications.
- Project activities include presenting strategies, estimates, preparing functional and technical specifications for enhancements, and additional responsibilities of production implementation and on-call support.
- Used Clarity Portfolio Management to manage the projects.

Client/Project: United Defense Limited Partnership (UDLP) / UDLP System Consolidation
- Project goal was to integrate the labor tracking systems (office and factory labor) at different sites into a single consolidated application system and common database. Migrated all employees into a centralized database as part of a consolidation strategy.

Education:
- MS in software engineering & Administration from **Central Michigan University**, MI
- BS in Computer Science Engineering from **JNTU**, India

Training:
- Project Management Professional (PMP) - #170310 PMI — **2004**
- Pega Rules Process Commander for BPM BOOTCAMP Pega — **2007**
- Management Training from University of Michigan

Certifications:
- EMR / EHR certification sponsored by CMS/ONC — **2012**
- ITIL Foundation certified — **2008**
- Scrum Master — **2016**

Prem K Mishra
Project Manager/ Program Manager

Professional Summary:

- Strategic and Result Driven Enterprise Project and Program Management Leader with over 25 Years of Experience Managing Global Deliveries of Technology Projects and Services of $50M+ size with overall responsibility for collaboration with CxOs, client engagement and relationship management, and globally distributed teams. Successfully developed and led teams to enterprise process innovations, transforming and managing Program Management Offices (PMOs), developing large and complex technology solutions for digital transformations, delivering application and infrastructure services, managing service transitions, and agile (SAFe) delivery, coaching, and transformation in automotive, manufacturing, insurance, banking, financial, retail, energy, healthcare, and pharmaceutical industries.

Projects, Program, And Delivery Management Experience

- Last 12+ years out of 25+ years of project and program management experience are in leadership roles with overall responsibility for quality and timeliness of projects and services deliveries, profit and loss, team development, vendor management, customer relationship management, organizational change management, and executive interactions in global corporations.
- Directly managed programs of up to $25M, team size of up to 150, and direct reports of up to 15.
- Supported project portfolios of over to $100M, team size of over 400, and sales proposals of over $100M.
- Delivered Multiple Concurrent Technology Projects and Programs in Cloud, SAP (ERP, SCM, BI, BW, EWM), PeopleSoft (HR, Procurement), Web, E-Commerce, and Infrastructure (Data Center & Cloud Migrations)
- Extensive experience in IT services delivery management (Application Management Service plus Infrastructure Services)
- Experience building detailed business case for a global corporate program with revenue forecast of $1.2B in 5 years
- Led projects & programs of all types, sizes, and complexities for digital, cloud, analytics, and mobility transformation for Web, E-Commerce, ERP, Supply Chain, CRM, Business Intelligence, Cloud Computing, Data Center solutions using SAP, SalesForce, PeopleSoft, AWS, Google, Microsoft, and IBM technology stack.
- Led IT strategy and business alignment initiatives and laid out product and portfolio roadmaps.
- Proven expertise in taking on any new business and technology challenge, learning underlying business and technology landscape, navigating through the organization to mobilize appropriate competencies and capabilities, building delivery teams, and successfully leading the teams to deliver the solutions to client's fullest satisfaction.
- Collaborated with and presented to Senior Directors, Vice Presidents, and CxOs in various organizations.

Technical Skills:

Technology Solution Delivery

Cloud:

- Managed development of Azure Cloud Solutions (SaaS, PaaS, IaaS; Private, Public, Hybrid), and Cloud Migrations to Azure, AWS, and Google Cloud Platform.
- Web/E-Commerce: Delivered several web and e-commerce projects using Java/J2EE, .NET, VP/ASP, SQL, DB2, DB2/400, Oracle, COBOL, COBOL/400, RPG/400, Synon 2/E, etc.

SAP:

- Managed SAP implementations, system upgrades, and migrations for Enterprise Resource Planning (ERP), Business Intelligence (BI), Data Warehouse (DW), Supply Chain Management (SCM), Customer Relations Management (CRM) Implementations, Systems Upgrades, Carve-outs & Mergers, and Data Conversions & Migrations.

PeopleSoft:

- Managed implementations of HR, Procurement, Payroll, and Performance Management modules

Infrastructure:
- Delivered infrastructure projects including Virtual Desktop Integration, Data Center Consolidation/Relocation. Deployed Office365, Enterprise Microsoft Project, Primavera, Clarity, HP ALM, etc.

