Response To Request For Proposals
Jefferson Parish Government

Proposal Name: Information Technology Support Services and Supplemental Staffing

Proposal No. 0464

Proposal Receipt Date and Time: August 25, 2023_3:30 PM

Submitted To:

Jefferson Parish Purchasing Department

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

Submitted By:

Teknicloud Inc

Address: 209 W Central St, Suite #229,
Natick, MA - 01760
Contact: 862-215-9002
Email ID: govt@teknicloud.com

A. <u>COVER LETTER</u>

Addressed By,
Teknicloud Inc.
209 W Central St, Suite #229,
Natick, MA - 01760
Contact: 862-215-9002
Email ID: govt@teknicloud.com

Date: August 25, 2023

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

Subject: Proposal Submission for Jefferson Parish RFP No. 0464 - IT Support and Staffing Services

Dear Ms. Shanna Folse,

I am writing on behalf of Teknicloud Inc to express our sincere appreciation for the opportunity to present our proposal in response to Jefferson Parish RFP No. 0464 titled "Provide Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications."

After carefully reviewing the requirements outlined in the RFP, we are confident in our ability to provide exceptional solutions to address the specific needs of this project. Our expertise aligns seamlessly with the objectives set forth in the RFP, and we are well-equipped to excel in the following areas and positions:

- *Oracle Database Administration*
- *Network Administration/Technician*
- *Microsoft Support Technician*
- *Programmer/Analyst*
- *PC/Help Desk Technician*

As a women-owned business headquartered in Boston, MA, Teknicloud Inc boasts a commendable track record of delivering top-notch IT professional services and staffing solutions over the past 7 years. Our team of engineers possesses extensive technical prowess

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in a wide array of technologies, including Kubernetes - RedHat OpenShift, IaaS, PaaS, and SaaS solutions. Our staffing solutions have earned us a reputable standing in the market thanks to our diverse and highly experienced candidate pool.

At Teknicloud Inc, client satisfaction is at the forefront of our priorities. Our unwavering commitment to delivering unparalleled quality services, innovative solutions, and skilled staff members has consistently set us apart. We take pride in our robust project management strategies, meticulously tailored to meet client requirements in the most efficient and cost-effective manner. Furthermore, our well-defined contingency measures ensure that project progress remains uninterrupted.
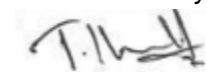
Having thoroughly reviewed the entire bid package, including the Statement of Work, and associated addendums, Teknicloud Inc pledges its commitment to adhering to all stipulated rules and regulations. We are dedicated to forging a collaborative and successful partnership that ensures a seamless and productive experience throughout the project lifecycle.

As the Director of Teknicloud Inc, I am the designated manager and primary point of contact for all matters related to Jefferson Parish projects. We acknowledge and fully understand the responsibility that the Selected Proposer bears. Therefore, Teknicloud Inc assures you that if selected, we shall provide all items and services as offered in our proposal. We shall also serve as the exclusive point of contact for all contractual matters, including the payment of any and all charges resulting under the contract.

Please feel free to reach out to me if you require any clarification, additional information, or have questions regarding our submitted response.

Thank you once again for your kind consideration of our proposal. We eagerly anticipate the possibility of working closely with Jefferson Parish to deliver exceptional IT support and staffing services.

Yours sincerely,

Kartik Tadisena
Director, Teknicloud Inc.
Telephone No. - 862-215-9002
Email ID - kartik@teknicloud.com

Teknicloud

Request for Proposals #0464

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

SIGNATURE PAGE

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

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

Acknowledge Receipt of Addenda: Number: 1

Number: _____

Number: _____

Number: _____

Number: _____

Number: _____

Name of Proposer: Teknicloud Inc.

Address: 209 W Central St. Suite 229, Natick MA - 01760

Phone Number: +1 862-215-9002   Fax Number _____

Type Name of Person Authorized to Sign: Kartik Tadisena

Title of Person Authorized to Sign: Director

Signature of Person Authorized to Sign: _T. Tadisena_

Email Address of Person Authorized to Sign: kartik@teknicloud.com

Date: 8/22/2023

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

AFFIDAVIT

STATE OF _____Texas_____

PARISH/COUNTY OF _____Denton_____

BEFORE ME, the undersigned authority, personally came and appeared: ____Kartik_____

_____Tadisena_____, (Affiant) who after being by me duly sworn, deposed and said that he/she

is the fully authorized ____Representative_____ of ____Teknicloud Inc.____ (Entity), the party

who submitted a proposal in response to RFP Number ____0464_____, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

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

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

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

Affiant further said:

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

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

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

Affiant further said:

Solicitation of Campaign Contribution Disclosures
(Choose A or B, if option A is indicated please include the required attachment):

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

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

Affiant further said:

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

2

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

Affiant further said:

Subcontractor Disclosures
(Choose A <u>or</u> B, if option A is indicated please include the required attachment):

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

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

Kartik Tadisena
_____
Signature of Affiant

Kartik Tadisena
_____
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
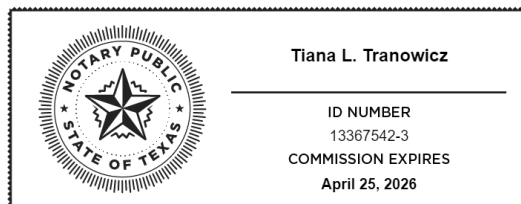ON THE ___21st___ DAY OF ___August___, 20 _23_ .

Tiana L. Tranowicz
_____
Notary Public

Tiana L. Tranowicz
_____
Printed Name of Notary

13367542-3
_____
Notary/Bar Roll Number

My commission expires ___04/25/2026___ .

Tiana L. Tranowicz
NOTARY PUBLIC
STATE OF TEXAS
ID NUMBER
13367542-3
COMMISSION EXPIRES
April 25, 2026

Notarized online using audio-video communication

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B. <u>TABLE OF CONTENTS</u>

C. Technical Proposal Elements:

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

Teknicloud Inc is committed to delivering comprehensive solutions that meet the requirements outlined in Section 2.1 of the Scope of Work. Our technical approach focuses on ensuring seamless implementation, robust support, and continuous enhancement across the various technology systems and services listed. Below, we provide a general overview of our approach for each area:

- **Oracle Database Administration:** Our team of Oracle experts will ensure the smooth operation of Oracle databases, including version 19c and newer. We will implement best practices for database setup, configuration, patching, and optimization. Our approach includes regular backups, synchronization, and cloud integration. We will follow Oracle's security guidelines and maintain high availability, along with managing Oracle Forms and Reports through WebLogic.

- **MS SQL Server 2016 and Newer:** Our skilled SQL Server administrators will maintain and enhance MS SQL Server installations. We will ensure proper configuration, optimization, and security to guarantee reliable data management and performance. Our approach involves proactive monitoring, regular updates, and timely troubleshooting.

- **Network Infrastructure**: With certified professionals, we will manage and optimize your network infrastructure. Our approach covers Fortinet, Cisco, and Avaya technologies, ensuring secure connectivity, reliable VPN services, and effective wireless solutions. We will maintain a redundant and highly available network, applying SD-WAN and routing protocols for optimal performance.

- **Data Center/Systems:** Our team will manage your data center environment, leveraging technologies such as VMware, HPE Synergy, and Windows Server. We will implement effective backup and recovery solutions, ensuring data integrity and high availability. Our approach also covers Linux server management and storage optimization.

- **Microsoft Services:** Our Microsoft experts will oversee Exchange, Office 365, Active Directory, and more. Our approach involves configuring, securing, and optimizing these services for reliable communication and collaboration. We will provide comprehensive support for users and maintain robust security measures.

- **Third-party Applications and In-house Systems:** We will offer end-to-end support for third-party applications and in-house systems, addressing unique needs and requirements. Our approach encompasses troubleshooting, updates, and integration to ensure seamless operations.

Affirmative Statement of Understanding:

We affirmatively state that we have thoroughly reviewed the Scope of Work provided in Section 2.1 of the RFP. Our understanding of the nature of the project is comprehensive, and we are fully willing and capable of delivering the specified services. We are committed to providing solutions that meet or exceed your expectations, ensuring that the objectives of the project are successfully met.

Technical Approach and Implementation Plan:

Our technical approach is centered on meticulous planning and execution. We will develop a detailed implementation schedule that outlines key milestones, deliverables, and timelines for each phase of the project. This includes system setup, orientation, installation, and any relevant processes. Our experienced team will ensure that every aspect of the project is systematically addressed to achieve a seamless and efficient implementation.

Training Initiatives:

We recognize the importance of knowledge transfer and user empowerment. Our training plan is designed to equip Parish employees with the necessary skills to effectively utilize and maintain the implemented solutions. We will conduct comprehensive training sessions, provide detailed training materials, and offer ongoing support to ensure a smooth transition. Our goal is to ensure that the Parish's team is confident in operating the new systems.

D. Proposer Qualifications and Experience:

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

I.   About Us

Teknicloud, Inc. is an IT professional services and staffing services company dedicated to resolving our clients' most rigorous and complicated issues. We have been on a mission since 2015 to become the world leaders in the demand and delivery of unrivaled quality employees and resources. In developing a unique method to aid organizations in becoming more efficient and staying ahead of competitive advancements, we keep future and current issues in the ever-changing IT market in mind.

Teknicloud Inc. was founded in January 2015 as a provider of IT professional services and staffing services. Teknicloud began by providing staffing solutions to various clients around the United States and gradually evolved into delivering professional services in the latest technologies in the private and public cloud sectors. In recent years, Teknicloud's staffing solutions, combined with professional services, have greatly increased the company's client base.

Our strength is in identifying our clients' problems, architecting and developing a highly thorough IT solution, and creating a strategy that is implemented, tested, and subject to ongoing support from the Teknicloud team. Our emphasis on customer-centric solutions, personal attention, and technical experience make us a win-win alternative for any company seeking for a cutting-edge one-stop solution to their IT resource and staffing issues.

PERFORMANCE STATISTICS

110+ Total Clients Served

12% Year-on-year Growth

50+ New Projects

600+ All Time Vendors

Our team operates in Boston, USA and Hyderabad, India.

Boston, USA

Hyderabad, India

Key Clients and Partners

Teknicloud

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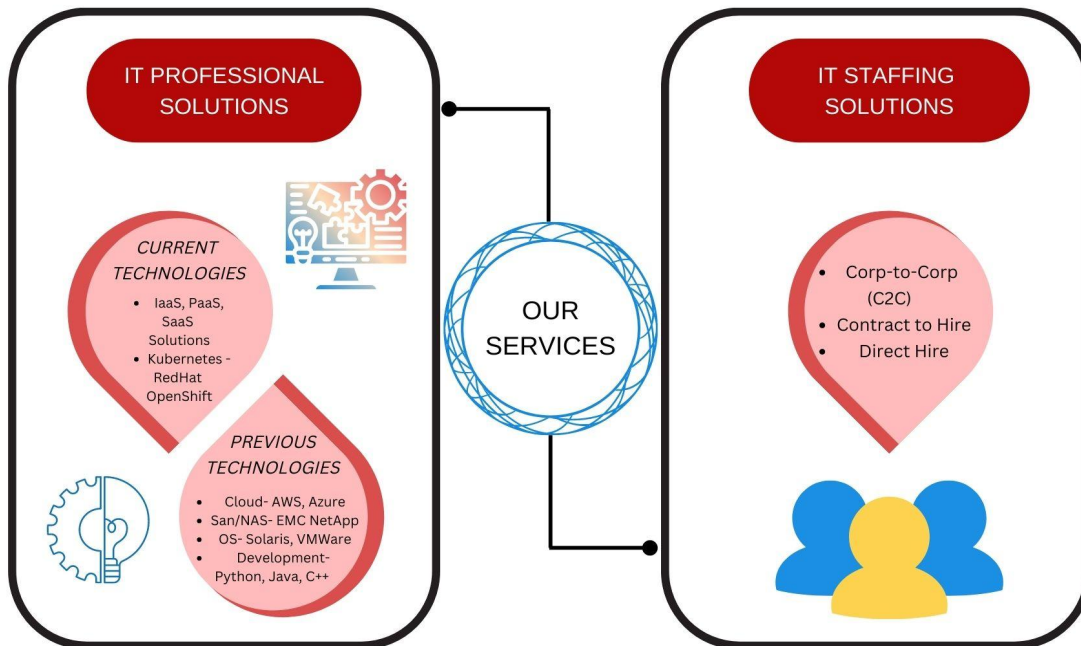### II. Our Services

Our team at Teknicloud believes in a strong product base to ensure that our clients get the best possible IT inputs from our side. We are focused on product development, and constantly provide unmatched products, which are bound to exceed the expectations of our clients.

Our product range includes:

IT Staffing and Consulting

Our team of highly efficient, talented and qualified workforce provides the clients with the best solutions for their business needs. We keep in mind the business processes, workflow and resource requirements of our clients, while formulating solution strategies. We select the individuals depending on their abilities, strengths, and weaknesses, and how adept they will be in handling the organization's requirements.

Training

The training we offer is unmatched and second to none with focus on the Cloud, Kubernetes and OpenShift technologies.

IT Professional Services and Technologies

New platforms, technologies, products and initiatives continue to emerge across all sectors in an IT organization, making it hard for these organizations to maintain the balance between resources and technologies.

With Professional services from Teknicloud, Inc. a multi-disciplinary team of IT experts and resources is formed to implement proven strategies that deliver best fit solutions to your organization.

