



839 Kent Ave Metairie, LA 70001
Tel: 484-554-3779 Fax: 646-390-9192

08/24/2023

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

Ref: Request for Proposal (RFP) # 0464

Dear Sir or Madam,

TechKuber, LLC is a local to Jefferson Parish, MBE and Louisiana Economic Development Hudson Initiative certified company, (submitting for 8a certification). We specialize in providing support for IT/Non-IT and engineering requirements. We are currently providing our services to Trimech, Xavient Information Systems, Tech Mahindra, Deloitte & HCL. Our list of clients includes SCIF, Nintendo, Medefis, Cargill, Trimech and more.

Experience: 10+ years of IT and Engineering consulting nationally.

Workforce: We have many experienced contractors and partnering companies that work with us permanently whose experience levels range from Support Staff, Developers, Architects, and Project Managers etc.

Industries: Information Technology, Financial, Gas/Chemical, Healthcare, Healthcare Insurance etc.

Sourcing strategy: We focus on networking rather than common job boards and use our internal network to source candidates as well as through websites such as LinkedIn and Facebook

Screening process: A multi-level process that includes 3 level screening, technical assessment, reference check, online presence checks and soft skill assessment before a submission has been made to a client.

Flexibility: We support contract, contract to hire and permanent positions with US citizens, Greencards and H1B professionals.

Techkuber is a small growing company. We have good credit history and financial support from financial institutions to meet our financial goals

At TechKuber, LLC, we have experts at providing high-volume contingent and direct hire resources. We partner with business leaders, HR, strategic sourcing and MSP/VMS program managers to achieve superior performance and 100% program compliance. We focus on networking as well as job boards and use our internal network and partner companies to source candidates. We also use social Networking websites such as LinkedIn and Facebook Screening process. We provide quality resources & exceptional customer service to our customers in fulfilling customer's needs. Based on our client needs we deliver Qualified professionals at competitive price. We use on-shore and off-shore team recruiters to save our cost and to provide quick service and qualified professionals.

Our qualified professionals will help our customers to build the business. Our customers can reach us via multiple channels including email, website chat, phone, social, text message and allocate resources accordingly.

By submitting this bid/RFP we will help United States Development International Corporation in reaching their overall revenue goals with our low cost, quick turn around and quality submissions.

Sincerely,,

Ashok Reddy Etikyala
President



839 Kent Ave, Metairie, LA 70001
Tel: 484-554-3779 Fax: 646-390-9192
ashok@techkuber.com
www.techkuber.com

STATEMENT OF QUALIFICATIONS (SOQ)

MISSION STATEMENT: Techkuber mission is to create an Ecosystem of Partners to help Shape the future of IT Solutions by creating unprecedented value for our customers and employees.

INTRODUCTION: Techkuber is a Software Services & Solutions Company offering Enterprise software, mobile applications and IT consulting space with over ten-(10) year of business experience and diversified client-base. Techkuber has experienced consistent Y-O-Y growth with its strong emphasis on quickly applying new and emerging technology and platforms in its implementations.

Techkuber provides the most innovative, efficient and cost-effective workforce solutions for today's marketplace. Techkuber uses a quality-certified processes to provide a variety of standard and customized solutions and programs to help clients optimize their supply chain and decrease lead-times for marketing of their workforce requirements. Techkuber's workforce solutions help clients increase efficiency, accelerate project progress, cut costs, and ultimately enhance their competitive edge.

With over Ten-(10) years of experience in providing staffing solutions to Fortune 2000 clients with Preferred Supplier relationships, Techkuber has proven the value of strategic and performance-driven partnerships by providing mutually- beneficial services ranging from full lifecycle staffing to vendor management.

Techkuber excels at staff augmentation, direct hire, payroll, and transitioning of individuals or teams for job categories ranging from information technology to general office positions. Whether it is a Requirement-to-Check Full Lifecycle Recruiting, vendor management, or complete recruitment process outsourcing, Techkuber has the solutions to fulfill the requirements of any organization.

These are the main Points of Contact for TechKuber and their duties as Officers of this company:

Ashok Reddy Etikyala, President with a background in MBA/MIS, 15+years ears experience in IT ,accounting, Finance (CFO)

Ankush Reddy Etikyala, Officer with a background in 5+ years in IT

Angadh Reddy Etikyala Officer with a background in 3+ years in IT

Alex Singh, Lead Recruiter

COMPANY INFORMATION Business Category/Size: Small Business, Small Disadvantage Business, Minority-Owned Small Business, SAM UEI: YC43M1MEKLB7, DUNS: 012827167, Defense Logistics Agency Cage Code 5DX99, NAICS Codes: 541511, 561311 and 561329 and Product Service Codes D318 and D399. State of Louisiana LaPAC Vendor Profile Number 310045260



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ashok@techkuber.com
www.techkuber.com

FIRM ESTABLISHMENT: TechKuber's company organizational process began in 2010, when it became a legally formed company in the State of Louisiana under Louisiana Secretary of State Business Filing 40174820K and is headquartered at 314 Oak Ave, Harahan LA 70123.

INTEREST IN IBM PROVIDING INFORMATION TECHNOLOGY SUPPORT SERVICES AND SUPPLEMENTAL STAFFING for Departments of Electronic Information Systems (EIS) and Telecommunications RFP 0464: As an staffing company TechKuber is interested in providing all IT and non IT professionals in a most efficient and cost effective, therefore expanding our current capability resources set for our practice:

- Dot Net Technologies (All versions, ASP.Net, C#.Net, VB.Net, Dot Net Nuke)
- Java Technologies (J2EE, J2ME, J2SE, Client side, server side, open source, sockets)
- Quality Assurance (QTP, Mercury, Loadrunner, Winrunner, automated & manual testing)
- Business Analysis (UML diagrams, Agile, Waterfall)
- Flash, Flex, Action Script
- ETL, Business Intelligence (BI) and Data Warehousing (DW)
- Linux, Unix, Redhat (Infrastructure Engineering)
- AS/400 Series & RGP Wang II, III
- SS (Microsoft Office SharePoint Server) Development
- Oracle Applications (BI, AP, AR, GL)
- Oracle Data Base Administration
- PHP, LAMP & Ruby on Rails
- Magneto, Groovy on Grails, Drupal
- Project or Program Manager ,Project Management – PMP, ITIL, Six Sigma
- Web 2.0 Technologies (Portal & Game developments)
- Mobile Applications Technologies – (Android, iPhone, BlackBerry RIM)
- C++, C, OOAD (Object Oriented Analysis & Design)
- Technology Architect, Embedded Engineer, Cognos
- Data Scientist, Coldfusion

POINT OF CONTACT

Ashok Reddy Etikyala
Email: ashok@techkuber.com
Cellphone (484) 554-3779
Office Phone (646) 403-9932
FAX Number (646) 390-9192 fax

CERTIFICATIONS: MBE



, LED Hudson Initiative



LOUISIANA
ECONOMIC
DEVELOPMENT



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Tel: 484-554-3779 Fax: 646-390-9192
ashok@techkuber.com
www.techkuber.com

1- SCOPE OF WORK--

Project goals: TechKuber, LLC includes all goals intended for the team to reach as the project progresses, as well as when it completes.

Timeline: TechKuber includes the exact timeframe for the project's beginning and end, including when specific tasks should start and complete.

Expected results: TechKuber includes specific outcomes intended to take place by the completion of the project.

Deliverables: TechKuber includes the exact product or products the project should deliver by its completion.

Conditions: TechKuber includes any stipulations the team should abide by or work under or requirements to meet.

Financial information: TechKuber includes accounting data, such as how much the project may cost to complete, how much each team member is going to earn and how and when they're going to be paid.

Management: TechKuber includes information regarding administrative details, such as who's responsible for approving financial decisions or who can agree to specific terms.

2- QUALIFICATION & ABILITY --

TechKuber, LLC a MBE and Louisiana Economic Development Hudson Initiative certified company, (submitting for 8a certification). We specialized in providing support for IT/Non-IT and engineering requirements. We are currently providing our services to Trimech, Xavient Information Systems, Tech Mahindra, Deloitte & HCL. Our list of clients includes SCIF, Nintendo, Medefis, Cargill and more.

Experience: 10+ years of IT and Engineering consulting nationally.

Workforce: We have many experienced contractors and partnering companies that work with us permanently whose experience levels range from Support Staff, Developers, Architects, and Project Managers etc.

Industries: Information Technology, Financial, Gas/Chemical, Healthcare, Healthcare Insurance etc.

Sourcing strategy: We focus on networking rather than common job boards and use our internal network to source candidates as well as through websites such as LinkedIn and Facebook. Screening process: A multi-level process that includes 3 level screening, technical assessment, reference check, online presence checks and soft skill assessment before a submission has been made to a client.

Flexibility: We support contract, contract to hire and permanent positions

3- PAST PERFORMANCE --

TechKuber, LLC as 10+ years of IT and Engineering consulting nationally.

We have many experienced contractors and partnering companies that work with us permanently whose experience levels range from Support Staff, Developers, Architects, and Project Managers etc.

Overall results

Error-free work quality

Handling of work

Customer/client satisfaction

Work delivery under tight deadlines

Has a pleasant personality that contributes to a positive team environment.

Maintains positivity and raises team morale during challenge circumstances.

Is thoughtful of other team members and is always pleasant to work with.

4-TRANSITION PLAN --

We use staffing plan to determine the best platform for recruiting candidates who possess more technical and experience matches with the job description

We try to hire qualified professionals from partner companies, websites, social networks and internally as well internally and variety of training methods, where we can save money and increase the performance.

Hiring a third party company who can maximize the synergies between all stakeholders as well as minimize disruption, and create a solid foundation for future growth and success.

THE MOST COMMON STRATEGIES:

Looking for a buyer who recognizes the value of our staffing and IT consulting firm and is willing to invest in its continued growth. This route allows us to maximize the financial return on the investment and potentially leverage the company resources to expand the business further.

Exploring other strategic like partnerships or merging with another staffing firm can also be advantageous. It provides access to additional resources, expertise, and market opportunities that can accelerate the growth of the staffing firm. Collaborating with a like-minded organization can lead to synergies and mutual benefits for both..

5- Past work performance with Jefferson Parish 5 Points --
We did not work with Jefferson Parish yet.

6- Financial Proposal –

Our company is not seeking extra financing for the operations of the business. The funding we have will be dedicated towards securing the business and payroll. Funding will also be dedicated towards three months of overhead costs to include payroll of the staff, rent, and working capital. If extra funding needed we have good credit history with our bank.

7- Innovative Concepts –

Referrals are the best source of high-quality talent. Sending top talent to top opportunities lays the groundwork for quality referrals and word-of-mouth marketing.

Take advantage of social media to advertise available positions, establish networks, and recruit talent. The social network is the increased access to passive candidates. Maximizing profits is all about understanding the present market and reacting to the fluctuations in value based on skill level, region, and volume.