Industry & Business Domain
Technology:
- Outsourcing, Consulting, Offshore Delivery Model, Proposal Development, Pre-Sales, and Delivery
- Automotive & Manufacturing: Automotive Parts and Engineering Goods Manufacturing. Production Planning and Control. Enterprise Resource Planning (ERP). Supply Chain Management (SCM). Product Development. Product Pricing. Sales and Distribution. Dealership Management. Inventory Management. Material Storage and Handling. Cost and Operations Research. Market Research.

Insurance:
- Property and Casualty Insurance Policy, Billing, and Claims. Guidewire Implementation. Digital Marketing. Customer Relationship Management (Salesforce CRM), Customer Experience, Claims Reserves, PeopleSoft HR & Payroll Systems. Robotics Process Automation. Discounts & Rewards.

Others:
- Banking, Financial, Engineering, Hi-Tech, Construction, Steel, Utilities, Telecom, Consumer, Travel, etc.

Project, Program, and Portfolio Management:
- Microsoft Project, Primavera, CA Clarity, Rally, HP Project Portfolio Management, Plan View, ServiceNow, Earned Value Analysis, Budget Planning, Cost Estimation, Community of Practice, Supplier Management, Resource Management, Issues and Risks Management, Scope Management, Change Management, Integration Management, Agile Practice, Delivery, Coaching, and Transformation
- Lean Portfolio Management, Agile Coaching, Organizational Transformation, Value Stream Mapping, Program Increment (PI) Planning, Release Planning, Iteration Planning and review, Retrospectives, Agile Release Train, Agile Solution Train, Scrum Master, Release Train Engineer, Solution Train Engineer, Scrum of Scrums, etc.

Service Delivery Management
- Service strategy, delivery, and management. HP Application Life Cycle Management, SysAid, ServiceNow, Incident Management, Problem Management, Change Management, Release Management, Knowledge Management, Service Desk Management, Service Strategy, Continuous Improvement

Process and Quality Management
- CMMI, ISO 9000, Software Development Life Cycle (SDLC), Continuous Integration (CI), Continuous Delivery (CD), DevOps, Quality Assurance, Testing, Test Management

Additional Skills & Experience Summary:

Program Management Office:
- 10+ years of experience in building, transforming, and managing enterprise PMOs with overall process, tools, resources, portfolio performance, and projects delivery responsibilities.
- Stood up 5 large PMOs from ground up (2 at General Motors and 1 each at Capgemini, Tata Consultancy Services, and The Auto Club Group) and managed those PMOs to provide process, tools, resources, and delivery efficiencies to critical programs and project portfolios of $25M to over $100M, team size of over 400, and sales proposals of over $100M.
- Agile Transformation: 8+ years of progressive experience in agile practice, coaching, delivery, and consulting using Scaled Agile Framework (SAFe), Scrum, Extreme Programming (XP), and Kanban principles and practices.

Professional Certifications:

PMI Certified Project Management Professional (PMP)	ASQ Certified Six Sigma Black Belt (CSSBB)
Scaled Agile Certified SAFe 4 Program Consultant (SPC)	ASQ Certified Quality Manager (CQM)
	Exim Certified in ITIL V2
PMI Certified Agile Certified Practitioner (PMI-ACP)	
Scrum Alliance Certified ScrumMaster (CSM)	

Professional Experience:

Independent Consultant (Program Management & Delivery Efficiency)   March 2019 – Present
Responsibilities:
- As an independent consultant, helping a mid-size technology company in assessing and improving their organizational maturity for projects and services delivery, coaching delivery teams, and monitoring delivery execution, status, and performance of $10M delivery portfolio spanning across multiple technologies, industries, business areas, and geographies

The Auto Club Group (AAA), Dearborn, MI
A premier insurance, banking, travel, and membership company with $10M members and $5B revenue
PMO & Delivery Manager   Apr 2018 – Jan 2019
Responsibilities:
- Reporting dotted line to the Chief Operations and Technology Officer and directly to the Vice President of Shared Services, responsible for maintaining pipeline of projects, aligning them to strategic initiatives, allocating funds and resources to projects (portfolio size $100M+, team size of 400+), setting projects up, providing process and tools support to projects, monitoring and controlling projects planning and execution, capturing performance metrics, reporting projects and portfolio status, and leading the organization to agile transformation, delivery excellence, and optimum business value realizations.

