



Jefferson Parish

State of Louisiana

**Response to
RFP 0464-**

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

Submitted by:

Submitted to:



HCL Global System Inc.

Jefferson Parish Purchasing Department

200 Derbigny Street General Government Building,
Suite 4400 Gretna, LA 70053.

Durga Prasad Gadde, Phone : (248) 473-0720

Corporate Office:

24543 Indoplex Circle, Suite 220, Farmington Hills, Michigan – 48335



A. Cover Letter:

To:

Jefferson Parish Purchasing Department

Hello,

RE: Proposal Submission for RFP 0464 Provide Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications

Thank you for the opportunity to respond for RFP 0464 Provide Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications.

We, at HCL Global Systems Inc., are excited about the opportunity to help you reach your IT staffing goals. This response will help you understand that our staffing services meet all of your requirements. We have an excellent track record with our various clients who trust us with all their staffing needs. HCL Global acknowledges the receipt of all RFP addenda. We state that the proposal shall remain valid for a period of not less than 120 days from the date of submission. We also state that all information submitted with the proposal is true and correct.

Value added Services:

All we do is help clients realize value from their software. We work with clients to address every type of software issue, including planning, sourcing, collaboration, execution, analytics and data management.

First-hand, real-world experience:

Our staff isn't made up of just computer programmers or career consultants. Many of us came to HCL Global Systems with years of experience in healthcare, manufacturing, supply chain management and procurement management. We have first-hand experience in dealing with the issues our clients face.

HCL Global System offers a unique focus on technology initiatives by combining leading expertise, broad coverage, global scale, and flexible delivery with exceptional delivery to our customers and our stakeholders with a superior ownership experience. We develop our thought leadership through collaboration across the globe.

We hope Jefferson Parish Purchasing Department chooses HCL Global for their IT Staffing Requirements.

Yours Truly,

Durga Prasad Gadde

CEO,

HCL Global System Inc.

Corporate Office: 24543 Indoplex Circle, Suite 220, Farmington Hills, MI- 48335.

Phone : (248) 473-0720, Cell : 248-787-6994.

Email: gadde@hclglobal.com, govt@hclglobal.com.



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C. Technical Proposal Elements:

Executive Summary

HCL Global Systems Inc. is a minority owned (certified in the State of Michigan) with over 15 years of experience in Staff Augmentation, and we stand out in this industry by continually evaluating the technological trends in the market and recruiting the brightest candidates. We have over 1500 employees in various projects across the United States as well with the corporate office in Michigan and local office in Atlanta, Florida. We have our global presence in Canada and India with our offshore facility and can quickly mobilize resources depending on the project needs.

HCL Global Systems is one of the best IT consulting firms specialized in Application development, Quality Testing, IT Courses Training, staffing and recruitment services. With a wide range of experience, we are confident in our ability to help our customers grow and improve their businesses. More than likely, regardless of the nature and scope of the problem, our dedicated team of professionals can help you to achieve a cost effective business solution.

Top 4 reasons why customers choose us as their software company

- Experience in large size projects
- The best brains work for you
- Shorter project time and cost optimization
- Project Rescue Service



HCL Global Systems is a leading consulting, business solution and systems integration firm delivering solutions that benefit our clients by applying our Knowledge and experience and creating a curriculum that fits industry standards with a unique blend of services.

Scope of Services –

- HCL Global System highlights an extensive candidate pool with in hand industry experience and knowledge with the current Technology trends.
- The copy of the Certifications accomplished for the candidates will be produced once awarded.
- HCL Global has been in business for the last **18 years and is a leading name in IT Staffing.** We have worked over multiple roles and have over 70 W2 employees in the practice. We were able to source someone local in less than a month and were able to hire thereafter. We were eventually onboarded as a new supplier with this client and are now actively working with them.

D. Proposer Qualifications and Experience:

HCL Global's key Contact personnel & Qualifications:

The key personnel are:

- **Durga Prasad Gadde**- will be responsible for overall account management.
- **Upasna Palakodaty**- will be responsible for handling Payroll.
- **Mukta Konanahalli**- will be responsible for Operation Management and handling Compliance and Onboarding.

Key Personnel 1

Name	Durga Prasad Gadde
Title	CEO
Email ID	gadde@hclglobal.com
Phone Number	248-473-0720



Fax Number	248-473-0721
Work Description	<ul style="list-style-type: none">•Founded HCL Global Systems Inc. on April 15, 2005 and grew revenue to \$168 million in 2021.•Responsibilities include; negotiating contract rates and fees for placements, developing strategic proposals, maintaining and overseeing budgets and profit and loss statements•Hired and managed all staff members in sales, recruiting, and operations
Proposed Role	Responsible for overall account management

Key Personnel 2

Name	Upasna Palakodaty
Title	Manager - Human Resources
Email ID	upasnakoul@yahoo.com
Phone Number	248-302-6749
Work Description	<p>Responsibilities:</p> <ul style="list-style-type: none">• Signing Contracts/Agreements with the clients & Vendors• Making sure the work Authorizations are up to date• Interview & Select candidates for different Positions• Explain Human Resources Policies & Procedure to all employees• Coordinated Intake• Exit Interviews• Maintain & update employee personal files• Minority Certification with Various states• Background & Drug tests• Employment Verifications• Insurance Enrollments
Proposed Role	Responsible for Handling Payroll

Key Personnel 3

Name	Mukta Konanahalli
Title	Immigration Team Lead
Email ID	muktakona88@gmail.com
Phone Number	(734) 658-2198
Work Description	<ul style="list-style-type: none">• Evaluate candidate's education and experience versus the



	<p>requirements of federal laws and regulations (USCIS & DOL). This involves research and analysis of the federal labor and immigration regulations.</p> <ul style="list-style-type: none">• Responsible for making decision on candidates qualify for immigration statuses• Coordinate with corporate (in house) managers, recruiters, and employees (manage around 500 employees who are on H1B non-immigrant visa)• Coordinate with HR department, accounting department and make sure to keep aligned with the immigration rules and regulations• Maintain client records and files on database; communicate and liaise with clients on all issues pertaining to the status of all immigration matters. Coordinate with clients regarding MSAs, SOW/POs and letters• Consult with attorneys and other legal staff/ team regarding files and case processing; discuss case strategy.• Computer skills: INSZoom (immigration software), MS Office, Excel, Access, Windows, Internet• Use a web-based application process for labor certification and immigration.
Proposed Role	Responsible for Operation Management and handling Compliance and Onboarding

HCL Global's Firm Experience:

We have over 19 years of experience in the industry, and our recruitment experts have successfully catered to multiple clients. Our industry experience and domain knowledge has enabled us to provide innovative solutions to our customers.

Delivery Capability:

Our well-qualified candidates will quickly adapt to your project environment and will immediately onboard and become productive. Our delivery capabilities are unique in many aspects.

- Process-driven delivery methodologies – Waterfall, Agile, Pair programming, Behavior Driven Development, Test Driven Development, etc. to name a few
- Strong collaboration with the present customer's team
- Quickly adapt to changing needs of the project
- Quality deliverables according to your prescribed standards
- Provide functional training to end-users and support teams (if applicable)
- Technology training for our candidates.



Tailor-Made Solutions:

We understand every customer and project situation is different and hence tailor-make solutions that are unique to every customer and project. We design a staff augmentation strategy depending on the project needs factoring in the timeline, technologies, delivery model, duration, geography, support needs, etc.

Our Experience with Staff Augmentation

HCL Global has excellent experience placing candidates with various technological backgrounds. Below are some of our key areas of expertise; including but not limited to:

- Web & Mobile Development
- CRM & ERP Customization & Implementation
- Robotic Process Automation
- Digitalization, Data Integration, and Big-data IOT
- Business Intelligence & Analytics
- Cloud Technologies & Implementation
- Testing Automation.

Client References:

Client Name	Contact Details
<ul style="list-style-type: none">• Fidelity Investments	Joshwa Swan Email: joshua.swan@ftsjobs.com Phone: 919-458-7000 Title: Director-Talent Acquisition
<ul style="list-style-type: none">• TEKSystems	Jason Lechmanik Phone: T 410.540.7532 M 302.897.1098 Email: jlechman@TEKsystems.com Title: Sub-Vendor Relationship Manager



<ul style="list-style-type: none">Volkswagen	Guy Vendittelli Phone: T: 248.754.4332 M: 248.298.6147 Email: guy.vendittelli@vw.com Title: Sr. Program Director, VWGoA - Engage Program
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Client	Duration of Engagement	Number of Staff Provided	Brief Description of Services Provided
Fidelity Investments	2012- current	300	Software staffing & development
TEKSystems	2008- current	350	Software staffing & development
Volkswagen	2015- current	50	Software staffing & development

Excellent track record in terms of Delivery & Partnership Capabilities

At HCL Global System, we create strong partnerships with customers based on mutual trust and service quality. We find the perfect candidate for your project and delivery needs on time. Our well-qualified candidates will quickly adapt to your project environment and will immediately onboard and become productive. Our delivery capabilities are unique in many aspects.

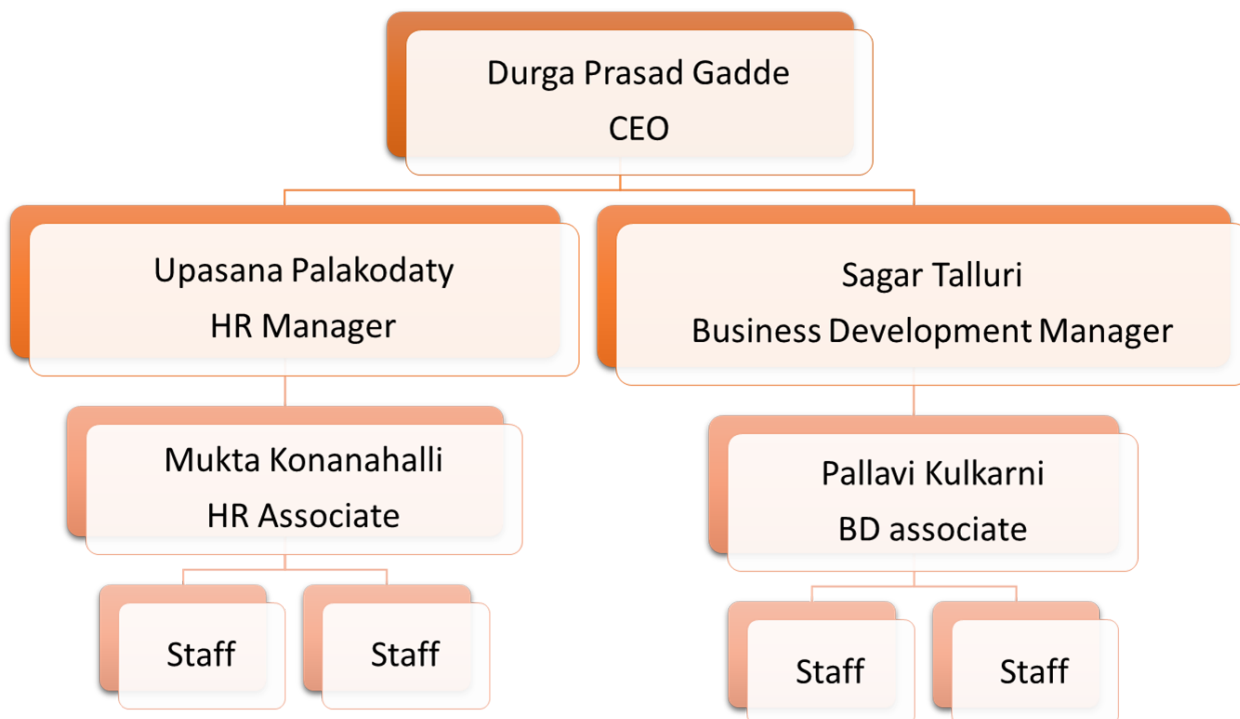
- Process-driven delivery methodologies – Waterfall, Agile, Pair programming, Behavior Driven Development, Test Driven Development, etc. to name a few.
- Strong collaboration with the present customer's team.
- Quickly adapt to changing needs of the project.
- Quality deliverables according to your prescribed standards.
- Provide functional training to end-users and support teams (if applicable).
- Technology training for our candidates.

We understand every customer and project situation is different and hence tailor-make solutions that are unique to every customer and project. We design a staff augmentation strategy depending on the project needs factoring in the timeline, technologies, delivery model, duration, geography, support needs, etc.



HCL Global Systems is promoted by entrepreneurs and Technocrats with a proven track record in the IT industry. Our expertise extends across a range of technologies encompassing cutting edge technologies like E-commerce, ERP, CRM, Data Warehousing, Web and MS technologies. We always recruit outstanding consultants with a strong technical and functional knowledge in their respective areas of expertise. Our Technical teams at HCL Global Systems obtain interesting jobs dealing with top-notch tools and up-to-date technologies, competitive salary and benefits, and much room for personal and career advancement.

Organizational chart





E. Innovative Concepts:

Being in an extremely competitive industry of Staffing, HCL stands out for its value added services, mission and vision of the company to never compromise with the quality of the service provided.

HCL facilitates the customized client need with the highest quality of candidates in the market and manages any critical market conditions with an end to end streamlines service.

We use High-end Technology to enhance our efficiency, productivity, quality which automate the tasks and optimize workflows.



With a global presence over 3 continents, HCL implements advanced tools and technologies to automate recruiting processes. In addition, HCL specializes in developing tools that offer more advanced functionality considering the following technologies:

AI tools help target potential candidates with job ads, prescreen and rank resumes for review, assist with interviewing and measuring candidate responses, and answer questions from candidates by using a chatbot. ATSes can also use AI to build a more comprehensive view of candidates by pulling data from social media and websites.



Resume-parsing tools automatically read resumes submitted by candidates and place the data in specific fields within the recruiting system -- for example, placing education information from a résumé into the ATS's education field. At the start of the hiring process, this capability can eliminate the need to open each résumé individually and enables searches based on keywords across all candidates.

Video interviewing software is also part of the ATS. It eliminates the need for in-person interviews, facilitates team interviews and provides the opportunity to interview qualified candidates, regardless of their location.

F. Project Schedule:



HCL Global Methodology:

HCL Global Systems Response to RFP # 0464- Jefferson Parish Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications



HCL Global Systems has a well-defined model for its project development process using a combination of onsite, offsite and offshore processes. This combination offers high quality, cost-effective service to clients who also benefit from the significantly lower costs of offshore services combined with local project management.

HCL Global Systems provides solutions to various industries including Healthcare, Manufacturing, Insurance, Engineering, Financial services, Banking, Consumer retail, Telecommunications and Aerospace. HCL Global Systems is a professional consulting firm specializing in creative solutions for healthcare clients. Our industry experience and domain knowledge has enabled us to provide innovative solutions to our customers.

Our Key Clients & Partners:



Deutsche Bank



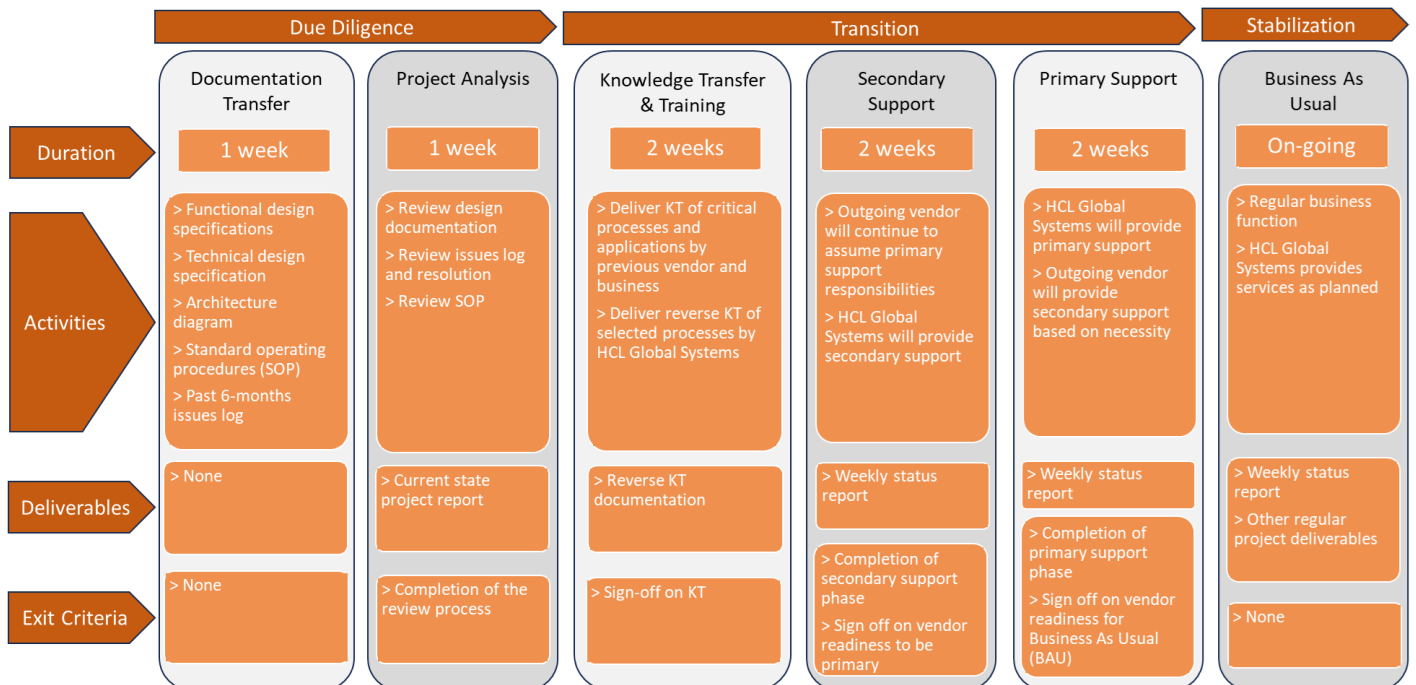
GUCCI



G. Financial Profile:

Complete Financial Profiles for the year 2022,2021 and 2020 are enlisted in the Appendix below.

H. Transition Plan:





HCL Global confirms the ability to provide qualified candidate resumes within 48 hours of request. With over seven years of experience in Staff Augmentation, and we stand out in this industry by continually evaluating the technological trends in the market and recruiting the brightest candidates. We have over 1500 employees in various projects across the United States as well in our offshore facility and can quickly mobilize resources depending on the project needs. Our experienced Talent Acquisition team would understand every project requirements in detail and will continuously partner with the customer to fulfill the position within the required timeline. We provide flexible options when it comes to Staff Augmentation, Direct Hire, Contract Staffing and Contract to Hire Staffing. We will employ a comprehensive, client-specific recruitment strategy that examines the state of your local market(s), allowing us to understand its dynamics, including demographics, labor conditions, unemployment rate, and statistical workforce projections. Based upon labor market conditions and the types of skills the client requires, we identify the highest-yield target groups from which to recruit, and determine an appropriate strategy to attract talent from those areas. This includes selecting appropriate sources for talent, isolating the most effective tactics to penetrate these sources, and creating an overall market approach.

Contract to Hire Staffing HCL Global Contract-To-Hire solution offers you a flexible approach to hire quality contract resources and convert them to permanent employees at no additional risk or cost to you. We have a current, extensive database of skilled workforce available for deployment at your hour of need.

Process Summary Our recruitment process is well established and proven and involves a meticulous screening and selection process. We understand every requirement in detail, and our lead recruiters will quickly mobilize a team to cater to it. We do extensive screening to identify the right candidate so that our customers can spend less time in the evaluation. The entire process is transparent, and we provide regular status updates to our customers. Our recruitment process in brief

Core management and support team
Executive Sponsor, Single point of contact,
Local branch management
Core recruiting team
Dedicated local recruiting
National recruiting
International recruiting
Off-shore recruiting (24x7)
Affiliate vendor base (if necessary)
Corporate support
Dedicated operational support.

Our strategy has always been to recruit based on the unique needs of our clients and to become experts in those skill sets. Accordingly, our talents generally do not require a lot of training. However, we are committed to continually exceeding high expectations and recognize that ongoing training is essential both for clients and talent who want to thrive in today's rapidly changing technology marketplace. In the event a talent requires training, we offer free and discounted training opportunities. We have formed a partnership with a best-in-class training provider - New Horizons - with offices based in both the US and Canada. New Horizons leverages a unique combination of technical knowledge, educational expertise, and an understanding of methodologies to provide a dynamic, self-paced learning environment that offers professionals the training they need. Courses include a mixture of static conceptual content, interactive "knowledge builders" to reinforce topics, embedded quiz questions to verify comprehension and hands-on

HCL Global Systems Response to RFP # 0464- Jefferson Parish Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications

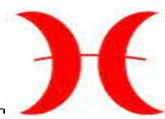


exercises. Currently, our training programs are available to Consultants who are placed on assignment with our clients. This program provides every HCL talent the opportunity to benefit from both free and discounted computer-based training. HCL Global has a very employee-friendly culture. We believe that our success depends on our employees and we take the utmost care of them. We provide functional and technical training and ensure that our employees and candidates are well equipped to take on the challenges in this ever-changing industry. We have a transparent 360-degree appraisal process and provide continuous feedback on the performance. We encourage our team to innovate and come up with new ideas that are helpful for both the client and HCL Global . Technology and function training We have a dedicated training center set up to provide necessary technical and functional training to our employees and candidates and keep them updated with the recent trends in the market. Our training center is strategically located to cater to our team across all geographies. It is one the best-in-class centers that offers online, instructor-led, and self-training courses. Our training curriculum can be broadly classified under the following Web technologies including mobile app development ERPs and CRM Quality Assurance and Performance testing Cloud-based technologies Legacy technologies.