Automated employee scheduling is a great way to eliminate unnecessary expenses. By automating critical processes like tracking credentials, checking availability, confirming placements, communicating job details, and filling last-minute gaps, recruiters can stop spending time on activities that don't generate new revenue. Taking the time to implement a robust scheduling solution will free up recruiters to devote more time to increase billable hours and candidate pools. Like to invest in better software with workforce schedule automation.

8- RFP Responsiveness -

Techkuber provides the most innovative, efficient and cost-effective workforce solutions for today's marketplace. Techkuber uses a quality-certified processes to provide a variety of standard and customized solutions and programs to help clients optimize their supply chain and decrease lead-times for marketing of their workforce requirements. Techkuber's workforce solutions help clients increase efficiency, accelerate project progress, cut costs, and ultimately enhance their competitive edge.

With over Ten-(10) years of experience in providing staffing solutions to Fortune 2000 clients with Preferred Supplier relationships, Techkuber has proven the value of strategic and performance-driven partnerships by providing mutually- beneficial services ranging from full lifecycle staffing to vendor management.

Client references:

1) Trimech
John Madden
Sales Manager, Staff Augmentation
John.Madden@trimech.com
(804)545-7109

2) Canon Healthcare, LLC
Shruti Janz

Sjanz#canonhospice.org
Director, Human Resources
504-864-3210

3} SMT Works
Srinivas Khandavalli
srinivas@smtworks.com
8024481606

9- PRICE PROPOSAL-

- 1- Java Developer - \$80/-hr
- 2- .Net Developer - \$80/-hr
- 3- Business Analyst - \$65/-hr
- 4- Project Manager - \$75/-hr
- 5- Program Manager - \$85/-hr
- 6- Automation Test Engineer - \$70/-hr
- 7- Performance Engineer - \$75/-hr
- 8- Tester - \$60/-hr
- 9- Business System Analyst - \$75/-hr
- 10- ETL Developer - \$65/-hr
- 11- BI Developer - \$70/-hr
- 12- Technical Architect - \$90/-hr
- 13- Embedded Engineer - \$75/-hr
- 14- Solution Architect - \$95/-hr
- 15- Oracle DBA - \$65/-hr
- 16- Oracle Developer - \$70/-hr
- 17- SQL DBA - \$60/-hr
- 18- SQL Developer - \$65/-hr
- 19- Desktop Support - \$50/-hr
- 20- Network Engineer - \$65/-hr
- 21- Salesforce Developer - \$70/-hr
- 22- Data Engineer - \$70/-hr
- 23- Release Engineer - \$75/-hr
- 24- Data Scientist - \$55/-hr
- 25- Hadoop Engineer - \$80/-hr

Request for Proposal

AFFIDAVIT

STATE OF LA

PARISH/COUNTY OF Jefferson

BEFORE ME, the undersigned authority, personally came and appeared: Ashok R. Etikyal, (Affiant) who after being by me duly sworn, deposed and said that he/she is the fully authorized Representative of Techkuber LLC (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 ☒ _____

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

[Signature]
Signature of Affiant

LA Det # 1028 317

Ashok Reddy Etikala
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
ON THE 23 DAY OF August, 2023.

[Signature]
Notary Public

James M. McCaffery
Printed Name of Notary

17310
Notary/Bar Roll Number

My commission expires death.



SA Auto Title, Inc.
Clearview Auto Title & Notary
2122 Clearview Pkwy
Metairie, LA 70001
(504) 485-4444

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
Number: _____
Number: _____
Number: _____
Number: _____
Number: _____

Name of Proposer: TECHKUBER, LLC

Address: 839 Kent Ave
Metairie, LA 70001

Phone Number: 484-554-3779 Fax Number 646-390-9192

Type Name of Person Authorized to Sign: Ashok Reddy Etikala

Title of Person Authorized to Sign: President

Signature of Person Authorized to Sign: [Signature]

Email Address of Person Authorized to Sign: ashok@techkuber.com

Date: 08/24/2023

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


CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF
INCORPORATED.

AT THE MEETING OF DIRECTORS OF TECHKUBER, LLC
INCORPORATED, DULY NOTICED AND HELD ON 08/23/2023,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

RESOLVED THAT Asok R Etikyala, BE AND IS HEREBY
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-FACT OF
THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON BEHALF OF THIS
CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS AND TRANSACTIONS WITH
THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES, DEPARTMENTS, EMPLOYEES OR
AGENTS, INCLUDING BUT NOT LIMITED TO, THE EXECUTION OF ALL PROPOSALS, PAPERS,
DOCUMENTS, AFFIDAVITS, BONDS, SURETIES, CONTRACTS AND ACTS AND TO RECEIVE
ALL PURCHASE ORDERS AND NOTICES ISSUED PURSUANT TO THE PROVISIONS OF ANY
SUCH PROPOSAL OR CONTRACT, THIS CORPORATION HEREBY RATIFYING, APPROVING,
CONFIRMING, AND ACCEPTING EACH AND EVERY SUCH ACT PERFORMED BY SAID AGENT
AND ATTORNEY-IN-FACT.

I HEREBY CERTIFY THE FOREGOING TO BE A TRUE
AND CORRECT COPY OF AN EXCERPT OF THE
MINUTES OF THE ABOVE DATED MEETING OF THE
BOARD OF DIRECTORS OF SAID CORPORATION,
AND THE SAME HAS NOT BEEN REVOKED OR
RESCINDED.



SECRETARY-TREASURER

8/23/2023

DATE



DIVISION OF SMALL BUSINESS SERVICES

This certification acknowledges that

Techkuber, LLC

is Certified-Active as a Small Entrepreneurship with
Louisiana Economic Development's Hudson Initiative.

This certification is valid from 4/3/2023 to 4/3/2024 .

Certification No. 10242

A handwritten signature in black ink, appearing to read "Stephanie Hartman", is written over a thin horizontal line.

Stephanie Hartman,
Director, Entrepreneurial Services

THIS CERTIFIES THAT



Techkuber LLC

* Nationally certified by the: **SOUTHERN REGION MINORITY SUPPLIER DEVELOPMENT COUNCIL**

* NAICS Code(s) : 561320, 561311, 541512, 541612, 541511, 541611, 541519

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

02/06/2023

Issued Date

SR228966

Certificate Number

02/09/2024

Expiration Date


Ying McGuire
NMSDC CEO and President


Alvin Williams Interim 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.®



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
8/31/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER an insurance company TechInsurance 30 N. LaSalle, 25th Floor, Chicago, IL 60602	CONTACT NAME:	
	PHONE (A/C, No, Ext): (800) 668-7020	FAX (A/C, No): 312-690-4123
INSURED Techkuber LLC 314 Oak Ave, Haran, LA, 70123	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	NAIC #	
	INSURER A : ACE	
	INSURER B : Sentinel Insurance Company, Limited	
	INSURER C :	
	INSURER D :	
INSURER E :		
INSURER F :		

COVERAGES	CERTIFICATE NUMBER:	REVISION NUMBER:
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.		

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<div><input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY</div> <div><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR</div> <div>GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:</div>			46SBMRP0159	9/1/2022	9/1/2023	<div>EACH OCCURRENCE \$ 1,000,000</div> <div>DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000</div> <div>MED EXP (Any one person) \$ 10,000</div> <div>PERSONAL & ADV INJURY \$ 1,000,000</div> <div>GENERAL AGGREGATE \$ 2,000,000</div> <div>PRODUCTS - COMP/OP AGG \$ 2,000,000</div> <div>\$</div>
B	<div>AUTOMOBILE LIABILITY</div> <div><input type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS</div> <div><input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/></div>			46SBMRP0159	9/1/2022	9/1/2023	<div>COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000</div> <div>BODILY INJURY (Per person) \$</div> <div>BODILY INJURY (Per accident) \$</div> <div>PROPERTY DAMAGE (Per accident) \$</div> <div>\$</div>
	<div>UMBRELLA LIAB</div> <div>EXCESS LIAB</div> <div>DED RETENTION \$</div> <div>OCCUR CLAIMS-MADE</div>						<div>EACH OCCURRENCE \$</div> <div>AGGREGATE \$</div> <div>\$</div>
	<div>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</div> <div>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)</div> <div>If yes, describe under DESCRIPTION OF OPERATIONS below</div> <div>Y / N <input type="checkbox"/> N / A</div>						<div>PER STATUTE OTH-ER</div> <div>E.L. EACH ACCIDENT \$</div> <div>E.L. DISEASE - EA EMPLOYEE \$</div> <div>E.L. DISEASE - POLICY LIMIT \$</div>
A	Professional Liability (Errors and Omissions)			G25929962011	9/1/2022	9/1/2023	Occurrence/Aggregate \$1,000,000 / \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER	CANCELLATION
Insured Copy For information purposes only	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

SCHEDULE C
(Form 1040 or 1040-SR)

Profit or Loss From Business
(Sole Proprietorship)

OMB No. 1545-0074

2019

Attachment
Sequence No. 09

Department of the Treasury
Internal Revenue Service (99)

Go to www.irs.gov/ScheduleC for instructions and the latest information.
Attach to Form 1040, 1040-SR, 1040-NR, or 1041; partnerships generally must file Form 1065.

Name of proprietor

ASHOK ETIKYALA

Social security number (SSN)

421-49-8712

A Principal business or profession, including product or service (see instructions)

TECHKUBER, LLC

B Enter code from instructions

519100

C Business name, if no separate business name, leave blank.

TECHKUBER, LLC

D Employer ID number (EIN) (see instr.)

27-2296302

E Business address (including suite or room no.)

City, town or post office, state, and ZIP code

F Accounting method: (1) ☒ Cash (2) ☐ Accrual (3) ☐ Other (specify)

G Did you "materially participate" in the operation of this business during 2019? If "No," see instructions for limit on losses. ☒ Yes ☐ No

H If you started or acquired this business during 2019, check here ☒

I Did you make any payments in 2019 that would require you to file Form(s) 1099? (see instructions) ☒ Yes ☐ No

J If "Yes," did you or will you file required Forms 1099? ☒ Yes ☐ No

Part I Income

1	Gross receipts or sales. See instructions for line 1 and check the box if this income was reported to you on Form W-2 and the "Statutory employee" box on that form was checked. <input type="checkbox"/>	1	300,246.
2	Returns and allowances	2	
3	Subtract line 2 from line 1	3	300,246.
4	Cost of goods sold (from line 42)	4	
5	Gross profit. Subtract line 4 from line 3	5	300,246.
6	Other income, including federal and state gasoline or fuel tax credit or refund (see instructions)	6	
7	Gross income. Add lines 5 and 6	7	300,246.

Part II Expenses. Enter expenses for business use of your home only on line 30.