The technologies we provide services include;

➢ Red Hat OpenShift
➢ Kubernetes
➢ Mulesoft
➢ Java development
➢ Full stack implementation sent – Java, Mulesoft development, C++, .Net, html, Ruby, Ruby on Rails.

III.   WHY TEKNICLOUD?

Teknicloud is a global provider of IT resources and solutions that aims to resolve the most complex and pressing business problems. We strive to ensure your business is launched with cutting-edge technology and reaches paramount success with pioneering results.

VISION - Provide unmatched quality services, solutions and staff to organizations.

MISSION - To ensure that our client's business requirements are well understood and provide them both cost-effective and efficient solutions for the organizations.

IV.   IT Staffing Experience

Teknicloud is an experienced IT staffing and consulting firm with years of success in providing highly-skilled professionals to meet client needs. Our staffing team is comprised of experienced IT professionals who are knowledgeable in the most up-to-date technologies and trends. Our professionals have a proven track record of success in providing IT services and solutions to a wide range of organizations.

We have an extensive network of IT professionals who are available for short-term and long-term engagements. We are proud of the quality of our IT professionals, who are highly-skilled and reliable. Our team is committed to providing the highest level of service and support to Jefferson Parish.

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Teknicloud provided IT staffing resources to multiple clients in various technologies like Java, Mulesoft, Linux Administration, Openshift and Kubernetes, Storage Administration, Quality Assurance, .Net, ServiceNow, etc. Teknicloud's key strengths lie in the strong technical capabilities of the individuals in the organization. Whether it be higher management or any interns, every individual brings core technical expertise to the table that drives the timely delivery of quality resources and projects to various clients.

Teknicloud is confident that our IT professionals are uniquely qualified to meet the qualifications for the scope of services. Some of our past projects have been described below.

PROJECT 1
Client Name: IT Staffing for Yochana IT Solutions
PROJECT DETAILS
Project Description: Teknicloud collaborated with Yochana IT Solutions to provide System Software QA Engineer staff to support Yochana's client needs. The collaboration began in 2018 and has been extended due to the excellent services provided by the resource. The primary objective of the project was to ensure efficient and effective software testing for products based on the Android operating system. **Time Period: 03/2019 - Present**

PROJECT 2
Client Name: Elite IT Solutions
PROJECT DETAILS
Project Description: Elite IT Solutions sought to enhance their IT infrastructure and streamline operations to achieve greater efficiency and flexibility. As part of their strategic initiative, they aimed to implement Red Hat Linux (Enterprise Linux 5.x, 6.x), SuSE Linux (10/11), and HP-UX (11.x). Additionally, they required support for their OpenStack project core infrastructure, including code review, continuous integration systems, and developer tools. Our consultant was entrusted with these responsibilities to ensure a successful implementation. **Time Period: 05/2019 - Present**

|	PROJECT 3
Client Name: IT Staffing for Kollasoft	
PROJECT DETAILS	
Project Description: Teknicloud undertook an IT staffing project where the resource assisted Kollasoft with their diverse IT infrastructure and operational needs. The project involved providing skilled IT professionals to support their various initiatives and ensure the smooth functioning of their IT systems. **Time Period: 01/2018 - Present**	

V.   Management Team

Name	Title	Experience
Vidhisha Nandhikonda	CEO	Vidhisha Reddy is a results-driven CEO with over 15 years of IT experience and a strong background in data warehousing and development. She excels in planning, design, and implementation, agile methodologies, cloud technologies, and team building. Vidhisha's expertise spans various programming languages, databases, operating systems, and development tools. As the CEO of Teknicloud Inc., she oversees the company's strategic direction, drives growth, and excels in sales and business development. Vidhisha's extensive experience and leadership abilities make her a valuable asset in delivering innovative IT solutions.
Kartik Tadisena (Account Manager)	Director	With over 20 years of experience, Kartik has demonstrated exceptional leadership skills and a strong technical background in public and private cloud technologies. As the director, Kartik has successfully implemented strategies that improved operational efficiency and client profitability. He has played a key role in designing and architecting private and public cloud platforms, and his expertise has contributed to the growth of Teknicloud's client base. Kartik holds certifications in Red Hat OpenShift Administration, AWS Solutions Architecture, and AWS SysOps Administration. Kartik possesses technical proficiencies in various areas such as container platforms, DevOps tools, logging solutions, operating systems, hardware, software and databases, scripting, and storage and backup. His experience spans across industries including finance, insurance,

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		government, and technology solutions providers.
Raghava Babu Athota	Operations Manager	Raghava Babu Athotha is a highly experienced and versatile IT professional with over 20 years of industry experience. He has a proven track record in delivering business critical projects and managing deliveries across multiple sectors and domains. Raghava has successfully handled teams and operations in high-pressure environments, ensuring customer satisfaction and meeting budget requirements. He is skilled in account management, demand and budget management, vendor coordination, training, and establishing testing centers of excellence. Raghava has held managerial positions at Teknicloud IT Solutions Pvt Ltd, Infosys, and Ness Technologies, where he demonstrated his expertise in project management, team leadership, and establishing test practices.
Laxmi Mekala	Recruiting Manager	Laxmi Mekala is an experienced recruiting manager with a strong focus on recruitment and human resources operations. She has 8 years of experience managing recruiting teams of different sizes across IT Staffing organizations. She has worked in various organizations, including Teknicloud Inc, Novel IRS, Indus Group Inc with Techmeadows IT Services Pvt Ltd, and Excel Goodies Software Pvt Ltd. Laxmi is skilled in managing the full recruitment lifecycle, sourcing candidates, conducting interviews, and negotiating offers. She has also handled HR operations, employee onboarding, payroll management, and employee relations.

E. Innovative Concepts:

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

Teknicloud ensures maximum value to clients
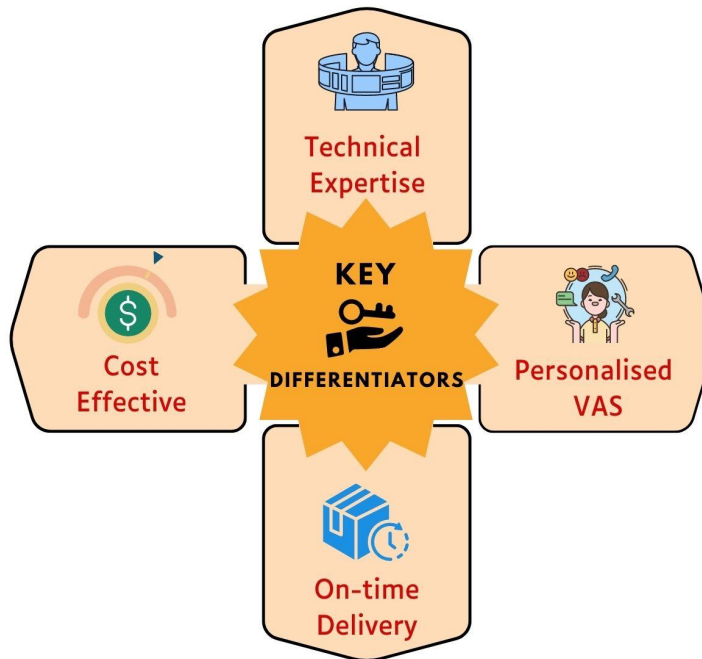
1. <u>Technical expertise</u> - Our strength lies in being able to identify our client's problem, architect and form a highly detailed IT solution and draw out a plan which is implemented, tested and subject to ongoing support by Teknicloud team
2. <u>On-time project delivery</u> - We have a robust project management plan in place that allows for timely delivery to the client 100% of the time
3. <u>Lower cost than market standards</u> - We do not over-charge our clients as we aim to provide our them value for money
4. <u>Additional value add features customized to the client</u> - We ensure that our services are tailor - made to suit the needs of our client for a specific project.

F. Project Schedule:

Detailed methodology/approach to project management.

Our Project Management Approach

For the successful implementation of IT initiatives, Teknicloud will apply a project management methodology based on the most recent Project Management Body of Knowledge (PMBOK) framework. The essential elements of our project management strategy geared towards the future will be as follows:

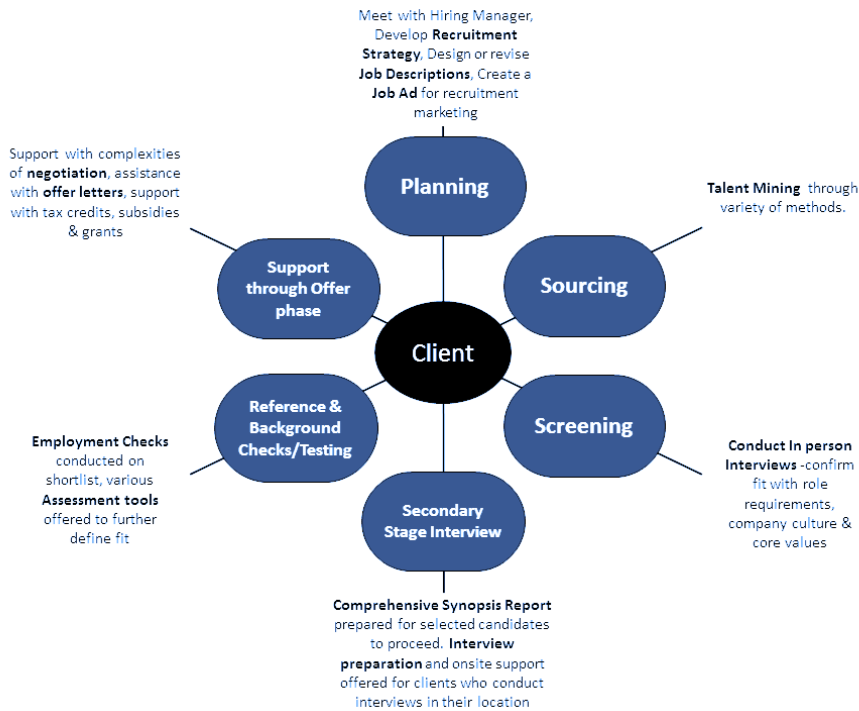| Phase 1: Project Initiation	We will work closely with the department to specify the goals, parameters, deliverables, and success standards for the project. We will guarantee a comprehensive grasp of the project's aims and expectations through meticulous requirements collecting and analysis. We'll create a project team, list important parties involved, and specify roles and duties.
Phase 2: Project Planning	Based on the project objectives and requirements, we will develop a comprehensive project plan that outlines the tasks, timelines, resource allocation, and budget. Utilizing industry-standard project management tools and techniques, we will create a detailed project schedule, work breakdown structure, and risk management plan. We will establish communication channels and protocols to ensure effective collaboration and information sharing throughout the project lifecycle.

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Phase 3: Project Execution	During the execution phase, we will focus on implementing the project plan. Our project managers will closely monitor progress, manage resources, and ensure tasks are executed according to schedule. We will facilitate regular team meetings and status updates to promote transparency and address any emerging issues or challenges. Following best practices in quality management, we will ensure that deliverables meet or exceed the defined standards.

Phase 4: Project Monitoring and Control	To keep the project on schedule and in line with the expectations, we'll continue to take a strict approach to project monitoring and management. Continuous performance evaluation, risk analysis, and issue monitoring will be required. We will monitor progress, spot deviations from the plan, and take corrective action as necessary while utilising project management tools. In order to guarantee project milestones are completed, our project managers will keep lines of communication open with all stakeholders, delivering frequent status updates and performing milestone reviews.

Phase 5: Project Closure	Upon successful completion of the project, we will conduct a thorough project closure process. This will include finalizing documentation, conducting lessons learned sessions, and obtaining feedback. We will ensure that all project deliverables have been achieved and provide post-implementation support whenever required. Our team will prepare a comprehensive project closure report that highlights achievements, challenges, and recommendations for future projects.

Our project managers will use their knowledge and experience to handle complexities, reduce risks, and guarantee project success throughout the project lifecycle. We will be dedicated to keeping open and honest lines of communication with the State IT Department while completing projects within the agreed-upon scope, schedule, and budget.

Teknicloud will demonstrate its dedication to industry best practises and the highest standards of project management by adopting the PMBOK methodology. Our future-oriented approach will ensure that projects are executed efficiently while keeping the stakeholders engaged.

Our Staffing Process:

Our comprehensive and professional staffing process ensures that we identify and engage the most qualified candidates for each position. Allow us to walk you through our proven six-stage process:

Meet with Hiring Manager, Develop **Recruitment Strategy**, Design or revise **Job Descriptions**, Create a **Job Ad** for recruitment marketing

Support with complexities of **negotiation**, assistance with **offer letters**, support with tax credits, subsidies & grants

Talent Mining through variety of methods.

Planning

Support through Offer phase

Sourcing

Client

Reference & Background Checks/Testing

Screening

Conduct In person Interviews -confirm fit with role requirements, company culture & core values

Employment Checks conducted on shortlist, various **Assessment tools** offered to further define fit

Secondary Stage Interview

Comprehensive Synopsis Report prepared for selected candidates to proceed. **Interview preparation** and onsite support offered for clients who conduct interviews in their location

Stage 1: Planning
We begin our recruiting process by thoroughly understanding our client's requirements and gathering detailed information. Our recruiting manager then collaborates with the team to create specific job descriptions and profiles that precisely satisfy the requisites for each position.

Stage 2: Sourcing
Teknicloud utilizes a range of effective sourcing methods, including leading platforms such as Monster, Dice, LinkedIn, and Indeed. We ensure that job specifications are clearly communicated and aligned with our client's procedures, maximizing the pool of potential candidates.