Onboarding and Offboarding services

HCL Global Systems Inc. facilitates the Onboarding and Offboarding services of the employees: Onboarding comprises, but not limited to: 1. Verify and collect required paperwork. 2. Communicate workflow processes. 3. Provide job-specific training. Offboarding comprises, but not limited to: 1. Notify employment termination. 2. Protect intellectual property- Here are a few actionable tips to keep data safe: Boost cross-functional collaboration between HR and IT departments. Avoid using shared accounts. Change passwords on a regular basis. Deactivate departing employees' logins and email accounts immediately. Schedule periodic data backups. Remote workforces are more susceptible to data breaches because dataflow cannot be monitored in the same way as on-site teams. A few additional contributing factors are: Using personal devices to access sensitive company information. Connecting to public Wi-Fi networks. Storing company data in the cloud. 3. Provide the adequate severance and compensation for dismissal.

Committed to providing the most qualified talent, we can conduct highly customized skill and personality assessments through a number of proprietary tools and business partnerships. One defining difference between a good candidate and a great candidate is their ability to tackle the challenges of each job assignment with ease and confidence. We can provide tests that will not only measure a candidate's skill proficiency, but also their overall aptitude and motivation. Our customized technical assessments (upon request) are administered through online testing tools such as SHL, eSkill and Prove It. Skills assessments:



HCL's professionally developed and validated tests not only measure a candidate's skill proficiency, but also aptitude and motivation 5. References: Each candidate provides a minimum of two professional references. We use this information to better understand the individual's experience, skill level and work ethic, so that we place the candidate in the job best suited to his or her background.

A thorough reference check allows us to assess: – Nature of association with candidate, including relationship and dates of employment – Technical responsibilities – Evaluation of technical performance – Communication/presentation/interpersonal skills – Reliability/punctuality/ability to meet deadlines – Reasons for leaving – Eligibility for rehire Once a candidate has moved forward in the hiring process and an offer is extended, HCL will conduct the following upon request: 6. Authorization verification: Ensure legal authorization to work (i.e., I-9, W-4 forms) in the US, which is conducted through E-Verify. We have a long-standing commitment to quality, both in our service offerings and in our method of doing business. Over the last few years, HCL has consistently ranked among the top staffing companies according to Best of Staffing Lists. The key to achieving our quality goals is in fostering long-term relationships with our clients and talent, and in using their feedback to continually improve our service. Many of our clients have come to trust HCL and know that they will receive the optimal match of talent, service levels, and functional eligible resources to stay competitive. Recognizing that total customer satisfaction is critical to our mission, we monitor our performance to ensure parameters previously defined are being met.

Other

HCL Global Affirmative Action Policy

HCL Global System Inc. is an equal opportunity employer and during the performance of this Contract, HCL Global System Inc. agrees to abide by the equal opportunity goals of the Jefferson Parish Purchasing Department as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and the employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in HCL Global Systems Response to RFP # 0464- Jefferson Parish Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications



conspicuous places, available to employees and applicants for employment, notices setting provisions of this nondiscrimination clause.

2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or handicap.

3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

4. During the term of this contract the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:

a. All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer."

b. Seek and maintain contracts with minority groups and human relations organizations as available.

c. Encourage present employees to refer qualified minority group and female applicants for employment opportunities

d. Use only recruitment sources which state in writing that they practice equal opportunity. Advise all recruitment sources that qualified minority group members and women will be sought for consideration for all positions when vacancies occur.

5. The Contractor agrees to notify the Jefferson Parish Purchasing Department of any claim or investigation by State or Federal agencies of discrimination.

(Signature of Contractor)

Durga prasad Gadde,

CEO, HCL Global System Inc.

(Title and Name of Company)

08/23/2023

(Date)



Appendix

The Appendix comprises of Signature page, Affidavit, Addendum Acknowledgement, the detailed candidate resumes and the Financial Profiles for last 3 years below:

Request for Proposal

AFFIDAVIT

STATE OF _____

PARISH/COUNTY OF _____

BEFORE ME, the undersigned authority, personally came and appeared: Durga Prasad Gadde
_____, (Affiant) who after being by me duly sworn, deposed and said that he/she
is the fully authorized President of HCL Global Systems Inc.(Entity), the party
who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

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

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

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

Affiant further said:

Debt Disclosures

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

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

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

Affiant further said:

Solicitation of Campaign Contribution Disclosures

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

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

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

Affiant further said:

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

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

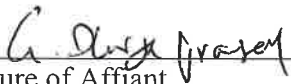
Affiant further said:

Subcontractor Disclosures

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

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

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



Signature of Affiant

Durga Prasad Gadde

Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 1st DAY OF Aug, 2023.



Notary Public

Pierre Zaytoon

Printed Name of Notary

Notary/Bar Roll Number

Pierre F Zaytoon
NOTARY PUBLIC
Forsyth County, GEORGIA
My Commission Expires 11/25/2026

My commission expires 11/25/2026

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: ADDENDUM #1 RFP 0464
Number: _____
Number: _____
Number: _____
Number: _____
Number: _____

Name of Proposer: HCL Global Systems Inc.

Address: 24543 Indoplex Circle, Suite 220, Farmington Hills, MI 48335

Phone Number: 248-473-0720 EXT: 200 Fax Number 248-473-0721

Type Name of Person Authorized to Sign: Durga Prasad Gadde

Title of Person Authorized to Sign: President

Signature of Person Authorized to Sign: 

Email Address of Person Authorized to Sign: gadde@hclglobal.com, govt@hclglobal.com

Date: 08/10/2023

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.



Appendix- Resume for Network Administrator/ Technician



TEL: 248-957-1082

Email: seshim5@gmail.com

Objective:

Seeking a challenging position as a Network Engineer in a progressive organization where I can imply my technical skills, academic knowledge and experiences in the best possible way.

Professional Summary:

A dedicated Professional with 8 years of expertise, in Implementation, Administration, Operations and Troubleshooting of enterprise data networks as a Network Engineer.

- Extensive hands on experiences on Cisco Switches, Cisco Routers, Load Balancers.
- Proficient experience in configuring Cisco Catalyst 2900,2960, 3560, 3750, 4500, 4900, 6500 series and Nexus 7010, 5548 and 2248 switches and deep understanding of hardware architecture.
- Expertise in configuring and deployment of routing protocols-OSPF, EIGRP, BGP, Policy-based routing over Cisco Routers, configuring and troubleshooting route redistribution.
- Implemented traffic filters using Standard and Extended access-lists, Distribute-Lists, Route Maps and route manipulation using Offset-list.
- Comprehensive expertise in the implementation of analysis, optimization, troubleshooting and documentation of LAN/WAN networking systems.
- Hands on experience in troubleshooting of inter-VLAN routing and VLAN Trunking using 802.1Q. Implemented gateway redundancy with HSRP and GLBP.
- Expertise in implementing Layer 2 technologies including VLAN's, VTP, STP, RSTP, Trunking and Port-security, expertise on working with Ether channel technology (LACP, PAgP).
- Managed inventory of all network hardware, Management and Monitoring by use of SSH, Syslog, SNMP, NTP.

Certifications:

- Cisco Certified Network Professional(CCNP) – Routing & Switching.
- Cisco Certified Network Associate (CCNA) – Routing & Switching.

Professional Experience:

Client: Vertex Pharmaceuticals –Boston, MA

August 2015 - May 2016

Responsibilities:

- Involved in configuring MPLS circuit to make it as a backup path using BGP Backdoor, access-lists & route-maps in case of DC primary link failure for branch corporate Vertex MPLS sites.
- Administrated switching technology including creating and managing VLANs, Port security, trunking, RPVST, and Port Security on Catalyst 6500, 4500, 3500 series switches.
- Expertise in deploying and testing of BGP attributes such as AS-Path, Local Preference, MED, etc.
- Configured OSPF summarization for data center hosted networks to minimize the OSPF routing table (by reducing Type3 flooding) and to save router CPU resources.
- Actively monitored and troubleshooting of Cisco 2900, 3750, 4500, 6500 series for L2 switching, Layer 3 routing issues, hardware/power supply failure issues and Cisco 5500 wireless controllers and Aironet 3700 series wireless Access Points.
- Performed IOS upgrades on Cisco Catalyst 2900,3750,4500 series switches in scheduled maintenance windows for corporate branches.
- Actively monitored, investigated and worked with ISPs on WAN outages, MPLS link failures.
- Performed an audit of Cisco Access Points (AP 3700 series) in corporate branches and configured AP's in Cisco Wireless LAN controller (5500 series) and also in Cisco Prime Infrastructure.
- Configured phones (Cisco 8945's, 8845's), User voicemails, User device profiles, remote destination profiles in Cisco Call Manager and in Cisco Unity. Configured and maintained Video conferencing units such as Tx9000, Cisco DX80 and Cisco 8831s for all corporate conference rooms.

- Taken care of day to day Wired, wireless, VOIP and FAX user operational issues and made a documentation of resolution steps to share with the internal team.
- Configured and maintained Network shared printers for all the end users in all global corporate locations.
- Troubleshooting of STP forwarding loops, excessive topology changes, and convergence related issues and securing the network against forwarding loops.

Client: Verizon Wireless -Waltham, MA

July 2015 – August 2015

Responsibilities:

-
- Pro-active Monitoring and Alerting of client's network for any alarms.
- Troubleshooting OSPF neighbor states, OSPF neighbor adjacencies, stuck in states, neighbor authentication issues, Virtual links.
- Taking escalations and involved in handling major incidents towards resolution.
- Configuring VLAN Trunking 802.1Q, RSTP on Catalyst 6500 switches. Expertise in creating Access control lists for layer-3 security and providing resilient network using protocols like HSRP and GLBP.
- Troubleshooting involved in issues related to DNS, DHCP and FTP.
- Working on commissioning WAN links and troubleshooting WAN outages.

Client: Microsoft Inc – Redmond, WA

May 2014 – July 2015

Responsibilities:

- Responsible for implementing, engineering, & support of existing network technologies / services.
- Handling network incidents of both wired & wireless infrastructure for all MSIT global branches.
- Implemented port aggregation & link negotiation using LACP and PAGP.
- Experience on configuring HSRP & STP protocols on Data center switches includes Catalyst 6509, 6504 series and Nexus 7004, 7009, 3064, 3048 switches.
- Experience in Configuration and troubleshooting of routing protocols (OSPF, BGP),
- Worked on OSPF using features like TSA, SA, NSSA and route summarization. Configured EBGp/IBGP policies also tested BGP attributes such as Local preference, MED, AS-PATH, Community and Weight.
- In depth understanding of interoperability between F5 and Cisco Networking equipment.
- Performed OS upgrades & device replacements on several cisco devices (6500, Nexus 2K, 3K, 5k and 7k series switches)
- Took the responsibility of handling all Wireless incidents such as connectivity issues, slow performance, limited connectivity, and Signal strength & interference issues. Aruba AP 200, 130, 70 series & 7000, 6000, 3600 series of mobility controllers.
- Replaced the wireless controllers & terminating access points in redundant path to avoid any outage to Wireless clients.
- Analyzing packet capture in Wireshark to drill down and to find the root cause of latency related and other strange application behaviors.

Client: Apple – Newark, CA

Jan 2012 – May 2014

Responsibilities:

- Primary responsibilities included performing move add changes to network following standard ITIL ticketing process.
- Set up VSS cluster, ether channel, VLAN trunking, VTP and inter – VLAN routing on Catalyst 6509 and 6513 switches.
- Responsible for configuring Cisco router 7000, 3800, 2800 series. Configurations involved routing protocols like OSPF, BGP, and EIGRP.
- Involved in Switching technology Administration including creating and managing VLANs, Port security, Trunking, RPVST+, Inter-VLAN routing, LAN security etc.

- Configured STP, RSTP in the Access Layer Switches (2950, 2960, 3750 and 3550) as a loop prevention mechanism, configured Port-security, Private-VLANs for maintaining loop free and secure environment.
- Provided proper documentation to maintain accountability and priority of installation during the migration. Ensured proper documentation was delivered to Change Management team, Incident Management.
- Expertise in deploying BGP multi-homed network using AS-Path, MED, etc
- Worked on commissioning WAN links and troubleshooting WAN outages.
- Performed Nexus In-Line Service upgrades and deployed advanced nexus features VPC and VDC.
- Used internal network monitoring tools to ensure network connectivity and Protocol analysis tools to assess the network issues causing service disruption.

Client: Time Warner Cable, Charlotte, NC

Nov 2008 – Dec 2011

Responsibilities:

- Responsible for implementing, engineering, & level 2 support of existing network technologies / services & integration of new network technologies / services.
- Configured PVSTP+ for loop prevention and VTP for Inter-VLAN Routing.
- Implemented VTP and trunking protocols (like 802.1q and ISL) on cat 3560, 3750 and 4500 switches.
- Expertise in creating Access control lists for layer-3 security and providing resilient network using protocols like HSRP and GLBP.
- Major contribution in improving OSPF convergence by controlling SPF algorithm and LSA/SPF throttling in the WAN infrastructure.
- Worked on OSPF using features like TSA, SA, NSSA and route summarization. Configured EBGP/IBGP policies also tested BGP attributes such as Local preference, MED, AS-PATH, Community and Weight.
- Defined policies, NAT and anti-spoofing for internal, external networks well as Internet gateways in Checkpoint firewall 4.1
- Designed WAN structure to prevent single point of failure in case of link failure..
- Configured Client VPN technologies including Cisco's VPN client via IPSEC..
- Troubleshooting issues and outages on Trunks and Router interfaces and firewalls extensively.
- Technical assistance for LAN/WAN management and complex customer issues.
- Worked with Network Engineer's in the installation and configuration of firewalls.

iSoft India PVT. LTD, Hyderabad India

July 2007 – Oct 2008

Responsibilities:

- Configured RIP and EIGRP on 2600, 2900 and 3600series Cisco routers
- Involved in troubleshooting of DNS, DHCP and other IP conflict problems
- Implemented VTP and Trunking protocols (802.1q and ISL) on 3560, 3750 and 4500series Cisco Catalyst switches
- Provided on-call support for installation and troubleshooting of the configuration issues
- Configured Standard, Extended, and Named Access Lists to allow users all over the company to access different applications and blocking others
- Planned and implemented Subnetting, VLSM to conserve IP addresses
- Configured STP for loop prevention and VTP for Inter-VLAN Routing
- Performed troubleshooting of connectivity problems using PING, and Trace route
- Provided Technical support for improvement, up gradation, and expansion of the existing network architecture
- Done troubleshooting of TCP/IP problems and connectivity issues in multi-protocol Ethernet environment.
- IOS upgradation 1900, 2900, 3500 series Cisco Catalyst switches and 2500, 2600, 3600 series Cisco routers using TFTP

Education: Bachelor of Technology in Computer Science Engineering,

Resume for Network Administrator/ Technician

Nithin Reddy Malladi

Cisco Certified Network Engineer

malladinithin@outlook.com

+1(720)-357-9077



SUMMARY

- CCNA, CCNP and Palo Alto Certified Network Engineer with 8+ years of strong experience in planning, designing, developing, testing, configuring, installing, monitoring, supporting and documenting advanced cisco network switches, routers, and wireless controllers.
- Extensive knowledge in Network Engineering, which includes expertise in the areas of Routing, Switching, Wireless, and Network Security.
- Advanced working expertise in configuring, implementing and troubleshooting of LAN technologies like HSRP, STP, IP-subnetting, VTP, EtherChannel and VLANs.
- Expert-level knowledge of troubleshooting, implementing, optimizing, maintaining and testing on routing protocols such as EIGRP, OSPF, BGP, MPLS ability to interpret and resolve complex route table problems.
- Hands-on experience in designing wireless LAN based on Cisco Systems WLAN controllers, deploying wireless survey with the help of Air Magnet software, configuring Cisco Wireless Controllers, Access Points, integrating the wireless system with the help of Cisco Prime Infrastructure and troubleshooting wireless systems.
- Strong hands-on experience in analysis, configuring, implementing, installing, deploying, migrating (From Cisco ASA to Palo Alto), monitoring, troubleshooting, upgrading, and patch management of Palo Alto Firewall for managing clients which included network resource access, Firewall Implemented security policies using ACL, Setup site-to-site IPSEC VPN tunnel and Remote VPN (SSL) and AAA(TACACS+ & RADIUS)
- Hands-on experience in designing, configuring, implementing and troubleshooting Cloud based Cisco Network Devices extensively on Meraki products which include Meraki switches, security appliances, and wireless access points with the help of Meraki Dashboard.
- Experience in monitoring the network equipment, backing up the configurations of network equipment's and provide the utilization reports to the management with the help of the different monitoring tools like SolarWinds, Spectrum, Splunk, NetScout, Cisco Prime and Cisco ISE.

TECHNICAL SKILLS

- **Switches** - Cisco 2960, 3750, 3850, 3560, 9200, 9300, 9400, 9500, 4500 Series, 6500 Series, Nexus 9K Series, Nexus 7K Series, Nexus 2K Series, Meraki Switches (MS425, MS350, MS225, MS210)
- **Routers** - 2821, 2811, 2911, 2921, 3845, 3925, ISR 4331, ISR 4351, ISR 4431, ISR 4451, ISR Cisco 1100 Series, Meraki Routers (MX67, MX84, MX100)
- **Switching** - ARP, CDP, DTP, Ethernet, MAC, STP, VTP, VLAN, LCAP
- **WAN Routing** - HSRP, VSS, MPLS, OSPF, EIGRP, BGP, Static Routing, NAT, TFTP and FTP Management
- **Load Balancer** - F5

- **Network security** - Cisco ASA, ACL, IPSEC VPN, DMVPN, Cisco Any Connect VPN, Checkpoint, Palo Alto, Global Protect VPN, TACACS+, RADIUS, Cisco ACS, Cisco FirePower, Zscaler
- **Network Management** - SNMP, Solar Winds, Spectrum, Wire shark, NetScout, Splunk, Cisco Prime, Cisco ISE, IPAM (BT Diamond), DHCP, DNS
- **Network Diagrams** - Microsoft Visio

CERTIFICATION

- **CCNA** – (Routing & Switching)
- **CCNP** – (Enterprise, Routing & Switching)
- **Cisco Certified Specialist** – (Enterprise Advanced Infrastructure Implementation certificate, Enterprise Core)
- **Palo Alto Networks** – (Accredited Configuration Engineer (ACE), Essentials 1: Firewall Management 201, Essentials 2: Extended Firewall Management 205)

PROFESSIONAL EXPERIENCE

Goshen Health, Goshen, IN
Sr. Network Engineer

May 2022 – Present

Responsibilities:

- Know, understand, incorporate, and demonstrate the Goshen Health Mission, Vision and Values in behaviors, practices, and decisions.
- Recommend standards for products to ensure compatibility with enterprise technical and application architectures. Coordinate the acquisition, installation and testing of product hardware and software. Coordinate hardware and software additions, changes and deletions utilizing Change Management processes and to ensure adherence to industry and Goshen Health standards and established Best Practices.
- Mentor, train, and work as a team with any Colleagues as assigned.
- Develop project plans and lead projects.
- Work within all project plans and maintain open communication with Project Leads.
- Provide hardware and software training, including network communication, documentation, and other reference materials for the IT Infrastructure Team, Information Technology department and customers as appropriate, to ensure knowledgeable and productive customers.
- Provide technical guidance, consulting support and complex problem resolution to Information Technology and Colleagues regarding information technology, including the evaluation and recommendation of appropriate technologies. Create and maintain technical documentation.
- Recommend and develop policies, procedures, and standards to ensure conformance with IT Infrastructure Services, User Services, Information Services, and Goshen Health objectives, as assigned.
- Perform information technology installation, configuration and administrative functions as needed. Utilize systems management software to analyze capacity and monitor performance. Manage communications, troubleshoot problems.
- Assist with designing, researching, selecting, evaluating, implementing, documenting, supporting the maintenance and operations of all devices used in the enablement of data communications.
- Perform communications and infrastructure wiring, use administrative tools to monitor information technology equipment.
- Serves as a role model for consistent demonstration of Goshen Health's Customer Service Behavioral Standards of Performance, by respecting the Privacy and Confidentiality of those we serve.