8	Advertising	8	99.	18	Office expense (see instructions)	18	8,466.
9	Car and truck expenses (see instructions)	9		19	Pension and profit-sharing plans	19	
10	Commissions and fees	10		20	Rent or lease (see instructions):		
11	Contract labor (see instructions)	11		a	Vehicles, machinery, and equipment	20a	
12	Depletion	12		b	Other business property	20b	
13	Depreciation and section 179 expense deduction (not included in Part III) (see instructions)	13		21	Repairs and maintenance	21	1,783.
14	Employee benefit programs (other than on line 19)	14		22	Supplies (not included in Part III)	22	
15	Insurance (other than health)	15	2,465.	23	Taxes and licenses	23	11,383.
16	Interest (see instr.):			24	Travel and meals:		
a	Mortgage (paid to banks, etc.)	16a		a	Travel	24a	
b	Other	16b		b	Deductible meals (see instructions)	24b	
17	Legal and professional services	17	8,788.	25	Utilities	25	
28	Total expenses before expenses for business use of home. Add lines 8 through 27a	28		26	Wages (less employment credits)	26	116,423.
29	Tentative profit or (loss). Subtract line 28 from line 7	29		27a	Other expenses (from line 48)	27a	61,124.
30	Expenses for business use of your home. Do not report these expenses elsewhere. Attach Form 8829 unless using the simplified method (see instructions). Simplified method filers only: enter the total square footage of: (a) your home: _____ and (b) the part of your home used for business: _____. Use the Simplified Method Worksheet in the instructions to figure the amount to enter on line 30.	30		b	Reserved for future use	27b	
31	Net profit or (loss). Subtract line 30 from line 29. • If a profit, enter on both Schedule 1 (Form 1040 or 1040-SR), line 3 (or Form 1040-NR, line 13) and on Schedule SE, line 2. (If you checked the box on line 1, see instructions). Estates and trusts, enter on Form 1041, line 3. • If a loss, you must go to line 32.	31	89,715.				

32 If you have a loss, check the box that describes your investment in this activity (see instructions).

• If you checked 32a, enter the loss on both Schedule 1 (Form 1040 or 1040-SR), line 3 (or Form 1040-NR, line 13) and on Schedule SE, line 2. (If you checked the box on line 1, see the line 31 instructions). Estates and trusts, enter on Form 1041, line 3.

• If you checked 32b, you must attach Form 6198. Your loss may be limited.

32a ☐ All investment is at risk.

32b ☐ Some investment is not at risk.

BAA For Paperwork Reduction Act Notice, see the separate instructions.

FD/20112L 09/13/19

Schedule C (Form 1040 or 1040-SR) 2019

SCHEDULE C
(Form 1040)

Profit or Loss From Business
(Sole Proprietorship)

OMB No. 1545-0074

2021

Attachment
Sequence No. 09

Department of the Treasury
Internal Revenue Service (99)

Go to www.irs.gov/ScheduleC for instructions and the latest information.
Attach to Form 1040, 1040-SR, 1040-NR, or 1041; partnerships must generally file Form 1065.

Name of proprietor

ASHOK ETIKYALA

Social security number (SSN)

421-49-8712

A Principal business or profession, including product or service (see instructions)

CONSULTANT

B Enter code from instructions

519100

C Business name. If no separate business name, leave blank.

TECHKUBER, LLC

D Employer ID number (EIN) (see instr.)

27-2296302

E Business address (including suite or room no.)

City, town or post office, state, and ZIP code

F Accounting method: (1) ☒ Cash (2) ☐ Accrual (3) ☐ Other (specify)

G Did you "materially participate" in the operation of this business during 2021? If "No," see instructions for limit on losses. ☒ Yes ☐ No

H If you started or acquired this business during 2021, check here

I Did you make any payments in 2021 that would require you to file Form(s) 1099? See instructions. ☐ Yes ☒ No

J If "Yes," did you or will you file required Form(s) 1099? ☐ Yes ☐ No

Part I Income

1	Gross receipts or sales. See instructions for line 1 and check the box if this income was reported to you on Form W-2 and the "Statutory employee" box on that form was checked	<input type="checkbox"/>	1	99,604.
2	Returns and allowances		2	
3	Subtract line 2 from line 1		3	99,604.
4	Cost of goods sold (from line 42)		4	
5	Gross profit. Subtract line 4 from line 3		5	99,604.
6	Other income, including federal and state gasoline or fuel tax credit or refund (see instructions)		6	
7	Gross income. Add lines 5 and 6		7	99,604.

Part II Expenses. Enter expenses for business use of your home only on line 30.

8	Advertising	8		18	Office expense (see instructions)	18	2,497.
9	Car and truck expenses (see instructions)	9	3,640.	19	Pension and profit-sharing plans	19	
10	Commissions and fees	10		20	Rent or lease (see instructions):		
11	Contract labor (see instructions)	11	4,501.	20a	Vehicles, machinery, and equipment	20a	
12	Depletion	12		20b	Other business property	20b	
13	Depreciation and section 179 expense deduction (not included in Part III) (see instructions)	13		21	Repairs and maintenance	21	
14	Employee benefit programs (other than on line 19)	14		22	Supplies (not included in Part III)	22	
15	Insurance (other than health)	15	2,652.	23	Taxes and licenses	23	196.
16	Interest (see instr.):			24	Travel and meals:		
16a	Mortgage (paid to banks, etc.)	16a	6,941.	24a	Travel	24a	142.
16b	Other	16b		24b	Deductible meals (see instructions)	24b	721.
17	Legal and professional services	17	3,550.	25	Utilities	25	
26				26	Wages (less employment credits)	26	
27a				27a	Other expenses (from line 48)	27a	20,965.
27b				27b	Reserved for future use	27b	
28	Total expenses before expenses for business use of home. Add lines 8 through 27a			28		28	45,805.
29	Tentative profit or (loss). Subtract line 28 from line 7			29		29	53,799.
30	Expenses for business use of your home. Do not report these expenses elsewhere. Attach Form 8829 unless using the simplified method. See instructions. Simplified method filers only: Enter the total square footage of (a) your home: _____ and (b) the part of your home used for business: _____. Use the Simplified Method Worksheet in the instructions to figure the amount to enter on line 30.			30		30	
31	Net profit or (loss). Subtract line 30 from line 29. • If a profit, enter on both Schedule 1 (Form 1040), line 3, and on Schedule SE, line 2. (If you checked the box on line 1, see instructions). Estates and trusts, enter on Form 1041, line 3. • If a loss, you must go to line 32.			31		31	53,799.

32 If you have a loss, check the box that describes your investment in this activity. See instructions.

• If you checked 32a, enter the loss on both Schedule 1 (Form 1040), line 3, and on Schedule SE, line 2. (If you checked the box on line 1, see the line 31 instructions.) Estates and trusts, enter on Form 1041, line 3.

• If you checked 32b, you must attach Form 6198. Your loss may be limited.

32a ☐ All investment is at risk.

32b ☐ Some investment is not at risk.

BAA For Paperwork Reduction Act Notice, see the separate instructions.

FDIZ0112L 06/22/21

Schedule C (Form 1040) 2021

Part III Cost of Goods Sold (see instructions)

33	Method(s) used to value closing inventory: a <input type="checkbox"/> Cost b <input type="checkbox"/> Lower of cost or market c <input type="checkbox"/> Other (attach explanation)	
34	Was there any change in determining quantities, costs, or valuations between opening and closing inventory? If "Yes," attach explanation.	<input type="checkbox"/> Yes <input type="checkbox"/> No
35	Inventory at beginning of year. If different from last year's closing inventory, attach explanation.	35
36	Purchases less cost of items withdrawn for personal use	36
37	Cost of labor. Do not include any amounts paid to yourself	37
38	Materials and supplies	38
39	Other costs	39
40	Add lines 35 through 39	40
41	Inventory at end of year	41
42	Cost of goods sold. Subtract line 41 from line 40. Enter the result here and on line 4.	42

Part IV Information on Your Vehicle. Complete this part **only** if you are claiming car or truck expenses on line 9 and are not required to file Form 4562 for this business. See the instructions for line 13 to find out if you must file Form 4562.

43	When did you place your vehicle in service for business purposes? (month/day/year)	► 4/05/03
44	Of the total number of miles you drove your vehicle during 2021, enter the number of miles you used your vehicle for:	
	a Business	6,500
	b Commuting (see instructions)	500
	c Other	500
45	Was your vehicle available for personal use during off-duty hours?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
46	Do you (or your spouse) have another vehicle available for personal use?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
47a	Do you have evidence to support your deduction?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	b If "Yes," is the evidence written?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Part V Other Expenses. List below business expenses not included on lines 8-26 or line 30.

ACCOUNTING	4,375.	
BANK CHARGES	90.	
POSTAGE	216.	
STAFFING AND BUSINESS DEVELOPEMENT	15,425.	
TELEPHONE	859.	
48	Total other expenses. Enter here and on line 27a	48 20,965.

Schedule C (Form 1040) 2021

SCHEDULE C
(Form 1040)

Profit or Loss From Business
(Sole Proprietorship)

OMB No. 1545-0074

2021

Attachment
Sequence No. 09

Department of the Treasury
Internal Revenue Service (99)

Go to www.irs.gov/ScheduleC for instructions and the latest information.
Attach to Form 1040, 1040-SR, 1040-NR, or 1041; partnerships must generally file Form 1065.

Name of proprietor

MEENA ETIKYALA

Social security number (SSN)

664-05-1766

Enter code from instructions

621111

Employer ID number (EIN) (see instr.)

A Principal business or profession, including product or service (see instructions)

PHYSICIAN OFFICE ASSISTANT

C Business name. If no separate business name, leave blank.

E Business address (including suite or room no.)

City, town or post office, state, and ZIP code

F Accounting method: (1) ☒ Cash (2) ☐ Accrual (3) ☐ Other (specify)

G Did you "materially participate" in the operation of this business during 2021? If "No," see instructions for limit on losses. ☒ Yes ☐ No

H If you started or acquired this business during 2021, check here

I Did you make any payments in 2021 that would require you to file Form(s) 1099? See instructions. ☐ Yes ☒ No

J If "Yes," did you or will you file required Form(s) 1099? ☐ Yes ☐ No

Part I Income

1	Gross receipts or sales. See instructions for line 1 and check the box if this income was reported to you on Form W-2 and the "Statutory employee" box on that form was checked.	<input type="checkbox"/>	1	37,000.
2	Returns and allowances.		2	
3	Subtract line 2 from line 1.		3	37,000.
4	Cost of goods sold (from line 42).		4	
5	Gross profit. Subtract line 4 from line 3.		5	37,000.
6	Other income, including federal and state gasoline or fuel tax credit or refund (see instructions).		6	
7	Gross income. Add lines 5 and 6.		7	37,000.

Part II Expenses. Enter expenses for business use of your home only on line 30.