Stage 3: Screening
Our team diligently screens interested candidates to evaluate their suitability for the respective role, as well as their compatibility with our client's culture and values. We conduct detailed

technical screenings to assess candidates' experience and skills, ensuring an optimal match with the specific requirements.

Stage 4: Secondary Stage Interview

After shortlisting the most promising candidates, we prepare a comprehensive report for evaluation. If desired, we provide full support and services to facilitate interviews between our client and the candidates, ensuring a smooth and efficient process.

Stage 5: Reference and Background Check

Selected candidates undergo a thorough background check process to verify their employment history, education credentials, identity, and other relevant factors. We utilize third-party application services to perform comprehensive checks, including past employment verification, education verification, drug tests, criminal record checks, and reference checks.

Stage 6: Support through Onboarding

Teknicloud team will facilitate effective communication between the selected candidates and our client throughout the offer and onboarding phases. We ensure availability and support as per our client's needs, ensuring a seamless transition for the new hires.

Stage 7: Continuous Evaluation and Feedback

To ensure complete satisfaction, we provide regular reports detailing the services provided and the performance of the staff placed. We are open to meeting with our client's staff to discuss current and past engagements and gather feedback to ensure ongoing improvement and operational excellence.

Tools for Management:

Teknicloud utilizes various licensed software tools to effectively manage customer communications and project operations. We rely on Microsoft products like Outlook, Teams, and PowerPoint to facilitate communication and collaboration among team members and stakeholders. Zoom is used for coordinating meetings with clients and internal meetings, ensuring smooth and efficient communication. For timesheet, payroll, and invoice management, we use Zoho Books, a comprehensive software solution. Additionally, we leverage popular job platforms such as Monster, Dice, LinkedIn, and Indeed to fulfill our staffing needs effectively. By employing these management tools, Teknicloud streamlines communication and enhances efficiency, enabling us to provide exceptional services to our clients.

Recruitment Training and Performance Evaluation:

To continuously enhance our recruitment process, we invest in regular training for our recruiters. We keep them updated with industry trends, best practices, and emerging

technologies. Additionally, we closely monitor the performance of our recruiters to ensure that they consistently meet our high standards of service delivery. This proactive approach allows us to adapt and improve our processes continuously.

Quality Assurance:

Ensuring high-quality service delivery is a top priority for Teknicloud. For IT staffing, we have a comprehensive quality assurance process in place.

Our recruiters act as the first line of defense, promptly escalating any concerns to the recruitment manager. If necessary, the Operations Manager and Talent Acquisition (TA) lead are involved, and the Director convenes a meeting with the team to assess the problem, discuss potential solutions, and provide guidance for a quick resolution. This ensures that we maintain the highest standards of service delivery.

We maintain a quality assurance dashboard to assess the performance of the recruitment team and track any incidents or issues. This dashboard is regularly reviewed by the Director and any discrepancies or issues will be addressed promptly. We also monitor the performance of our recruitment team on a regular basis to ensure that they are meeting the agreed upon standards of performance.
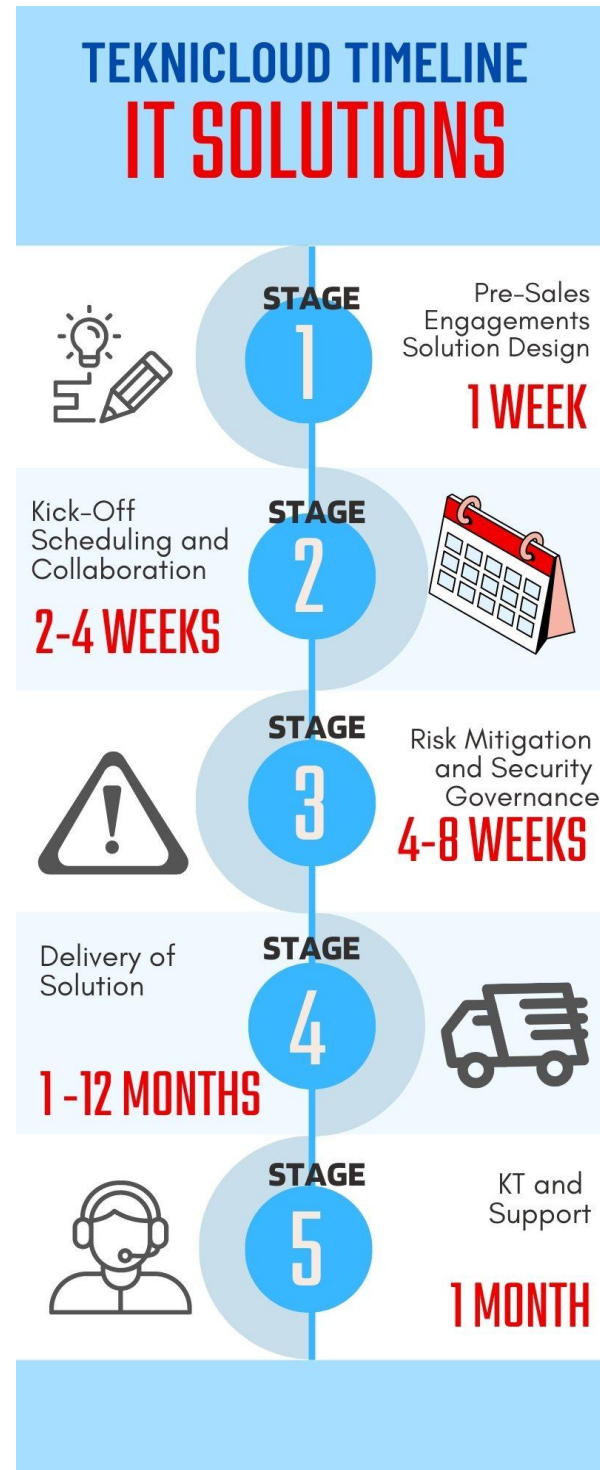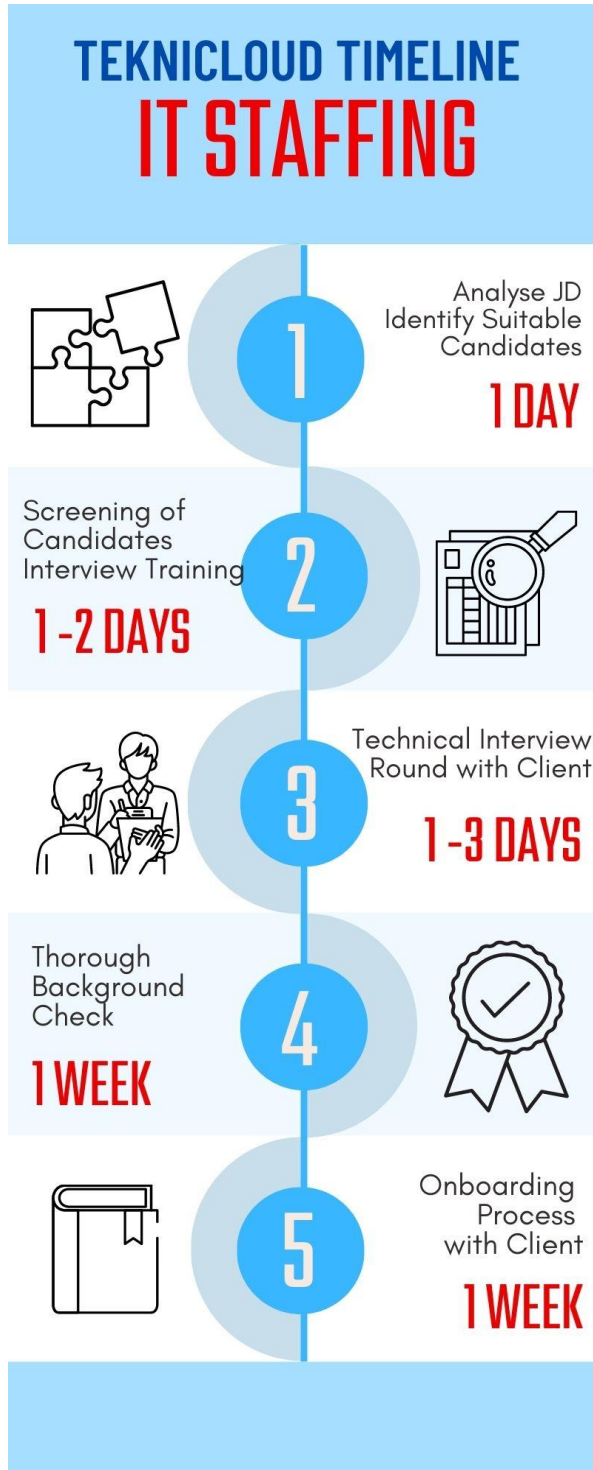
Contingency Plan:

At Teknicloud, we understand the importance of providing a quick and cost-effective contingency staffing plan in the event of unexpected changes or challenges. Our contingency staffing plan includes the following steps:

- **Maintain backups**: We always maintain a pool of backup candidates who are pre-screened and qualified to fill any unexpected vacancies. This helps us ensure a quick turnaround time for a replacement.
- **Assess the situation**: In the event of a vacancy, we will assess the situation and determine the skill set required for the position to be filled.
- **Review our talent pool**: We will review our existing talent pool and identify suitable candidates who possess the required skill set.
- **Contact suitable candidates**: We will contact the suitable candidates from our talent pool and discuss the opportunity with them.
- **Conduct screening**: We will conduct a thorough screening process, including background checks and reference checks, to ensure that the selected candidate is the best fit for the job.

*Quick turnaround time***:** Our goal is to provide a quick turnaround time for replacement, without compromising on the quality of our services.

Our typical delivery timeline for IT and Staffing Solutions:

TEKNICLOUD TIMELINE
IT STAFFING

1 — Analyse JD Identify Suitable Candidates — **1 DAY**

2 — Screening of Candidates Interview Training — **1-2 DAYS**

3 — Technical Interview Round with Client — **1-3 DAYS**

4 — Thorough Background Check — **1 WEEK**

5 — Onboarding Process with Client — **1 WEEK**

TEKNICLOUD TIMELINE
IT SOLUTIONS

STAGE 1 — Pre-Sales Engagements Solution Design — **1 WEEK**

STAGE 2 — Kick-Off Scheduling and Collaboration — **2-4 WEEKS**

STAGE 3 — Risk Mitigation and Security Governance — **4-8 WEEKS**

STAGE 4 — Delivery of Solution — **1-12 MONTHS**

STAGE 5 — KT and Support — **1 MONTH**

Teknicloud
IT SERVICES AND TECHNOLOGY COMPANY

G. Financial Profile:

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

We would like to present our company's financial position, which is sound and stable, to support this project. Our financial stability is built on a foundation of prudent financial management and strong business practices, making us well-equipped to meet the demands of our client's IT staffing needs..

Please find our financial statements for the last 3 years attached in the Appendix.

H. Transition Plan:

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

To ensure business continuity and no disruption to Jefferson Parish operations, Teknicloud Inc. presents a comprehensive Transition Plan that outlines the meticulous process for a smooth transfer of responsibilities and services.

Transition Approach:
Our Transition Plan is crafted to facilitate a seamless shift from the current service provider to Teknicloud Inc. This approach guarantees the least impact on EIS's active projects. The plan will be developed in collaboration with EIS management, incorporating feedback and ensuring a risk-free and cost-effective transition.

- **Transition Team:** A dedicated Transition Team, led by an experienced Transition Manager, will oversee the process. This team will include domain experts specializing in technology, security, workforce management, and knowledge transfer. Their collaborative efforts will ensure a cohesive transition strategy.

- **Workforce Transition:** The transition of the workforce, including subcontractors, will be conducted meticulously. A robust communication strategy will be implemented to ensure all personnel are informed about the transition. This approach fosters transparency, continuity, and stability during this critical phase.

- **Network User Account Transition:** The seamless transition of network user accounts and passwords is a priority. Collaborating closely with EIS's IT team, we will ensure a smooth transfer of user accounts to the new environment. Stringent security measures will be implemented to protect data integrity during this process.

- **Knowledge and Intellectual Property Transfer:** Teknicloud places a high value on knowledge transfer. Our plan ensures that critical insights, processes, and best practices are seamlessly handed over. This approach empowers EIS's team to maintain operational excellence beyond the transition. A systematic process for knowledge transfer will be executed.

- **Equipment Transition:** Both EIS's and Teknicloud's equipment will be transitioned systematically, with a focus on security, functionality, and efficiency. A meticulous inventory will be maintained to track equipment movement, ensuring a seamless integration into the new operational framework.

- **Collaboration for Success:** Teknicloud acknowledges the collaborative effort required for a successful transition. We will work closely with EIS, establishing clear communication channels and cooperative expectations. Access to relevant systems, data, and personnel will be necessary for facilitating a seamless transition.

- **Timelines for Knowledge Transfer:** To ensure successful knowledge transfer, Teknicloud proposes the following timelines for each functional team:

  → Communications team — 3 weeks before the start of contract
  → Application Development and Testing — 3 weeks before the start of contract
  → Application Support - 4 weeks before the start of contract

- **Regular Status Reports and Issue Resolution:** Teknicloud will submit regular status reports to EIS to keep them informed of the transition progress. In the event of any issues, we will raise them in a timely manner and work to resolve them promptly, ensuring minimal impact on the transition timeline.

In conclusion, Teknicloud's Transition Plan demonstrates a strategic, well-structured, and collaborative approach. We are confident in our ability to seamlessly transition services, uphold operational excellence, and maintain a commitment to EIS's standards.