- Demonstrates knowledge and respects patient, service provider and organizational confidentiality and HIPAA Security procedures and protocols as defined under the HIPAA Privacy and Security Procedures.
- Follows established HIPAA privacy procedures when using and/or disclosing Protected Health Information (PHI).
- Maintains and protects patient's rights under the HIPAA Privacy standards.

AT&T, Middle Town, NJ
Sr. Network Engineer

June 2021 – May 2022

Responsibilities:

- Test planning and test case development, documentation, and peer review for IP Network certification release-aligned testing needs
- Testing execution, results documentation, and management progress reports (pre-production test environments) for IP Network certification feature enhancements
- Defect resolution for identified defects for IP Network certification feature enhancements
- Defect resolution verification and proper defect closure for IP Network certification feature enhancements
- Production deployment support for IP Network certification feature enhancements
- Certification testing of next generation core routers
- Certification testing of next generation edge routers
- Certification testing of next generation route reflectors
- Certification testing of network management and connectivity for GCBB network
- Certification testing of Layer3 IP transport and security validation
- Certification testing of Layer3/Layer2 integrated networks and capacity enhancements.
- Layer3 Data plane certification using various networking protocols
- Layer3 Control plane certification using various networking protocols
- Layer3 Microservices certification for finished goods automation and deployment
- Certification testing of network automation tools
- Generating test plan and test cases based on design documents - NDR and CCR from system engineering
- Executing the test cases to certify functional and features as defined in NDR and CCR.
- Authoring test plans and documenting test results.
- Performing hardware installation and turn-up
- Generate data traffic using test sets
- Validate end to end connectivity and data flows
- Create trouble tickets using AT&T tools to resolve lab certification issues
- Authoring installation/turn-up procedure to support field deployment.
- Develop scripts/small programs needed for certification efforts and automation
- Collaborating with system engineer to perform design validation.
- Collaborating with ATS to generate Method of Operating Procedure (MOP) to implement the certified features in the US and Most of World (MoW) networks.
- Conducting knowledge transfer sessions to train and assist ATS engineers for end-to-end and general troubleshooting document.
- Weekly written report of projects status and progress
- Assisting field personnel to troubleshoot and performing root-cause analysis of problems found in production network.
- Interfacing with different vendor technical team to resolve problems found in lab testing.
- Performing and managing IP address allocation for lab certification

- Collaborating with IT personnel to assist Business System certification and regression tests.

Clarios, Milwaukee, WI
Sr. Network Engineer

Apr 2020 – June 2021

Responsibilities:

- Working on firewall rule creation, network documentation, managing the F5 Load Balancers, rolling out new networks to plants, and partnering with Internet Service Provider to help troubleshoot issues.
- Designed Implemented and Deployed Cisco Meraki Enterprise Cloud devices for all the Clarios locations
- Upgraded the old legacy Cisco Equipment Cisco Layer 3 Switches 4500, 3850, 3750, 3750 with Cisco Meraki Enterprise Cloud Core Switch MS425 and Layer 2 2960 Switches with Meraki MS225
- Experience in migrating the Cisco Routers 2911, ISR4331 with Cisco Meraki Enterprise Cloud Routers MX67, MX84 and MX100
- Migrated the 2702 Cisco Access Points with Cisco Meraki Enterprise Cloud Access Points MR42's and MR74's
- Work as a WAN/LAN technology expert in the tier 3 global networks operations team.
- Planning, designing and deploying network components for new sites and locations.
- Management and participation in various router, switching, and firewall continuous improvement projects and activities.
- Assembling, building and configuring network hardware like nexus 9ks, 5ks, 7ks, ASR router and Cisco Fire Power Firewalls and Meraki Devices.
- Design and implementation Cisco Next Generation Firepower 4100 Series security appliances in standalone and high availability configurations
- Deployed the Cisco Next Generation Firepower 4100 Series security appliances for both the virtual Firepower Threat Detection and the Virtual ASA modules to increase security in a production environment
- Troubleshoot network problems and schedule network upgrades and collaborate with Network Architects on network Optimization.
- Building Azure Express Route connections and Direct Connections using BGP routing Protocol.
- Maintaining existing Firewalls and provide ongoing support for maintaining security-related policies, plans, and procedure documentation.
- Containing threat and vulnerability incidents quickly and effectively by blocking malware service ports or IP addresses at the network perimeter devices like firewall to avoid loss of data and services.
- Providing tier 1 and tier 2 security operations and event support, real-time monitoring and analytics on both perimeter and internal infrastructure devices, monitor security events and administer associated security tools.
- Increasing productivity and security measures by performing upgrades, backups, monitoring of security-patch levels of Virtual Private Networks (VPN), and Firewall environments on scheduled basis.
- Implemented the Zscaler Cloud Firewall for all the remote sites in North America, Europe and Asia regions.
- Configured Zscaler tunnels on the Meraki Router Circuits on all the remote sites and one by one moved all the remote sites off of backhauling the internet from datacenter to the local internet circuit through Zscaler firewall.
- Liaising and assessing with Compliance and Audit team to strategize Information Security policies and requirements and executing mitigation and remediation strategies for reducing threat factors and for maintaining compliance. Providing coordination for performing security audits and creation of

documentation and remediation plans. Documenting and reporting on existing controls to support internal and external audit activities.

- Monitoring and analyzing historical and real-time network and perimeter traffic, security alerts and respond to security incidents for incident investigation and reporting findings.
- Participating / assisting with the management and monitoring of security change process and day to day security events as it relates to highly critical systems.
- Following change management standards, regulations, compliance related best practices, for all software and hardware implementations and modifications done to the VPN environment. Providing post-implementation and operational support including network/security monitoring after deployment.
- Conduct investigations on network, system failures and implementing changes to prevent re-occurrence of outage events, relating to VPN, switches, firewalls, DMZ applications and servers in coordination with vendors.
- Drafting policies, procedures and best practices for training the help-desk personnel to reduce call escalations and supporting 24x7 security operations in a critical data- center environment.

State of Michigan (SOM), Lansing, MI
Network Specialist

Apr 2019 – Apr 2020

Responsibilities:

- Acted as a field engineer as necessary and traveled to many different sites to configure, repair, or upgrade network devices.
- In order to meet audit requirements and ensure the security of the State of Michigan enterprise, planning a Network Access Control Solution in combination with hardware and software updates.
- NTSD MLAN Refresh and NAC implementation involving the entire State of Michigan enterprise network. Roughly 4,000 switches and 850 sites will need Cisco Identity Service Engine implemented.
- Working experience with Cisco 3750, 3850, 3560, 9300, 9400, 4500 series, 6500 series, and Nexus series devices.
- Working experience with Cisco Router 2921, Cisco 1100 Series Integrated Services Router
- Configuring, Supporting and Troubleshooting the Cisco Network, VoIP, IP Telephony equipment and Wireless devices.
- Working with other teams that support the systems like Checkpoint Firewalls and F5 Load Balancing equipment.
- Implementing the Layer 2 protocols like LACP, LLDP, CDP, STP, VLANs, and VTP
- Implementing the Dynamic Routing protocols like EIGRP, OSPF, BGP, MPLS
- Implementing the IP and Application protocols like TCP, UDP, HTTP, SSL, DNS.
- Constantly working on network management systems and network tools like SolarWinds, IP Control and understanding of SNMP.
- Monitored and documented real-time network status using Spectrum OneClick
- Worked on Network Access Control (NAC), Cisco Identity Services Engine (ISE) integration with wired data, wireless infrastructure, and VPN as well as posture and client provisioning.
- Hands-On experience on the Cisco ISE. Building and analyzing ISE rules to comply with client network security policies.
- Manage or coordinate installation, upgrade, or deployment projects, create and update technical support documentation, utilize scripted installation techniques for large deployments.
- Working closely with technical teams in the Network and Telecommunication Services Division to provide a consistently functioning, managed IP network, support IT and business initiatives and perform high-level problem resolution for multiple State departments and agencies.

- Proficient in the configuration, implementation, and troubleshooting of Cisco ISE, Prime, DNS/DHCP, Network Load-Balancing, and 802.11a/b/g/n Wireless technologies and industry best practices
- Assist network engineers in troubleshooting difficult or time-sensitive problems

Whirlpool, MI
Sr. Network Engineer

Apr 2016 – Apr 2019

Responsibilities:

- Planning, designing, developing, testing, and documenting network systems.
- Responsible for LAN/Wan administration and performance of hardware builds (upgrades and new machines), set up offsite backup systems, and contribute to system migrations.
- Working experience with Core Switches like Cisco 4500 Series, 6500 Series, 9500 Series, Nexus 9K Series, Nexus 7K Series, Nexus 2K Series
- Working experience with Distribution Switches like Cisco 3560, 3750, 3850, 9300
- Working experience with User Access Switches like Cisco 2960, 9200, 9300
- Working experience with Cisco Routers 2821, 2811, 2911, 2921, 3845, 3925, ISR 4331, ISR 4351, ISR 4431, ISR 4451
- WAN router configuration that includes MPLS, BGP, OSPF, EIGRP routing protocols.
- Configuring and Administrating IP segmenting of subnets, DHCP, DNS and IP address management with the help of protocols and network services.
- Monitoring network to ensure high availability to all system users and perform necessary maintenance to support network availability with the help of network monitoring tool SolarWinds
- Experience with Splunk Searching and Reporting modules, Knowledge Objects, Administration, Add-On's, Dashboards, Clustering and Forwarder Management.
- Monitoring Bandwidth utilization, WAN, MPLS links between Routers & Switches for all Sites by using monitoring tools such as NetScout.
- Monitored WLC, APs, Clients in Cisco Prime using heatmaps to detect coverage holes, RF interferences, signal strength, conducted site surveys.
- Strong experience with administering, configuring, and supporting Network Access Control solutions with the help of Cisco ISE
- Experience in Cisco ACS to ISE migration, Cisco NAC to ISE migration.
- Configuring the user roles and policies for authentication using Cisco Any Connect VPN and monitoring the status of logged users in the network using Cisco ACS
- Managing a TACACS and RADIUS server for user authentication and network devices authentication
- Implementation Site-to-Site VPNs, IPsec VPNs on Cisco Routers, Palo Alto Firewalls. Built DMVPN tunnels between Datacenter and other warehouses and plants to enable connectivity or redundancy.
- Assisted in firewall migrations from Cisco ASA and Checkpoint Firewalls to Palo Alto Firewalls using the PAN Migration Tool.
- Hands-on experience with PA-200, PA-500, PA-800, PA-3000 series of firewalls.
- Strong Experience in working with Palo Alto Firewall's Centralized Management Server Panorama for the management and administration of Large-Scale Firewall Deployments.
- Performing administrative tasks with Palo Alto Firewalls through Panorama including Security, NAT policy definitions, application filtering, Regional based rules, URL filtering, Data filtering, file blocking, User-based policies, Policy-Based Forwarding.

- Experience with the advanced extended features of Palo Alto network firewalls such as advanced Traffic Handling, App-ID, Content ID, User Id, Quality of Service, Global Protect, Monitoring and Reporting tools, Active/Active and Active/Passive High availability configurations.
- Extensive knowledge in configuring policies and ACLs through Global Protect VPN on Palo Alto Firewalls.
- Configured, Deployed and Supported 2504, 5508, 3504, 5520 Cisco Wireless Controllers
- Configure, deploy, manage and troubleshoot 3502, 3602, 3702 and 3802 wireless access points in over 200+ warehouses and plants locations using cisco 2504, 5508, 3504, 5520 Wireless LAN Controllers
- Performed 802.11a/g/n Wireless Site Survey in various warehouses and plants using an Air magnet suite of tools that included Wireless Survey Pro and Spectrum Analysis.
- Diagnosing, troubleshooting, and resolving hardware, software, or other network and system problems, and replacing defective components when necessary.
- Documented network architecture using Microsoft Visio
- Helping Tier I engineer in any of the issues related to various aspects and concerns.
- Interacted with different teams - on developing, implementing the Onsite Offshore model for 24X7 supports.

Pixentia
Network Engineer

Feb 2015 – Apr 2016

Responsibilities:

- Implementing new and changing existing data networks for various projects as per the requirement.
- Providing support to networks containing more than 2000 Cisco devices.
- Performing troubleshooting for IOS related bugs by analyzing history and related notes.
- Ensure Network, system and data availability and integrity through preventive maintenance and upgrade.
- Involved in Switching Technology Administration including creating and managing VLANs, Port security, VTP, STP, Inter-VLAN routing, LAN security.
- Modified internal infrastructure by adding switches to support server farms to existing DMZ environments to support new and existing application platforms.
- Configured switches with port security for enhancing customer's security.
- Installed and maintained local printer as well as network printers.
- Configuring and troubleshooting a multi-customer network environment.
- Subnetting the networks and troubleshooting DHCP and DNS Servers.
- Involved in network monitoring, alarm notification, and acknowledgment.
- Monitored network for optimum traffic distribution and load balancing using Solar winds.
- Managing the service request tickets within the phases of troubleshooting, maintenance, upgrades, fixes, patches and providing all-round technical support.
- Preparing feasibility report for various upgrades and installations
- Carrying out the documentation for tracking network issue symptoms and large-scale technical escalations.
- **EDUCATION:** Master of Science Electrical Engineering - Texas A&M University - Kingsville

Resume for Server Technician

Kishan Kumar

Email:vmkishan10@gmail.com

312-956-2920

QUALIFICATIONS

- **MCSA Certified Professional**

SUMMARY

- Experienced VMware ESXi 5/5.5/6/6.5 , Windows Server 2008/2012/2016 and Redhat Enterprise Linux 5.x/6.x/7.x Systems Engineer with Telephony based Technical support to assist and provide clients with the best possible uptime
- Experienced in the area of virtualization with installation, configuration and Administration of VMware ESXi 5/5.5/6.0/6.5 and vCenterServer 5/6/6.5
- Experienced in advance features of ESX/ESXi 5/6/6.5 vMotion, Storage vMotion HA, DRS and Update Manager.
- Experienced in deploying and maintaining all VMware ESXi hosts on Multiple Hyper converged products VCE BLOCK ,Nutanix AOS and NetApp Flexpod.
- Experienced in Administering and supporting windows 2008/2012/2016 Active Directory (AD), GPO's Group Policy Manager, GPO Security policies AGPM (Advanced Group Policy Management) DNS, DHCP WINS, Microsoft Exchange and administering including mailboxes for all the groups. Users and Distributed Lists on Exchange.
- Experience in upgrading ESXi Hosts from 5.5/6.0 to 6.5 utilizing VMware update manager, baselines and upgrading VC/PSC as well as upgrading the VCSA
- Experienced in PowerCLI scripting knowledge for automation of virtual Infrastructure
- Experience in pre-provisioning new HP c-7000 service Profiles from service profile templates
- Expert in server Builds, Installs, Upgrades Patches configuration and performance tuning in windows server 2008/2012/2016 and VMware Environment
- Experience in installing ,configuring and deploying SRM as well as failback testing from Protected Site to Recovery in SRM and shred Recovery Site across protected sites
- Experienced in migrating Windows Server 2012/2008/2003 , RHEL 5/6/7 SUSE 10/11 and VMWare ESXi hosts from Cisco UCS 5100 enclosures running on VBLOCK's
- Perform day to day activity like monitoring of vmware vSphere environment ,troubleshooting software and hardware
- Working on with emails, attending meeting and calls related to process and service related issues, server down alerts, hardware alerts like disk failures battery failure and NIC failures on servers

WORK EXPERIENCE

Newyork Life Insurance Company, NJ

November 2018 to Present

VMware-windows Administrator

- Installation of ESXi 5/5.5/6.0/6.5 Hosts, vCenter Server (vSphere), vCenter update manager and administering VM's across 2 Datacenters running 4000+ VM's
- Installing, configuring and Administering of VMware ESXi 5/5.0/6 Virtual Center 5.0, vCenter Servers as well as upgrading to ESXi 5.5 to 6.0/6.5 and Virtual Center 5.5 to 6.0/6.5
- Upgrade all ESXi hosts utilizing VMware Update Manager baselines, Upgrade VMware tools and hardware version as part of upgrade from 5.5/6.0 to 6.5
- Upgrade VCSA appliances and VMware vCenter running on Windows based servers as part of major refresh project
- Configure maintain, upgrade ESXi hosts through Nutanix Prism for all new Deployments and operations support
- Installed Configured and performed troubleshooting of VMware products vRealize Automation, vROPS vCloud Director, InfrastructureNavigator, vSphere , vCenter SRM and vCloud Orchestrator
- Deploying VMware Horizon View 5.0/5.3/6/7.x for Users/Desktops as well implementing VMware View Persona Management to replace legacy windows Roaming Profiles
- Utilize applications such as HPOM MOM SCOM and VCOPS , VROPS to improve the availability, performance and ensure maximum uptime
- Installed configured and deployed SRM as well as Failback Testing from protected site to Recovery site in SRM and shared recovery site across protected sites
- Document and categorize all SOP(Standard Operation procedures) to ensure the onshore/offshore model has maximum reliability
- Configure and maintain Host profiles Distributed Switch, Standard Switch, vSwitch, DRS, vMotion, Sv-Motion, Resource pools,permissions, patches, snapshots, tools upgradedisk expansions and Templates .

SAP,Chicago,IL

April 2016 to October 2018

Windows VMware Systems Engineer

- Worked with a team of Datacenter support to maintain OS and Hardware
- Responsible for the installation,configuration and support of vmware vphere and the daily management/monitoring of the virtual environment.
- Creation of templates from VMs and creation of VMs from templates
- Performance monitoring and tuning for ESXi Servers, Virtual center server (vSphere) and Virtual machines
- Built and implement Linked-Clone Floating Desktop pools based for the client
- Deploying VMware 5.0 as well implementing VMware View persona Management to replace the legacy Window Roaming profiles
- Support 150-2—WinXP/7 Desktops per pool all supported utilizing VMware view connection manager

- Deploy VMware vSphere ESXi clusters, VMware View Connection Manager and VMware View Composer on HP C7000 and Cisco UCS hardware

Benjamin Moore & Co, NJ

June 2014 to April 2016

VMware /Windows System Administrator

- Installing Configuring and managing of windows 2008/2012 server environment.
- Installing Configuring and managing of Linux 5/6/7.x r environment.
- Push all application related softwares using SCCM
- Install and update patches related to applications and Microsoft security using SCCM
- Migrated all the existing machines from VMware Lab Manager to vcloud Director 5.1

Automating the environment through VMware Orchestrator and writing scrips for daily task

- Installed and maintained EMS VNX/VMAX MPIIO solutions and CISCO MDS/Brocade Swithces for LUN Masking and Zoning to VMware ESXi 5.0/5.5 RHEL 5/6 Windows 2003/2003/2012 Server

Resume for Microsoft Support Technician

Name: Sai Bharat

Email: saireddyf5@gmail.com

Mobile: 469-708-7550

PROFESSIONAL SUMMARY:

- Over 9 years of experience in the industry, which includes expertise in the areas of Routing, Switching and F5 Load balancing, Firewalls.
- Firewalls technologies including general configuration, risk analysis, security policy, rules creation and modification of Check Point R65, R70 & R77, Palo Alto and Cisco ASA.
- IP network design and administration with multi-vendor platforms with TCP/IP, LAN switching, Spanning-Tree and various IP routing protocols RIP, EIGRP, OSPF, BGP, VPLS, Ethernet LAN and MPLS.
- Experience in migrating the applications from A10, Citrix to F5 Load balancing.
- Experience in migrating the applications from F5 to, AVI, Kemp Load balancer.
- Provide Level 3 support and direction for production related issues. Considered a SME for load balancing.
- Experience in installing, troubleshooting, configuring of Cisco NCS, ASR, ISR, 7200 series Routers, Catalyst 9600, 6800, 6500, 4500, 3750, 2950 and 3500XL series switches, Nexus 9k, 7K, 5K, 2K series switches
- Works with external vendors (F5) for chronic issues, bugs, and feature enhancements.
- Experience in Implementing and supporting applications load balancing using F5 LTM/GTM/ASM/APM.
- Worked with L7 F5 ASM WAF Firewalls and Technologies including Vulnerability Scan conversions to ASM policies and related configurations
- Experience on Migrating/cutover Wide IP's and Virtual IP's.
- Worked on migrating LTM and GTM boxes from TMOS version 9.x to 10.x and from 10.x to 11.x.
- Experience in Writing iRules, for F5 LTMs to handle different web traffic patterns
- Experience with Palo Alto Network firewalls such as security NAT, Threat prevention URL filtering.
- Experience in configuration of Palo alto firewalls like PA2020, PA3050, PA5220, PA5050 and VM series
- F5 BigIP LTM administration and maintenance including configuration of virtual servers, pools, protocol profiles, persistence and SSL profiles and management of device and SSL certificates.
- Install and maintaining AppviewX product.
- Proficient using the F5 based profiles, monitors, VIP's, pools, pool members, iRules for virtual IP's.
- Configured SSL certificate for MS Web server and assisted SSL certificate installation on Apache web servers.