8	Advertising	8		18	Office expense (see instructions).	18	203.
9	Car and truck expenses (see instructions)	9	5,608.	19	Pension and profit-sharing plans.	19	
10	Commissions and fees.	10		20	Rent or lease (see instructions):		
11	Contract labor (see instructions)	11		a	Vehicles, machinery, and equipment	20a	
12	Depletion	12		b	Other business property	20b	
13	Depreciation and section 179 expense deduction (not included in Part III) (see instructions)	13		21	Repairs and maintenance.	21	
14	Employee benefit programs (other than on line 19)	14		22	Supplies (not included in Part III)	22	
15	Insurance (other than health)	15		23	Taxes and licenses.	23	
16	Interest (see instr.):			24	Travel and meals:		
a	Mortgage (paid to banks, etc.)	16a		a	Travel	24a	
b	Other	16b		b	Deductible meals (see instructions)	24b	518.
17	Legal and professional services	17		25	Utilities.	25	
28	Total expenses before expenses for business use of home. Add lines 8 through 27a.			26	Wages (less employment credits)	26	
29	Tentative profit or (loss). Subtract line 28 from line 7.			27a	Other expenses (from line 48)	27a	1,250.
30	Expenses for business use of your home. Do not report these expenses elsewhere. Attach Form 8829 unless using the simplified method. See instructions.			b	Reserved for future use.	27b	
	Simplified method filers only: Enter the total square footage of (a) your home: _____ and (b) the part of your home used for business: _____. Use the Simplified Method Worksheet in the instructions to figure the amount to enter on line 30.			28		28	7,579.
31	Net profit or (loss). Subtract line 30 from line 29.			29		29	29,421.
	• If a profit, enter on both Schedule 1 (Form 1040), line 3, and on Schedule SE, line 2. (If you checked the box on line 1, see instructions.) Estates and trusts, enter on Form 1041, line 3.			30			
	• If a loss, you must go to line 32.			31		31	29,421.

32 If you have a loss, check the box that describes your investment in this activity. See instructions.

• If you checked 32a, enter the loss on both Schedule 1 (Form 1040), line 3, and on Schedule SE, line 2. (If you checked the box on line 1, see the line 31 instructions.) Estates and trusts, enter on Form 1041, line 3.

• If you checked 32b, you must attach Form 6198. Your loss may be limited.

32a ☐ All investment is at risk.

32b ☐ Some investment is not at risk.

BAA For Paperwork Reduction Act Notice, see the separate instructions.

FDIZ0112L 06/22/21

Schedule C (Form 1040) 2021

Form **1040**

Department of the Treasury — Internal Revenue Service (99)

U.S. Individual Income Tax Return

2020

OMB No. 1545-0074

IRS Use Only — Do not write or staple in this space.

Filing Status

☐ Single☒ Married filing jointly☐ Married filing separately (MFS)☐ Head of household (HOH)☐ Qualifying widow(er) (QW)

Check only one box.

If you checked the MFS box, enter the name of your spouse. If you checked the HOH or QW box, enter the child's name if the qualifying person is a child but not your dependent ▶

Your first name and middle initial

Last name

ASHOK ETIKYALA

Your social security number

421-49-8712

If joint return, spouse's first name and middle initial

Last name

MEENA ETIKYALA

Spouse's social security number

664-05-1766

Home address (number and street). If you have a P.O. box, see instructions.

Apt. no.

839 KENT AVE

City, town, or post office. If you have a foreign address, also complete spaces below.

State

ZIP code

METAIRIE, LA 70001

Foreign country name

Foreign province/state/county

Foreign postal code

Presidential Election Campaign

Check here if you, or your spouse if filing jointly, want \$3 to go to this fund. Checking a box below will not change your tax or refund.

☐ You☐ SpouseAt any time during 2020, did you receive, sell, send, exchange, or otherwise acquire any financial interest in any virtual currency? ☐ Yes ☒ No

Standard Deduction

Someone can claim:

☐ You as a dependent☐ Your spouse as a dependent☐ Spouse itemizes on a separate return or you were a dual-status alien

Age/Blindness

You:

☐ Were born before January 2, 1956☐ Are blind

Spouse:

☐ Was born before January 2, 1956☐ Is blind

Dependents (see instructions):

If more than four dependents, see instructions and check here ▶ ☐

(1) First name

Last name

(2) Social security number

(3) Relationship to you

(4) ☒ If qualifies for (see instructions):

Child tax credit

Credit for other dependents

1 Wages, salaries, tips, etc. Attach Form(s) W-2

1

Attach Sch. B if required.

2a Tax-exempt interest

2a

b Taxable interest

2b

10.

3a Qualified dividends

3a

328.

b Ordinary dividends

3b

368.

4a IRA distributions

4a

b Taxable amount

4b

5a Pensions and annuities

5a

b Taxable amount

5b

6a Social security benefits

6a

b Taxable amount

6b

7 Capital gain or (loss). Attach Schedule D if required. If not required, check here ▶ ☐

7

-3,000.

8 Other income from Schedule 1, line 9.

8

84,815.

9 Add lines 1, 2b, 3b, 4b, 5b, 6b, 7, and 8. This is your **total income**.

9

82,193.

10 Adjustments to income:

a From Schedule 1, line 22

10a

16,417.

b Charitable contributions if you take the standard deduction. See instructions

10b

c Add lines 10a and 10b. These are your **total adjustments to income**.

10c

16,417.

11 Subtract line 10c from line 9. This is your **adjusted gross income**.

11

65,776.

12 **Standard deduction or itemized deductions** (from Schedule A)

12

24,800.

13 Qualified business income deduction. Attach Form 8995 or Form 8995-A.

13

8,130.

14 Add lines 12 and 13

14

32,930.

15 **Taxable income**. Subtract line 14 from line 11. If zero or less, enter -0-

15

32,846.

BAA For Disclosure, Privacy Act, and Paperwork Reduction Act Notice, see separate instructions.

Form 1040 (2020)

Standard Deduction for —

- Single or Married filing separately, \$12,400
- Married filing jointly or Qualifying widow(er), \$24,800
- Head of household, \$18,650
- If you checked any box under **Standard Deduction**, see instructions.

16	Tax (see instructions). Check if any from Form(s): 1 <input type="checkbox"/> 8814	16	3,508.
2	<input type="checkbox"/> 4972 3 <input type="checkbox"/>	17	
17	Amount from Schedule 2, line 3.	18	3,508.
18	Add lines 16 and 17.	19	
19	Child tax credit or credit for other dependents.	20	2.
20	Amount from Schedule 3, line 7.	21	2.
21	Add lines 19 and 20.	22	3,506.
22	Subtract line 21 from line 18. If zero or less, enter -0-	23	10,561.
23	Other taxes, including self-employment tax, from Schedule 2, line 10.	24	14,067.
24	Add lines 22 and 23. This is your total tax .		
25	Federal income tax withheld from:		
a	Form(s) W-2.	25a	
b	Form(s) 1099.	25b	
c	Other forms (see instructions).	25c	
d	Add lines 25a through 25c.	25d	
26	2020 estimated tax payments and amount applied from 2019 return.	26	8,000.
27	Earned income credit (EIC).	27	
28	Additional child tax credit. Attach Schedule 8812.	28	
29	American opportunity credit from Form 8863, line 8.	29	
30	Recovery rebate credit. See instructions.	30	
31	Amount from Schedule 3, line 13.	31	16,190.
32	Add lines 27 through 31. These are your total other payments and refundable credits .	32	16,190.
33	Add lines 25d, 26, and 32. These are your total payments .	33	24,190.
34	If line 33 is more than line 24, subtract line 24 from line 33. This is the amount you overpaid .	34	10,123.
35a	Amount of line 34 you want refunded to you . If Form 8888 is attached, check here. <input type="checkbox"/>	35a	0.
b	Routing number.	c	Type: <input type="checkbox"/> Checking <input type="checkbox"/> Savings
d	Account number.		
36	Amount of line 34 you want applied to your 2021 estimated tax.	36	10,054.
37	Subtract line 33 from line 24. This is the amount you owe now . Note: Schedule H and Schedule SE filers, line 37 may not represent all of the taxes you owe for 2020. See Schedule 3, line 12e, and its instructions for details.	37	
38	Estimated tax penalty (see instructions).	38	69.

Refund
Direct deposit?
See instructions.

Amount You Owe
For details on how to pay, see instructions.

Third Party Designee
Do you want to allow another person to discuss this return with the IRS?
See instructions. ☒ **Yes. Complete below.** ☐ **No**

Designee's name **ERROL J. DENNIS, JR.** Phone no. **(504) 833-1666** Personal identification number (PIN) **25234**

Sign Here
Under penalties of perjury, I declare that I have examined this return and accompanying schedules and statements, and to the best of my knowledge and belief, they are true, correct, and complete. Declaration of preparer (other than taxpayer) is based on all information of which preparer has any knowledge.

Your signature	Date	Your occupation	If the IRS sent you an Identity Protection PIN, enter it here (see inst.)
ERROL J. DENNIS, JR.		IT CONSULTANT	
Spouse's signature. If a joint return, both must sign.	Date	Spouse's occupation	If the IRS sent your spouse an Identity Protection PIN, enter it here (see inst.)
		MEDICAL	
Phone no. (484) 554-3779	Email address		

Paid Preparer Use Only

Preparer's name	Preparer's signature	Date	PTIN	Check if: <input type="checkbox"/> Self-employed
ERROL J. DENNIS, JR.	ERROL J. DENNIS, JR.	11/03/21	P00956635	
Firm's name ERROL J. DENNIS, JR. & ASSOCIATES, APAC			Phone no. (504) 833-1666	
Firm's address 3636 NORTH CAUSEWAY BLVD SUITE 100 METAIRIE, LA 70002			Firm's EIN 72-1324247	

Go to www.irs.gov/Form1040 for instructions and the latest information.

Form 1040 (2020)

ATTACHMENT "B"

Cost Proposal Anticipated Staffing

Responding Firm

TechKubez, LLC

The requested staff pricing on this form will be used to compare the cost of competing submittals. The hours suggested on this form do not guarantee that these hours will be assigned to vendor staff. The hours are indicated to allow for a comparison of price proposals. All work is assigned on an as-needed basis. Descriptions for job titles can be found in Section II. It is acceptable for one person to perform more than one role, for example Oracle Database Administrator and Programmer/Analyst.