APPENDIX

1. **Financial Statements**

   Balance and Profit & Loss Statement for years 2022, 2021, 2020

209 W Central St
Suite #229, Natick, MA – 01760
Ph: 617-293-0173, Email: govt@teknicloud.com
www.teknicloud.com

Balance Sheet

Name	TEKNICLOUD INC
Basis	Accrual
Time Period	01/01/2022 -- 12/31/2022

Assets

Current Assets

Bank - Checking	29,295.39	
Total Current Assets		**29,295.39**

Other Assets

Total Other Assets		**0.00**

Fixed Assets

Total Fixed Assets		**0.00**
Total Assets		**29,295.39**

Liabilities & Equities

Current Liabilities

Retained Earings	29,095.00	
Additional Paid in capital	0.00	
Capital Stock	200.00	
Total Current Liabilities		**29,295.00**

Long term Liabilities

Total Long Term Liabilities		**0.00**
Total Liabilities		**29,295.00**

Equities

Total Equities		**0.00**
Total Liabilities & Equities		**29,295.00**

** Amount is Displayed in your base currency USD

Profit and Loss Statement

Name	Teknicloud INC
Time Period	01/01/2022 -- 12/31/2022

Revenue		
Gross Sales	347386	
Less: Sales Returns and Allowances		
Net Sales		347386
Cost of Goods Sold		
Beginning Inventory	0	
Add: Purchases	0	
Inventory Available	0	
Less: Ending Inventory	0	
Cost of Goods Sold		0
Gross Profit (Loss)		347386
Expenses		
Legal and Professional	2960	
Tax and Licenses	13688	
Rent	21332	
Outside Services	78074	
Depreciation	0	
Wages	173763	
Other Operating Expenses	42500	
Total Expenses		332317
Net Operating Income		15069
Other Income		
Gain (Loss) on Sale of Assets		
Interest Income		
Total Other Income		0
Net Income (Loss)		15069

Balance Sheet

Name	TEKNICLOUD INC	
Basis	Accrual	
Time Period	01/01/2021 -- 12/31/2021	

Assets

Current Assets

Bank - Checking	14,826.00	
Total Current Assets		**14,826.00**

Other Assets

Total Other Assets		**0.00**

Fixed Assets

Total Fixed Assets		**0.00**
Total Assets		**14,826.00**

Liabilities & Equities

Current Liabilities

Retained Earings	-81,014.00	
Accounts Payable	3,450.00	
Loans from Shareholders	33,380.00	
Additional Paid in capital	58,810.00	
Capital Stock	200.00	
Total Current Liabilities		**14,826.00**

Long term Liabilities

Total Long Term Liabilities		**0.00**
Total Liabilities		**14,826.00**

Equities

Total Equities		**0.00**
Total Liabilities & Equities		**14,826.00**

** Amount is Displayed in your base currency USD

Profit and Loss Statement

Name	Teknicloud INC		
Time Period	**01/01/2021 -- 12/31/2021**		

Revenue			
Gross Sales		300441	
Less: Sales Returns and Allowances			
Net Sales			300441
Cost of Goods Sold			
Beginning Inventory		0	
Add: Purchases		0	
Inventory Available		0	
Less: Ending Inventory		0	
Cost of Goods Sold			0
Gross Profit (Loss)			300441
Expenses			
Legal and Professional		5965	
Tax and Licenses		22559	
Rent		16900	
Outside Services		11045	
Depreciation		2504	
Wages		252597	
Other Operating Expenses		23954	
Total Expenses			335524
Net Operating Income			(35083)
Other Income			
Gain (Loss) on Sale of Assets			
Interest Income			
Total Other Income			0
Net Income (Loss)			(35083)

Balance Sheet

Name	TEKNICLOUD INC	
Basis	Accrual	
Time Period	01/01/2020 -- 12/31/2020	

Assets

Current Assets

Bank - Checking	28,746.00	
Total Current Assets		**28,746.00**

Other Assets

Total Other Assets		**0.00**

Fixed Assets

Total Fixed Assets		**0.00**
Total Assets		**28,746.00**

Liabilities & Equities

Current Liabilities

Retained Earings	22,630.00	
Additional Paid in capital	5,916.00	
Capital Stock	200.00	
Total Current Liabilities		**28,746.00**

Long term Liabilities

Total Long Term Liabilities		**0.00**
Total Liabilities		**28,746.00**

Equities

Total Equities		**0.00**
Total Liabilities & Equities		**28,746.00**

** Amount is Displayed in your base currency USD

Profit and Loss Statement

Name	Teknicloud INC		
Time Period	01/01/2020 -- 12/31/2020		

Revenue			
Gross Sales		368396	
Less: Sales Returns and Allowances			
Net Sales			368396
Cost of Goods Sold			
Beginning Inventory		0	
Add: Purchases		0	
Inventory Available		0	
Less: Ending Inventory		0	
Cost of Goods Sold			0
Gross Profit (Loss)			368396
Expenses			
Legal and Professional		2800	
Tax and Licenses		19095	
Rent		14311	
Outside Services		89852	
Wages		169678	
Other Operating Expenses		67440	
Total Expenses			363176
Net Operating Income			5220
Other Income			
Gain (Loss) on Sale of Assets			
Interest Income			
Total Other Income			0
Net Income (Loss)			5220

2. **Management Team Resumes**
   a. *Vidhisha Nandhikonda*
   b. *Kartik Tadisena*
   c. *Raghava Babu Athota*
   d. *Laxmi Mekala*

VIDHISHA REDDY
Chief Executive Officer

VIDHISHA REDDY
E:Vidhisha.Nandhikonda@gmail.com
P: (408)-807-8520
A: 209 W Central St, Suite 229, Natick, MA - 01760

Results-driven chief executive officer with over 15 years of IT experience in varying roles such as Data Warehouse / Database Developer.
Entrepreneur with experience leading and increasing growth in small and medium businesses.

Areas of expertise:

PLANNING/DESIGN – DEVELOPMENT/IMPLEMENTATION –
AGILE METHODOLOGIES – SDLC/SDIC–
CLOUD TECHNOLOGIES (AWS) – CHANGE MANAGEMENT – VENDOR RELATIONS
–
TEAM BUILDING/MOTIVATION

Technical Skills

- **Languages –** JAVA 1.6/1.7/1.8, Mule 4.x, Dataweave 4.0, C, SQL, VB.NET, Solidity, node.js, Next.js, ReactJS, React UI, GO Lang
- **Database –** Oracle 9i/10g/11g/19c, SQL Server 2005, DB2, PL/SQL, MySQL
- **Operating Systems –** UNIX (Solaris, AIX), RedHat (5/6/7), Mac OS, Windows 95/98/NT/XP/Vista
- **UML Modeling Tool –** Rational Rose Enterprise Edition, Microsoft Visio
- **XML Technologies Tools –** XML, JAXP (SAX, DOM), DTD
- **Build/Version Control Tools –** Bitbucket, Subversion, GitHub, CVS, Ant, Maven, Bamboo
- **J2EE Technologies –** Servlets, JSP, Struts, Spring, Spring Boot, Hibernate, JSF, MyFaces, RichFaces, EJB, JSTL, JDBC, JNDI
- **Web Development –** HTML, JavaScript, JQuery, Swing, CSS, XSLT, DHTML, JSON, AJAX, BEA AquaLogic Portal (JSR-168)
- **Distributed Computing –** JMS, Web Services, SOAP, WSDL, IBM Websphere Modern Batch
- **Application /Web Server –** IBM WebSphere 7.1.5, BEA WebLogic 8.1/10.0, JBoss 4.x, Apache Tomcat 5.x
- **IDE –** Anypoint Studio 7.6.0, SpringTool Suite, IntelliJ 2016.1, Eclipse, IBM RAD, WSAD, JUnit, JCreator, JBuilder, Rational Rose, Aqua Data Studio, SQL Server management studio, TOAD, SQLyog, SQL Navigator
- **Message brokers –** ActiveMQ, Kafka, Anypoint MQ

Management Skills

- Excellent Time Management
- Exceptional Marketing capabilities
- Conflict Management skills
- Good administration skills
- Decision making skills especially when under pressure
- Financial skills of how to run the business
- Effective Communication

Experience

Teknicloud Inc. - CEO

October 2022 - PRESENT, Massachusetts

Teknicloud, Inc. is an IT professional services and staffing services Company dedicated to resolving the most stringent and complex issues of our client's business. Staffing Services for recruiting Qualified IT professionals include Consulting, contract, contract to hire, and permanent employment profile.

- Oversee the strategic direction of the company
- Implement changes and proposed plans.
- Engage in media obligations and public relations.
- Interact with other leadership executives.
- Maintain accountability with the board.
- Monitor company performance.
- Key role in sales and business development

FMCNA - MA

FMCNA is a healthcare company which provides kidney dialysis services for their patients. Worked as an Integrations developer to integrate the data between different systems including Salesforce, KAFKA, Databases, API Integrations.

CELL SIGNALING TECHNOLOGY – MA

June2011 - March 2019

CST provides analysis and diagnostic products in cell biology research. Worked for BioInformatics department and the project is PhosphositePlus, this is an online portal to provide information and tools for the study of protein modifications.

GENWORTH FINANCIAL - VA

March 2006 - May 2011

Genworth Financial offers long term care insurance, life insurance and annuity retirement solutions to help the people to secure their financial lives and futures. Retail Lead program Portal Application helps the Agents, where they can purchase leads and see current and historical information about their lead purchases and the process for selling the long term care policies to the customers.

Key Skills and Responsibilities

- Oversee all the phases of Software Development Life Cycle including requirements gathering, analysis, design, development, unit/ integration/ system/ user acceptance testing and production support using Mule

ESB, Java/J2EE technologies.

- Experience working on AWS services like EC2, RDS, S3, and Lambda for Cloud applications. Demonstrated success in architectural planning, development, and implementation of various mission critical applications.
- Extensive experience with Agile and Test-Driven Development methodologies. Proficient in Java and J2EE technologies like Core Java, Java Beans, Servlet, JSP, Struts (Tiles, custom tag libraries), Spring Boot, spring, Hibernate, EJB, JSF, AXIS Web Services, JMS, Java Mail API, JDBC, JSON, IBM Modern Batch Framework, Java Portlet Specification (JSR168), and Design Patterns.
- Experience in developing RESTful and SOAP web services in Mule ESB based on SOA architecture Mule Server 4.x. Experience in Object Oriented Analysis and Design (OOAD) using UML (Structural and behavioral modeling diagrams including Use Case, Sequence, Class) design tool Rational Rose and Microsoft Visio.
- Strong Database (RDBMS) development experience in writing queries, functions, stored procedures, triggers, and views in SQL Server, Oracle and PL/SQL.
- Performed Unit testing JUnit and used Log4j logging framework to store log messages.
- Involved in the requirement analysis, design, development, and system integration and testing of the applications.
- Designed and developed Integration projects for various initiatives to integrate the data flow between systems including salesforce, EMPI, Databases, Messages Brokers including Kafka and Active MQ, Web services, SFTP servers.
- Developed various System API's, Process API and Experience API's.
- Developed Mule ESB projects for the services with synchronous and asynchronous Mule flows.
- Involved in the requirement analysis, design, development, and system integration and testing of the applications.
- Developed Experience API's by implementing OAuth Authorizations and Basic Authorization tokens from client.
- Used Basic Auth and OAuth Authentication mechanisms to consume REST API's and Orchestration.
- Extensively used mule debugger to debug mule the flows and wrote M-unit test cases using feature like mocking, verifying call, and assert condition based on the different data sets
- Used AWS S3 connectors to create buckets and folder to store and access the files.
- Co-ordinated the meetings with business in discussing the requirements and giving the product demos on a regular basis.

Educational Qualifications

Master's in Computer Science from UIS, Illinois, USA.
Bachelor of Technology in Computer Science and Engineering from JNTU, India.

KARTIK TADISENA

Director
Teknicloud, INC.
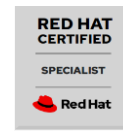
SUMMARY

Founder and CEO of Teknicloud, Inc. since its establishment in 2015. Highly effective, innovative and results-driven leader with consistent record of delivering exceptional results in IT Staffing and IT Solutions industries. Strong technical background in various technologies in public and private cloud sectors. Delivered multiple strategies that improved efficiencies, operations, and client profitability. Closely worked with clients to define solutions that transformed their business to become more profitable by implementing scalable enterprise solutions built upon the AWS, Red Hat and Vmware technologies.

About Teknicloud

Teknicloud, Inc. is an IT professional services and staffing services Company established in January 2015. Teknicloud started with providing staffing solutions to various clients across the US and slowly transitioned into providing professional services in latest technologies in private and public cloud sectors. Teknicloud's staffing solutions coupled with professional services increased the client base significantly in the last few years. Our team of trained and highly qualified IT experts use their expertise to deal with everything ranging from cloud solutions to any IaaS or PaaS solutions.

WORK EXPERIENCE

Teknicloud, Inc
Boston, MA
Director – Oct 2022 – Present
CEO – Jan 2015 – Oct 2022

New York City Government
New York, NY
Systems Architect – Jan 2007 – Dec 2014

Unedollar LLC – IT consulting services
Austin, TX
Managing Partner – Jan 2005 – Dec 2010

Axa Technologies
New Jersey
Systems Engineer – May 2002 – Jan 2007

Key Skills and Responsibilities:

- Over 20 years serving in multiple roles as a CEO, Director, Architect, manager and engineer in financial services, Insurance, government, and technology solutions providers.