TECHNICAL SKILLS:

Networking Technologies:	LAN/WAN Architecture, TCP/IP, VLAN, VTP, NAT, STP, DHCP, IPsec, VPN, HSRP, VRRP, GLBP.
Routing Protocols:	OSPF, IGRP, EIGRP, RIP, MPLS, IS-IS, BGP, Multicasting
Operating Systems:	Windows 7, 8, Linux, Cisco IOS, IOS XE
Routers:	CISCO [7500, 7200, 4000, 3700, 3600, 2800, 2600]
Switches:	CISCO [6500, 5000, 4500, 3550, 3524, 2900], Nexus 7k, 5k, 2k
Big-IP F5 Devices:	LTM/DNS/GTM/ASM/APM: 6900, 6800, 6400, 5100, 3400 and 2400
Firewalls:	ASA, Check Point and Palo Alto
Programming Languages:	Python, C, C++

Automation Tool:	APPVIEWX
Documentation Tools:	Visio, MS. Office 365

Educational Details:

- Masters in Electrical Engineering from NPU , Fremont, CA, 2015.
- Bachelors in Electronics and Communication Engineering , JNTU , India, 2012.
-

Professional Experience:

Client: Bank of America, Plano, TX

Role: Sr.F5 Load Balancer Engineer

Duration: Jan 2017- Present

Roles and Responsibilities:

- Provide traffic management solutions, including the design, low level engineering, and delivery of new hardware systems as well as application load balancing solutions including F5 LTM, F5 GTM, and Authoritative DNS services.
- Responsible for the Global design, engineering, and level 3/4 support of existing network technologies services and the integration of new network technologies and Cloud services.
- Working on Cisco Nexus 9k, 7k, 5k and 2k series, Catalyst 6800, 6500, 4500, 3500, 2900 switches, Cisco ISR, ASR, and NCS series Routers
- Participates in project calls and works with internal bank groups as well as LOB to gather detailed technical requirements.
- Designed the VIPs, Profiles , Irules , Monitor ,Pool members and other custom work in Appviewx for LTM environments.
- Created F5 Wide IP's/GTM's with various load balancing methods like Global Availability, Round Robin and Topology.
- Designed and implemented F5 ASM layer 7 web application firewalls for DMZ networks.
- Worked with application teams to configure ASM policies from concept to protection.
- Protected many applications to date with positive and negative security policies.
- Worked with L7 F5 ASM WAF Firewalls and Technologies including Vulnerability Scan conversions to ASM policies and related configurations
- SSL offload, pass-through, and re-encryption scenarios, SSL configuration management via client and server-side SSL profiles.
- Built and deployed F5 LTMs to support Anycast DNS.
- Proficient using the F5 based profiles, monitors, VIP's, pools, pool members, iRules for virtual IP's Involved in scripting the iRules using TCL for HTTP redirection.Managed SSL certificates through the Venafi tool for all the environments (Production and Non-Production).
- Requested DNS entry for LTM and GTM (Arecord , C NAME).
- Troubleshoot multiple issues on F5 LTMs and GTMs using tcpdump, curl, ssldump, wireshark etc.
- Hands on experience in Palo Alto Firewall post migration support & policy/rules.
- Configured F5 LTM to monitor real time health of the servers.
- Experience in configuration of Palo alto firewalls like PA2020, PA3050, PA5220, PA5050 and VM series
- Handled deployment and management Checkpoint GAIA, R75, R71, R65 series.
- Handled implementation of Checkpoint Provider 1 platform
- Handled rule base verification and migration on Checkpoint firewalls
- Created rules on Palo Alto firewalls devices PA-500, PA-2000 series running on version PANOS such as 4.x

Environment: F5: BIG-IP LTM, GTM/DNS, ASM/WAF,APM ,Appviewx, ITSM , Venafi, NDC, Wireshark , AVI Networks , Big IP 12.1.1, Big IP 11.6.0, Linux, Check Point/Palo Alto Firewalls, Cisco Any Connect.

Client: Abbott laboratories, Chicago, IL

Role: Network Security Engineer

Duration: Oct 2015 - Dec 2016

Roles and Responsibilities:

- Deployed BIG IP Enterprise manager to cluster all F5 LTM, GTM devices for easier management and configurations.
- Managed the F5 BigIP GTM/LTM appliances to include writing iRules, SSL offload and everyday task of creating WIP and VIPs
- Worked on building F5 LTM boxes from scratch with initial setup configurations of Trunks, VLAN, static and floating IP allocation.
- Monitor and fulfill DNS and IP address management requests
- Establish networking environment by designing, creating and supporting DNS and IP address management configurations, directing system installation, defining, documenting, and enforcing system standards
- Worked on Hotfixes /Upgrading TMOS version dealing with 9.x 10.x and 11.x.
- Engaged in various migration projects migrating F5 9.x load balancers to 10.x.
- Worked on Migrating legacy LTM i.e. 5100, 6400 to 8900s (FIPS and Non FIPS) and 3dns to GTM 8900s as part of refresh project in DMZ/Internal network.
- Built and deployed F5 LTMs to support Anycast DNS
- Worked with team in application switching, traffic management, SSL web acceleration, TCP optimization and CLI support, utilizing Big Pipe and Shell (TMSH).
- Troubleshoot network issues that arise due to the configuration and installation changes as a part of the project.
- Configured BIG-IP Local Traffic Manager (LTM), Global Traffic Manager (GTM) and BIG-IP DNS for the F5 BIG-IP 3900 and 6900 platforms.
- Design, Implementation and support of Checkpoint Security Gateways and manage them through Provider-1/MDS.
- Drafted and installed Checkpoint Firewall rules and policies.
- Installation and maintenance of network software and hardware; including routers, switches, wireless infrastructure, firewall/VPN devices, monitoring and management systems and end user equipment.
- Worked on updating the SSL certificates to the application URL using the F5 LTM and F5 GTM.

Environment: F5: BIG-IP LTM, BIG-IP APM, DPA, ACI, BIG-IP AFM, Big IP 12.1.1, Big IP 11.6.0, Linux, MySQL, ASA/Check Point Firewall, ASA5500, ASA5540, cisco Any Connect, FWSM Version 4 cisco Viper, F5 - 12250, 10200, 7250, 4200

Client: Thermo Fisher

Role: Network Security Engineer

Duration: Jan 2015 – Sep 2015

Responsibilities:

- Designing , implementation , management and on-site support(Troubleshooting) of Next-Generation Firewall in Palo Alto (PA3020, PA 5020, PA 5050, PA 7050) Firewalls & cisco environment(ASA5510, ASA 5515, ASA5520, ASA5585) .
- Configured, Troubleshooting and Maintenance of Palo alto Firewalls - PA220, Pan 820, PA2000 series, PA 3050 series, PA 4000 series and PA5000 series.
- Configured ASA 5585 to ensure high-end security on the network with ACLs.
- Configuring BIG-IP-F5 LTM and GTM Load Balancers and troubleshooting Issues in F5 and upgrading and modifying the Virtual Pool, Nodes and Creating VIP (Especially for VM Ware NSX managers).
- Apply knowledge of the operation, management, and maintenance of network security systems, linked systems and peripherals in order to enhance network operations.
- Perform monitoring, analysis, diagnosis and resolution of problems involving Firewalls (CISCO ASA and Palo Alto), Routers, Switches, infrastructure and telecommunications applications.

- Creating Site to Site IPsec VPN and SSL VPN, and maintaining the VPN interfaces, System health, and traffic analysis and Cluster status
- Migration from Cisco firewalls to Palo Alto firewalls platforms PA 820, PA 500 and PA- 200 firewalls
- Firewall code upgrade, patching, backup & recovery, Firewall assessment and Reporting
- Documenting root cause analysis for malicious incidents Service Critical Success factor issues which may impact the security of the environment.
- Resolving Incident and problem management issues with the security operations team to identify, protect and restore the services impacted by the incident, keeping in mind the SLA Matrix and documenting the root cause analysis
- Designing and keeping the flow diagrams up-to-date for the Security related services
- Handling CRQs (Change Requests) related to Firewall configuration, troubleshooting and Implementation and discussing them in CAB (Change Advisory Board) meetings to get approvals for implementing any changes.
- Deployment of Cisco and Palo Alto firewalls in Standalone / distributed environment by correctly configuring and implementing the network security infrastructure.
- Designing and installation of other network systems, syslog server, SIEM Tool (LogRhythm), maintenance and troubleshooting of real suspected malfunction, operation errors and bugs of non-firewall devices.
- Enabling the TCP, UDP, SMTP ports to allow the traffic between the Firewalls through the enterprise network.
- Configured Cisco ASA 5510 for VPN Network Access Control integration with Cisco ISE (Inline PEPs).

Environment: Century Link Internet Service Provider Network with Cisco hardware platforms of ASR9K, CRS-1, c7600, c7500, c7200, c3750 etc. Routing Protocols of ISIS, OSPF, BGP, and MPLS, Switching Protocols (VTP, STP, GLBP, and HSRP).

Client: Horizon Informatic Services (India) Pvt Ltd, India

Role: Network Engineer

Duration: May 2012 – April 2014

Roles and Responsibilities:

- Coordinated efforts with Engineer's to ensure all network devices conformed to defined network standards.
- Worked on Access points/Wireless LAN Controllers Root cause and resolve problems for Wireless LAN controllers.
- Troubleshot and provided support on complex LAN/WAN infrastructure that include routing protocols EIGRP, OSPF and BGP.
- Configured and troubleshooting HSRP, BGP, OSPF, EIGRP, MPLS WAN, QoS and Route Maps.
- Setting VMware environments (Linux/Win), VPN/FTP/Telnet/Remote Desktop for all corporate devices.
- Worked on a project for LAN design and installation based on a Unix/Linux platform.
- Assisted configuring, troubleshooting LAN Switching and layer 2 troubleshooting skills (STP, VTP, port security) and assisted installing, configuring and troubleshooting network routers, switches, load balancers, and security devices.
- Implemented security procedures to monitor network usage and security.
- Configured and maintaining Cisco 7200, 4400, 5000 and 6500 platforms.
- Troubleshot connectivity issues involving VLAN's, OSPF, QoS.
- Support, monitor and manage the IP network.
- Performance monitoring of various applications and web servers to maintain quality of service and network stability.
- Maintained core switches, creating VLAN's and configuring VTP.
- Designed IP Addressing schemes, VLAN tables and Switchport assignments, Trunking and Ether-channel implementation.
- Gained hands on experience with VLSM, STP, VTP, VLAN Trunking.
- Installed and set up Cisco routers and switches according to deployment plans.
- Applied access lists and NAT configurations based on implementation guidelines.

Environment: Cisco3640/12000/7200/3845/3600/2800 routers, Cisco ASA5510.PIX, Checkpoint, Palo Alto), TMS, DMP, S&S, Cisco Works, Cisco ACS, Cisco NCS, Cisco SmartNet, CMS, ASDM.

Resume for Oracle Database Administrator

Divya Andolu

AWS Solutions Architect Certified

972-971-4444

divya060512@gmail.com



OBJECTIVE

To excel in the field of Information Technology as an Oracle Database Administrator by contributing continuously towards organizational growth by providing seamless database support and to utilize every opportunity to achieve both personal and professional development. Hands-on Oracle Administration with around 9+ years of Admin experience seeks a great opportunity in the same area.

PROFESSIONAL SUMMARY

- Around 10+ years of experience in installation, migration, designing, backup, recovery, scripting and performance tuning in development, test and production databases (OLTP and OLAP databases).
- Good experience in the environments Oracle 10g release 1 and 2, 11g release 1 and 2, oracle 12c and oracle 19c with OLTP and OLAP databases.
- Expertise in upgrading the databases from 9i to 10g and from 10g to 11g. Extensive experience in configuring and managing Dataguard on RHEL, OEL and Windows.
- Worked with a team to provide 24x7 on call production database support. Experience in installation and maintenance of Oracle RAC using ASM.
- System administration, Oracle Problem analysis and resolution and active cloning of databases from one server to another server.
- Experience in creating users, configuring grants, roles, privileges and managing tablespaces. Having hands on experience with Hot/Cold backup, recovery and cloning of databases using RMAN.
- Good experience in migration of data using datapump expdp and impdp. Extensive knowledge of Oracle Architecture, configuring LISTENER and TNS, V\$ and DBA views.
- Managing and creation of objects, schemas, indexes and partition of tables. Experience in applying Opatch and Patchset to the databases.
- Deep knowledge of Oracle 11g Grid Infrastructure, Clusterware, ASM, RAC internal, Active Data Guard in RAC environment.
- Good experience of creating PL/SQL packages, Stored Procedures, Functions, Triggers, Materialized views and Views to retrieve, manipulate and migrate complex data sets in Oracle Databases.
- Having knowledge on Exadata administration and architecture.
- Familiar with Exadata monitoring, backup and recovery scenarios.
- Proficient in setting up the standby database using RMAN utility tool, activating and re-building standby databases both physical and logical supported by dataguard.
- Loading data from flat files, external tables to oracle database tables using SQL*Loader.
- Implemented RMAN backup (Full, incremental and cumulative) and recovery, Incomplete recovery and disaster recovery using Standby database or Data Guard.
- Tuning of the database for increasing performance using the tuning utilities like STATSPACK, TKPROF, EXPLAIN PLAN, SQLT, AWR, ADDM.
- Partitioning large tables depending on the data for performance of the database.
- Maintaining database security using security compliance auditing and profile management, password complexity in order to control access to the database.
- Database management for scheduling, tuning, taking backups using Oracle Enterprise Manager (OEM).
- Expertise in using Oracle Grid Control.

- Developed database monitoring/health checkup alerts for database uptime/downtime status, and sizing issues using grid control (OEM) and extensively used Oracle Enterprise Manager to do the daily tasks regarding the performance and maintenance.
- Experience in Database Administration and Developer for very large and complex databases in SQL Server 2012, SQL Server 2008 R2, 2008 and 2005.
- Maintained individual service accounts for SQL Server services on cluster with different Security groups to raise security mark.
- Experience in Oracle Engineered Systems(OES) such as Exadata and Oracle Database Appliance
- Experience with BCV spilt backups for larger databases more than 5TB.
- Experience with Oracle 12c container and pluggable databases
- Proficiency and expertise in SQL Server Replication using Golden Gate, Backup/Recovery, Disaster recovery and planning.
- Oracle RDBMS 11g&12c product implementation, upgrades and performance tuning.
- Oracle Grid 11g&12c and ASM product implementation, upgrade and performance tuning.
- Implemented 2 node 11g and 12c RAC databases on Exadata X3-2, X4-2, X5-2 quarter, half rack Exadata machines.
- Proficient with Red Hat Linux operating system – RHEL 5.11 to RHEL 7.x
- Experience in ODI designer, Topology, Operator and ODI Tools.
- Used ODI in-built scheduler to schedule Scenarios/Load Plan's testing environment.
- Experience in web logic server and creating domains. Experience in troubleshooting web logic server issues
- Experience and knowledge in AWS services like SMS, DBMS, CloudFormation, S3, Route53 Glacier, EC2, RDS, SQS, SNS, Lambda, and VPC.
- Good Knowledge Importing volumes, launching EC2, RDS, creating security groups, auto-scaling, load balancers (ELBs) in the defined virtual private connection.
- Build servers using AWS, importing volumes, launching EC2, RDS, creating security
- groups, auto-scaling, load balancers (ELBs) in the defined virtual private connection.
- Responsible for creating monitors, alarms, and notifications for EC2 hosts using Cloud Watch.
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PROFESSIONAL CERTIFICATION

- **AWS Solutions Architect Associate**
- **Oracle 10g Certified Associate**

TECHNICAL SKILLS

RDBMS	Oracle 9i and 10g, 11g, 12c,19c SQL SERVER 2008,2012
Tuning Tools	SQL Auto Tracing, TKPROF, EXPLAIN PLAN, STATSPACK, AWR, Tuning advisors, ADDM, oradebug, OS Watcher and SQL Plan stability management etc.
Operating System	Solaris 8/9/10, HP-UX, SUSE Linux, Red Hat Enterprise Linux Advance/Enterprise Server 4/5, HP-UX, Windows 9X/XP/2000, IBM AIX 5.1/5.2/5.3/5.5/6.1
Languages	SQL, Perl, PL/SQL, Linux/UNIX Shell Scripting
Database Tool	Oracle Enterprise Manager Database Control, Rman,OEM, Dbverify, Tkprof, Statspack, AWR, ADDM, SQL Loader, Data Pump,SQL Server 2005/2008/2012

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The state of California, Department of Fi\$cal
Sacramento, California
Aug 2021- Till date
Senior Database Administrator

Roles & Responsibilities:

- Work with various teams to migrate DEV databases to the AWS Cloud platform.
- Migrate databases from old to a new Exadata host using RMAN duplicate
- Migrate Hyperion schemas\services to 12c using datapump expdp/impdp utilities.
- Upgrade databases from oracle 12c RAC to 19c RAC using DBUA.
- Perform schema/table refresh activity using datapump expdp/impdp utilities.
- Patch Oracle 12c databases with the latest PSU using opatch utility.
- Install, Configure and Maintain Physical standby databases in the Dataguard environment.
- Create 19c databases using silent mode installation.
- Work with various teams to build DR database in OCI cloud.
- Create schemas, tablespaces, and objects for the Hyperion application.
- Perform switchover/switchback activity using DG Broker Utility.
- Installation of apex 20.2 for the Hyperion application team.
- Resize redo log groups in an oracle 19c database for better performance.
- Upload/Download files from/to the server using Filezilla.
- Effectively troubleshoot database and Performance problems.
- Upload files to OCI buckets and then download them onto the server using the curl command.
- Installed, Configured Oracle 11g&12c Golden Gate on Oracle 12c standalone and RAC Databases.
- Tune slow-running queries by replacing literals with bind variables and creating indexes as needed.
- Analyzing the explain plan, predicate information of slow-running queries, and creating indexes to improve performance.
- Strong knowledge and experience on AWS Cloud services like EC2, S3, EBS, RDS, VPC, and IAM also familiar with Cloud watch, Elastic IPs on AWS.
- Good Knowledge of Auto Scaling, Termination policies, Lifecycle Hooks, for Auto Scaling.

Environment: Oracle 12c,19c, Linux 7.9, SQL Developer, TOAD, ASM, Data Guard, RAC, SQL plus, Oracle Enterprise Manager (OEM), RMAN, AWS, OCI.

Ameren, St. Louis, Missouri
July 2019- Aug 2021
Senior Database Administrator- ESRI Application

Roles & Responsibilities:

- Actively participating in and support application development activities related to all phases of the application life-cycle management.
- Support the design, maintenance, and on-going support of applications for specific database applications using Oracle.
- Provide periodic on-call rotation, off-hour support, and remote administration.
- Assist in the compliance and continuous monitoring of all aspects of database security controls to ensure the effective, secure and regulatory compliant operation and administration of database resources and consistent integrity of the various systems of data.

- Provide database technical guidance during application development in regards to the use of ESRI, MAXIMO, and Spatial objects.
- Participate in various integrated system setup, testing, and implementation plans and special projects.
- Perform switchover/switchback activity using dgmgrl utility on a quarterly basis.
- Repurpose an unused database by changing the database name using nid utility.
- Migrate databases from old to a new exadata host using rman duplicate
- Migrate informatica schemas/services to 12c using expdp/impdp utilities.
- Upgrade databases from oracle 12c RAC to 19c RAC using DBUA.
- Fixed the SDE library issue by pointing it to the correct path.
- Perform schema/table refresh activity using datapump expdp/impdp utilities.
- Changed oracle databases to point to new oracle home.
- Patch oracle 12c databases with the latest psu using opatch utility.
- Create Standby database in oracle 12c and setup Dataguard broker.
- Created role based services using srvctl utility so services start/stop automatically based on the database role during switchover/switchback activity.
- Copy/Move files from linux to windows using pscp/winscp utilities.
- Creating export jobs for new databases in autosys and schedule them to run on a daily basis.
- Create new standalone/RAC databases in oracle 12c for the application team.
- Assist users in installing oracle client and connecting to the oracle 12c and 19c databases using Toad/DBArtisan.
- Create public/private database links in esri databases for the application team.
- Created requests to Add/update tns entries to OID.
- Create big tablespaces and encrypted tablespaces and resize them as needed.
- Expertise in OracleGoldenGate installation, configuration, troubleshooting GoldenGate issues.
- Experience in using GoldenGate in moving large volumes of transactional data, with minimal impact to online systems.
- Implementation of High Availability solutions with Oracle RAC, Physical and Logical Standby Databases (Data Guard) and Replication using Golden Gate.

Environment: Oracle 12c,19c, Linux 7, Grid Control, OEM Database control, PL/SQL, SQL Developer, TOAD, DBArtisan, ASM, Data Guard, RAC, SQL plus, Oracle Enterprise Manager (OEM), RMAN.