Position

Network Tech	\$ <u>70</u> /Hour x 170 Hours/Month = \$ <u>11,900.00</u>
Server Tech	\$ <u>80</u> /Hour x 170 Hours/Month = \$ <u>13,600.00</u>
Microsoft Tech	\$ <u>75</u> /Hour x 170 Hours/Month = \$ <u>12,750.00</u>
PC/Help Desk Tech	\$ <u>65</u> /Hour x 170 Hours/Month = \$ <u>11,050.00</u>
Oracle DB Administrator	\$ <u>85</u> /Hour x 170 Hours/Month = \$ <u>14,450.00</u>
Programmer/Analyst	\$ <u>90</u> /Hour x 170 Hours/Month = \$ <u>15,300.00</u>
Project Manager	\$ <u>100</u> /Hour x 170 Hours/Month = \$ <u>17,000.00</u>

Total Price \$ 96,050.00

Leepi Gurung

Contact - 510-375-2658

Email - gurungleepi086@gmail.com

Professional Summary

- 9+ years of experience in QA - both manual as well as automation with the intent of improving software quality, exceeding client expectations, and implementing process improvement methods from UI to DB
 - An accomplished QA Lead with experience in Project management, business analysis, requirements definition, resources management and mitigation planning.
 - Heavily involved in Performing Web based testing, Ad-hoc, Functional, Regression, End to End, System integration SIT and UAT, Smoke Testing/Build Acceptance testing, API testing.
 - Experienced in developing business-based test scenarios and excellent understanding of the Software Development Life Cycle and role of Quality Assurance Lead.
 - Experience in working in Agile Scrum, Waterfall methodology environments.
 - Experience in enhancing and maintaining automation scripts for various functional and regression testing as the new features were introduced.
 - Ability to quickly adapt to different/multiple project environments and always eager to provide technical as well as non-technical suggestions to improve the quality of the product.
 - A good team player as a QA Lead and a mentor to junior teammates to accomplish difficult tasks within timeframe as a team.
 - Experience in ETL testing including Data Completeness, Data Transformation & Data Quality for various data feeds coming from source.
 - Heavily involved in backend testing using complex SQL on a large scale.
 - Used HP QC and Jira for Defect logging, tracking, and monitoring.
 - Used QC and Jama for the test management.
 - Ability to effectively communicate testing activities and findings and Excellent Analytical skills.
 - Participated proactively in team retrospectives, suggesting, and implementing improvements.
 - Handled a weekly Go/No Go meetings for a weekly release.
 - Involved in preparing a User Guide for the end users/clients.
 - Experience in coordinating resources within Onsite and Offshore team.
 - Handled complete migration process - designing, planning, and managing the data migration process.
 - Worked with SMEs and project team to identify, define, document to ensure no stones were left unturned.
 - Worked as a Jira Project Admin to track the progress of the report by creating a Dashboard, using JQL and custom filters.
 - Experience in remote work maintaining work-life balance.
-

- Utilized VM and LogMeIn to perform remote work.

Technical Skills

- Migration Tools: Kettle, Sharegate
- Testing Tools: UFT/QTP, Selenium (TestNG), BrowserStack
- Bug Reporting: HP QC, Jira, DevOps
- Test Management Tools: QC, Jama
- Operating Systems: Windows 2007/2008/2010, XP, UNIX
- Databases: SQL Server, SQL Developer, PL/SQL Developer, DB Visualizer, Access (MS)
- Languages: XML, SQL, VB, Java, C
- Software/Platform: Microsoft, Salesforce, Salesforce Lightning, IBM CM, IBM FN P8, SharePoint online, SaaS, PaaS, CRM

Professional Experience

Access Sciences, Houston, TX

Jan 2022 to April 2022

Client – Leeward Renewable Energy, LLC, Dallas, TX

Project – Migration

Migration Lead

Responsibilities:

- Involved in Business meetings with the SMEs from the client.
- Heavily involved in the complete migration process using Sharegate (migration tool) from the Legacy System to SharePoint Online – created mapping files between source and target, manipulated the data as per the business needs, scheduled Sharegate jobs, analyzed the migration results.
- Executed multiple migration jobs using PowerShell scripts for Sharegate to maintain the performance.
- Involved in the delta migration.
- Performed overall testing after each migration to ensure completeness and correctness of data.
- Performed SharePoint UI configuration – web page update as per the requirements, created groups, assigned correct permissions.
- Integrated SharePoint online with Microsoft Teams communication platform.
- Provided hand holding sessions to the clients for them to better understand the final deliverables in the new system.
- Co-ordinated with the team to ensure all the outstanding issues are being addressed.

Environment: Microsoft, Windows 10, SharePoint Online, PowerShell, Sharegate, SaaS, PaaS, DevOps

Access Sciences, Houston, TX

Feb 2020 to Dec 2021

Client – Department of Transportation and Development (Louisiana)

Project – Nautilus (Migration from IBM CM to FN)

Test Coordinator/Test Lead

Responsibilities:

- Involved in Business Requirement Analysis, overall QA process and creating mapping documents.
- Conducted weekly meetings with BA to better understand the requirements.
- Involved in Developers' meeting to ensure all the new features and requirements were covered in testing activities.
- Developed test plan, test strategies to cover overall Quality of the Project.
- Prepared User Cases and Test Cases using Jama based on the business and functional requirement document.
- Developed test cases for different added functionality as per the Business.

- Involved in UI testing to ensure security, SSO, user access and Backend testing to ensure ETL correctness.
- Conducted defect triage meeting with developer when needed to ensure the correctness and completeness of data.
- Helped developers in migration when time permitted.
- As a Jira Project Administrator, involved in overall Jira Configuration for the project.
- Create Jira dashboard for the project, created custom filters using JQL, mentored the team members who were not well versed with Jira tool.
- Provided weekly Jira report to the manager.
- Co-ordinated with the team to ensure all the outstanding issues are being addressed.

Environment: Jira, Jama, SQL Developer, MS, Windows 10, Unix, IBM CM, IBM FN P8.

Radeego Solutions, LLC, GA

May 2019 to Feb 2020

Client – State of Louisiana (Deloitte)

Senior QA

Responsibilities:

- Involved in preparing test cases to cover overall QA System Testing.
- Involved in Manual and Automation testing using Selenium.
- Created test data using Selenium to help in manual testing.
- Analyzed the Automation test results and provided the report to the Manager.
- Maintained and executed Selenium (TestNg) automated test cases for a weekly Smoke Testing.
- Triaged bugs and updated the status in Jira.
- Developed test cases for added functionality as per the Requirement and Functional specs.
- Co-ordinated with offshore teams to mentor in executing Automation scripts.
- Co-ordinated with Development and Business team for the logged defect to ensure compliance.

Environment: Agile, Selenium, Eclipse, Jira, Jama, SQL Developer, Windows 10, MS.

West Corporation, Omaha, NE

Jan 2017 to Jan 2019

Project - GRA, Metrtech

Senior Automation Tester

Responsibilities:

- Involved in preparing high level scenarios based on Agile Methodologies for each Scrum.
- Analyzed system requirement specifications and developed test plans, test cases to cover overall QA System Testing.
- Developed test cases based on the User stories and functional requirement specification document
- Reviewed manual test cases and converted them to Automation Scripts using Selenium.
- Involved in Peer Reviews in order to check the correctness of the test cases.
- Did end to end testing from UI to DB to make sure data entered in UI is/are reflected correctly in DB using SQL.
- Run Defect Trailing and Review the Test Scenarios/ Test Cases with Business
- Maintained and executed Selenium Webdriver (TestNg) automated test cases for regression test cases
- Executed parallel browser testing on various machines using Selenium Grid and performed cross browser testing.
- Analyze the automation results, tracked bugs and updated the status in QC/Jira.
- Developed test cases for different added functionality as per the Requirement Specs and Functional specs.
- Co-ordinated between Technology team and Business team to ensure all the outstanding issues are being addressed, fixed, and retested.

Environment: Agile, Waterfall, Selenium (TestNG), Jira, UFT/QTP, HP ALM/QC, DB Visualizer, Microsoft, XML/XSL, Windows 7/8, Salesforce, Salesforce Lightning, Adobe Reader

West Corporation, Omaha, NE

Jan 2015 to Jan 2017

Project - IER, CMS

Automation Tester

Responsibilities:

- Analyzed various documents and Use Cases to prepare the detailed Test Plan.
- Responsible for the management of the Testing Solutions, Strategy and Analytics.
- Prepared Test Cases based on business requirement documents for different scenarios.
- Worked closely with software developers and took an active role in ensuring that the software components meet the highest quality standards.
- Used Quality Center for managing all the documents pertaining to the application.
- Performed GUI, Black Box Testing and Regression Testing using QTP.
- Performed daily/weekly regression test from QC.

- Reported software defects and worked with business analysts and developers to resolve issues.
- Prepared test results summary reports for management after test execution.
- Conducted daily stand-up meeting with the team members and weekly meetings with the manager.

Environment: Agile, Waterfall, Selenium, UFT/QTP, HP ALM/QC, Jira, SQL Developer, BrowserStack, SoapUI, WinSCP Microsoft Word/Excel, XML/XSL, Windows 7/8, Salesforce, Adobe Reader, MS Outlook.

West Corporation, Omaha, NE

Nov 2012 to Jan 2015

Project - IOL

QTP Tester

Responsibilities:

- Analyzed the Business requirements and developed Test Environment Setup and Test Infrastructure in both Manual and Automation requirements, general requirements, and system specifications.
- Prepared Test Plans, manual Test cases, Test data and executed the same.
- Developed automated test scripts using descriptive programming in UFT
- Created Global Repositories and custom functions using VB scripting.
- Conducted Data Driven Testing using parameterization in UFT to test the application with different sets of data.
- Created and maintained QTP Test Suites/Test Cases, executed them, recommended solutions for improvement and provided report to the manager.
- Identified areas for improving efficiency, shortening of test cycle.
- Used ALM as the test repository and used it for executing the test cases, scripts, and logging.
- Used ALM to generate various reports and graphs for further analysis.
- Collaborated with development teams to investigate and correct software bugs and deficiencies based on severity, priority and testing results.
- Prepared Weekly and Monthly status Reports.

Environment: Agile, QTP, HP ALM/QC, SQL Developer, Microsoft Word/Excel, XML/XSL, Windows 7/8, Adobe Reader, MS Outlook.

IT America, Piscataway, NJ

June 2012 to Nov 2012

Client: West Corporation

Project: UMS

ETL Tester

Responsibilities:

- Prepared Test Scripts for migration from Legacy system using Kettle (ETL/BI tool).
- Did extensive work with ETL testing including Data Completeness, Data Transformation & Data Quality for various data feeds coming from source.
- Performed End to End Data Migration testing from legacy system.
- Collaborated with the Development and Database Modeling teams for Integration, System, Functional, Regression testing.
- Conducted weekly meetings with offshore team to follow up on the testing activities and provided the report to the manager.
- Developed inline view queries and complex SQL queries from multiple tables and improved the query performance for the same.
- Preparation of Test Cases based on ETL Specification Document, Use Cases, Low Level Design document.
- Performed Smoke, Functional and Regression testing to ensure that new code did not break the existing functionality, especially across dependencies.
- Raised defects when discrepancies found and reported it to the development team.
- Analyzed the defects based on severity and priority and interacted with developers for the same and provided the report to the team accordingly.

Environment: Waterfall, QC, Kettle, DB Visualizer, Microsoft Word/Excel, XML/XSL, Windows 7/8, MS Outlook.

Education

MSEE (Master in Electrical Engineering)

Northwestern Polytechnic University, Fremont, CA (Graduated year - 2010)

Frederick R. Pepmiller
Contact - 318-680-4107
E-mail - fpepmiller@yahoo.com

Career Overview

Experienced, dependable, and dedicated professional with over ten years of supporting and advising over fifty financial institutions in Louisiana, Arkansas, Mississippi, and Texas. Responsible for overseeing ACH support and processing, Internet Banking support, and Report Writing in SQL and Cognos for board reports as well as financial reports. Also directly involved in the day to day core processing with AS400. Cognos Administrator for a large company as well as developing relationships with BI providers. Developed and maintained data environments in the Medical and Financial field. Personally responsible for the upgrade of the Cognos 10.2 Environment that also included TM1.