- Strategic planner to implement new approaches in business and technology to add new client base and increase productivity with existing client base.
- Demonstrated success in architectural planning & implementation of technology Solutions for various clients in different domains.
- Extensive experience in designing and architecting private and public cloud platforms.
- Played a key role in evaluation of financial, operational and sales structures to plan improvements.
- Collaborated with HR to refine policies, train employees through interactive workshops and distribute documentation to all the employees.
- Analyzed onboarding system and developed training to improve employee retention.
- Lead major datacenter virtualization and consolidation projects to multiple clients.
- Designed and architected solutions for **Disaster Recovery**, **Logging** and **Monitoring** for containers while supporting multiple Hybrid cloud environments like AWS and On-prem (ESXi) for the organization.

CERTIFICATIONS

Redhat Certified Specialist in OpenShift Administration
AWS Certified Solutions Architect – Associate
AWS Certified SysOps Administrator – Associate

EDUCATION

Master's in Computer Science, Denver, Colorado
Bachelor's in Electronics and Communication Engineering, Hyderabad, India

TECHNICAL PROFICIENCIES

Container Platforms: Openshift 3.11, 4.10, PKS, Tanzu
Devops tools: Jenkins, Bitbucket, Nexus and Vault
Logging: Elastic search, Fluentd, Kibana Solutions, Splunk, HP OMI
Operating Systems: Oracle Solaris, Red Hat Linux, ESXi
Hardware: Oracle T-x, M-x, Dell & HP.
Software & Database: VCS, SVM, Oracle VM for Sparc, Oracle 9i, 10g, and 11g.
Authentication: Centrify, LDAP, Active Directory
Scripting & Tools: Bash, Python, PERL, DTrace Toolkit.
Storage & Backup: EMC VMAX, VMAX3, Symmetrix, Clariion, VNX, VMAX, Hitachi, Netbackup

Clients

Sterling Payment technologies, Tampa, FL
Tahoe Resources, Reno, NV
Symplr, KS
New York City, NY
Axa technologies, NJ

- A versatile and seasoned IT professional with over 20 years industry experience to support the organization's growth, transformation and customer success.
- Leader in delivering Business Critical projects and programs, to the best of customer satisfaction and budget.
- Expert in Managing Deliveries across Multiple sectors / domains, simultaneously, and role play across the projects and verticals.
- Proven track record in handling teams successfully across Services and Project Deliveries in high pressure delivery environments.

Overall Delivery Experience Summary:
- Experienced in critical account and multi project handling in diversified and distributed environments
- Experienced in managing the account operations including but not limited to Demand and Budget management
- Provide required input and coordinate with the presales and proposal engineering team for any testing RFP's and RFI's.
- Experienced in providing required input, support and coordination with organizational support functions like HR, Recruitment etc. and manage external vendors
- Experienced in Training lab / Testing lab / Tool centric testing CoE establishment
- Experience in automation test competency development, comprising of both fresh grads and lateral hires
- Coordinate with L&D (training) to devise and run the specific learning programs

Delivery Excellence:
- Client relationship and satisfaction
- Periodic project reviews
- Liaison with Account and Sales POC's
- Account mining

Operational Excellence:
- Periodic BE projection and tracking
- Staffing and Recruitment
- Training and Assessments
- Employee Performance reviews

Operations manager (Teknicloud IT Solutions Pvt Ltd):
- Contribute operations information and recommendations to strategic plans and reviews
- Analyze and improve organizational process and workflow
- Keep up all required operational and other software licenses to meet the day to day deliveries
- Maintain safe and healthy work environment by establishing, following, and enforcing standards and procedures; complying with legal regulations
- Manage relationships with key operations vendors

Manager Delivery (Infosys)
- Establishing seamless and periodic business communication between all the project stakeholders (client / Sr. Management).
- Ensure optimum utilization of resources and development of their capability towards achieving project goals.
- Providing overall direction to the project teams and is responsible for all administrative activities related to the project.

- Set and communicate the team objectives and accomplishments for a specific review period and appraise the project resources.
- Analyzing project risks and prepare mitigation plan to successfully accomplish the project / task.
- Review the project metrics and conduct RCA on deviations as part of continuous improvement
- Define and implement appropriate communication plan with all levels of deputies, manage key escalations and take appropriate measures to address issues reported / identified.
- Ensure the team highly motivated towards quality and deliverables.
- Watchful in identifying new / expansion of business opportunities from with in the ongoing projects and accounts.
- Interact with technical and test architects, business analysts, development managers in all necessary test project scope and requirement definitions.
- Manage changes to team, product and processes, if any, and take appropriate project related decisions.
- Actively participate in internal best practice councils like SAG and Testing Forum.

Manager Delivery (Ness Technologies)
- Managing multiple projects under different accounts for their delivery requirements
- Handled project teams / test competencies up to 50 people as Sr.Manager, with bottom line responsibility of teams performance and revenue
- Hands on working with establishing the test practice and TCoE
- Performance testing highly integrated automotive operations platform
- Stratazige and implement the end to end testing – functional testing, test automation and performance testing solutions for US based $500bn asset management company, for their back office system upgrade and global rollout with varying infrastructure stacks
- Performance and functional testing large SAP Implementations for UN international financial institution
- Performance testing the SAP implementations for multinational retail giant for their Middle Eastern operations, for over 500 concurrent users
- Performance test assessment of for UK based daily news and publishing company
- Performance testing trading platform for a Saudi based bank with Oracle and DB2 DB tires

Project wise Role Summary:

Sl #	Project Name: Client	Role	Technologies
1	Domestic and US IT Recruitment	Operations Manager	Office and other ATS
2	2nd largest Australian Bank	Manager Delivery – Environment Management track	TEMS, Plutora, Office and Other
3	American engines and power generation products manufacturer	Delivery SPOC	Oracle Apps
4	A portfolio of projects: American motorcycle manufacturer	SPOC - Project delivery	SAP, HR, Web applications
5	BX.com, BX Portal: BlackStone, U.S.A.	Project Manager – Testing	Open Text ECM, IIS, Tomcat, SQL Server, Windows 2007 R2,

6	Technology Roadmap Builder: CEB US	Project Manager – Testing	.Net, Flex, SQL Server, Manual Testing
7	A portfolio of projects (Portia 9 Upgrade / Delta / Venus / Gamma): Invesco, US	Project Manager – Testing – OffShore	Portia, FMC, Sybase, SQL Serer, Unix, Windows
8	CLAS (4.0) and FTA RW: M&T Bank, US	Project Manager – Testing	Manual Testing, .Net
9	Internal Engagements – Performance, Internal	Sr.Manager – Testing	LoadRunner, JMeter, iTKO Lisa.
10	Telegraph – Performance Audit: Daily Telegraph, London.	Test Manager – OnSite	iPlanet 4.0, ATG Dynamo (App Server, Personalization Server, Commerce Server) Double Click Add Servers, Server Logs, Keynote, SAR, Samples, Hit Box, Epsilon.
11	Kaiser: Kaiser Permanente, US	Project Manager – Automation Testing – OffShore	Manual Testing and Functional Test Automation – QTP
12	Puma GBS Automation & Performance testing: Puma, Germany	Project Manager. Offshore.	J2EE, EJB2.0, JSP, Struts, Servlets, Web Logic8.1 on Suse Linux, QTP 9.0, Mercury LoadRunner 8.1, Windows Xp SP2, Windows NT, CVS.
13	Opera Performance testing: GSK, US.	Project Lead – Performance Testing, Offshore.	Mercury Performance center 8.1, SAP R/3, Windows Xp SP2, Windows NT.
14	RBI – PhaseII.: Reed Business Information, Sutton, London.	Project Lead – Performance testing, Onsite.	LoadRunner 8.0, Adobe's InCopy and InDesign, Apache, Tomcat, Weblogic, Linux AS 4, Windows 2003, Windows XP, DCTM 5.3, Oracle 10g, MySQL.
15	RiyadTadawul, Riyad Bank: Riyad, Saudi Arabia.	Project Lead – Performance Testing, Onsite.	LoadRunner 8.0, iPlanet(NAS), IBM Websphere, IBM MQ Series, Linux AS 4, Windows 2003, Windows XP, DCTM 5.3, Oracle 10g, DB2.
16	DMZ and WNPS: Ford Motor Company - AU.	Team Lead – Performance Testing, Client Location.	LoadRunner 8.0, Apache, Tomcat, Linux AS 4, Windows 2003, Windows NT, Oracle 9i.
17	Panda – 2: Ford Motor Company – AU.	Team Lead – Performance Testing, Client Location.	LoadRunner 8.0, Apache, Tomcat, Linux AS 4, Windows 2003, Windows NT, Oracle 9i.
18	Unity – VST: Unilever Turkey.	Team Lead – Performance Testing, Offshore.	LoadRunner 8.0, SAP R/3, Linux AS 4, Windows 2003, Windows NT, Oracle 9i.
19	BGE, U.S.A.	Team Lead, Offshore.	Manual Testing

20	AEP, U.S.A.	Role: Team Lead, Offshore.	Manual Testing

My stint with various organizations:

Sl #	Organization	Designation	Duration
1	Teknicloud IT Solutions Pvt Ltd	Operations Manager	October 2022 till date
2	Infosys Limited	Sr.Manager	February 2012 till July 2020
3	Ness Technologies (India) Pvt. Ltd., Hyderabad	Sr.Manager	January 2008 till February 2012
4	Collabera Solutions Private Limited, Bangalore	Manager – Testing	May 2006 till December 2007
5	Satyam Computer Services Ltd, Hyderabad	Project Lead	October 2004 till May 2006
6	Cadsys India Pvt.Ltd, Hyderabad	Team Lead	December 1998 till September 2004

Resume

M. Lakshmi

Email: lucky.20191989@gmail.com   **Mobile**: +91 8074201892

Career Objective:

Looking for a challenging position in an esteemed organization where I can prove my skills for the growth of a company which provides me a rewarding career.

Qualifications Summary:

- Driven to exceed expectations and willing to work efficiently and effectively.
- Successful in communicating with people at all levels and with other departments as needed to best serve the customer.
- Outstanding ability to professionally and effectively deliver presentations to small and large groups.

Work Experience:

- **Working as a Recruitment Manager in Teknicloud Inc from June 2022 – Till Date.**

Responsibilities:

- Managing full-lifecycle of recruitment (full-. time/permanent, contract) and hiring processes, sourcing (direct, indirect), pre-screening, interviewing, reference checking, offer negotiations.
- Sourcing candidates thru Job portals and other sources
- Understanding & analyzing the clients manpower requirements in different skill set categories.
- Train and mentor new hires for internal team.
- Improve hiring practices by experimenting with new methods or channels. Keep an eye out for available talent on the market and plan accordingly.
- Supervising and providing overall guidance to the recruitment team.
- Drafts recruitment advertisements; posts and places ads in the most effective digital media for open positions.

- **Human Resources: June 2021 – May 2022, Novel IRS.**

Responsibilities:

- Manage the complete Recruitment Process from sourcing to onboarding and ensuring process

compliance by other team members including documentation and data capture.
- Identify right sources for various positions and developing a strong pipeline
- Set up and practice strong and consistent interview process.
- Coaching the employees.
  a. Training new recruits on Organization structure, roles and responsibilities.
  b. Induction training and orientation lectures
- Salary and Payroll negotiations:
  a. To discuss and solve employee queries with the dealership account staff.
  b. Negotiate on salary aspect at the time of recruitment.
- Maintain timely and accurate information on all candidate interactions.
- Provide ongoing support on HR related matters, policies, and procedure.
- Responsible for Leave Management
- Compile and update employee records.
- Any other activities assigned by management
- Conduct background checks.
- Execute the joining formalities including offer letters, appointment letters, etc.
- Handle employee grievances and employee counselling
- Conduct Exit formalities

- **HR/ADMIN: Jan 2020 – March 2021, Indus Group Inc with Techmeadows IT Services Pvt Ltd.**

Responsibilities:

- Handling End to End HR Operations.
- Sourcing resumes through Job Portals, other sources, head hunting and references.
- Screening profiles according to the job specifications.
- Serving as a first HR point of contact for all employee and manager enquiries
- Conducting the first level of interviews and salary negotiations with prospective candidates.
- Coordination Pre joining engagement with the candidates till successful on boarding.
- Coordinating with various departments for the hiring process and fulfilling the requirements.
- Calling the prospective candidates.
- Follow and execute company recruitment policy.
- Preparing JDs as per the requirement.
- Coordinate with the team members.
- Posting job ads and organizing resumes and job applications.
- Ensuring background and reference checks are completed.
- Preparing new employee files.
- Payroll Management.
- Conducting activities in order to maintain healthy atmosphere on floor.
- Prepare salary sheet of the employees.
- Performing Office Maintenance and Admin related duties.
- Issue Offer Letter and Manage Employee On-boarding and relieving.
- MIS Reports Generation & Maintenance of Existing Reports
- Taking care of employee database with regard to their date of appointment, address, telephone no's, references, employee department, code No, skill sets and other personal details.
- Handling Exit Process the full and final settlement of the employees.

- Maintaining & updating personal records, leave records, transfer, promotion & termination of all employees.
- Grievance handling various staff issues / queries related to various HR policy and salary

- **Head of Operations: May 2013 – Sept 2017, Excel Goodies Software Pvt Ltd.**

  Overall Responsibility: Responsible for candidate counseling, managing marketing & business development activities and operations at center in Hyderabad.