Wells Fargo, Charlotte, North Carolina

Oct '2017-July 2019

Senior Database administrator- APPAAS Application

Roles & Responsibilities:

- Worked on Database Upgrade with TTS (Transport Tablespace) from 11g to 12c.
- Worked on Database Upgrade 11g RAC to 12c RAC on LINUX/UNIX platform using DBUA.
- Experience in Configuring and Maintaining Oracle databases and instances using 12c Oracle Enterprise Manager by setting up appropriate thresholds.
- Performing schema refresh from lower environment to higher environment and validating invalid objects after the activity.
- Copying users from one database to another using datapump export/import utilities.
- Performing switchover and switchback activity using dgmgrl command line utility.
- Creating custom services using srvctl utility in the database for the application teams.
- Creating tables and loading data in excel format to tables in oracle using sql developer tool.
- Loading data from csv files to oracle tables using sql developer tool.
- Creating schemas, tablespaces, adding datafiles to tablespaces, monitoring the overall health of the database.
- Assisting application partners with the installation of oracle client and toad.
- Tuning slow running queries by replacing literals with bind variables and creating indexes as needed.
- Analyzing the explain plan, predicate information of slow running queries and creating indexes to improve performance.
- Deleting databases that are no longer needed for the application team using database configuration assistant (DBCA).

- Setup jobs using Autosys to collect statistics on a daily basis as data is frequently updated/added.
- Generating and analyzing AWR, ASH and ADDM reports to identify performance bottlenecks.
- Running scripts to create objects in schemas for the application team.
- Adding disks to the ASM disk groups and creating bigfile tablespaces.
- Creating Problem tickets for handling compliance violations for the compliance team.
- Deploying objects for the application team in higher environments.
- Monitoring the overall health of the database using health check scripts.
- Partitioning a table using range-based partitioning on the date field of the table.
- Maintaining database security using security compliance auditing and profile management, password complexity in order to control access to the database.
- Implementation of Transparent Data Encryption at tablespace level and creating VPD policies to mask confidential data.
- Working on Exadata X2, X3 and X6 machines which include Half Rack and Full Rack.
- Implementing DDL replication using GG.
- Manage all aspects of the OGG design, implement and support in development environments.
- Experience with korn shell scripts in automating export job.
- Worked on 13c OEM Information reports and BI Publisher reports for current license pack usage for a database.
- Worked on Enabling of features usage option for databases in 13c OEM.
- Worked on Decommission of Oracle 10g, 11g, 12.1.0 Databases and Binaries.
- Installed 12c pluggable databases on Sandbox. Have knowledge of the architecture, new features and good overview of pluggable database specs.
- Worked on Data masking task for the production database and implementing it in Non-Prod database.
- Good Knowledge on creating the Change Management Request (CRQ) for Production activities.
- Provided technical assistance for designing, installation and Upgrading of existing Oracle Databases.
- Performed database management functions such as maintenance, Access Issues and Security.
- Having good knowledge on 12C Cloud Control and intensively used for Diagnostic & Tuning activities.
- Used Secure SCP extensively for the File transfers from machines to remote server.

Environment: Oracle 11g/12c, Linux 6, Grid Control, OEM Database control, PL/SQL, SQL Developer, Shell Scripting, TOAD, ASM, Data Guard, RAC, SQL plus, Oracle Enterprise Manager (OEM), RMAN.

Fannie Mae, Herndon, Virginia
Apr '2017- Sept '2017

Senior Database Administrator

Roles & Responsibilities:

- Responsible for setting up and monitoring Exadata using EM12c.
- Created and setup Oracle databases in 12c. Created Container database and Pluggable databases.
- Configured OEM 12c monitoring and used Oracle 12c for auditing /compliance reporting and remediation.
- Created rules to send out mission critical alerts from production database.
- Used EXPLAIN PLAN, TKPROF to tune SQL queries.
- Generated AWR and ADDM reports for Performance and Tuning.
- Performed Import and Export using Oracle Data pump utilities EXPDP and IMPDP.
- Supported large data warehousing systems with a capacity ranging from 2 TB to 15 TB.
- Worked with Data pump to take the logical backups of databases.
- Performed BCP testing using DG Broker.
- Worked on Database optimization by setting various initialization parameters on Oracle request.
- Restorations of databases using RMAN. Experience in various recovery scenarios.
- Upgrading the databases to higher versions of oracle manually and by DBUA.
- Generating AWR reports on regular basis to identify the database performance at peak load.
- Tuning the SQL statement by analyzing the explain plan and ADDM reports.
- Performance Monitoring the Server's for Better performance.
- Deep understanding about Exadata specified features such as Smart Scan, HCC Hybrid Columnar Compression and Flash Cache.

- Having Good knowledge on Exadata administration and architecture.
- Familiar with Exadata monitoring, backup and recovery scenarios.

Environment: Oracle 11g, Linux 6, Oracle Enterprise Manager, Grid Control, OEM Database control, SQL*Loader, Shell Scripting, TOAD, ASM, Data Guard, SQL plus, Oracle Enterprise Manager (OEM), RMAN.

Wells Fargo, Charlotte, North Carolina
Sept '2015- March '2017

Senior Database Administrator- LoanIQ application

Roles & Responsibilities:

- Responsible for the setup and implementation of three node RAC on Oracle 11g. Configured Oracle Dataguard for Oracle Disaster Recovery.
- Managed data file objects including tablespace and datafiles, object sizing as well as monitoring database usage and growth.
- Managed tablespaces, user profiles and indexes. Responsible for creating user logons and managing user accounts.
- Monitored the instance and plan for future availability of storage on user's table spaces
- Suggested tuning solutions for SQL queries and Database.
- Added space to the data files according to tablespace growth. Backup and Recovery strategies for Oracle database using exp/imp, cold and hot backups.
- Performed export backup of tables for future database recovery. Modifying Oracle parameter (init.ora) for Oracle performance and growth.
- Performed day to day administrative tasks by analyzing the database like checking for failed processors, verifying the query for particular issues and validating disk space.
- Monitored queries with high response time and high disk read per execution (Top SQLs) and tuning the same using Explain Plan and SQL tuning advisor.
- Extensively used features such as Data Pump, Flash Back Recovery, ASM, AWR, ADDM for generating reports
- Efficiently used Oracle Tools like OEM, SQL* Plus, AWR, ADDM, Data Pump and RMAN.
- Worked extensively on SQL tuning and Database tuning based on reports generated by Run time SQL execution plans, AWR Reports, ASH reports, Explain Plans and monitor the database performance on a daily basis.
- Created users and granting them their roles and privileges.
- Configured Listener and TNS names using NETCA and NETMGR.
- SQL tuning and Database tuning has been done based on reports generated by Run time SQL execution plans, AWR Reports, ASH reports, Explain Plans and monitored the database performance on a daily basis
- Resolved RAC issues, OCR related issues, rebooting of faulty nodes, relocating the switched over services.
- Database Services creation for distributing the applications across multiple nodes, extensively used all command line utilities SRVCTL, CRSCTL, ADR, ASMCMD.
- Performed Online Redefinition of tables using DBMS REDEFINITION, partitioning the tables in the production, re-defining the columns data types, conversion of LOB to securefile.
- Experienced with ASM, adding, deleting disks to the disk group.
- Provided on-call support regarding production-related database problems.
- Analyzed performance issues in production Oracle databases by using AWR/ADDM, statspack/tkprof tools.
- Created the Container database and pluggable databases, Upgraded from 11.2.0.3 to 12.1.0.1 and migrated the 11g database to 12c pluggable database.
- Experience in managing the Oracle Cluster using Cluster Ready Services (CRS) and Administrating Real Application Cluster Databases using Automatic Storage Management (ASM).
- Experience in using Golden Gate to support data replication in the Oracle database environment.
- Designed and developed interfaces to load the data from multiple sources like Relational databases, flat files into oracle database.
- Implemented Dataguard on Production Database.

Environment: Oracle 11g, Linux 6, Grid Control, OEM Database control, PL/SQL, SQL Developer, Shell Scripting, TOAD, ASM, Data Guard, SQL plus, Oracle Enterprise Manager (OEM), Oracle RAC, RMAN.

Citigroup, Warren, New Jersey

Apr'2012–Sep'2015

Senior Database Administrator – Equity Sales System – Derivatives (Middle Office) - Data Processing

Roles & Responsibilities:

- Installation, configuration, and maintenance of Oracle 10g on RHEL 4 and 11g on RHEL 5, HP-UX, AIX and Windows 2003 Server and Upgradation from Oracle 10g to 11g.
- Responsible for the setup and implementation of two node RAC on Oracle 11g.
- Maintained 10g/11g RAC environment and troubleshooting issues. Configured Oracle Dataguard for Oracle Disaster Recovery.
- Implemented Dataguard on Production Database.
- Performed day to day administrative tasks by analyzing the database like checking for failed processors, verifying the query for particular issues and validating disk space.
- Migration of large number of databases from 10g to 11g. Implemented ASM on RAC and stand-alone databases. Managing disks and disk groups with ASM.
- Migration of non ASM database to ASM database. Using list partitions for large tables and bitmap indexes for the OLAP databases.
- Cloned a database using RMAN Utility. Installation and configuration of Golden gate
- Monitored database health checkup and took evasive action for any problem. Looking into day-to-day activities of Production database, Monitoring its growth and performance.
- Creation of users and granting them their roles and privileges. The configuration of Listener and TNS names using NETCA and NETMGR.
- Database backup & Recovery for non-archive and archive database with RMAN commands. Done exports and imports of tables, schemas and tablespaces with datapump.
- Archive weekly all production database exports to Tapes. Developed and enforced both database and OS-level security policies for data protection.
- Monitored all the databases in the areas of maintenance, tuning, performance, and troubleshooting. Managed databases using OEM Grid Control.
- Worked on the integration of Exadata monitoring and escalation into existing IT monitoring and actionable events solutions.
- Proficient in Exadata configuration/maintenance/support/dataguard/backup/recovery. Post installation process, kernel upgrade, applying support packs and add-ons.
- Daily incremental backups and weekly cumulative backups using RMAN.
- Worked extensively on Performance tuning of Queries by maintaining Aggregates, Compression, partition, indexing and use of Hints, Stored outlines, Statistics.
- Worked extensively on monitoring grid control database, the configuration of error notifications, installing listeners, and adding them to the grid control.
- Used SQL*Loader to load data into database tables. Expertise in replication technologies including GoldenGate and Materialized Views.
- Install, configure and support uni-directional and bi-directional Oracle to Oracle replicated environments utilizing GoldenGate.
- Efficiently used Oracle Tools like OEM, SQL* Plus, SQL* Loader, TKPROF, AWR, ADDM, STATSPACK, Data Pump, FLASHBACK and RMAN.
- SQL tuning and Database tuning has been done based on reports generated by Run time SQL execution plans, AWR Reports, ASH reports, Explain Plans and monitor the database performance on a daily basis.
- Developed Scripts for transferring data from the production server to testing/development servers.
- Cloning of databases using RMAN and also user managed. Management of databases on multiple servers.
- Developed table structures, PL*SQL stored procedures and database triggers to implement business rules.
- Managing and providing 24X7 supports for various versions of databases. Performed on-call technical support to minimize the impact of system disruptions.

Environment: Oracle 10g,11g,Linux 4/5, Oracle Enterprise Manager, Grid Control, HP-UX, AIX, Windows 2003 server, OEM Database control, PL/SQL, SQL*Loader, Shell Scripting, PERL, TOAD, ASM, Golden Gate, Data Guard, SQL plus, Oracle Enterprise Manager (OEM), RMAN.

US Foods, Chicago, IL
Oct '2010 – Mar '2012
Database Administrator – Application Support Team

Roles & Responsibilities:

- Involved with installation and maintenance of Oracle RAC for high availability.
- Involved in the change control process and Upgraded the Oracle 10g database to 11g version and also applied patch set and interim patches whenever required to make the database software up to date.
- Worked extensively on monitoring 10g/11g Grid Control and Configuration of error notifications, installing listeners, and adding them to the grid control
- Maintained 10g/11g RAC environment and troubleshooting issues. Having good experience in Migrating single Instance database to RAC Environment.
- Installation of Oracle 10g, 11g software for RAC with ASM.
- Configuration of ASM disk groups for installing 11gR2 2 node RAC databases and migrated databases from file system to ASM.
- Converted single instance database to two instance RAC database.
- Prepared plan for Upgradation along with time lines, Performed Capacity Planning, Undo segments and Health check reviews in RAC.
- Monitoring Day-to-Day Backups, Log's & recovering them as per the requirement. Scheduling the databases backup using Cron tab and VERITAS net backup.
- Involvement in space management, rectification of lock problems, managed quotas. Performed Migration of databases 10g on Hp - UNIX to Oracle 11gR2 on Linux.
- Created, monitoring database objects like Indexes, Views, Users, and DB Links. Implemented High availability using Golden Gate Replication.
- Wrote scripts for database maintenance activities such as monitoring the growth rate of table spaces and extents. Also wrote UNIX scripts to process batch jobs.
- Monitored queries with high response time and high disk read per execution (Top SQLs) and tuning the same using Explain Plan, TKPROF and SQL tuning advisor.
- Extensively used features such as Data Pump, Flash Back Recovery, ASM, AWR, ADDM for Generating reports
- Created Partition's estimated stats on one partition1 and copied the stats to remaining partitions using dbms_stats.
- Delivering Oracle Database performance-tuning services for customers with EXPLAIN PLAN, TKPROF, STATSPACK, SQLTRACE, ORADEBUG, 10gOEM Grid Monitoring custom scripts troubleshooting oracle databases using SQLTRACE utilities.
- Transferring compressed files on FTP servers, on UNIX platform
- Highly experienced in using STATSPACK, AWR to check health of database & hardware
- Experience in planning and implementing the maintenance activities to reduce fragmentation and improve performance
- Documenting various recovery scenarios for DR site.
- Worked with DW team on problem resolution and implemented change requests. – Performance tuning on DW such as Data extraction from production to Data warehouse.
- Installing web logic server and creating domains. Troubleshooting WebLogic server issues.
- Starting up and shutting down the WebLogic services and managed servers. Deploying ear/jar/war files from WebLogic admin console.
- Writing documentation for Clusterware installation, RAC RDBMS installation, RAC Database creation, Grid Control installation, Oracle 11g Standby Documentation Active Duplicate cloning of the databases using RMAN.
- Upgradation of retail applications.
- Deploying the custom code into all retail applications. Creation of Point of sale (POS) stores and Backoffice (BO) domains under WebLogic server
- Involved in 24x7 production database maintenance and on-call support. Conducted time-to-time analysis and monitoring of the software and hardware requirements and act accordingly

Environment: Oracle 10g/11g, RAC on Sun Solaris, Linux, RMAN, Data Guard, Toad, Exadata, OEM, ASM, Oracle Enterprise Manager (OEM), WebLogic server, oracle retail applications.

Resume for Programmer/Analyst

VAMSI PRIYA KALE

Contact: +1 860-759-5977

Email: vamsipriya.kale@gmail.com

LINKEDIN

<https://www.linkedin.com/in/vamsi-priya-kale-5508a343>

SUMMARY

Over 13 years of experience as a Java Developer Consultant in IT industry. Extensively experienced in Software Analysis, Design, Development, Implementation and Testing of Object Oriented Applications and Web based Enterprise Applications using java/J2EE.

- Experience in working in environments using **Agile (SCRUM) and Test Driven Development (TDD)** development methodologies.
- Proficient in **UI** design, developed Front End using **JSP,HTML5,CSS3,JavaScript,Ajax, JQuery,AngularJS,Angular 2.0,NodeJs,ReactJs** and have knowledge on **BackboneJs**.
- Hands on experiences with **Core Java** with **Multithreading,Concurrency,File Handling I/O,Generics,Data Structures and Collections, Garbage Collection**.
- Experience in **java8** features like **Parallel Streams, Lambdas, functional interfaces and filters**.
- Experience in developing, deploying, and managing N - tier, server-centric J2EE enterprise class projects using **Eclipse IDE 3.x/4.x, My Eclipse 6.5, J2SE1.4/1.5/1.6 (Java 2, Applets, Swing, JDBC 3.0, RMI), J2EE 1.5** Web application technologies (**Servlets 2.x, JSP 1.x/2.x, JSTL 1.2, JSF 1.x, JNDI**), Enterprise application technologies (**EJB 2.x/3.0, JMS**).
- Good experience on Design Patterns (J2EE) like **Singleton, Factory, DAO, Session Facade, Front Controller, and Delegate Pattern**.
- Experienced in developing messaging module by using **Spring JMS, KAFKA and IBM MQ**.
- Experience in **Spring framework(MVC/IOC/ORM/JDBC/AOP/BATCH/WEBFLOW/Context)** and **Struts (MVC,architecture, interceptors, actionmappings and resource bundles)**.
- Experience in developing **Microservices** using **Spring-Boot**.
- Experience in development and deployment of applications using **JBoss, Web LogicApplication Server, IBM WebSphere Application and Apache Tomcat**.
- Experience in developing **SOAP** based Web Services using **Apache CXF and JAX-WS**.
- Experienced in developing **Restful** Services using **JAX-RS** specification like Jersey and Rest Easy to implement **REST** based Application.
- Experience in using **Socket Programming**.
- Experience in using bug/issue tracking, project Tracking and Management tool **JIRA** and **Rally**.
- Experience working on **Web Services SOAP & REST, JAX-WS, JAXB, WSDL** and **UDDI** registry.
- Expertise in implementing **Service Oriented Architectures (SOA)** using XML based Web Service such as **SOAP, UDDI and WSDL**.
- Experience with Cloud Computing Service environment like (AWS) Amazon Web Services (EC2, EBS, S3 and ELASTIC SEARCH).
- Involved in designed fully distributed system with the use of Restful API and Micro Services.
- Complete understanding of the DevOps process with continuous integration using Jenkins, JIRA, GIT, CHEF.
- Expertise in developing model components using ORM technologies like MyBatis, Hibernate
- (Caching, Hibernate Template, DAO) to write Database independent persistence logic and to
- maintain portable relationships between the databases.
- Have developed the micro services framework prototype with guidelines, the developers have followed as skeleton model and developed their interfaces on top of the baseline prototype.
- Good experience in **J2EE** Testing in developing test cases with **JUnit, MOCKITO** for Unit testing, and logging using **Log4j and LogBack**.
- Good Experience in **Mock Testing, TastiNg and RestAssured**.
- Experienced with RDBMS implementation and development using **Oracle, My SQL, MSSQL and DB2**.
- Expertise in database modeling and development using **No SQL** Database such as **MongoDB and Cassandra**.
- Experience in using version control and configuration management tools like **GIT, SVN and CVS**.
- Experience in using the tools like **Ant and Maven** for build automation.
- Extensive experience in testing on multiple operating systems including **Linux, Unix, Sun Solaris, and Windows**.

- Domain knowledge and business expertise in **Banking,Healthcare,E-Commerce,Insurance, finance,Telecom.**

EDUCATIONAL QUALIFICATION

- Master of Computer Applications (M.C.A) from S.K University. **Jun 2002 To Jun 2005.**
- Bachelor of Computer Science (B.S.C) from S.K University. **May 1999 to Jun 2002.**

TECHNICAL SKILLS

Programming Languages: C,C++, Java, SQL, PLSQL,Socket Programming.

Scripting Languages: XML,XHTML,HTML,CSS,JavaScript,AJAX,jQuery,JSON,Angular2.0,Bootstrap,NodesJS,backboneJS,reactJS.

Tools: Junit, Selenium web Driver, TestNG, Protractor, Mockito.

Frame Works: Struts, Spring, JSF, JPA,EJB and Hibernate,iBatis,JMS.

Web Services: SOAP, UDDI,WSDL, JAX-RS, JAX-WS, RESTful Web services,AWS,Microservices.

Databases: Oracle 11g, MySQL, PostGreSQL, DB2, MongoDB, Cassandra

Debugging Tools& CI/CD: JIRA, Jenkins, CHEFF.

Version Control: Git, Tortoise SVN, CVS, Bamboo.

IDE Tools: Eclipse, Net beans, IntelliJ, IBM RAD, ANT, Maven, STS

Web/App/DB Servers: IBM WebSphere, WebLogic, Apache Tomcat, JBoss.