Program Governance and Delivery Excellence:
- Conducted projects and portfolios status reviews and projects phase gate reviews with project teams and presented the same to senior executives.
- Provided special management and oversight to critical programs like Guidewire Insurance implementation, Mobile Solutions Delivery, Robotics Process Automation, Data Lakes and Google Cloud Migrations for Executive Dashboards, Chat Bots, Virtual Desktop Integration, Data Center Migrations & Colocations, Cyber Security Solutions, Discounts & Rewards, Digital Omni Channels implementations, etc. and facilitated timely resolution of critical issues, risks, non-compliance, and escalations
- Process & Tools Innovation:
- Implemented new processes and tools for idea and demand management, project sizing and categorization, project cost and effort estimation, business case development, project budgeting, project management, resource pool management, software development life cycle, organizational change management, agile delivery framework, performance and status reporting, project phase gate reviews, and post implementation reviews and trained delivery teams on new processes
- Benchmarked and rationalized PM effort allocation to achieve 20% savings in resource cost.
- Agile Transformation:
- Spearheaded Agile Implementation starting with creation of Agile Center of Excellence & Project Management Community of Practice, building agile framework, training executives and managers on agile principles and practices.
- Conducted agile workshops and training, guided multiple scrum teams, facilitated scrum of scrums meetings. and coached agile delivery teams in agile methodology, tools, ceremonies, and deliverables.
- Set up new projects and transitioned in-flight projects to agile delivery framework.

Tata Consultancy Services, Multiple Cities in United States

World's second largest global technology consulting company with over 400,000 employees and revenues over $20B

Program Manager | Delivery Lead   **April 2015 – April 2018**

Responsibilities:
- Responsible for organizing and leading multiple teams for successful transition of projects and services and then guiding and managing multiple delivery teams to continuous delivery of application and infrastructure projects and services of $50M value using agile principles and practices.
- Set Up New TMO, PMO, and SMO and Managed Their Operations for Fulfillment of Service Delivery
- Established a temporary Transition Management Office (TMO) to complete the transition of entire application and infrastructure projects and services from client and their suppliers and then set up new Project Management Office (PMO) and Service Management Office (SMO) and developed new delivery teams, onsite and offshore, to drive projects and services deliveries. Spearheaded Organizational Change Management (OCM) and process efficiency improvement initiatives.
- Managed Applications and Infrastructure Projects and Services Delivery Using Agile/SAFe Delivery Principles and Practices
- Managed, reported, and reviewed delivery performance against SLAs and revenue realizations. Assessed/evaluated projects and programs and directed project managers, delivery managers, project teams, and services delivery teams to successful realization of program goals, objectives, and values. Collaborated with all lines of businesses and practice areas at all levels of management within client and internal organizations for delivery assurance, continuous improvement, and value realizations. Provided leadership and management oversight to critical initiatives & programs and acted as escalation to customer critical issues and exceptions and resolved them timely. Served on the executive leadership teams and steering committees to provide program governance for the following critical programs

Cloud Migrations:
- Managed Office365 migration and data center migration to cloud.
- SAP Implementations: Managed 3 large SAP implantations – a) delivered divestiture assessment & implementation plan involving SAP systems (ERP, SCM, SRM) in a pharmaceutical manufacturing plan, b) completed SAP data extraction and transformation for organizational code/hierarchy consolidation and their migration from SAP R3 to SAP ECC systems using CranSoft, DataSure, BAPI, LSMW, c) implemented, integrated, and tested modifications for PentaSAP ERP system and product pricing and distribution systems using SAP and Java technologies that improved application performance and built procurement to pay system for parts manufacturing and its full integration with SAP ERP systems.

Agile (SAFe) Coaching and Implementation:
- Provided guidance and supervision to the deliver teams in setting up Agile delivery practice with agile tools, processes, and resources. Trained agile delivery teams on agile principles, tools, processes, and metrics. Facilitated multiple scrum teams, ceremonies, and deliverables for quick, iterative deliveries of solutions.
- Provided management oversight and governance for SAFe implementation, training delivery teams on agile principles, tools, processes, and metrics.
- Facilitated agile activities and ceremonies like executive alignment on agile transformation, value stream mapping, agile team coaching, lean agile portfolio planning, preparation and launch of agile release trains, release planning, release schedule development, product requirements gathering and analysis, creation of product and release backlogs, Program Increment (PI) planning, program execution, product feature completion tracking, Kanban boards, scrum planning, story mapping, backlog refinement, retrospectives sessions, etc.