Core Strengths

- | | |
|--|---------------------------------|
| ▪ Strong organizational skills | Adaptability |
| ▪ Data entry | Dependable |
| ▪ Excellent communication skills | Expert in Cognos Report Writing |
| ▪ MS Windows proficient | SQL database proficient |
| ▪ Fast learner | Energetic work attitude |
| ▪ Process Problems and provide solutions | Strong client relations |

Work Experience

Amedisys

June 2012 to Present

BI Developer/Cognos Administrator

Baton Rouge, LA

Developed Frameworks, Dashboards, and Reports for the Home Health/Hospice Industry that was used to determine Raises, Bonuses, Forecasting, and Budgeting. Responsibilities included the upgrade of a new data warehouse and new Business Intelligence environment. Solved issues in TM1, ETL, Cognos, and SQL environments.

Financial Institution Service Corporation

March 2002 to June 2012

Application Support

West Monroe, LA

Primary Support for all ACH related issues as well as the processing of those ACH files for over fifty financial institutions. Expert in Cognos Report Studio as well as Cognos Query Studio; Wrote numerous board reports, SQL extracts to third parties, as well as numerous statistical and marketing reports. Supported

and Maintained SQL database server. Primary support for all Horizon Core Inquiries including Demand Deposit Accounts, Savings Accounts, CD accounts, IRA accounts, and Customer Information for many financial institutions. Lead Support on Internet Banking and lead on many conversions of internet banking platforms as well as bill pay platforms. Responsible for all maintenance and support in database servers regarding banking for over twenty financial institutions.

Educational Background

University of Louisiana at Monroe	2009
Monroe, LA	
Bachelor of Business Administration	
Management and Finance	

Bridgette Hernandez

Contact - 913-999-7671

E-mail - bridgette.gray@yahoo.com

Professional Summary

Business Analyst with more than 16 years of experience specializing in technical project management in the finance and healthcare industries. Recognized for leading cross-functional project team in the development and launch of multi-phased, online portal. Adaptive collaborator with proven ability to excel in a detail-oriented, results-driven environment. Areas of expertise include:

- Business Process Improvement
- Database Administration
- Agile Software Development
- Software Documentation
- Internal Audits
- Six Sigma methodology
- Account Management
- MS Access, Excel, Power Point, Project, and Visio.

Experience

Empower | Overland Park, KS

2019 - present

Senior Business Analyst | April 2020-present

- Collaborated with value streams, Subject Matter Experts, and technology teams to ensure business requirements are accurately captured and utilized to develop the desired end product.
- Conducted cross-functional meetings to identify and evaluate risks, gap analysis, regression impacts, and critical path concerns for development.
- Guided user acceptance testing endeavors to ensure that algorithms and financial equations worked correctly following system updates and releases.
- Facilitated deep-dive sessions with the business team, analysts, developers and other stakeholders for each new project or acquisition.
- Led value stream scrum team through \$1 billion acquisition project through client implementation and data migration.
- Coached new and junior analysts on Agile practices, software development lifecycle, and best practices.

Empower – Horizontal Integration | Overland Park, KS

Business Analyst (contract) | October 2019 – April 2020

- Created Visio flow diagrams and process documents used to gain final requirements approval.
- Presented information to technical and non-technical team members and fielded questions to promote understanding and team cohesion.

- Composed and maintained backlog of defect fixes and enhancements needed to pull in as capacity allowed.
- Drove requirement and design meetings to verify that specifications were clear and requirements well documented and understood by all stakeholders.
- Advanced system and application knowledge over time to aid in data analysis and requirement definition as well as gap analysis.

U.S. Bank – Horizontal Integration | Overland Park, KS

Business Technology Analyst | September 2018-September 2019

- Created story maps and user stories to develop solutions to meet internal and external client needs.
- Scheduled and led refinement calls to collaborate and provide project support for teams.
- Completed UAT testing throughout project life cycle and escalated concerns and solution options to management team.
- Utilized project management software to communicate status and provide reference materials to Agile development teams.

Quest Diagnostics | Lenexa, KS

2006 - 2018

Business Systems Analyst II | August 2015 - July 2018

- Extracted patient data from multiple sources to analyze trends and opportunities within drug testing programs and lab systems.
- Evaluated data systems during acquisitions to develop data and system integration plans.
- Designed training platform and presentations for employee and client webinars.
- Implemented paperless requisition initiative rolled out to more than 1300 collection sites to reduce data errors and improve efficiency.
- Audited lab and system data as Security Administrator.

Project Manager | April 2006 - August 2015

- Led software development teams using Agile software development practices to create and implement new, online results and reporting portal.
- Migrated client data as well as vendor data to new system and ensured accuracy.
- Managed 12-15 large-scale and short track projects utilizing PMBOK and Six Sigma tools.
- Gathered requirements by conducting focus groups and brainstorming sessions then documenting outputs.
- Constructed dynamic process maps using Microsoft Visio to display project flow diagrams and gain buy-in from project stakeholders.
- Identified issues and completed root cause analysis to communicate to stakeholders and determine effective solutions.

Education

Washburn University, Topeka, KS

Bachelor of Science in Criminal Justice/Human Services, 2019

Johnson County Community College, Overland Park, KS

Associate of Arts degree in Administration of Justice, 2004

Kumar Ammar

Sr. Business System Analyst

Contact - 689-206-0828

E-mail - kumar.ammar21@gmail.com

Professional Summary

- As a Sr Business System Analyst with over 8+ years of experience in business analysis, business requirements gathering, database design and development of Web Based, and Client/Server applications.
- Successful in translating business requirements and user expectations into detailed specifications employing Unified Modeling Language (UML) using Rational Rose & MS Visio.
- Expertise in using Rational tools for creating use cases, version control, and defect tracking and monitoring and used the Rational Unified Process (RUP) methodology in all areas of the software development life cycle (SDLC).
- Good Knowledge of various financial products like Stocks, Bonds, Mortgage Backed Securities (MBS), Collateral Mortgage Obligation (CMO), and Fixed Income Instruments.
- Experienced in conducting Requirement Analysis, Use Case Design, Designing Test Plans and developed database schemas based on the logical models.
- Experience with designing and verifying databases on Oracle and SQL Server RDBMS using Entity-Relationship Diagrams (ERD).
- Proficient knowledge of Complex SQL queries using clients like TOAD and SQL Plus
- Experienced in writing Test Plan and Test Cases and aggressively involved in Regression Testing and Performance Testing using automation tools like Win Runner, LoadRunner, Test Director, Quick Test Pro, Silk Test and Oracle table manipulation using SQL.
- Knowledge in the Informatica/ ETL (Extract, Transform and Load) of data into a data ware house/data mart and Business Intelligence (BI) tools like Business Objects Modules (Reporter, Supervisor, Designer, and Web Intelligence).
- Knowledge of Windows Server, SQL Server, SQL Server Management Studio and T-SQL.
- Familiarity with SQL Server stored procedures, triggers and functions.
- Working knowledge in writing SQL query for identifying databases involved in the application development.
- Ability to gather business and Technical Requirements from both formal and informal sessions utilizing a variety of software methodologies including, Use Cases and the Rational Unified Process.
- Validated the test data in DB2 tables on Mainframes and on Terawatt using SQL queries.
- Experience working as Joint Application Development (JAD) facilitator and meetings coordinator with excellent interpersonal skills.
- Involved in interactions with Subject Matter Expert, Project Manager, Developers, and the end-users in more than one JAD sessions.
- Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
- Expertise in broad range of technologies, including business process tools such as Microsoft Project, Primavera, MS Access, MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
- Strong Communication and Presentation Skills substantiated in past assignments with developers, project managers, subject-matter experts, stakeholders, system implementers, and application end-users.
- Creative and Enthusiastic Self-Starter with integrative thinking skills, capable of forming and maintaining positive and productive working relationships in internal, external, independent, and team environments.

Education Details

Bachelor of Science, The University of Delhi, India. 2007.

Professional Experience

FEMBi Mortgage, Pensacola, FL

Jan 2020-Current

Sr. Business System Analyst

FEMBi Mortgage is a licensed mortgage banker. Since their incorporation in 1997, they have dedicated themselves exclusively to mortgage lending. Loan Origination System automates the entire lending process from origination through funding. It goes far beyond rate quotes and loan applications by automating the most complex, inefficient and labor-intensive aspects of lending; including automated underwriting, customizable workflow, compliance, document preparation management, rule-based assignment system, vendor interfaces and customer relationship management.

Responsibilities:

- Created Interface test cases, report test cases, expected results validation, defect tracking using clear quest, version control using Clear Case VOB
- Used SQL queries for organizing and abstracting data from MS access data bases, created reports, forms on Microsoft Access.
- Participated in Data Mapping, Data Conversion, creation of the Data model and used SQL and Toad to extract, filter and validate data.
- Involved with the following product: Stocks, Fixed Income, Mortgage Backed Securities (e.g. CMOs,

Passthroughs), Bonds and Bond Trading Cycle, Bond Pricing, (Options and Futures) Liaison between the business users and technical team.

- Involved in Configuring the Data mapping between Oracle and SQL Server 2005.
- Used the DataStage Designer to develop processes for extracting, cleansing, transforms, integrating and loading data into data warehouse database.
- Responsible for gathering user requirements and specifications for designing a mortgage-based loan system using and documenting the same.
- Involved in gathering the requirement with the SMEs to get the maximum information about the work-stream including Mortgage Servicing, Loan Monitoring, and Asset Management.
- Captured requirements for monthly SL to GL postings, calculating GL beginning and ending balances.
- Captured Data flow diagrams and formatting of the data flowing through interfaces.
- Owned the entire reporting process. Interacted with the ETL team, developer(s), management, and account holders to get the requirements, document them, design templates, and write specifications.
- Conducted JAD sessions with management, SME, vendors, users and other stakeholders for open and pending issues.
- Conducted a comprehensive use case analysis to determine key abstractions such as loan underwriting, loan-closed, borrowers-info, mortgage-payments etc., and their mapping to the standard analysis mechanism to enable maximum reuse.
- Incorporated Rational Unified Process (RUP) to create Business Requirement Document Specifications using MS Visio and MS Word.
- Assisted excel models to derive the amortization schedule for Whole loan products and Mortgage Backed Securities
- Performed requirements gathering from the business users of the system while adhering to SDLC (Software Development Life Cycle) industry best practices.
- Planned and defined system requirements to Wire Frames with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
- Designed DataStage ETL jobs for extracting data from heterogeneous source systems, transform and finally load into the Data Marts.
- Designed the business requirement collection approach based on the project scope and SDLC methodology.
- Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams.
- Facilitated user acceptance testing and test strategies with Information Systems Group.
- Performed manual front-end testing to check all functionalities of different modules.
- Wrote test cases and test scripts for the User Acceptance Testing (UAT).
- Developed strategies with Quality Assurance group to implement Test Cases in Mercury Test Director for stress testing and UAT (User Acceptance Testing)
- Reviewed the data model and reporting requirements for Cognos Reports with the Data warehouse/ETL and Reporting team.
- Involved in Test Planning, Test Preparation, Test Execution, Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.
- Performed job of contact point for all stakeholders (business, legal, compliance, development).
- Trained the future users to coordinate their activities vis-à-vis CORD system rather than ARW.
- Assisted the SA to document all custom and system modification after the SCR's were satisfactorily solved.
- Created and managed project templates, use case project templates, requirement types and traceability relationships in RequisitePro and managed the concurrence of the parties involved with respect to the evaluation criterion

Impac Mortgage Holdings Inc., Newport Beach, CA

Jul 2017-Dec 2019

Business System Analyst

This real estate investment trust (REIT) primarily invests in nonconforming residential mortgage loans, second mortgages, and mortgage-backed securities. Focusing on loans that do not qualify for purchase by federal agencies like Fannie Mae and Freddie Mac, the REIT both originates loans and buys them from third parties. Subsidiary Impac Funding buys nonconforming home mortgage loans and sells them to its parent company or other long-term investors. A system project was devised to replace the legacy home loan origination application to handle the volume of loans originated.