United AirLines, Remote

Sr Java Developer

August 2021 To Till date

- Developed the functionalities using **Agile Scrum Methodology.**
- Extensive experience in various **Agile** methodologies like **Test Driven Development (TDD).**
- Involved in developing **UI** using **Spring MVC** framework, **JSP, JSTL, HTML5, CSS, Javascript, JQuery,AJAX and Angular8.**
- Created Reusable Modules and Custom Directives in **Angular8** which got used in various places of application.
- Implemented **AngularJS** Controllers to maintain each view data. Implemented Angular Service calls using Angular Factory tested all application controllers extensively with AngularJS built-in testing facilities.
- Extensively used core java concepts like **Multithreading, Collections Framework, File I/o and concurrency.**
- Experience in Core Java concepts such as **OOP Concepts, Collections Framework, and Exception Handling, I/O System, Multi-Threading, JDBC, Generics.**
- Used **Java8** features in developing the code like **Lambda expressions, creating resource classes,** fetching documents from database.
- Used design patterns like **Singleton, Data Access Objects, Factory and MVC patterns.**
- Testing and production support like creating change tickets for PROD deployment, Solving the defects based on SLA's.
- Created **POJO's and DAO's** for the database entities using **Spring JDBC and JPA annotation mappings**
- Integrated with **Spring Cloud** projects to provide distributed tracing and other features.
- Developed **microservices** with Spring and tested the application using Spring Boot.
- Used **Spring Core annotations** for **Spring Dependency Injection, Spring MVC for Rest API's ,Spring Boot for Microservices ,** implemented **the JWT token security and Swagger2.**
- Development of cloud hosted web applications and **REST APIs** using Spring Boot with embedded **Tomcat.**
- Deployed the application on **Amazon Web services (AWS)** and used it to provide a large computing capacity for scalable solutions.
- Deployed applications into Continuous integration environments like **Jenkins** to integrate and deploy code on CI environments for development testing.
- Integrated **KAFKA and spring JMS API** to send and receive message for the application's **RestfulAPI.**
- Experience in design and development of **Web services, JAX-RPC, JAX-WS, RMI, JTA, JMS and XML,XSD, XSLT, X-Path.**
- Wrote build scripts using **Maven.**
- Configuring **WebSphere** Application Server on multiple platforms for both horizontal and vertical scaling for Work Load Management.
- Experience in working with **NoSQL** Database like **MongoDB** to manage extremely large data sets.
- Used **log4j and LogBack** to print the logging, debugging, warning, info statements.
- Involved in setting up Test automation and developed, automated testing with **TestNG, RestAssured and Mockito.**

- Testing and writing **J-Meter** scripts for loading testing.
- Used **JIRA** tool for Issue/bug tracking, monitoring of work assignment in the system.
- Experience on implementation of version control software **GIT** repositories.

Environment: Agile,HTML, CSS, JavaScript,JQuery,AJAX and Angular 8,XML,DAO,POJO, JPA,JAVA,Java8, Springs(IOC,AOP, JDBC,JPA) Frameworks, Spring Boot,Microservices,JSP, Hibernate Framework,AWS,, RESTful Web services,SOAP, Maven, Weblogic Application Server, Mongo DB,NoSql,Log4j,LogBakc,Jenkins,JIRA, GIT,KafKa, TestNg, RestAssured and J-meter.

Guidewell Source, Jacksonville,FL

Sr Java Developer

Dec 2019 May 2020

- Worked on **AGILE** methodology
- Used **agile practices** and **Test Driven Development** techniques to provide reliable, working software early and often.
- Analyzed and designed a scalable system based on **Object Oriented Concepts, OOAD** and the various **J2EE design patterns**.
- Design and implementing Model view controller (MVC) architecture using **spring** framework.
- Wrote Hibernate classes, DAO's to retrieve & store data, configured **hibernate** files.
- Used **Eclipse IDE** for application Development. Used **Jenkins Jobs** for **build automation** to compile and generate **EAR and WAR files**.
- Fixed defects Identified in **Production/ QA environments**; **Defects** were tracked in **Jira** tracking Portal.
- Involved in raising questions for business, getting answers from them, bug fixing, and tracking is done by **JIRA** .
- Developed **RESTful web services** and persistence using **Hibernate** and **JPA ORM** frameworks.
- Jersey implementation of JAX-RS is utilized to develop **RESTful** Web services.
- Consumed **RESTful Web** services (JAX-RS) provided by different vendor to use for Address verification and validation.
- Involved in creating and extracting data from database using **SQL Queries, PL/SQL** Stored procedures, triggers, and packages on **Oracle** database.
- Used **HP Quality Center** for defect tracking
- Provided the technical assistance to resolve Issues identified in **production** and demonstrate appropriate solution to the end users.
- Connected to **Linux servers** to view application logs in order to trouble shoot application issues using **putty** as an interface.
- Assisted Oracle DB development team in developing stored procedures and designing the database.
- Used **Maven** for build and **GIT** for version control.
- Involved in developing of test procedures for **unit testing** and testing of the module

Environment: Agile,HTML, CSS, JavaScript,JQuery,AJAX and Angular 8,XML,DAO,POJO, JPA,JAVA,Java8, Springs(IOC,AOP, JDBC,JPA) Frameworks, Spring Boot,Microservices,JSP, Hibernate Framework,AWS,, RESTful Web services,SOAP, Maven, Weblogic Application Server, Mongo DB,NoSql,Log4j,LogBakc,Jenkins,JIRA, GIT,KafKa, TestNg, RestAssured and J-meter.

Wabtec, Atlanta, GA

Sr Java Full Stack Developer

April 2018 To Dec 2019

Responsibilities:

- Worked on **AGILE** methodology
- Used **agile practices** and **Test Driven Development** techniques to provide reliable, working software early and often.
- Analyzed and designed a scalable system based on **Object Oriented Concepts, OOAD** and the various **J2EE design patterns**.
- Developed java scripts for all client side validation and developed User Interface (GUI) using **JSP, CSS, JSTL, and XSL**.
- Used **JSTL** tags for communicating between controller and **JSP**.
- Design and implementing Model view controller (MVC) architecture using **spring** framework.
- Wrote Hibernate classes, DAO's to retrieve & store data, configured **hibernate** files.
- Used **Eclipse IDE** for application Development. Used **Jenkins Jobs** for **build automation** to compile and generate **EAR and WAR files**.
- Fixed defects Identified in **Production/ QA environments**; **Defects** were tracked in **Jira** tracking Portal.
- Involved in raising questions for business, getting answers from them, bug fixing, and tracking is done by **JIRA** .
- Developed **RESTful web services** and persistence using **Hibernate** and **JPA ORM** frameworks.
- Jersey implementation of JAX-RS is utilized to develop **RESTful** Web services.

- Consumed **RESTful Web** services (JAX-RS) provided by different vendor to use for Address verification and validation.
- Involved in creating and extracting data from database using **SQL Queries, PL/SQL** Stored procedures, triggers, and packages on **Oracle** database.
- Used **HP Quality Center** for defect tracking
- Provided the technical assistance to resolve Issues identified in **production** and demonstrate appropriate solution to the end users.
- Connected to **Linux servers** to view application logs in order to trouble shoot application issues using **putty** as an interface.
- Assisted Oracle DB development team in developing stored procedures and designing the database.
- Used **Maven** for build and **GIT** for version control.
- Involved in developing of test procedures for **unit testing** and testing of the module

Environment: Agile,HTML, CSS, JavaScript,JQuery,AJAX and Angular JS, Socket Programming,XML,JSTL JSP, JPA, JAVA8, Spring Frameworks, Hibernate, RESTful Web services, SOAP, Maven, HP Quality center, WebSphere Application, LoadRunner, Mongo DB, NoSql, Log4j, Jenkins, JIRA, LINUX, GIT.

Walmart, Bentonville, AR

Sr Java Developer

April 2017 To March 2018

Responsibilities:

- Involved in various phases of **Software Development Life Cycle (SDLC)**, including requirement gathering, modeling, analysis, architecture design, prototyping, developing and testing.
- Developed the functionalities using **Agile Scrum Methodology**.
- Created **Services** to produce **REST API's** for onetime loader reading the csv files from **zfam** cloud storage and uploading to **HazelCast** cache.
- Developed **POJOs** for **Data Model**.
- Used Rest Controller in SpringBoot to create **RESTful Web services** and **JSON** objects for communication.
- Used Rest Template to consume the **SAP** services and **JSON** objects for communication.
- Implemented **Log4j** technology for a broader perspective of the project.
- Developed test classes in **JUnit** for unit testing and **Mockito**.
- Automated the test cases by using **Rest Assured** with **TestNg**.
- Configured the CICD using **Jenkins** tool and deployed on **OneOps cloudservices(Walmart prod)**.
- Used **Postman** to test the RESTful API for HTTP requests such as GET, POST, and PUT.
- Used **GIT** for version control tool for merging branches and used SourceTree to solve conflicts.
- Worked with **Exceptions, Synchronization** and **Collection API**.

Environment: Agile, JAVA8, SpringBoot, Spring Data, RESTful Web service, HazelCast, Maven, HP Quality center, Tomcat, Rest Assured, TestNg, Junit, Mockito, Mongo DB, NoSql, Log4j, Jenkins, JIRA, LINUX, GIT, Looper, OneOps cloud services.

CSX, Jacksonville, FL

Full Stack Java Developer

October 2016 To March 2017

Responsibilities:

- Developed the functionalities using Agile Scrum Methodology.
- Extensive experience in various **Agile** methodologies like **Test Driven Development (TDD)**.
- Implemented the **SOAP** controller for reading EDI messages and Entity bean, DAO and Service classes for CRUD operations using **JPA** with **Hibernate**.
- Used **PrimeFace showcase, HTML, CSS and JSP** to create UI pages and **Ajax** for client-side validation.
- Used **JUnit** test method to test.
- Configured the **Data Sources** and **MQ messages** on **WebSphere 8.5 (Classic)**.
- Configured the CICD using **Jenkins** tool and deployed on **WebSphere 8.5 (Classic)**.

Environment: Java1.8, J2EE, JSF, JPA Hibernate, PrimeFace Showcase, Ajax, HTML5, CSS3, XML, Eclipse, JUnit, WebSphere, Oracle, SOAP Web Services, MQ- message Linux/Windows, Jenkins, QC, Confluence, Jenkins, GIT Cloud, Agile Methodology.

Freddie Mac, Mc Lean, VA.

Master Integrator

August 2015 To September 2016

Responsibilities:

- Developed the functionalities using **Agile** Scrum Methodology.
- Migrated **java 1.6** applications **Java 1.8**
- Handle the build and deployments for multiple projects on different environment (**SIT, UAT, MAINT, PERF and PROD**).
- Used **GIT** Bit Bucket.
- Written **Maven Build Scripts** for building the application.
- Migrated the application **WebLogic 10G to WebLogic 12C**.
- Configured the application on Linux machine for (**SIT, UAT, MAINT, PERF and PROD**)environments.
- Used **Apache** **TAM junctions** for the applications.
- Tracing the logs to identifying the error while build and deploying the application.
- After deployment testing the application.
- Used **Jenkins** to configure the applications to maintain the continuous integration of applications.
- Involved in deploying the application on **PROD** environment.
- Integrating the multiple applications code on **GIT**.
- Preparing the documents for Build process.

Environment: Java, J2EE, Spring Core, Spring MVC, Spring Boot, Hibernate, REST API, JUnit, XML, JMS, DB2, Linux, Anglar1. windows, GIT Eye, Eclipse, WebLogic, Jenkins, TAM Junction (Apache), MAVEN, Clear Quest, Agile.

DBS Bank, Singapore

Java Developer

Jun 2010 To December 2014

Responsibilities:

- Used **Kony studios** for creating UI pages.
- Used **Servlets** to handle the Http request and Http response.
- Executing the scripts to update the data in the **Oracle** database.
- For client-side validations used **LUA** and **java script**.
- Building the application for **Android** and configuring and creating **apk** files for deployment.
- Building the applications for iPhone and configuring on mac and creating the **IOS** apps to deploy on theiPhone.
- supporting the **internationalization** language.
- Capturing the logs in the log files.
- Configuring the **CVS** and maintaining the application on CVS version Control.

Environment: Android, Mac (IOS), Linux, Citrix, Rack Space, Eclipse, Kony Studios, db2, Java 6, servlets, java script, CVS, Web sphere, clear quest, Junit, Agile Methodology.

GVK Bio Informatics, India

Java Developer

October 2008 To May 2010

Responsibilities:

- Developed the functionalities using Water Fall Methodology.
- Used Struts MVC design pattern.
- Implemented the customized Exceptions.
- Implemented the code for interacting with data base using Hibernate.
- Junit test methods to perform unit.
- Configured the Config.xml, hbm.xml, web.xml, struts-config.xml and web-application-config.xml.
- Implemented the SOAP AXIS2 protocol Web services for Meta Data, Fetching data, update data from the data base.
- Used third party tools and configured in the java script file to draw the structure of the molecule.
- Prepared JSP pages and used struts tag libraries, AJAX for client-side validations.
- Struts validations for server side.
- Given releases and prepared release notes.
- Prepared war files using ant and configured ANT and deploying on tomcat server.
- Maintained the release notes on the SVN version control.
- Fixed the defects based on priorities.

Environment: Eclipse, Oracle, PISql, Hibernate, Struts, Core Java, J2EE, java script, Ajax, Tomcat, SOAP web services.

JeanMartin Solutions Pvt, Ltd, India

Java Developer

August 2006 To September 2008

Responsibilities:

- Developed the functionalities using Water Fall Methodology.

- HTML5, CSS, Java Script, JSP for creating UI pages.
- Implemented the customized Exceptions.
- Used JDBC to connect with DB to perform CRUD operations.
- Used AJAX for client-side validations.
- Given releases and prepared release notes.
- Prepared war files using ant and configured ANT and deploying on tomcat server.
- Maintained the release notes on the SVN version control.
- Fixed the defects based on priorities.

Environment: Eclipse, HSQLDB, Java, J2EE, java script, Html, Tomcat.

Resume for PC/Help Desk Technician

Deepika Rudraraju

deepika.rudraraju@gmail.com

CELL: 409-767-5382

SUMMARY:

- **14 years** of experience in IT with expertise in **Business Analysis, Project Management** and **QA/Testing** on **Desktop** and **Mobile App/Browser** platforms in **Agile** environments.
- Experienced in **BA Planning and Monitoring, Elicitation, Requirements Management and Communication, Enterprise Analysis, Requirements Analysis, Solution Assessment and Validation, Mentoring and Coaching.**
- Established and executed the entire testing cycle right from **Building Test Strategy, Identifying Testing Methodology, Identifying the Structural and Functional System Testing Techniques, Identifying the Testing Tools** required for the **projects and successfully implemented 11 step software testing process.**
- Exhibited both a **breadth** and **depth of knowledge** and experience with **Analysis Techniques**, experience working on different types of projects in different **business areas** and can come up to **speed in a new domain quickly.**
- Ensured that team **Business Analysis practices** align with industry standards and work outputs support organizational goals.
- Acted as a **liaison between teams** inside the organization including **Project/Product Managers, Software developers, testers, educational researchers, content producers, and customer support representatives** by **translating customer and business needs into requirements.**
- Experienced in Preparation of **Test Plan** and **Test Cases, Execution of Test Cases, Generating Test Result Reports, Performing manual and automation testing, Logging defects through defect tracking tools.**
- Experienced in both **Verification (Requirements Review, Design Review, Code Walkthrough and Code Inspection)** and **Validation (Unit Testing, Integration Testing, System Testing and User Acceptance Testing)** of the projects.

- Experienced in **reviewing Test Plan and Test Cases, monitor the testing status of the projects through regular meetings, Report the testing status at regular intervals to the project management.**
- Extensively used **MS Office tools** during the various stages of developing, testing and executing the projects.
- Extensively executed SQL queries in **SQL server** tables in order to view successful transactions of data and to validate data at the **back end.**
- Excellent **communication** and **analytical skills** along with **multitasking** ability between projects.
- Good **team lead** and **team player.**
- Experienced with **offshore coordination** and **management.**
-

TECHNICAL SKILLS:

Languages	C/C++, Perl, Pascal, PHP, Fortran, HTML, XML.
Networking	TCP/IP, SCPS, CFDP and DTN protocols
Database	SQL Server
Operating System	UNIX, Windows, Linux, MS – DOS, Windows Server.
Tools	MS Office, QTP, WTT, Test Manager, Rational Clear Quest, Quality Center, Rally, Test Rail, Jira

PROFESSIONAL EXPERIENCE:

Client: T-Mobile, Bellevue WA

Oct' 2019 – Present

Title: UAT Journey Lead

Project: T-Mobile Tuesdays App and Web

- **Metro customer access to Tuesdays**
- **Sprint merger (RnR)**
- **Geo Targeted offers**
- **Microsites**

Description:The objective as a journey Test lead is to make sure Tuesdays offers/Prizes are accessible without any issues to end users functionally and E2E flows through the partner sites/apps. Tuesdays has multiple entry points for customers App (iOS/Android), Web – AMOE/Microsites/Live Nation/Tuesdays Web.

Responsibilities:

- Provide key contributions to Architecture design, test infrastructure and methodologies for Web and App testing.
- Lead both weekly offers test efforts and Tuesdays core functionality testing teams which has 4 different scrum teams/sprint teams.
- Developing Master Test Plans, detailed test specification and development for assigned product / feature areas. This includes all types of testing, such as UAT just not Tuesdays but also partner flows, functional, positive/negative, integration, E2E, Accessibility etc.
- Accurately estimate test planning, test case development and testing execution task efforts
- Communicate risks and limitations ahead of time while participating in Design reviews and grooming sessions.
- Drive test plan and spec reviews for assigned feature areas and test responsibilities.
- Test case execution, filing of bugs, analysis of failures, validating bug fixes while not introducing regression issues.
- Work with direct and dependent test team members, developers, program managers to analyze / resolve bugs and/or mitigate issues across test, integration and production environments.
- Adhering to team processes for test plan design, code reviews, task / test execution and feature sign-off.
- Meeting / exceeding all defined feature/product quality gates.
- Effectively communicate and report feature quality and state.
- Create and Manipulate Test data
- Device prep for lower and production environments around native App testing (iOS/Android)

Tools: Samson, CSM, Selenium, Git hub, Android studio, Jenkins, JavaScript, Jira, Charles Proxy, qTest, Confluence. EzOffice.

Client: T-Mobile, Bellevue WA

Aug' 2017 – Oct' 2019

Title: Business Analyst/Project Manager (Contractor)

Project: T-Mobile_App redesign

Description:

The goal of App redesign is to enhance T-Mobile App experience for the customer to match with My.T-mobile.com flows so that customer visiting multiple T-Mobile asserts will be presented with similar flow across the board while accessing Account information, access to pay Bill, Shop modules. T-Mobile App also focuses on the WiFi Login feature along with on Network login which is an enhancement from previous App versions.

Responsibilities:

- Manage changes to requirements and communicate this to stakeholders.
- Appropriately communicate requirements to diverse audiences.
- Identify and define the business need, problem definition and approach.
- Proactively identify improvements that would increase efficiency or productivity in work effort, processes or application features.
- Create analysis deliverables (e.g. user stories, workflow diagrams) to inform the stakeholder audience, both technical and non-technical, for the purposes of review and prioritization.
- Co-ordinate and facilitate the analysis and sign off process.
- Identify opportunities for, and ensure development is integrated with, other initiatives.
- Work with stakeholders to validate that the solution meets the business need.

- Ensure project close and hand over activities are completed.
- Mentor and guide business analysts to ensure their outputs meet standards and their skills are developed.
- Review and monitor business analyst outputs.

Tools: Microsoft Visio, Microsoft Word, Microsoft Excel, Rational Requisite Pro, Google Docs and Microsoft PowerPoint, Confluence, Jira, Rally.

Client: T-Mobile, Bellevue WA

Sep' 2016 – Aug' 2017

Title: Business Analyst/Project Manager (Contractor)

Project: Device 360

Description:

The goal of Device 360 to empower customer to make Trade-In purchases online using T-Mobile access points My.T-Mobile.com and T-Mobile App along with enhancing end to end Shopping experience and bring it to the finger tips of the customer.

Responsibilities:

- Independently plan and manage the completion of business analysis tasks to support initiative objectives.
- Provide estimates for analysis outputs, assess impact of proposed deliverables and negotiate priorities with business stakeholders / manager.
- Ensure there is understanding of the initiative's objectives within the project team.
- Measure and track quality of BA work.
- Work with business stakeholders to identify needs, issues and risks.
- Lead and implement business analysis best practices to ensure own output and business analyst output is in line with approved analysis methodology and tools.
- Actively contribute to improving methodology and tools.
- Responsible for creating users stories, maintaining active backlog, grooming/refining and accepting US based on the functionality.
- Interact and communicate with staff at all levels of the organization to elicit, document and validate requirements for proposed changes or approved projects.

Tools: Microsoft Visio, Microsoft Word, Microsoft Excel, Rational Requisite Pro, Google Docs and Microsoft PowerPoint, Confluence, Jira, Rally.