Ford Motor Company and Volkswagen, Detroit, MI

World's leading automotive manufacturers

Program Manager   **Nov 2013 – Apr 2015**

Responsibilities:
- Responsible for leading and managing multiple teams (25 members) and project portfolios of $10+M for SAP ERP, Supply Chain, BI, and DW solutions in automotive parts and logistics.

- As scrum master, guided the agile teams to scrum ceremonies (user stories estimation, product backlog development and refinement, iteration planning, iteration review, system demo, retrospective, and release planning) and deliverables (burn down chart, burn up chart, Kanban board) and helping the team with issues and risks resolutions all along planning, design, development, testing, and deployment. Acted as Scrum Master for assigned scrum teams and facilitated all agile ceremonies. Collaborated with Software developers, product owners, and all stakeholders to understand the expected product functionality and customer requirements. Communicated committed stories for the upcoming sprint to backlog owners and stakeholders.
- Delivered multiple projects for Parts Manufacturing and Distribution, Parts Quality Issue Management, Warehouse Management, Dealership Management, Inventory Management, etc.
- Successfully implemented SAP Quality Issue Management (QIM) module for streamlining automotive parts inspection and defect resolution process leading to improved quality of parts
- Segregated SAP ERP and BI systems for US and Canada, customized dealer management systems and SAP ERP and supply chain management systems, built new SAP warehouse system for parts distribution, and integrated SAP ERP and SCM systems with dealership management and parts distribution.

Capgemini, Multiple Cities in United States & Europe
A multinational corporation providing consulting, technology, professional, and outsourcing services (200,000 employees in 40+ countries with revenue approx. $15B)
Senior Program Manager: Technology Delivery   **Feb 2006 – Sep 2013**
Responsibilities:
- Responsible for leading a team of 160 (15% onsite and 85% offshore) for delivering technology projects ($50M) within General Motor's marketing, sales, and services division and managing a top line cloud initiative within Capgemini

Global PMO Manager (Internal Services)
- Set up a new global PMO and managed its operations for managing Capgemini internal Top Line Initiative for building cloud services capability using Microsoft Azure on Windows Server, Hyper V, and System Center.
- Orchestrated its prototype development, pilot implementations, full product development, and its deployment in multiple data centers. Created compelling business case for $100M investment and aligned all stakeholders from multiple lines of businesses and geographies to program goals and objectives.

Enterprise PMO Manager at General Motors:
- Set up a temporary Transition Management Office (TMO) on a $500M engagement for transition of projects and services from General Motors' vendors to Capgemini and completed the transition in 4 months
- Established a new enterprise PMO and managed its operations for successful deliveries of software solutions at enterprise level for GM. Developed new methodology (SDP-21) for systems development, rolled it globally across the organization with required training course development and deliveries.
- Rolled out new tools for requirement management, project management, release management, and test management across the enterprise. Practiced agile ceremonies, created agile deliverables, and coached multiple agile delivery teams.

As Global Delivery Manager at General Motors,
- Spearheaded a global program for rationalization and modernization of a set of 150 different business and technology applications to improve their functionality, performance, security, user experience, and serviceable life.
- Steered several new system development and implementations, upgrades, and migrations, for automotive pricing, distribution, sales, and dealership and created collaboration systems using Java, Sun, Microsoft, IBM, and Oracle technology stack.

- Managed consolidation of applications in various data centers and their logical migrations to other data centers to achieve optimum usage and maintenance
- Successfully gained 20% cost savings on a $20M program and rescued 3 critical programs of $2 to $5M Each from disaster to timely implementations
- Provided pre-sales support on $1 M to $20 M of outsourcing pursuits and closed a total of $50M deals

IT Consulting Services, Multiple Cities in United States
Project Manager | Delivery Manager   **Nov 1998 - Feb 2006**
Responsibilities:
- Saved tens of millions of dollars by delivering several legacy, client server, and web solutions for Banking (Comerica Bank), Automotive (Ford Motor Company, Chrysler, Visteon), Insurance (The Hartford Life and The State Farm) and manufacturing companies in Supply Chain Operations, Manufacturing Finance, and Manufacturing Operations business domains.

Education:
- Master of Technology, Mechanical Engineering, Banaras Hindu University, Varanasi, India
- Bachelor of Technology, Production Engineering, Birsa Institute of Technology, Sindri, India