Responsibilities:

- In-depth interaction with Primary markets, Secondary markets and mortgage backed securities and asset backed securities for requirement gathering.
- Worked closely with the Enterprise Data Warehouse team and Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
- Working with clients to better understand their needs and present solutions using structured SDLC approach.
- Requirements pertaining to Loan Origination to Loan Processing.
- Developed ETL procedures to ensure conformity, compliance with standards and lack of redundancy, translated business rules and functionality requirements into ETL.

- Gathered user and business requirements through open-ended discussions, brainstorming sessions and role-playing.
- Involved in Creating T-SQL objects such as tables, views, joins and store procedures to meet client requirements.
- Using Shared Containers and creating reusable components for local and shared use in the ETL process.
- Created cash flow models for Mortgage Backed Securities, Whole Loans, Structured Securities using Bloomberg and ADCO data.
- The system fully supported fixed rate, ARM, GPM, GEM, interest only, deferred payment, home equity, reverse mortgage, second mortgage loan programs, etc.
- Helped with data modeling and defining the conceptual and logical model of the data warehouse.
- Documented the user requirements Analyzed and prioritized them and converted them as system requirements that must be included while developing the software.
- Created job schedules to automate the ETL process.
- Analyzed data and created class diagrams and ER diagrams for designing databases.
- Suggested web security using encryption and authentication technologies for reporting and complaint filing procedures.
- Planned and defined Use Cases created Use Case diagrams, Scenarios and Use Case Narratives using the UML methodologies.
- Created Activity Diagrams, Sequence Diagrams and ER Diagrams.
- Comprehensive experience in writing Test Plans, Test Cases and Test Scripts using manual and automated testing tools from Rational and Mercury Interactive such as test Director, WinRunner.
- Tracked change requests and monitored workload and schedule.
- Facilitated JAD sessions with management, development team, users and other stakeholders to refine functional requirements.
- Created Use Case Diagrams, Activity Diagrams, Sequence Diagrams and ER Diagrams in MS Visio.
- Created and managed project templates, use case templates, requirement types and tractability matrix in Requisite Pro.
- Involved in Test Planning, Test Preparation, Test Execution, Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.
- Authored progress and completion report which were then submitted to project management on a weekly basis in MS project.
- Identified various frequently used modules with in the application as well as the peak user volume for load testing purposes.
- Analyzed the test results from QA teams using Performance Studio Analysis to create various scenarios.
- Developed strategies with Quality Assurance group to implement Test Cases in Test manager for User Acceptance Testing.
- Collaborated with Quality Assurance Analyst in Automated and Manual Black box testing.
- Helped in creating end user manuals and procedure manuals.

Quicken Loans, Detroit, MI
Business System Analyst

Dec 2015-Jun 2017

Quicken Loans offers administrative and transaction management services for prime and sub-prime residential and commercial Mortgage Backed Securities (MBS) programs. They offer services supporting the mortgage backed securitization process from loan origination through securities issuance and ongoing trust maintenance to terminations. The project was to enhance the transaction management services which include, but are not limited to, managing and investment of cash and escrow accounts, safekeeping of loan document collateral, bond analytics, and Internet accessible investor reporting on collateral and securities.

Responsibilities:

- Interacting with the stakeholders to get a better understanding of client business processes and gather business requirements
- Established traceability matrix using Rational Requisite Pro to trace completeness of requirements in different SDLC stages.
- Identified Use cases from the requirements and wrote Use Case Specifications.
- Worked heavily on SQL Server database to extract data and build Business reports.
- Created business process workflow diagrams (Activity diagrams) in Rational Rose
- Link business processes to organizational objectives, perform critical path analysis, and identify opportunities for business process improvement
- Using Shared Containers and creating reusable components for local and shared use in the ETL process.
- Created Data Stage jobs to extract, transform and load data into data warehouses from various sources like relational databases, application systems, temp tables, flat files etc.
- Created Use-Cases and Business Use-Case Model after accessing the status and scope of the project and understanding the business processes
- Integrated RequisitePro with ClearQuest and Rose to provide all teams visibility and maintain tractability among requirements, use cases and change requests

- Managed all the requirements in RequisitePro, making requirements available to all team members.
- Developed the ETL Informatica Mappings for importing data from ODS into subsequent data marts.
- Created Process Flow diagrams, Use Case Diagrams, Class Diagrams and Interaction Diagrams using Microsoft Visio and Rational Rose.
- Created test plan and test cases for user acceptance testing. Used Rational testing tools.
- Conducted informal Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests
- Used the Unified Change Management from Rational to track changes to multiple artifacts by versioning artifacts, associating requirements to specific change request/defects to streamline the defect/change tracking process.
- Assured that all Artifacts are in compliance with corporate SDLC Policies and guidelines.
- Coordinated and prioritized outstanding defects and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines.
- Monitored client expectations and conducted user interviews

Wachovia Bank, Charlotte, NC
Business System Analyst

Feb 2014 - Dec 2014

Wachovia bank is a diversified banking; financial that provides a broad range of financial operations. Their online service allowed customers to carry out a standard banking operation such as bill payment, funds transfer between accounts, and balance checks. Their Online Mortgage Loan Processing system was converted from a manual system to an automated system. Based on existing forms and new requirement identifications, systems were defined and developed to retrieve existing customer data from legacy systems, also captured new data related to the mortgage and then connected to the credit history agencies and then proposed different options for approval of loans.

Responsibilities:

- Identified and validated high potential business opportunities for stakeholders.
- Used Rational Unified Process (RUP) for streamlining the team's development activities.
- Gathered business Requirements, analyze data/workflows. Defined the scope and progressed from problem Statement to well-documented Designs.
- Performed extensive data modelling to differentiate between the OLTP and Data Warehouse data models
- Designed and developed Project document templates based on SDLC methodology
- Planned and defined system requirements to Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
- Involved Writing SQL Queries, such as Joins, Sub Query, correlated sub query and nested queries to retrieve data from various tables in the database.
- Created standard test case template according to the company requirements and standards.
- Worked with Business System Analysts to deliver business use cases according to the project requirements.
- Reviewed test plans and test cases for the applications.
- Extensively used Test Director to review and update the status of entire testing process.
- Extensively worked with Test Director to store test artifacts.
- Updated Test Director with all the test artifacts and signoff forms.
- Utilized Rational ReqPro as a user to analyze the business requirements.
- Reviewed and analyzed the Use Cases.
- Facilitated JAD sessions with management, development team, users and other stakeholders to refine functional requirements.
- Created business process workflow diagrams (Activity diagrams) in Rational Rose.
- Involved UI, requirement and data modeling sessions.
- The project heads towards enhancing the existing online banking application by improving its GUI, making it user-friendlier.
- Involved in User Acceptance Testing (UAT) and Test Execution.
- Worked as an Interface between the users and the different teams involved in the application development for the better understanding of the business and IT processes.
- Involved in Incident Reporting and Change Control procedures using Clear Quest and reports to track process of repairs and determine the current quality of the application.

First Mortgage Corporate, Phoenix, AZ
2014

Dec 2012 - Feb

Business System Analyst

Working on LOS (Loan Origination System), which will provide First Mortgage associates and staff with a unified and integrated web-based application for Loan Origination and Processing. Was involved integrating the system for customer application. The application will be used from the initial contact with customer through the final closing documents. Due to business expansion; the Business Operation must reduce manual review of loans and supporting files throughout the loan origination process. This is built to maximize loan efficiency, maintain current staffing levels and double production volume within the current fiscal year.

Responsibilities:

- Implemented and integrated RUP solutions with complete line of traceability for all the artifacts of web development projects.
- Involved in requirement gathering including interviews, brainstorming and meetings with stakeholders and created requirement specification artifacts.
- Involved in customer segmentation, Portfolio Analysis/Management, FDR, TSYS processes and FICO score generation.
- Developed Use cases and functional specifications. And provided UML diagrams.
- Gathered requirements from JAD/JAR sessions with developers and business clients.
- Involved in development and maintenance of workflow plans and artifacts.
- Conducted user interviews, gathered requirements, analyzed the requirements by using Rational Rose, Visio and Requisite pro - RUP
- Managed Scope and change throughout the SDLC process of the product.
- Developed Use Case Models using Rational Rose to depict Actor and Use-Cases in various Business processes and identification of Basic/Alternative flows and definition of preconditions and post conditions of the System.
- Assisted excel models to derive the amortization schedule for Whole loan products and Mortgage Backed Securities
- Worked with ETL team during the upload process.
- Designed and developed Quality Assurance standards and processes to all levels of project team.
- Performed GAP Analysis for the modules in production, conduct feasibility study and performed impact analysis for proposed enhancements.
- Verified the functional aspect as per the Business Process and validated interface with other systems and data conversion from the legacy system.
- Performed basic sanity testing via navigation and workflow of the application.
- Created PAD's in conjunction with System's architect to baseline system performance. Identify expected bottlenecks and set load and stress targets.
- Maintained and kept track of stakeholder's request for enhancements and changes using Unified Change Management Tool (UCM) such as Rational ClearQuest.