Client: T-Mobile, Bellevue WA

Oct' 2014 – Sep' 2016

Title: UAT Test Lead (Contractor)

Projects:

- Ryloth
- Dream
- Samsung Launches

- MC2
- Lodestar
- Thread stone
- Auto Pay \$5
- Sawtooth
- Union Releases
- Rushmore
- Apple NPI
- Billing Redesign (UMB)
- Nokia campaign Tool
- e-Services releases
- MAS release
- Black Briar
- T-Mobile Legacy App

Responsibilities:

- Provide key contributions to test infrastructure and methodologies for Web and App testing.
- Developing Master Test Plans, detailed test specification and development for assigned product / feature areas. This includes all types of testing, such as UAT, functional, positive/negative, integration, E2E, etc.
- Accurately estimate test planning, test case development and testing execution task efforts
- Communicate risks and limitations ahead of time while participating in Design reviews and grooming sessions.
- Drive test plan and spec reviews for assigned feature areas and test responsibilities.
- Test case execution, filing of bugs, analysis of failures, validating bug fixes while not introducing regression issues.
- Work with direct and dependent test team members, developers, program managers to analyze / resolve bugs and/or mitigate issues across test, integration and production environments.
- Adhering to team processes for test plan design, code reviews, task / test execution and feature sign-off.
- Meeting / exceeding all defined feature/product quality gates.
- Effectively communicate and report feature quality and state.
- Create and Manipulate Test data
- Device prep for lower and production environments around App testing (iOS/Android/Windows)

Tools: Samson, CSM, Streamline, Grand central, Rally, Jira, Quality Centre, Quick View, Test Rail, Nokia Campaign tool, live person, Confluence.

Client: Microsoft, Bellevue WA

Nov' 2008 – Aug' 2014

Title: Sr. Software Test Engineer (Contractor)

Projects:

- Windows Mobile 8 Test
- ETCM – test automation tool
- MS Office – drive test automation

Responsibilities:

- The Windows Phone Services (WPS) Store team provides services that support the creation and flow of Windows Phone applications from developers to the Windows Phone Store. Our goal is to provide a solid reliable web service that allows for a quick and consistent flow of applications from creation to downloading on a device. Our test strategy focuses on user scenarios and end-to-end experiences with a push towards Testing in Production methodologies.

- Develop well-organized test plans that clearly identified the quality goals of the plan (for example, the proposed mix of test scenarios, the criteria for prioritizing test cases, and the cost/benefit analysis for automation), which resulted in productive and timely test
- Architect automation solutions using XML that were appropriate for the features and improved overall product quality.
- Perform automation tasks for MS Office comprehensive, acceptance and code coverage testing over different Operating systems.
- Run test automation on ETCM, tool build for automation.
- Automation process execution, investigation and improving them. Along with developing regression and unit test plans, managing issues/defects, and test execution
- Monitor Lab, automation system, infrastructure and processes troubleshooting.
- Maintain automation tools.
- Communicating with Office and Server teams to improve the product.
- Extensively executed SQL queries in Oracle and SQL server tables in order to view successful transactions of data and to validate data at the back end.

Tools: All Windows versions, All Versions of Office, Perl, Product Studio, WTT, SQL Server, Windows 8 Devices.

Client: Getty Images, Seattle - WA
Oct' 2008

Nov' 2007 –

Title: Software Quality Analyst (Contractor)

Project: Web Vision Creative Live project

Description:

Web Vision Creative Live project is basically to move creative customers to new, redesigned site while continuing to delight them with innovation and access to both Creative and Editorial imagery in one site experience

Responsibilities:

- Test Getty Images E-Commerce functionality focusing on browsers, cart, cookies, customer information, registration, secure pages, credit cards, purchase path, sessions, servers and regression testing.
- Prepare test cases based on the requirements and design comps for the features to be tested in each monthly release.
- Use QTP for Functional and Regression testing with integration with Quality Center, along with Load Runner for Performance and Load testing
- Communicate to the Dev Manager, QA Lead and Program Manager regarding any blocking issues in scrum meetings and Provide testing status.
- Perform Feature Verification Test which attempts to exercise every feature on every page in the project in at least one way - multiple ways if it is critical path functionality.

Tools: TFS 2005, SQL Server 8.0, TOAD 7.6, Microsoft Windows Server 2003, QTP, QC.

EDUCATION:

M.S. in Electrical Engineering at Lamar University, Beaumont, Texas. August 2007 (**GPA: 3.80**)

B.E. in Electronics and Communications, Madras University, India. May 2004 (**GPA: 3.75**)

HCL GLOBAL SYSTEMS, INC.

FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2022

with
INDEPENDENT AUDITORS' REPORT

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INDEPENDENT AUDITORS' REPORT

Stockholder
HCL Global Systems, Inc.,

Opinion

We have audited the accompanying financial statements of HCL Global Systems, Inc. (the "Company"), which comprise the balance sheet as of December 31, 2022, and the related statements of income and retained earnings and cash flows for the year then ended, and the related notes to the financial statements.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Company as of December 31, 2022, and the results of their operations and cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America ("GAAP").

Basis for Opinion

We conducted our audit in accordance with auditing standards generally accepted in the United States of America ("GAAS"). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Company and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with GAAP; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for one year after the date of this report.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements can arise from fraud or error and are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

Auditors' Responsibilities for the Audit of the Financial Statements (Continued)

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

A handwritten signature in cursive script that reads "Smith and Howard".

March 7, 2023

HCL GLOBAL SYSTEMS, INC.
BALANCE SHEET
DECEMBER 31, 2022

ASSETS

Current Assets	
Cash and cash equivalents	\$ 2,056,613
Accounts receivable, net of allowance for doubtful accounts	10,550,486
Unbilled receivable	15,300,000
Other assets	<u>1,066,639</u>
Total Current Assets	<u>28,973,738</u>
Non-Current Assets	
Property and equipment, net	282,547
Notes receivable - related parties	15,987,304
Notes receivable - others	449,450
Right of use assets	1,634,064
Other long-term assets	<u>58,887</u>
Total Non-Current Assets	<u>18,412,252</u>
	<u><u>\$ 47,385,990</u></u>

LIABILITIES AND STOCKHOLDER'S EQUITY

Current Liabilities	
Accounts payable	\$ 3,771,222
Accrued payroll expenses	8,544,697
Accrued expenses	10,664,132
Right of use liability, current	<u>68,921</u>
Total Current Liabilities	<u>23,048,972</u>
Long-Term Debt	
Right of use liability, net of current portion	1,579,876
Notes payable	<u>250,000</u>
Total Long-Term Debt	<u>1,829,876</u>
Stockholder's Equity	
Capital stock (\$1 par value; 1,000 shares authorized, issued, and outstanding)	1,000
Retained earnings	<u>22,506,142</u>
Total Stockholder's Equity	<u>22,507,142</u>
	<u><u>\$ 47,385,990</u></u>

The accompanying notes are an integral part of these financial statements.

HCL GLOBAL SYSTEMS, INC.
STATEMENT OF INCOME AND RETAINED EARNINGS
YEAR ENDED DECEMBER 31, 2022

Revenues	\$ 194,524,405
Costs of Revenues	<u>178,453,038</u>
Gross Profit	16,071,367
Operating Expenses	<u>5,851,083</u>
Income from Operations	10,220,284
Other Expense	
Interest expense, net	<u>(303,360)</u>
Total Other Expense	<u>(303,360)</u>
Net Income	9,916,924
Retained Earnings, Beginning of Year	21,793,583
Distributions to Stockholder	<u>(9,204,365)</u>
Retained Earnings, End of Year	<u><u>\$ 22,506,142</u></u>

The accompanying notes are an integral part of these financial statements.

HCL GLOBAL SYSTEMS, INC.
STATEMENT OF CASH FLOWS
YEAR ENDED DECEMBER 31, 2022

Cash Flows From Operating Activities:	
Net Income	\$ 9,916,924
Adjustments to Reconcile Net Income to Net Cash	
Provided by Operating Activities:	
Provision for doubtful accounts	435,192
Depreciation	46,626
Operating lease expense	71,441
Payments on operating lease obligations	(56,708)
Changes in operating assets and liabilities	
Accounts receivable	(315,283)
Unbilled receivables	(1,179,000)
Other assets	(351,654)
Accounts payable	(253,132)
Accrued payroll expenses	(778,472)
Accrued expenses	5,368,591
Net Cash Provided by Operating Activities	<u>12,904,525</u>
Cash Flows From Investing Activities:	
Purchase of property and equipment	(7,800)
Decrease in notes receivable - others, net	<u>1,500</u>
Net Cash Required by Investing Activities	<u>(6,300)</u>
Cash Flows from Financing Activities:	
Net proceeds from long-term debt	250,000
Net repayments on long-term debt	(3,590,827)
Distributions paid	<u>(9,204,365)</u>
Net Cash Required by Financing Activities	<u>(12,545,192)</u>
Net Increase in Cash and Cash Equivalents	353,033
Cash and Cash Equivalents, Beginning of Year	<u>1,703,580</u>
Cash and Cash Equivalents, End of Year	<u>\$ 2,056,613</u>
<u>Supplemental Disclosure of Cash Flow Information:</u>	
Cash paid for interest	<u>\$ 328,032</u>

Schedule of Non-Cash Financing Transactions

See Note 4 for non-cash operating disclosure related to right of use asset and lease liability obligations.

The accompanying notes are an integral part of these financial statements.

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2022

NOTE 1 – NATURE OF BUSINESS AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Nature of Operations

HCL Global Systems, Inc. (the “Company”) was organized and incorporated in Florida in 2005 and provides human resource functions by providing personnel to various companies for use in their own internal software development.

For the year ending December 31, 2022, two customers accounted for approximately 32% of revenues. At December 31, 2022, one customer accounted for approximately 11% of the account receivable balance.

Basis of Accounting

The Company follows accounting standards set by the Financial Accounting Standards Board (“FASB”). The FASB sets accounting principles generally accepted in the United States of America (“GAAP”).

New Accounting Standards

Effective January 1, 2022, the Company adopted Accounting Standards Update (“ASU”) 2016-02, *Leases* (Topic 842). The objective of this ASU is to increase transparency and comparability in financial reporting by requiring balance sheet recognition of leases and note disclosure of certain information about lease arrangements. The Company adopted ASU 2016-02 using the modified retrospective method. This method allows the standard to be applied retrospectively through a cumulative catch-up adjustment to equity recognized upon adoption, if necessary. Adoption of ASU 2016-02 did not result in changes to the Company’s beginning equity balance. Additionally, upon adoption, the Company elected to use risk-free discount rate (United States Treasury Yield Curve Rate), an option only available to private entities, when calculating the present value of future lease payments and has made an accounting policy election to not recognize lease assets and lease liabilities for leases with terms of 12 months or less.

Revenue Recognition

Revenue is recognized over time as performance obligations are satisfied and recognition criteria are met. The Company’s agreements with customers include a single performance obligation and no variable consideration. Substantially all the Company’s revenues are recognized from temporary staffing and consulting services. Revenues for these services are recognized based upon hours worked multiplied by an agreed upon rate, an input method of recognition. Revenues are presented net of sales rebates or other similar adjustments in the accompanying financial statements

Cash and Cash Equivalents

The Company considers all highly liquid investments with an original maturity of three months or less to be cash equivalents.

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2022

NOTE 1 – NATURE OF BUSINESS AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(Continued)

Accounts Receivable

Management routinely assesses the financial strength of its customers and, as a result, believes accounts receivable are stated at the net realizable value and credit risk exposure is limited. At January 1, 2022, the accounts receivable balance was \$10,925,395, net of allowance for doubtful accounts of \$255,000. The Company provides an allowance for doubtful accounts based on management's analysis of historical collection coupled with a review of the current status of existing receivables for possible bad debts. Bad debt recoveries are charged against the allowance for doubtful accounts as realized.

Unbilled Receivable

Unbilled receivables represent amounts recognized as revenues based on services performed which will be invoiced in a subsequent period. At January 1, 2022, the unbilled receivables balance was \$14,121,000.

Property and Equipment

Property and equipment is stated at cost less accumulated depreciation. Depreciation on property and equipment is computed using the straight-line method over the estimated useful lives of the assets, which range 5 to 10 years.

Notes Receivable – Others

Notes receivable – others consist of interest free loans to subcontractors as well as certain loans to employees. The notes receivable have no maturity dates and are included in non-current assets in the accompanying balance sheet.

Risk and Uncertainties

The Company's financial instruments at December 31, 2022 consist primarily of cash and cash equivalents, receivables and accounts payable. Due to the short maturities of the cash and cash equivalents, receivables and accounts payable, carrying amounts approximate the respective fair values. Financial instruments that potentially subject the Company to significant concentrations of credit risk consist principally of cash and cash equivalents and receivables.

The Company maintains cash and cash equivalents with various financial institutions. The Company performs periodic evaluations of the relative credit standing of those financial instruments that are considered in the Company's investment strategy. The Company also maintains cash in bank deposit accounts, which, at times, may exceed federally insured limits. The Company has not experienced any losses in such accounts. Receivables are unsecured and the Company is at risk to the extent such amounts become uncollectible. If liquidity issues arise in the global credit and capital markets, it is at least reasonably possible that these changes in risks could materially affect the amounts reported in the accompanying consolidated financial statements.

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2022

NOTE 1 – NATURE OF BUSINESS AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(Continued)

Use of Estimates

The preparation of these financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent assets and liabilities at the date of the consolidated financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Income Taxes

The Company and its stockholder have elected to be taxed under the “S” Corporation provisions of the Internal Revenue Code. As such, the taxable income of the Company is included in the income of the stockholder and taxed to the stockholder individually. Accordingly, no provision or liability for income taxes has been included in the accompanying consolidated financial statements.

The Company annually evaluates all federal and state income tax positions. This process includes an analysis of whether these income tax positions the Company takes meet the definition of an uncertain tax position under the Income Taxes Topic of the FASB Accounting Standards Codification.

The Company files income tax returns in the U.S. federal, various state and foreign tax jurisdictions. In the normal course of business, the Company is subject to examination by the federal and state taxing authorities. In general, the Company is no longer subject to tax examinations for tax years ending before December 31, 2019.

Subsequent Events

Management has evaluated subsequent events through the date of this report, which is the date the consolidated financial statements were available to be issued.

NOTE 2 – PROPERTY AND EQUIPMENT

Property and equipment at December 31, 2022 consists of the following:

Office furniture and equipment	\$ 200,333
Computers	13,884
Leasehold improvements	25,300
Vehicles	<u>216,834</u>
	456,351
Accumulated depreciation	<u>(173,804)</u>
	<u>\$ 282,547</u>

Depreciation expense for the year ended December 31, 2022 totaled \$46,626.

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2022

NOTE 3 – FINANCING ARRANGEMENTS

The Company had a revolving loan, which allowed for maximum borrowings of \$25,000,000, which was refinanced into a new credit agreement with a financial institution on November 7, 2022. As part of the credit agreement, the Company has \$15,000,000 available to borrow in term loan commitments and \$15,000,000 available to borrow as part of a revolving loan commitment. The credit agreement matures on November 7, 2025. Interest accrues under the credit agreement at the monthly SOFR plus 2.62% (effective rate of 6.75% at December 31, 2022). Payments of accrued interest are due monthly under the credit agreement. Term loans drawn under the term loan commitments require equal monthly payments of principal amortized over five years as well as accrued interest. Borrowings under the credit agreement are secured by assets of the Company. The credit agreement contains certain financial covenants, which the Company was in compliance with at December 31, 2022. At December 31, 2022, there were no term loan borrowings. Outstanding revolving loan borrowings totaled \$250,000 at December 31, 2022. Subsequent to year end, \$7,000,000 was drawn on the term loan borrowings.

NOTE 4 – LEASE COMMITMENTS

The Company leases office space under a non-cancelable operating lease. The lease commenced in July 2022 and expires in July 2038. As detailed in Note 1, the Company adopted ASU 2016-02, *Leases*, on January 1, 2022 and has recorded a ROU asset and operating lease liability which represents the present value of future lease payments using a discount rate of 6.28%.

At December 31, 2022, the Company's operating lease liability was comprised of the following:

Gross operating lease liability	\$ 2,686,644
Less: imputed interest	<u>(1,037,847)</u>
Present value of operating lease liability	1,648,797
Less: current portion of operating lease liability	<u>(68,921)</u>
Long-term operating lease liability	<u><u>\$ 1,579,876</u></u>

The schedule below summarizes the future minimum annual lease obligations for the years ending December 31:

2023	\$ 137,801
2024	141,935
2025	146,193
2026	150,579
2027	155,097
Thereafter	<u>1,955,039</u>
	2,686,644
Less: present value discount	<u>(1,037,847)</u>
	<u><u>\$ 1,648,797</u></u>

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2022

NOTE 5 – RELATED PARTY TRANSACTIONS

The Company has elected the private company alternative to not apply variable interest entity guidance as allowed by FASB.

The Company has a non-interest bearing note receivable due from an unconsolidated entity under common ownership totaling \$6,550,000 at December 31, 2022. The note receivable has no stated maturity date. The note receivable is subordinated to the loan facility and is secured by all assets of the unconsolidated entity and its majority member.

The Company has a non-interest bearing note receivable due from the stockholder of the Company totaling \$9,437,304 at December 31, 2022. The note receivable has no stated maturity date. The note receivable is subordinated to the loan facility and is secured by the stockholder.

During 2022, payments totaling approximately \$1,864,000 were paid to HCL Global Systems India Private Limited, a related party under common ownership located in India that provides back office support to the Company.

The Company has a related party under common ownership, HCLGS Holdings, Ltd. (“HCLGS”), that issues insurance and facultative policies in the following risk categories: administrative, business interruption, collection, contractual, legal, loss of key contract, employment practices, and intellectual property. HCLGS only issues policies and receives premiums from the Company. Premiums paid by the Company to HCLGS totaled \$450,000 for the year ending December 31, 2022.

HCL GLOBAL SYSTEMS, INC.

FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2021

with
INDEPENDENT AUDITORS' REPORT

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INDEPENDENT AUDITORS' REPORT

Stockholder
HCL Global Systems, Inc,

Opinion

We have audited the accompanying financial statements of HCL Global Systems, Inc. (the "Company"), which comprise the balance sheet as of December 31, 2021, and the related statements of income and retained earnings and cash flows for the year then ended, and the related notes to the financial statements.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Company as of December 31, 2021, and the results of their operations and cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America ("GAAP").

Basis for Opinion

We conducted our audit in accordance with auditing standards generally accepted in the United States of America ("GAAS"). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Company and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with GAAP; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for one year after the date of this report.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements can arise from fraud or error and are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

A handwritten signature in cursive script that reads "Smith and Howard".

April 28, 2022

HCL GLOBAL SYSTEMS, INC.
BALANCE SHEET
DECEMBER 31, 2021

ASSETS

Current Assets

Cash and cash equivalents	\$ 1,703,580
Accounts receivable, net of allowance for doubtful accounts	10,670,395
Unbilled receivable	14,121,000
Other assets	<u>714,985</u>
Total Current Assets	27,209,960

Non-Current Assets

Property and equipment, net	216,647
Notes receivable - related parties	15,987,304
Notes receivable - others	450,950
Other long-term assets	<u>58,887</u>
Total Non-Current Assets	<u>16,713,788</u>

\$ 43,923,748

LIABILITIES AND STOCKHOLDER'S EQUITY

Current Liabilities

Accounts payable	\$ 4,024,354
Accrued payroll expenses	9,323,169
Accrued expenses	<u>5,190,815</u>
Total Current Liabilities	<u>18,538,338</u>

Long-Term Debt

3,590,827

Stockholder's Equity

Capital stock (\$1 par value; 1,000 shares authorized, issued, and outstanding)	1,000
Retained earnings	<u>21,793,583</u>
	<u>21,794,583</u>

\$ 43,923,748

The accompanying notes are an integral part of these financial statements.

HCL GLOBAL SYSTEMS, INC.
STATEMENT OF INCOME AND RETAINED EARNINGS
YEAR ENDED DECEMBER 31, 2021

Revenues	\$ 168,430,701
Costs of Revenues	<u>150,825,340</u>
Gross Profit	17,605,361
Operating Expenses	<u>4,852,933</u>
Income from Operations	12,752,428
Interest Expense, Net	<u>(315,261)</u>
Net Income	12,437,167
Retained Earnings, Beginning of Year	13,152,608
Distributions to Stockholder	<u>(3,796,192)</u>
Retained Earnings, End of Year	<u><u>\$ 21,793,583</u></u>

The accompanying notes are an integral part of these financial statements.