Responsibilities:

- Candidate Counseling - Counseling prospective candidates about course offerings over phone, face-to-face.
- Operations - Coordinating with Manager to ensure effective and efficient office operations and Saturday classroom set-up & arrangements.
- Handling Calls - For student mobilization and resolving queries - Sales Calls.
- Handling walk-in enquiries, telephonic enquiries & email enquiries.
- Provide updates to the clients via emails and phone calls.
- Sending mails to the students
- I need to help students to deal with practical problems and clarify them fundamentally and technically.
- Updating Students details in our database and generate Invoices.
- Handling all weekend batches.
- Ensuring adequate batch size and meeting batch start deadlines.
- Updating all websites about our company, and make awareness through portals.
- Responsible to generate, maintain, consolidate and track various reports
- Maintaining sales tracker and updating CRM regularly
- Prepare and submit weekly/monthly reports
- Maintain the petty cash expenses file
- Book Keeping & maintaining records
- To manage the day to day operations of the accounts department
- Coordinating to other departments.

- **Counselor: Feb 2012 – Mar 2013, Guru Nanak Business School.**

Responsibilities:

- Counselling attendees and prospects about courses
- Providing information on offered courses.
- Handling walk-in enquiries, telephonic enquiries & email enquiries.
- Tele calling & follow-up on database generated through structured campaigns.
- Ensuring adequate batch size and meeting batch start deadlines.
- Coordinating with Faculties & Centre Manager for organizing student selection procedure.
- Support center head on placement activities.

- Reporting the day-to-day Report.
- Maintaining all the database
- Sending mails to the students
- Prepare a list of calls made and send the same to HOD.

Education:

- M.B.A from Osmania University.
- Bachelor of Commerce in Computers from Shanthi niketan Women's Degree College.
- Intermediate from Sri Sarada Junior College.
- SSC from Vikas High School.

Technical Summary:

Operating Systems: Windows –XP/7, 8.

Databases: MS-Office (Word, Excel, Power Point)

Proficient with MS Office, specifically Advanced Excel,

Able to create formulas, formula based solutions.

Strengths:

- Positive attitude towards any sort of situation.
- Can perform better in both Team as well as Individual Environment.
- Self-Confidence, Quick learning, Adaptability, Friendly nature are assets to my personality.
- Good Communication skills both orally & Written.

Hobbies:

- Listening Music
- Watching TV

Personal Details:

Name	:	M. Lakshmi
Father's Name	:	M Laxmi Narayana
Gender	:	Female.
Languages Known	:	English, Hindi, and Telugu.
Address	:	Neredmet, Secunderabad.

Declaration:

    I here with declare that the above information furnished by me is true and correct to the best of my knowledge.

Date: Signature

Place: Hyderabad.   (Lakshmi .M)

3. **Candidate Resumes**
   a. *Server Technician*
   b. *Network Administrator*
   c. *Oracle Database Administrator*
   d. *Programmer/Analyst*
   e. *Microsoft Support Technician*

SERVER ADMIN/TECHNICIAN

Highlights

MCSE and VCP 4 certified with over 12 years of professional IT experience from help desk to systems administrator. Experienced in building, managing and troubleshooting Microsoft server OS (2003+), VMware ESX (4+) and Active Directory.

Experience

Microsoft/VMware Systems Administrator
AIC/AT&T for the Department of Treasury, Oakton, VA   *5/2018 – Present*
Build, manage, and troubleshoot Microsoft physical and virtual (VMware) servers for the Treasury Department. Resolve all requests and issues including: physical/virtual server administration, modification/upgrades of physical/virtual servers, Microsoft patching, Active Directory issues, and various VMware related issues. Also assisted in physical assets decommissions/inventory and data center physical management.

Microsoft/VMware Systems Technician
Experis at the International Monetary Fund, Washington, DC   *8/2014 – 12/2016*
Build, manage, and troubleshoot Microsoft physical and virtual (VMware) servers for the IMF's international, multi-site/location environment. Resolve all requests and issues including: physical/virtual server builds per customer specifications, modification/upgrades of physical/virtual servers, Microsoft patching, AD, and various VMware related issues.

Microsoft/VMware Systems Technician
Apex/Dell/Medstar at Washington Hospital Center. Washington, DC   *6/2013 – 4/2014*
Build, manage, and troubleshoot Microsoft physical and virtual (VMware) servers in a multi-location network. Resolve all requests and issues including: physical/virtual server builds per customer specifications, modification/upgrades of physical/virtual servers, Microsoft patching, AD, various VMware issues, network shares, VM migrations, and Tivoli/Commvault backup/data restores.

Microsoft/VMware Systems Administrator
Serco Inc. at the U.S. Census Bureau. Suitland, MD   *5/2010 – 4/2013*
Administer virtual and physical Microsoft 2003/2008 servers in the U.S. Census Bureau network, a mixed OS environment of Microsoft, UNIX and Novell. Build, manage, P2V and troubleshoot virtual servers via VMware vSphere as per customer specifications. Resolve all Windows (Active Directory, various role servers, DNS, network shares, NTFS, network printing, etc.) and VMware related issues. Create/manage user/group accounts and network shares in the Census Bureau's Novell-over-Microsoft environment that stretches all over the continental United States with various levels of security.

Microsoft Systems Administrator

I2 Inc. McLean, VA. *6/2008 – 5/2010*

Spec, build, deploy and manage Windows Server 2003 servers, Windows XP/Vista desktops and laptops in a multi-domain, intercontinental network. Responsible for all on-campus servers including domain controllers, Exchange, DHCP, DNS, Blackberry, etc. Resolution of all IT/Telecom/Audio/Visual related issues for on-campus and remote users.   I2 Inc has no call center, no help desk or tier 1 technicians – Two system administrators must provide resolution to the full spectrum of IT/telecommunication issues.

As part of a 5 man team, completed a full domain migration of over 150 users, 200 on and off-campus computers and 12 servers, coordinating with the corporate team in Atlanta and the UK with zero downtime for users.

Microsoft Systems Administrator/Desktop Engineer/Technician

L-3 Communications GSES. Chantilly, VA *3/2006 – 6/2008*

Administer, update and troubleshoot MS Active Directory, MS Exchange and various production servers. Configure and deploy new servers in various roles (DHCP, DNS, print server, file servers, etc.) for multi-domain and multi-forest networks.

Responsible for creating, managing and updating all standard and specialized images of workstations and laptops via Symantec Ghost. On-site computer, software, network and hardware (printers, blackberries, scanners, etc.) troubleshooting. Coordinate various equipment refreshes, deployments, data migrations and software/hardware upgrades. Effectively communicate with users to establish user expectations and to resolve issues in a timely, professional manner.

Helpdesk Technician

National Naval Medical Center. Bethesda, MD *5/2004 – 2/2006*

Handled incoming calls and resolved various IT issues (via remote desktop when possible). Created and managed Active Directory and Exchange accounts for over 4000 users on and off-base. Provided professional and courteous on-site troubleshooting of various IT issues (pc, software, printer, network problems and various hardware) for the premier U.S. military medical facility.

Education & Certifications
James Madison University. Harrisonburg, VA. BBA, 1999
MCSE 2003, VCP 4, A+, Network+ and Security+ certifications

Skills & IT Knowledge

Microsoft: Windows 2000+, Office Suite XP+, Windows Server 2003+, Active Directory & Exchange 2003+, Terminal Services and Virtual Server/Virtual Machine, Remote desktop console , Microsoft Migration Tool, and Microsoft Server Update Services

Software: VMware (4+), Symantec Corporate Anti-Virus, Symantec Ghost, PointSec, Symantec/Veritas NetBackup, Commvault backup, IBM Tivoli backup, RSA multi-factor management software, PGP Encryption, Magic SDE, Remedy Helpdesk, Track-It!, AdAware/Spybot, and Blackberry Enterprise Server

Hardware: Dell PowerEdge, PowerApp, PowerVault, Dimension, Optiplex, Latitude and Inspiron models, IBM blade servers, various HP/Gateway/IBM/Toshiba laptop and desktop workstations, various UPS (APC) models, HP printers/scanners/all-in-one, HP tape backup units, Avaya VOIP phones, Treo mobile devices and Blackberry/iPhone/Android smart phones

Network Technician

Professional Summary:

Senior network engineer with 7+ years of experience in Networking and Security.
Expertise on Global Networking & Operations, traffic monitoring & latency solutions for International customers.
Troubleshooting of network incidents with technical updates and artifacts.

Employment History:

Employer - TCS, Chicago, IL   **Aug 2019 - Feb 2023**
Senior Network Engineer (Team Lead)
Role & Responsibilities: -
- Handling Level -3 Escalations from enterprise customers and partners
- Strong Cisco Routing/Switching configuration/diagnostic experience
- Working on a Tier-1 ISP Core NOC and configuring BGP & BGP route advertisement on Juniper.
- Preparation of method of procedure for performing non service affecting activities on juniper routers.
- Z scalar Certification for Cloud computing and database security
- Expertise in Different Network protocols such as Spanning Tree, TCP/IP V4/V6, ARP, CDP, EIGRP, OSPF, BGP, VTP, Etherchannel, 802.1Q trunking, MPLS, HSRP, QoS, Multicast, IPsec, SNMP
- Monitoring different tools for link utilization and link configuration.
- Tools used – IPPMS, URL Scan, Ingress tool, ARBOR Wireshark
- Network Automation tools such as SD-WAN

Employer - TATA Communications Limited, India   **Jun 2017 - Sep 2018**
Senior Customer Service Technician / Executive
Role & Responsibilities:
- Proactively monitoring customer's links for outage/utilizations and notifying those regarding drastic changes if any.
- Troubleshooting of different network devices such as Cisco, juniper, Huawei, Alcatel (Routers & Switches)
- Troubleshoot of MPLS & Internet Leased Line links using Network related issues such as packet drops, destination IP not reachable, routing issues, Latency to destination IP, No Browsing, Not getting proper bandwidth for ILL and VPN circuits, Traffic DIP and Traffic failover Activity

Key Networking Skills:

Tools Used:
- Protocols: OSPF, BGP, EIGRP
- Ticketing Tool: BMC Remedy, REGP
- L3 Redundancy and HSRP.
- Monitoring Tools: MRTG, Wireless one, Spot Light,
- MPLS Services: L3 VPNs, IPSEC Monolith, CBOSS, Viznet
- CISCO, Alcatel-Lucent Routers and Juniper router.
- Switching: VLANs, VTP, and STP

Technical Certifications:
- Cisco Certified (CCNA)-R&S.
- Cisco Certified (CCNA)-Network Security. CSCO134291

- CCNP Cisco 350-401 ENCOR. Cisco ID= CSCO13429175
- ZCCA-IA-Zscaler Certified Cloud Administrator Internet Access – Security Specialist
- Palo Alto Networks Certified Network Security Engineer
- JNCIA

Education:
Master of Technology (Electronics and Telecommunication)
BE (Electronics and Telecommunication)

Oracle DBA

Over 25 years of OCP certified professional experience with Geo-spatial technology with a demonstrated history of working in the information services industry.
Strong team building and collaboration with my peers and management. Solid budgeting and cost planning experience.
Strong hands on information technology background and professional skilled in ArcGIS, Oracle Database, SQL Server, My SQL, PostgresSQL, ArcGIS Server, Portal, ArcIMS, ArcObjects, Linux, Windows, and mobile platforms as well as a solid background in application development. Have led several successful migration and re-platform projects from legacy systems to current technologies.
Excellent customer and client engagement experience.
Solution oriented and strive for achievable goals.

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TECHNICAL SKILLS

- **Software**: ArcGIS Enterprise, ArcGIS ArcMap, Arc/Info, ArcIMS, ArcSDE, ArcGIS Server, Oracle, Oracle Spatial, Data Guard, SQL Server, Google Cloud, Apache, IIS, Microsoft Access, Windows Server, Linux, Solaris, Microsoft Project, Visio, Excel, and Microsoft Visual Studio.
- **Hardware**: Cloud and Intel systems
- **Programming tools**: Microsoft Visual Studio, ArcObjects, XML, AXL, UNIX scripting, SQL, HTML, Python, Java, Javascript and .NET

EXPERIENCE

COGNIZANT, Austin, TX   **December 2019 - Present**
Manager
Oversee and manage Geospatial application and Oracle platforms with an onshore/offshore team for client support.

- ArcGIS Enterprise

- IIS web platforms

- Goggle Cloud Platform

- Spatial Data development and support on Oracle

- Manager offshore/offshore support

- 24x7 support

Major Project Successes:
- Oracle upgrade to 12c and 18c

- Migrate Oracle/Linux/and GIS systems to Google Cloud Platform

- ESRI/Corelogic Market Place - Create data streaming service for parcel and hazard data

- ArcGIS Enterprise Upgrade 10.7.1

EXPERIENCE

CORELOGIC FLOOD SERVICES, Austin, TX   **Apr 2006 –Dec 2019**
Oracle DBA/GIS Administrator
Primary Architect and support for Geospatial platform. Manage the ESRI software suite 10.x for the company. Manage spatial databases. Primary support for ArcGIS Enterprise Platform (Portal and Server). Coordinate GIS project development and product support with developers, technicians, database administrators, system administrators, and project managers, as well as client services support.

- JAVA , Javascript C#, ArcObects, and Python development

- Used Apache and IIS web platforms

- Pivotal Cloud Foundry development platform

- Goggle Cloud Platform

- Spatial Data development and support on Oracle, Postgres, and SQL Server

- Mentored staff and offshore support, accelerating onboarding process
- Provided 24x7 support and maintained 99.9% uptime

Major Project Successes:

- Migration of SQL Server databases to Oracle - technical team lead for both database and application developers to standardize company databases to Oracle which then led to parcel database project.

- Parcel Database Project – Database Lead that created a nationwide standard database for parcels to be used for a) point level geo-coding and b) data sales. Led to development of parcel patent # 8,078,594.

- Flood Risk Score Application - Created a flood hazard application for parcel properties based on water flow models. This application was leased as a subscription service to clients. As database lead, helped design, create, and manage company proprietary datasets for application. The proprietary data is sold to clients, as well.

- Data Center Consolidation - Consolidated multiple company data centers to just two (primary and secondary). It resulted in significant cost savings as well as simplified database management. Senior technical lead for database server migration as well as application server migration.

- ArcGIS Enterprise Platform - Developed and implemented ESRI based platforming for serving parcel and natural hazard data services for business clients.

- Google Cloud Migration - Migrated existing spatial databases and ArcGIS Enterprise application servers to Google Cloud Platform (ongoing).

ADDITIONAL EXPERIENCE

Texas Legislative Council, Austin, TX
GIS Programmer Analyst

Major Project Successes:

- World Wide Web Project - This project was to design, develop and implement servers and applications to put the state house, senate, and lieutenant governors' offices on the World Wide Web. Served as the lead application developer. Prior to this project, all information was served via mainframe terminal interface.

- Migrate GIS data to Oracle - This project involved migrating geo-spatial data from flat files to an Oracle database. This led to further application development to be more data driven. Lead database administrator and application technical coordinator.

- Redistricting Application - As a lead developer, helped design and implement modern UNIX, desktop, and web server applications for the Texas Legislature. The redistricting applications allowed legislators to draw political district boundaries based on census populations and election data. Previously, this process was done on paper maps and ANSI terminal screens.

- Migration from DB2 to SQL Server - The purpose of this project was to standardized reporting tools to Microsoft C# and Sql Server. This resulted in significant cost savings and established common development tools. Senior application developer and database coordinator.

- Project leader for GIS and redistricting applications for the Texas Legislature. Conducted project management, budget planning, project coordination, application development, technical support, web administration, and database administration.

EDUCATION

M.S. - Geology, Stephen F. Austin State University, Nacogdoches, TX

B.A. - Geology, University of Texas at Austin

PROFESSIONAL MEMBERSHIPS

American Society for Photogrammetry & Remote Sensing

CERTIFICATION

Oracle Database 9i certified Associated-2006.
Oracle RAC Database 10g R2 for Administrators -2007
Oracle Database 10g Certified Associated-2008
Oracle Database 10g Certified Professional-2010

Sr Programmer / Analyst

PROFESSIONAL SUMMARY

A highly experienced programming professional with comprehensive technical skills seeking a Senior Programmer/Financial Analyst position specializing in Microsoft Office/SQL development, i.e. coding VBA, Excel, SQL Server, Oracle, and Access.

Detail-oriented individual with more than twelve years of Information Technology experience who creates, implements, and sees complex programming projects through successful completion. Proven organizational, interpersonal, and diverse problem-solving skills, with the ability to effectively manage multiple tasks in a fast-paced, product-driven environment. Exhibits strong leadership qualities and excels as a team player and a polished oral and written communicator.

TECHNICAL SKILLS

Databases:	Access, SQL Server, Oracle10g, PL/SQL, MySQL, Stored Procedures, ADO/DAO
Operating Systems:	Microsoft Windows 10/7/Vista/Server 2003/XP/2000, Unix, Mac, DOS
Networking/Hardware:	TCP/IP, IIS, DNS, LAN/WAN, VPN, ODBC, JDBC, Firewalls, Routers, Hubs, Switches
Programming Languages:	Visual Basic/VBA/Macros, SQL, VSTO, VB.Net, CDO, ASP, VBScript, JavaScript, CSS, HTML, Java
Application Software:	Excel, Power Query/BI, SDLC, OOP, Outlook, PowerPoint, Project, Visual Studio, BusinessObjects, Essbase, MicroStrategy, Teradata, Tableau, Cognos, SFDC, SharePoint, Agile, Scrum, Discoverer, Visio

PROJECTS and WEBSITES

Programming, web development, and database integration work is detailed on my personal website functioning in a Microsoft SQL Server and Windows IIS environment: WebsiteScripters.com

PROFESSIONAL EXPERIENCE

Employer: Upwork   May 2017 – Present
Client: Various, Mountain View, CA
Senior Programmer/Financial Analyst (contract)
- Enhanced Excel inventory/sales/marketing/finance tools utilizing VBA/Tableau/Oracle/SQL Server to allow for database connectivity in reporting associated line data. Wrote SQL views and stored procedures within Excel's VBA for data generation.

Employer: Treda Consulting   May 2018 – April 2019
Client: Cisco Systems, San Jose, CA
Senior Programmer/Business Analyst (contract)
Assignment ended per original schedule
- Designed, automated, and architected intricate Excel/SFDC/BusinessObjects/Power Query data models using OOP principles for sales reports. Implemented complex formulas (SUMPRODUCT, INDEX, MATCH, INDIRECT, VLOOKUP, and arrays).

Employer: Sumeru, Inc.   October 2018 – March 2019
Client: Gap, Inc., San Francisco, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule
- Automated Teradata, Tableau, Cognos, and Power BI queries refreshed against SQL Server and distribution, value, and supply chain management utilizing logistics and Agile/Scrum meetings. Dynamic VBA and advanced Excel functions were coded.

Employer: iTalent Corporation   July 2017 – September 2017
Client: Veritas Technologies, Mountain View, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule
- Architected MySQL/Essbase SQL queries to create CSV files against a VBA driven Excel template. Built solutions for sales workbooks by functionally automating and updating associated territory mappings via Agile and Scrum specific customizations.

Employer: Enterprise Solutions, Inc.   August 2016 – April 2017
Client: PG&E, San Ramon, CA
Senior Programmer/Business Analyst (contract)
Assignment ended per original schedule
- Scripted Excel to SQL Server/VBA tools that generated stocking plan inventories, dynamic filter/fuzzy match criteria, and vehicle modifications. Created VBA and SQL stored procedures solutions utilizing Agile methods, Excel, and SQL Server.

Employer: Tiva Systems   January 2016 – July 2016
Client: Gap, Inc., San Francisco, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule
- Programmed a market buying tool in Excel against Cognos/SQL Server using VBA and complex Excel formulas to process the same. All SDLC aspects of design, testing/debugging, and documentation were utilized to conform to the division's needs.

Employer: Xoriant Corporation   June 2015 – February 2016
Client: Tibco Software, Palo Alto, CA
Senior Programmer/Data Analyst (contract)
Assignment ended per original schedule
- Performed intricate data analysis of Excel based reporting solutions via VBA and advanced formula/function methods against SQL Server and other data sources. Generated and analyzed interactive pivot table spreadsheets via an automated platform.

Employer: PRO Unlimited   December 2013 – May 2015
Client: Coverity, Inc., San Francisco, CA
Senior Programmer/Data Analyst (contract)
Assignment ended per original schedule
- Programmed an Excel/SFDC/Cognos to SQL Server/VBA tool, generated sales commission statements, YTD accrual data, and subordinate analysis. Exclusively involved in all SDLC aspects: design, testing/debugging, file versioning, and documentation.

Employer: Ascent Services Group   December 2014 – January 2015
Client: VMware, Palo Alto, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule
- Wrote Oracle database/Excel VBA integrations that processed forecast/actuals financial data. Generated advanced Excel models using named ranges and SUMIFS, COUNTIFS, CHOOSE, INDEX, MATCH, ADDRESS, OFFSET, and array formulas.

Employer: Q Analysts   April 2014 – May 2014
Client: AAA, Emeryville, CA
Senior Programmer/Data Analyst (contract)
Assignment ended per original schedule
- Integrated Oracle stored procedures/views, tables, and functions to interface against an Excel VBA based front-end tool that generated daily members-in-force data tables and graphs. Constructed several complex MicroStrategy reports in conjunction.

Employer: Spectraforce Technologies, Inc.   October 2013 – December 2013
Client: NetApp, Sunnyvale, CA
Senior Programmer/Data Analyst (contract)
Assignment ended per original schedule
- Created an Excel spreadsheet that utilized new pilot program metrics and charts by programmatically pulling data from a number of different applications/databases. Automated supply chain distribution tasks through Excel/VBA for desired results.

Employer: Secure Talent   January 2013 – July 2013
Client: Mi Pueblo Foods, San Jose, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule
- Programmed a SQL Server backend database and associated stored procedures to connect to a VBA encoded Excel frontend SQL reporting platform. Developed an iPad/Google MyDrive spreadsheet application for the company's safety/audit division.

Employer: Maxonic, Inc.   January 2013 – April 2013
Client: <u>Hitachi Data Systems</u>, Santa Clara, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Enhanced Hyperion Essbase financial reporting methods to incorporate VBA/SQL programming against the financial engine's SQL Server database instance. Automated reporting methods included stored procedures and dynamic, named range formulas.

Employer: ATR International, Inc.   September 2012 – November 2012
Client: <u>Kaiser Permanente</u>, Pleasanton, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Created a project management operating system Access database that processed input/output data against an Excel interface. A complex multi-tab userform was implemented via VBA/SQL to allow for a seamless transition/format of data elements.

Employer: Collabera, Inc.   May 2011 – February 2012
Client: <u>Abbott Labs</u>, Alameda, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Wrote extensive Oracle stored procedures, views, and functions to interface against an Excel/Access VBA based front-end and SharePoint managed sales reporting application. The data resided in a multitude of tables/views requiring complex SQL joins.

Employer: Magley & Assoc.   February 2011 – April 2011
Client: <u>PBI, Inc.</u>, San Rafael, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Automated an Access VBA database to process all client pension benefit information. Built elaborate userform splash screens allowing for data entry and revisions as required. Tied all data against the supporting tables and queries to ensure accuracy.

Employer: Controller's Group, Inc.   August 2010 – December 2010
Client: <u>Coupons, Inc.</u>, Mountain View, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Built an elaborate Excel to SQL Server interfacing weekly reporting tool via VBA userform methodologies. Many different data inputs/outputs, i.e. calendar OLE objects, ODBC connections, stored procedures, etc. were integrated to report as needed.

May 2010 – August 2010

Employer: Phoenix Partners
Client: <u>Ernst & Young</u>, Palo Alto, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Created SQL Server tables/views/stored procedures application to revise the insurance customers' database environment. All crucial modifications were made within 2008 SQL Server Management Studio via separate SQL and batch file processing jobs.

Employer: Apex Systems, Inc.   February 2010 – May 2010

Client: <u>Clorox Corporation</u>, Oakland, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Programmed an Access VBA import/export procedure to automate the required inputs, changes, and updates to millions of records in external databases. Exported text files were then utilized and imported into the primary multi-dimensional database.

Employer: Apex Systems, Inc.   April 2009 – March 2010
Client: <u>Cisco Systems</u>, San Jose, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Developed Excel sales forecast tools utilizing VBA/VSTO by connecting to a SQL Server backend and creating and executing stored procedures. Wrote triggers to process macro code, generate Excel workbooks, and email them daily to management.

Employer: Magley & Assoc.   March 2008 – December 2008
Client: <u>Visa USA</u>, Foster City, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Automated Access VBA userforms by linking financial reporting Access, SQL Server, and Oracle database tables into an Excel-interfacing, macro-driven reporting environment via DAO. Processed all budget, forecast, and actuals data during development.

Employer: Magley & Assoc.   September 2007 – March 2008
Client: <u>Gap, Inc.</u>, San Francisco, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Created Excel VBA wizards that interacted with an Essbase back-end database to build dynamically-generated executive reports. Elaborate VBA functions and methods were written to arrange the results as specified by user criteria inputs and needs.

Employer: Hicks Consulting Group   December 2006 – July 2007
Client: <u>Visa USA</u>, Foster City, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Built VBA encoded financial reports based upon data integrated across several platforms, i.e. Excel, Access, PowerPoint, and BusinessObjects. Using ADO and a number of VBA objects/properties, the data was imported into Excel pivot tables/graphs.

Employer: Buxton Consulting   February 2006 – December 2006
Client: <u>Cisco Systems</u>, San Jose, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Processed SalesFinance division data using VBA procedures in Excel and Access against SQL Server and BusinessObjects environments. Pivot table macro automation was successfully accomplished enabling ease of use for all end-user individuals.

Employer: Kelly Services, Inc.   May 2005 – June 2005
Client: <u>Oracle Corporation</u>, Redwood Shores, CA
Senior Programmer/Financial Analyst (contract)
Assignment ended per original schedule

- Generated code to automate VBA/CDO/ADO email algorithms that entailed dynamically emailing customers their converted PeopleSoft account statements with unique email subjects/bodies and attaching specific password-protected Excel spreadsheets.

Oracle Corporation, Redwood Shores, CA   September 2002 – May 2005
Senior Programmer/Financial Analyst (employee)
Layoff due to PeopleSoft acquisition
- Programmed and wrote extensive sales tools and reports via VBA/Excel macros, while incorporating extensive usage of the Excel Object Model. Analyzed global sales trends through Access/Discoverer/Oracle9i SQL, JavaScript, and DOS batch files.
- Designed Oracle University Customer Intelligence and Quote tools through VBA enabling the sales force to access live, real-time sales data with the use of dynamic web queries to continually update the available Oracle University course offerings.
- Performed thorough financial analysis of sales leads capacity planning and auto flow reports/statistics that utilized complex functions/formulas, elaborate graphs and charts, and pivot table trend data analysis.
- Managed a development team from India that assisted in composing data for Oracle University's sales division.