HCL GLOBAL SYSTEMS, INC.
STATEMENT OF CASH FLOWS
YEAR ENDED DECEMBER 31, 2021

Cash Flows From Operating Activities:

Net Income	\$ 12,437,167
Adjustments to Reconcile Net Income to Net Cash	
Provided by Operating Activities:	
Provision for doubtful accounts	258,210
Depreciation	40,326
Changes in operating assets and liabilities	
Accounts receivable	(1,564,413)
Unbilled receivables	(3,824,525)
Other receivables	(341,821)
Accounts payable	814,710
Accrued expenses	2,981,905
Accrued payroll expenses	1,501,303
Net Cash Provided by Operating Activities	<u>12,302,862</u>

Cash Flows From Investing Activities:

Purchase of property and equipment	(3,850)
Increase in notes receivable - related parties, net	(4,100,000)
Decrease in notes receivable - others, net	<u>31,000</u>
Net Cash Required by Investing Activities	<u>(4,072,850)</u>

Cash Flows from Financing Activities:

Net repayments on long-term debt	(3,079,124)
Distributions paid	<u>(3,796,192)</u>
Net Cash Required by Financing Activities	<u>(6,875,316)</u>

Net Increase in Cash and Cash Equivalents 1,354,696

Cash and Cash Equivalents, Beginning of Year 348,884

Cash and Cash Equivalents, End of Year \$ 1,703,580

Supplemental Disclosure of Cash Flow Information:

Cash paid for interest \$ 327,911

The accompanying notes are an integral part of these financial statements.

**HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2021**

NOTE 1 – NATURE OF BUSINESS AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Nature of Operations

HCL Global Systems, Inc. (the “Company”) was organized and incorporated in Florida in 2005 and provides human resource functions by providing personnel to various companies for use in their own internal software development.

For the year ending December 31, 2021, two customers accounted for approximately 28% of revenues. At December 31, 2021, one customers accounted for approximately 13% of the account receivable balance.

Basis of Accounting

The Company follows accounting standards set by the Financial Accounting Standards Board (“FASB”). The FASB sets accounting principles generally accepted in the United States of America (“GAAP”).

Revenue Recognition

Revenue is recognized over time as performance obligations are satisfied and recognition criteria are met. The Company’s agreements with customers include a single performance obligation and no variable consideration. Substantially all the Company’s revenues are recognized from temporary staffing and consulting services. Revenues for these services are recognized based upon hours worked multiplied by an agreed upon rate, an input method of recognition. Revenues are presented net of sales rebates or other similar adjustments in the accompanying financial statements

Cash and Cash Equivalents

The Company considers all highly liquid investments with an original maturity of three months or less to be cash equivalents.

Accounts Receivable

Management routinely assesses the financial strength of its customers and, as a result, believes accounts receivable are stated at the net realizable value and credit risk exposure is limited. At January 1, 2021, the accounts receivable balance was \$9,364,192, net of allowance for doubtful accounts of \$255,000. The Company provides an allowance for doubtful accounts based on management’s analysis of historical collection coupled with a review of the current status of existing receivables for possible bad debts. Bad debt recoveries are charged against the allowance for doubtful accounts as realized.

Unbilled Receivable

Unbilled receivables represent amounts recognized as revenues based on services performed which will be invoiced in a subsequent period. At January 1, 2021, the unbilled receivables balance was \$10,396,251.

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2021

NOTE 1 – NATURE OF BUSINESS AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(Continued)

Property and Equipment

Property and equipment is stated at cost less accumulated depreciation. Depreciation on property and equipment is computed using the straight-line method over the estimated useful lives of the assets, which range 5 to 10 years.

Notes Receivable – Others

Notes receivable – others consist of interest free loans to subcontractors as well as certain loans to employees. The notes receivable have no maturity dates and are included in non-current assets in the accompanying balance sheet.

Risk and Uncertainties

The Company's financial instruments at December 31, 2021 consist primarily of cash and cash equivalents, receivables and accounts payable. Due to the short maturities of the cash and cash equivalents, receivables and accounts payable, carrying amounts approximate the respective fair values. Financial instruments that potentially subject the Company to significant concentrations of credit risk consist principally of cash and cash equivalents and receivables.

The Company maintains cash and cash equivalents with various financial institutions. The Company performs periodic evaluations of the relative credit standing of those financial instruments that are considered in the Company's investment strategy. The Company also maintains cash in bank deposit accounts, which, at times, may exceed federally insured limits. The Company has not experienced any losses in such accounts. Receivables are unsecured and the Company is at risk to the extent such amounts become uncollectible. If liquidity issues arise in the global credit and capital markets, it is at least reasonably possible that these changes in risks could materially affect the amounts reported in the accompanying consolidated financial statements.

The Company has not experienced any negative disruption of normal business operations caused from COVID-19; however, it is reasonably possible that changes in risks in the near term could occur which could result in a material change to the financial statements.

Use of Estimates

The preparation of these financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent assets and liabilities at the date of the consolidated financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2021

NOTE 1 – NATURE OF BUSINESS AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(Continued)

Income Taxes

The Company and its stockholder have elected to be taxed under the “S” Corporation provisions of the Internal Revenue Code. As such, the taxable income of the Company is included in the income of the stockholder and taxed to the stockholder individually. Accordingly, no provision or liability for income taxes has been included in the accompanying consolidated financial statements.

The Company annually evaluates all federal and state income tax positions. This process includes an analysis of whether these income tax positions the Company takes meet the definition of an uncertain tax position under the Income Taxes Topic of the FASB Accounting Standards Codification.

The Company files income tax returns in the U.S. federal, various state and foreign tax jurisdictions. In the normal course of business, the Company is subject to examination by the federal and state taxing authorities. In general, the Company is no longer subject to tax examinations for tax years ending before December 31, 2018.

Subsequent Events

Management has evaluated subsequent events through the date of this report, which is the date the consolidated financial statements were available to be issued.

NOTE 2 – PROPERTY AND EQUIPMENT

Property and equipment at December 31, 2021 consists of the following:

Office furniture and equipment	\$ 233,709
Computers	13,884
Leasehold improvements	17,500
Vehicles	<u>216,834</u>
	481,927
Accumulated depreciation	<u>(265,280)</u>
	<u><u>\$ 216,647</u></u>

Depreciation expense for the year ended December 31, 2021 totaled \$40,326.

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2021

NOTE 3 – FINANCING ARRANGEMENTS

The Company has a revolving loan, which allows for maximum borrowings of \$25,000,000, is secured by all business assets of the Company and is guaranteed by the stockholder of the Company. The revolving loan matures October 30, 2023. Borrowings bear interest at the greater of the prime interest rate or 3.25% (an effective rate of 3.25% at December 31, 2021) and are payable each month. Outstanding borrowings totaled \$3,590,827 at December 31, 2021.

NOTE 4 – RELATED PARTY TRANSACTIONS

The Company has elected the private company alternative to not apply variable interest entity guidance as allowed by FASB.

The Company has a non-interest bearing note receivable due from an unconsolidated entity under common ownership totaling \$6,550,000 at December 31, 2021. The note receivable has no stated maturity date. The note receivable is subordinated to the loan facility and is secured by all assets of the unconsolidated entity and its majority member.

The Company has a non-interest bearing note receivable due from the stockholder of the Company totaling \$9,437,304 at December 31, 2021. The note receivable has no stated maturity date. The note receivable is subordinated to the loan facility and is secured by the stockholder.

During 2021, payments totaling approximately \$1,724,000 were paid to HCL Global Systems India Private Limited, a related party under common ownership located in India that provides back office support to the Company.

The Company has a related party under common ownership, HCLGS Holdings, Ltd. (“HCLGS”), that issues insurance and facultative policies in the following risk categories: administrative, business interruption, collection, contractual, legal, loss of key contract, employment practices, and intellectual property. HCLGS only issues policies and receives premiums from the Company. Premiums paid by the Company to HCLGS totaled \$300,000 for the year ending December 31, 2021.

HCL GLOBAL SYSTEMS, INC.

FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020

with
INDEPENDENT AUDITORS' REPORT

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INDEPENDENT AUDITORS' REPORT

Stockholder
HCL Global Systems, Inc,

We have audited the accompanying financial statements of HCL Global Systems, Inc. (the "Company"), which comprise the balance sheet as of December 31, 2020, and the related statements of income and retained earnings and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

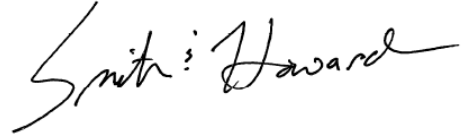
Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of the significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Company as of December 31, 2020, and the results of their operations and cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

A handwritten signature in black ink, reading "Smith & Howard". The signature is written in a cursive, flowing style with a long horizontal line extending from the end.

April 26, 2021

HCL GLOBAL SYSTEMS, INC.
BALANCE SHEET
DECEMBER 31, 2020

ASSETS

Current Assets	
Cash and cash equivalents	\$ 348,884
Accounts receivable, net of allowance for doubtful accounts	9,364,192
Unbilled receivable	10,296,475
Other assets	373,164
Notes receivable - related parties	11,887,304
Notes receivable - others	<u>481,950</u>
Total Current Assets	32,751,969
Property and Equipment, Net	253,123
Other Long Term Assets	<u>58,887</u>
	<u>\$ 33,063,979</u>

LIABILITIES AND STOCKHOLDER'S EQUITY

Current Liabilities	
Accounts payable	\$ 3,209,644
Accrued payroll expenses	7,821,866
Accrued expenses	<u>2,208,910</u>
Total Current Liabilities	<u>13,240,420</u>
Long-term Debt	<u>6,669,951</u>
Stockholder's Equity	
Capital Stock (\$1 par value; 1,000 shares authorized, issued, and outstanding)	1,000
Retained earnings	<u>13,152,608</u>
	<u>13,153,608</u>
	<u>\$ 33,063,979</u>

The accompanying notes are an integral part of these financial statements.

HCL GLOBAL SYSTEMS, INC.
STATEMENT OF INCOME
YEAR ENDED DECEMBER 31, 2020

Revenues	\$ 138,120,733
Costs of Revenues	<u>122,008,967</u>
Gross Profit	16,111,766
Operating Expenses	<u>5,277,810</u>
Income from Operations	10,833,956
Other Expense	
Interest expense, net	(2,679,858)
Write off of debt issuance costs	<u>(508,968)</u>
	<u>(3,188,826)</u>
Net Income	7,645,130
Retained Earnings, Beginning of Year	7,566,551
Distributions to Stockholder	<u>(2,059,073)</u>
Retained Earnings, End of Year	<u>\$ 13,152,608</u>

The accompanying notes are an integral part of these financial statements.

HCL GLOBAL SYSTEMS, INC.
STATEMENT OF CASH FLOWS
YEAR ENDED DECEMBER 31, 2020

Cash Flows From Operating Activities:	
Net Income	\$ 7,645,130
Adjustments to Reconcile Net Income to Net Cash	
Provided by Operating Activities:	
Provision for doubtful accounts	280,387
Depreciation	40,189
Write off of debt issuance costs	967,032
Changes in operating assets and liabilities	
Accounts receivable	2,090,731
Unbilled receivables	(3,232,628)
Other receivables	(272,464)
Accounts payable	(3,960,037)
Accrued expenses	4,818,980
Accrued payroll expenses	833,678
Net Cash Provided by Operating Activities	<u>9,210,998</u>
Cash Flows From Investing Activities:	
Decrease in notes receivable - related parties, net	7,112,696
Decrease in notes receivable - others, net	<u>6,000</u>
Net Cash Provided by Investing Activities	<u>7,118,696</u>
Cash Flows from Financing Activities:	
Net repayments on long-term debt	(15,325,896)
Distributions paid	<u>(2,059,073)</u>
Net Cash Required by Financing Activities	<u>(17,384,969)</u>
Net Decrease in Cash and Cash Equivalents	(1,055,275)
Cash and Cash Equivalents, Beginning of Year	<u>1,404,159</u>
Cash and Cash Equivalents, End of Year	<u><u>\$ 348,884</u></u>
<u>Supplemental Disclosure of Cash Flow Information:</u>	
Cash paid for interest	<u><u>\$ 3,000,566</u></u>

Schedule of Non-Cash Financing Transactions

During 2020, \$5,000,000 of long-term debt was settled through the reduction of notes receivable from related parties.

During 2020, \$2,995,847 of accrued interest and fees were refinanced into long-term debt.

The accompanying notes are an integral part of these financial statements.

**HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2020**

**NOTE 1 – NATURE OF BUSINESS AND SUMMARY OF SIGNIFICANT ACCOUNTING
POLICIES**

Nature of Operations

HCL Global Systems, Inc. (the “Company”) was organized and incorporated in Florida in 2005 and provides human resource functions by providing personnel to various companies for use in their own internal software development.

For the year ending December 31, 2020, two customers accounted for approximately 23% of revenues. At December 31, 2020, two customers accounted for approximately 26% of the account receivable balance.

Basis of Accounting

The Company follows accounting standards set by the Financial Accounting Standards Board (“FASB”). The FASB sets accounting principles generally accepted in the United States of America (“GAAP”).

Revenue Recognition

Revenue is recognized over time as performance obligations are satisfied and recognition criteria are met. Substantially all the Company’s revenues are recognized from temporary staffing and consulting services. Revenues for these services are recognized based upon hours worked multiplied by an agreed upon rate, an “input method” of recognition. Revenues are presented net of sales rebates and other similar adjustments in the accompanying financial statements

Cash and Cash Equivalents

The Company considers all highly liquid investments with an original maturity of three months or less to be cash equivalents.

Accounts Receivable

Management routinely assesses the financial strength of its customers and, as a result, believes accounts receivable are stated at the net realizable value and credit risk exposure is limited. At January 1, 2020, the accounts receivable balance was \$11,735,310, net of allowance for doubtful accounts of \$485,000.

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2020

**NOTE 1 – NATURE OF BUSINESS AND SUMMARY OF SIGNIFICANT ACCOUNTING
POLICIES (Continued)**

Unbilled Receivable

Unbilled receivables represent amounts recognized as revenues based on services performed which will be invoiced in a subsequent period. At January 1, 2020, the unbilled receivables balance was \$7,063,847.

Allowance for Doubtful Accounts

The Company provides an allowance for doubtful accounts based on management's analysis of historical collection coupled with a review of the current status of existing receivables for possible bad debts. Bad debt recoveries are charged against the allowance for doubtful accounts as realized. The Company's allowance for doubtful accounts was \$200,000 as of December 31, 2020.

Property and Equipment

Property and equipment is stated at cost less accumulated depreciation. Depreciation on property and equipment is computed using the straight-line method over the estimated useful lives of the assets, which range 5 to 10 years.

Notes Receivable – Others

Notes receivable – others consist of interest free loans to subcontractors as well as certain loans to employees. The notes receivable have no maturity dates and are included in non-current assets in the accompanying balance sheet.

Risk and Uncertainties

The Company's financial instruments at December 31, 2020 consist primarily of cash and cash equivalents, receivables and accounts payable. Due to the short maturities of the cash and cash equivalents, receivables and accounts payable, carrying amounts approximate the respective fair values. Financial instruments that potentially subject the Company to significant concentrations of credit risk consist principally of cash and cash equivalents and receivables.

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2020

NOTE 1 – NATURE OF BUSINESS AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Risk and Uncertainties (Continued)

The Company maintains cash and cash equivalents with various financial institutions. The Company performs periodic evaluations of the relative credit standing of those financial instruments that are considered in the Company's investment strategy. The Company also maintains cash in bank deposit accounts, which, at times, may exceed federally insured limits. The Company has not experienced any losses in such accounts. Receivables are unsecured and the Company is at risk to the extent such amounts become uncollectible. If liquidity issues arise in the global credit and capital markets, it is at least reasonably possible that these changes in risks could materially affect the amounts reported in the accompanying consolidated financial statements.

The Company has not experienced any negative disruption of normal business operations caused from COVID-19; however, it is reasonably possible that changes in risks in the near term could occur which could result in a material change to the financial statements.

Use of Estimates

The preparation of these financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent assets and liabilities at the date of the consolidated financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Income Taxes

The Company and its stockholder have elected to be taxed under the "S" Corporation provisions of the Internal Revenue Code. As such, the taxable income of the Company is included in the income of the stockholder and taxed to the stockholder individually. Accordingly, no provision or liability for income taxes has been included in the accompanying consolidated financial statements.

The Company annually evaluates all federal and state income tax positions. This process includes an analysis of whether these income tax positions the Company takes meet the definition of an uncertain tax position under the Income Taxes Topic of the FASB Accounting Standards Codification.

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2020

NOTE 1 – NATURE OF BUSINESS AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Income Taxes (Continued)

The Company files income tax returns in the U.S. federal, various state and foreign tax jurisdictions. In the normal course of business, the Company is subject to examination by the federal and state taxing authorities. In general, the Company is no longer subject to tax examinations for tax years ending before December 31, 2017.

Subsequent Events

Management has evaluated subsequent events through the date of this report, which is the date the consolidated financial statements were available to be issued.

NOTE 2 – PROPERTY AND EQUIPMENT

Property and equipment at December 31, 2020 consists of the following:

Office furniture and equipment	\$ 229,859
Computers	13,884
Leasehold improvements	17,500
Vehicles	<u>216,834</u>
	478,077
Accumulated depreciation	<u>(224,954)</u>
	<u>\$ 253,123</u>

Depreciation expense for the year ended December 31, 2020 totaled \$40,189.

NOTE 3 – FINANCING ARRANGEMENTS

During 2020, the Company refinanced its previously held term loan with a different lender into a revolving loan, which allows for maximum borrowings of \$25,000,000 and is secured by all business assets of the Company and is guaranteed by the stockholder of the Company. The revolving loan matures October 30, 2023. Borrowings bear interest at the greater of the prime interest rate or 3.25% (an effective rate of 3.25% at December 31, 2020) and are payable each month. Outstanding borrowings totaled \$6,669,951 at December 31, 2020.

HCL GLOBAL SYSTEMS, INC.
NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2020

NOTE 3 – FINANCING ARRANGEMENTS (Continued)

During 2019, the Company entered into a term loan with initial borrowings of \$24,000,000 which was secured by all business assets of the Company and was guaranteed by the stockholder of the Company. Borrowings bore interest at 15.00% and were payable each month. This term loan was closed during 2020 as part of the previously mentioned refinancing. The previously capitalized debt issuance costs were written off as part of the refinancing.

NOTE 4 – RELATED PARTY TRANSACTIONS

The Company has a non-interest bearing note receivable due from an unconsolidated entity under common ownership totaling \$6,550,000 at December 31, 2020. The note receivable matures July 2021. The note receivable is subordinated to the loan facility and is secured by all assets of the unconsolidated entity and its majority member.

The Company has a non-interest bearing note receivable due from the stockholder of the Company totaling \$5,337,304 at December 31, 2020. The note receivable matures July 2021. The note receivable is subordinated to the loan facility and is secured by the stockholder.

During 2020, payments totaling approximately \$424,000 were paid to HCL Global Systems India Private Limited, a related party under common ownership located in India that provides back office support to the Company.

The Company has a related party under common ownership, HCLGS Holdings, Ltd. ("HCLGS"), that issues insurance and facultative policies in the following risk categories: administrative, business interruption, collection, contractual, legal, loss of key contract, employment practices, and intellectual property. HCLGS only issues policies and receives premiums from the Company. Premiums paid by the Company to HCLGS totaled \$300,000 for the year ending December 31, 2020.



THIS CERTIFIES THAT

HCL Global Systems, Inc.

* Nationally certified by the: **MICHIGAN MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541511

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

01/03/2023

Issued Date

MI01033

Certificate Number

01/01/2024

Expiration Date

A handwritten signature in black ink, appearing to read "Ying McGuire", is positioned above the name and title of the NMSDC CEO and President.

**Ying McGuire
NMSDC CEO and President**

A handwritten signature in black ink, appearing to read "Michelle Sourie Robinson", is positioned above the name and title of the NMSDC President & CEO.

Michelle Sourie Robinson, President & CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

ARTICLES OF INCORPORATION

In compliance with Chapter 607 and/or Chapter 621, F.S. (Profit)

ARTICLE I NAME

The name of the corporation shall be:

HCL Global Systems, Inc.

ARTICLE II PRINCIPAL OFFICE

The principal place of business/mailling address is:

8559 Touchton Road, Unite # 1711, Jacksonville, FL 32216

ARTICLE III PURPOSE

The purpose for which the corporation is organized is:

Computer Consulting

ARTICLE IV SHARES

The number of shares of stock is:

10,000 Shares

ARTICLE V INITIAL OFFICERS AND/OR DIRECTORS

List name(s), address(es) and specific title(s):

Durga Prasad Gadde, 8559 Touchton Road, Unite # 1711, Jacksonville, FL 32216

ARTICLE VI REGISTERED AGENT

The name and Florida street address (P.O. Box NOT acceptable) of the registered agent is:

Durga Prasad Gadde, 8559 Touchton Road, Unite # 1711, Jacksonville, FL 32216

ARTICLE VII INCORPORATOR

The name and address of the Incorporator is:

Durga Prasad Gadde, 8559 Touchton Road, Unite # 1711, Jacksonville, FL 32216

FILED
05 SEP 26 PM 12:56
CLERK OF STATE
TALLAHASSEE, FLORIDA

Having been named as registered agent to accept service of process for the above stated corporation at the place designated in this certificate, I am familiar with and accept the appointment as registered agent and agree to act in this capacity

G. Prasad

Signature/Registered Agent

G. Prasad

Signature/Incorporator

9/20/05

Date

9/20/05

Date