Oracle Corporation – *Accomplishments*
- Recognized and rewarded for successful completion of "high-visibility" projects by providing the necessary tools to the sales force to assist them in generating positive cash flow revenue.
- Created training materials and then presented and demonstrated sales tools to the management teams and sales staff.
- Met or exceeded all deadlines in the creation/delivery of sales tools, programs, and SQL generated projects and data integration.
- Regularly trained and presented to employees on the advanced features and functions of the Microsoft Office product line.
- Certified in Discoverer Administration and Discoverer User Edition versions.

EDUCATION, HONORS, and AWARDS

San Francisco State University, San Francisco, CA
Bachelor of Science Degree, Computer Information Systems
Cumulative GPA: 3.42 – Dean's List Recognition – Class of 2000
Chevron Corporation Scholarship, Business Analysis and Computing Systems

MS SUPPORT TECHNICIAN

CAREER SUMMARY

⌂ MCSE-certified technician specializing in troubleshooting/ configuring Windows-based technology, installing and maintaining servers, networks, operating systems

⌂ Initiator, architect and implementer of IT solutions that improve business value, ensure compliance, transform resources and optimize processes

⌂ Effectively manage multiple complex server projects, preserver systems integrity, identify and implement latest industry innovations

⌂ Skilled in managing computer systems, disaster recovery, technical support, training and mentoring, overall maintenance of systems, software installation, performing tests, resolving computer issues

⌂ Implement IT risk and security compliance measures to better position organizations in rapidly changing IT world

⌂ Transparently collaborate with vendors, clients and internal stakeholders.

CORE COMPETENCIES

⌂ Network Architecture and Essentials	⌂ Server Installation, Configuration, Administration
⌂ Project Management	⌂ Management Information Systems
⌂ Sought After Team Supervisor and Mentor	⌂ Superior Customer Service / End-User Support
⌂ Skilled Troubleshooter / Problem Solver	⌂ Excellent Work Ethic and Time Management
⌂ Extensive Knowledge of numerous Operating Systems / Software Packages	

TECHNICAL EXPERTISE

Certifications: Microsoft Certified Systems Engineer (MCSE), System Administrator (MCSA), Database Administrator (MCDBA), CISCO Certified Network Professional (CCNP), CISCO Certified Network Associate (CCNA), Oracle Certified Professional Database Administrator (OCPDBA), Comp TIA A+, DELL Certified Systems Engineer (DCSE)

Environments: Windows 10, Office 365 / 2016-2019. Microsoft SCCM, Windows servers, AVAYA, CISCO, .Mac, HP, Apple MAC, Internet Explorer, Chrome, Firefox, Red Hat Linux, SCO, UNIX, Novell, Sun Solaris, IBM Netfinity, Free BSD, Lucent

Networks: LAN/ WLAN, WAN/ WWAN, WiFi, CISCO VPM, VoIP, 10/100/ 1000Base-T, Exchange, DNS, POP3, CAT 5-6, RAD, DHCP, PHP, FTP, HTTP, SMTP, ISDN, DLink, DSLAMS, DSL-XDSL, ISA, SONET, Frame Relay, T1-T3, TCP/ IP, Fiber Optic

MIS: SQL 2000-2016, Oracle, MySQL, PL/ SQL, MS SQL, FoxPro, IBM DB2, MS Access, Sybase

Languages: SAS, Tableau, .NET, Visual Basic, HTML, ASP, VBScript, Jscript, Advanced JAVA, C++, C#, C, Shell, COBOL

Support: MS Office/ XP Pro Suites including Project, Outlook. CISCO Secure Services Client, CISCO AnyConnect, CISCO and AVAYA phones, McAfee Data Encryption, Symantec End Point Protection Client, Dell Data Protection, Dell Data Protection Client HP Asset Management, Service-Now Asset Management S/W, WebEx, Symantec Antivirus and Barracuda spam filters, Crystal Reports, SnagIt, Corel Draw, Adobe Photoshop, PageMaker, Apache Web Server, Macromedia Flash, and BlackBerry. ZEN, Op-Manager, MAXIMO ticketing systems. Bit Locker, Project Issues Tracking And Data Migration Tools, Ghost Imaging systems, Enterprise Images, ATT Vendor Management, Creston System Audio Visual, Verizon, Good for Enterprise apps

PROFESSIONAL EXPERIENCE

EXLService (Through CyberThink)   11/19 – 04/20
Support Admin/Technician - Microsoft
- Provide priority assistance to C-suite and other executives (25%) as well as internal clients (75%)
- Deployed Windows 10, MS Office 2016, Office 365 to 2500+ clients; refreshed onsite and remote older laptops with same. Backed up data using backup script; for migrations, SCCM team developed an image, for post deployment worked closely with end-users to resolve individual specific issues
- Push software updates and patches using SCCM and Remedy. Work closely with SCCM team to design and modify images and provide information to be added or removed per the issues at the time of imaging. Consult with Desktop Engineer Team for direction and best practice
- VPN access and troubleshooting using CISCO AnyConnect, Global Protect, Direct Access
- Independently assess issues and root causes of those issues for escalation to third, fourth or fifth levels
- Log in and resolved Help Desk walk up and email requests within 10 minutes for a top 5% clearance rate
- Configure AVAYA desk "soft" phones.

Conagra Foods, (Through TEKSystems)   09/19 – 11/19

Depot Technician
- Group Policy and Permissions Management
- Provide priority assistance to senior executives (25%) and internal clients (75%)
- Network and wireless problem resolution including server room and IDR room support
- Troubleshot, supported and maintained cabling and low voltage electrical concerns at all times
- Deployed Windows 10, MS Office 2016, Office 365 to 1500+ clients; refreshed onsite and remote older laptops with same. Troubleshot and administered Office 365 via the online web portal
- Managed, troubleshoot and configure HP Follow you Printers.
- Rebuild desktops, laptops, MACs, towers, tablets and maintain corporate hardware inventory
- Log in and resolved Help Desk walk up and email requests within 10 minutes for a top 5% clearance rate
- Test and maintain disaster recovery protocols and processes

Horizon Blue Cross Blue Shield of New Jersey, Newark, NJ (through TATA Consultancy Services, Ltd.)   11/14 – 08/19
Service Desk Walk-Up Center Technician (Pennington Office)
- Provide priority assistance to senior executives
- Deployed Windows 10 and MS Office 2016 to 1500+ clients; refreshed older laptops with same
- Managed, troubleshoot issues related to services, users, Badge related Printing issues on XEROX Follow you EquiTrac Servers
- Managing Follow You Printers by adding, configuring new printers, resolving connection issues
- Managed, Troubleshoot issues related to Badge Printers.
- Deployed, Upgraded (BES Server) Mobile Devices including iPad, iPhone, Android and Wireless devices to 1500+ field employees
- Managed, troubleshoot Badge Issues using Web Interface for Users. Printed new Badges whenever required.
- Log and resolve Help Desk and email requests within 10 minutes; top 5% ticket clearance rate
- Advise clients regarding all aspects of software installation, configuration, upgrade and use of AVAYA phones
- Configure AVAYA desk/ soft phones (call center and non-call center). AVAYA Web Module System and CMS Supervisor application
- Rebuild desktops, laptops, Apple MACs, towers, tablets and maintain corporate hardware inventory
- Test and maintain disaster recovery protocols and processes

Princeton University, Princeton, NJ (through TEKSystems, Inc.)   08/14 – 09/14
Technology Infrastructure Support Team Leader
    Resolved walk-up and emailed request through OpManager help desk ticketing system. Reset user passwords
    And security profiles. Mitigated wired/ wireless networks, mobile devices and network printer and scanner issues

Bank of America (Merrill Lynch), Pennington, NJ (through TEKSystems, Inc.)   11/11 – 11/14
Technology Infrastructure Support Team Leader
- Team Leader migrating 6000+ clients to new network involving routers, switches, hubs, patch cabling, multi-function printers, FAX machines, IP phones, desktops, laptops, mobile devices
- Moved clients from legacy Merrill Lynch infrastructure to Bank of America's share and home drives; email
- SharePoint site administrator. Verified and corrected technical documentation uploads made by technicians
- Installed, configured, troubleshot, and apprised clients about laptop endpoint encryption, Bit Locker, CISCO Secure Services Client and CISCO AnyConnect
- Maintained client accounts on active directory and monitored same for account lockouts, password resets
- Team lead and Subject Matter Expert to IT team members having difficulty resolving varied technical issues

Bank of America (Merrill Lynch), Pennington, NJ (through DiSYS Global Staffing)   03/11 – 10/11
TBAND Deployment Project Lead
- Built and deployed test workstations with line of business-specific applications
- Coordinated application testing with 90+ business contacts and secured testing sign-off
- Troubleshot applications and reporting issues found in Project Issues tracking tool; escalated inconsistencies to Risk Management; documented corrections and guided/ mentored team members through the project
- Deployed, configured, migrated troubleshot, maintained Windows and MAC-based equipment and other hardware in a heterogeneous environment
- Ordered and assembled equipment for new hires and remote users
- Assisted clients with MS Windows software and network applications installation and configuration

Jacklin Associates, Inc., King of Prussia, PA (through Prime Technology Group, Inc.)   05/09 – 02/11
Desktop, Server, Network Support Technician
- Created and executed scripts updating company's website in addition to Admin scripts for Windows servers
- Database administrator support to SQL server
- Oversaw corporate user VPN, Dial-in and mailbox server access profiles and permissions
- Generated custom Crystal reports for senior management
- Assisted with server and network administration. Created recovery disk images using Symantec Ghost

Bristol-Myers Squibb, Pennington, NJ (through InSight Global)   03/09 – 04/09

BlackBerry Migration Project
> Backed up, erased, restored client BlackBerrys per company policy. Activated users' email addresses for use with BlackBerry Enterprise server. Advised users regarding usage; resolved problems after activation

Bristol-Myers Squibb, Pennington, NJ (through DiSYS Global Staffing)   10/08 – 12/08
Lead - Laptop Refresh Project
> Prepared, installed, configured new laptop operating system. Backed up users' network drive data and migrated it to new laptops Installed and configured applications, prints, share drives. Erased and designated old laptops as "end of life." Registered new laptops and verified both inventories for accuracy

RCM Technologies, Inc., Philadelphia, PA (through DiSYS Global Staffing)   09/08 – 12/08
Dell Field Service Engineer
> Consistently provided quality service and support for equipment. Exceeded service levels established by manager. Developed and maintained positive relationships with business partners/ clients. Ensured the highest quality of service was provided and all service level goals were achieved in a timely manner

Prime Technology Group, King of Prussia, PA   05/08 – 08/08
Desktop, Server, Network Support Technician
- Built and installed company infrastructure from scratch and linked it to Bangalore headquarters
- Created, assembled, configured and coordinated new Help Desk to include phone lines and email
- Supported ongoing technology infrastructure upgrades to address current and future needs
- Monitored hosting/ hardware infrastructure; documented system and process
- Measured system scalability and maintainability
- Communicated ongoing monitoring and maintenance workflow with individual users

StarCite, Inc., Philadelphia, PA   09/04 – 04/08
Corporate IT Support Technician
- Configured, installed, managed Windows-based Exchange, ISA, DNS, VPN, WEB, SQL 200-2005 servers
- Upgraded 100Mb network infrastructure to Gigabits using CISCO 6000, 3000, 2000, MPLS, ASA switches
- Planned, scheduled, executed database backups/ restores, maintenance and upgrade operations
- Configured and implemented Data Domain server to backup critical servers during disaster recovery; BlackBerry BES server 4.0; CISCO-based customer service applications and soft phones
- Set up CISCO Meeting Place server and VoIP phone system for remote office AV conferences
- Implemented CISCO VPN with RSA security token configured for local/remote users
- Supervised IT personnel engaged in data communication line installation to alleviate 10Mb network traffic overload
- Oversaw corporate user profiles and permissions to VPN, Dial-In, mailbox servers
- Configured and managed CISCO Voice Mail (Unity) server; OpManager Help Desk; web-based Symantec antivirus and Barracuda spam filters
- Procured equipment and supplies deployed, configured, migrated workstations and other hardware
- Promoted and maintained superior vendor and corporate accounts relationships with:

Dell: Enterprise-wide global support contact	STAPLES: Enterprise-wide order management
AT&T: 1500+ phones; 1000+ Air Card users	WebEx: 750+ users
E-Fax: 500+ users	Global Crossings: 700+ users
Sales Force: 500+ users	Iron Mountain: Weekly server tape backups

EDUCATION

CMC Limited (A Govt. Of INDIA Enterprise), Ahmedabad Gujarat, India –PGDCE - B.S.: Computer Applications and Engineering (2000 - 2001)
Gujarat University, Ahmedabad Gujarat, India - Bachelor of Commerce: Accounting (1982 - 1985)
Fluent in English, Gujarati, Hindi

COMMUNITY SERVICE

Bochasanwasi Akshar Purushottam Swaminaryan Sanstha (BAPS) N. American Headquarters - Levittown PA   2004 - Present
Maintenance Coordinator
Oversee, update, and improve computer network and website. Supervise and coordinate Audio Visual support for large-scale events, seminars, presentations. Perform electrical and general contracting as needed. Provide transportation for volunteers. Actively engage in municipal and local community outreach, cultural and educational exchange efforts.