Professional Summary:

- **.Net Developer** with about **6 years** of experience in requirement gathering and analysis, design, development, implementation, testing and deployment of **client/server** and **Web - based** using **Microsoft Technologies**.
- Experience in analysis, design, development, and implementation of client/server applications using **Microsoft.NET Technologies (.NET Core, .NET Framework, ADO.NET, ASP.NET, C#.NET, SQL SERVER, WCF, and WPF)**.
- Proficient in developing web applications using **Angular 12/11/10/9/8/7/6/5, HTML5, CSS3, DOM Manipulation, AJAX, jQuery, JSON** and **Twitter Bootstrap**.
- Expertise in **Angular Components, Directives, Modules, RXJS, Event handlers, Angular CLI** and **Angular Material Components**.
- Experienced in consuming and developing **Web Services** using **REST, Simple Object Access Protocol (SOAP)**, developing **Service Oriented Architecture SOA based services**.
- Experience on **MS Azure Cloud Architecture (PaaS and IaaS)** assessments, also have an experience in Azure storage accounts like Blob, Queue, Table and Files.
- Experience in developing and consuming **ASP.NET Web Services** using **WSDL** and **SOAP, ASP.NET Web API's (RESTful)** and **Windows Communication Foundation (WCF)**.
- Proficient in Object Oriented concepts programming solutions in **C#** by consuming web services like **XML** using **SOAP**.
- Experience in creating **REST Web API's** and can implement **Http Get, Http Put, Http Delete, Http Post endpoints**.
- Extensive experience in developing WCF Services to expose useful functionality to web users through **REST, SOAP**.
- Experience in developing database programs like Stored Procedures, User Defined Functions, Triggers, Packages and implementation scripts (Batch Scripts) on PL SQL & T-SQL using Oracle.
- Experience in developing and consuming **ASP.Net Web Services** using **WSDL** and **SOAP, ASP.Net Web API's (RESTful)** and **Windows Communication Foundation (WCF)**.
- Experience in developing Language-Integrated Query (LINQ) queries to retrieve data from different data sources (**LINQ to Entities, LINQ to XML, and LINQ to SQL**).
- Experience in writing queries using **Language Integrated Query (LINQ), Entity Data Model** and extensively worked with ADO.Net objects to connect to SQL Server database.
- Experienced in Version Controls like **Git-on-Git** branching, pull Requests, Code reviews, CI/CD, and Merging Strategy.
- Experienced in **Configuration Management**, setting up company Version policies, build schedule using **Team Foundation Server (TFS)**.
- Excellent communication and interpersonal skills with ability to interact with individuals at all levels and can work as a part of a team as well as independently.

Technical Skills:

Net Technologies	.Net Framework 4.8/4.7/4.6/4.5, Classic ASP, ASP.NET CORE, ADO.NET, C#.NET, AJAX Extensions, AJAX Control Toolkit, XML Web Services, ADO.NET, LINQ, WPF, MVVM, WCF, WWF, Silverlight.
Web Technologies	HTML, DHTML, XML, XSLT, Java Script, CSS, Sass, Less, Web Services SOAP, HTML5, jQuery, Angular 12/11/10/9/8/7/6/5, TypeScript, JSON and Ajax
Databases	MS-SQL Server, Mongo DB, MS Access
Scripting Languages	Typescript.
Web Servers	Internet Information Services IIS
IDE Tools	Visual Studio, Visual Studio Code
Source Controls	TFS, SVN
Unit Testing Tools	Karma/Jasmine, NUnit, MS Unit Test, XUnit
CI/CD	Jenkins
Platforms	Windows, Linux, Unix

Professional Experience:

Client: Pier 1 Imports, Fort Worth, TX

Aug 2022 – Till Date

Role: .Net Developer

Responsibilities:

- Involved in all stages of Software Development Life Cycle including Analysis, Design, Coding, System Tests, Installation and Maintenance.
- Developed integrated n-layered web application in Microsoft Visual Studio/ Visual Studio Code using .Net and **.NET Core, C#, oracle and SQL Server, ASP.NET Entity Framework, Angular and angular material**.
- Implemented **RESTful services** with **ASP.NET Core 3.1 API** and **C#** to be consumed by various front-ends and test the service request/response using **postman**.
- Updated Angular version from **Angular JS** to **Angular 13** and utilized it features like Hot Module Replacement in the Project.

- Developed applications using **.NET Core 3.1, C#, Angular 13, C#, and TypeScript**.
- Building **Rest API's** using **.net core/.net framework** and deploying them in Azure portal, using **HTTP Client** and create, edit, display the data using HTTP Get, Post methods of web Api's. Also, work on enabling the filters to get the required data.
- Used **ASP.NET Core** built-in Dependency Injection to improve performance and reliability of the application.
- Worked with advanced concepts of **ASP.NET Core MVC** such as **Models** and **Providers, Filters** used for developing backend technology.
- Used **ASP.NET Core** built-in **Dependency Injection** to improve performance and reliability of the application.
- Used AJAX, JSON to send request to the server to check the functionality of the websites and for storing and exchanging information between browsers and servers.
- Creating Store procedures and functions in **SQL** server to import data into Elastic Search and converting relational data into documents.
- Used **Git** to do **Git branching, Pull Requests, Merging Strategy, Code Reviews, and CI/CD**.
- Created **JIRA** Workflows for **issue tracking/Bug Tracking**.

Environment: ASP.Net Core 3.1, C#, HTML5, Angular 13, Angular CLI, TypeScript, Bootstrap, HTTP, OAuth, AJAX, JSON, Visual Studio IDE, GIT, SQL Server 2019, Agile, Windows.

Client: Frontier Community Bank, Waynesboro, VA

Apr 2020 – May 2022

Role: .Net Developer

Responsibilities:

- Followed Agile (Scrum) Methodology for development process and to meet deadlines.
- Developed applications using **.NET Core 2.2, Angular, C#, Angular 9/10, C#, and TypeScript**.
- Responsible for developing the reusable Components on UI(Views) by developing the Partial Views, View starts, and reusable components for implementing the business rules with C# and **OOPS** Concepts.
- Implemented **REST** with **ASP.NET Core 2.2 API** and **C#** to be consumed by various front-ends and test the service request/response using **Swagger**.
- Building, testing and documenting applications with using **C#** programming language, **Restful Services**.
- Used **JSON web token** to do **user authentication** and **secure information** exchange.
- Implemented Exception Handling mechanism using .NET Framework Classes and Involved in unit testing, integration testing and deployment of the application. Fixed large number of defects and technical issues during the project implementation.
- Used Bootstrap & media queries to create Responsive Webpages across the different size of screen from phone or Laptop
- Implemented Security Authentication for the Web APIs using **OAuth 2.0**.
- Virtualized the servers using Docker for the test environments and dev-environments needs and configuring automation using Docker containers.
- Extensively using Application and page level tracing feature of .NET to trace and debug the code.

Environment: C#, .NET Core Ver 2.2, Visual studio 2017, Angular 9/10, Typescript, Angular CLI, HTML5, Angular Material, Bootstrap 4, Restful Services, Agile, JSON, Windows.

Client: Office Depot, Boca Raton, FL

Oct 2018 – Mar 2020

Role: .Net Developer

Responsibilities:

- Followed **Agile Methodologies** for rapid development and regular adaption to the varying requirements and continuous delivery of the working software.
- **Developed Web application using ASP.Net Core and C#, Entity Framework Core, Typescript, Angular 6, JSON, HTML5, CSS3 and Bootstrap**.
- Worked with **NGRX** for state management in the application by defining reducers, entities, actions and effects.
- Used Angular \$http service extensively for invoking **Web API RESTful Services** faster response of the Website.
- Implemented application Security using **Forms Authentication and Role based Authorization**.
- Use Entity Framework in the DAL to communicate with the database using LINQ to Entities provider. Created and developed RESTful Web APIs using ASP.NET Web API.
- Build and Consumed the RESTful web services using **ASP.NET Web API** and resolved the day to day errors in web application.
- Created **Web APIs** using ASP.NET Web API allow new web/client projects to leverage reusable data.
- Designed and developed Web API, WCF and Web service for the development teams.
- Used **Angular CLI** for initializing and project setup with scaffolding features.
- Created LINQ enabled database layer using API such as **LINQ to SQL and Entity Framework**.
- Involved in the modifying scripts, stored procedures, functions and triggers in the database in **SQL Server 2016** for ensuring data integrity.
- Leveraged **TFS (Team Foundation Server)** on visual studio for Source Control Management.

Environment: .NET Core, ASP.NET Core, C#, Entity Framework Core, Typescript, Angular 6, JSON, HTML5, CSS3, Bootstrap, LINQ, SQL Server 2016, TFS, Agile, Windows.

Client: Sagarsoft India Pvt Ltd, Hyderabad, India

Jun 2017 – Sep 2018

Role: .Net Developer

Responsibilities:

- Involved in developing and consuming Web Services and N-tier web applications using **ASP.NET, Winforms, C#.NET** and **ADO.NET**.
- Designed and developed an integrated n-tier web application using **C#, WPF, ASP.NET** and **ADO.NET**
- Refactored and enhanced an existing Angular 2/4 application to follow strict **MVC patterns**.
- Used **Data Adapter, Dataset, Data Reader, Command** and **Connection Objects** of **ADO.NET** to retrieve data from the database and manipulate it.
- Developed user controls in **C#** for to have binding of data in Master Pages.
- Effectively used **JQuery** a concise **Angular JS Library** for traversing **HTML** document, event handling and **AJAX** interactions.
- Involved in developing effective User Interface and Animation for **WPF applications** using **XAML**.
- Extensively used source control tools like **TFS** to create branches, versions controls, workspaces and to manage all the aspect of the project, shelving, unshelving and bug tracing for the team.
- Monitored different fallout status, retraction offer status, and internal services status.

Environment: ASP.NET Framework, C#, ASP.NET MVC 5, ADO.NET, HTML5, Bootstrap, Angular 2/4, jQuery, WPF, WCF, Ajax, SQL Server 2014, Windows.

Education:

- **Electronics and Communication Engineering- April, 2017**
DVR College of Engineering and Technology

Sawaiz Usman
Contact - 504-617-8251
E-mail - sawaizz@hotmail.com

EXPERIENCE SUMMARY:

- IT experience in the field of Database Development, Data Analysis, PLSQL, ETL Development, Data Warehousing and Data Marts.
- Experience with Oracle PL/SQL Stored Procedures, Triggers, Functions, and Packages
- Experience in installing and configuring various Databases Oracle 11g/10g
- Excellent knowledge and hands on experience in TOAD and Oracle SQL Developer
- Ability to write complex SQLs needed for ETL jobs and analyzing data, and is proficient and worked with databases like Oracle, SQL Server, Excel sheets, Flat Files and xml files.
- Advanced SQL skills, including use of derived tables, unions, multi-table inner/outer joins.
- Expertise in Administration tasks including Importing/Exporting mappings, copying folders over the DEV/QA/PRD environments, managing Users, Groups, associated privileges and performing backups of the repository.
- Expertise in using UNIX and writing/updating UNIX shell scripts.
- Good exposure to Development, Testing, Debugging, Implementation, Documentation, and End-user training.
- Expertise in doing Unit Testing, Integration Testing, System Testing and Data Validation for Developed Informatica Mappings.
- Experience in using the Informatica command line utilities like pmcmd to control workflows in non-windows environments.
- Developed Complex mappings from varied transformation logics like Unconnected /Connected lookups, Router, Filter, Expression, Aggregator, Joiner, Union, Update Strategy and more.
- Having about 1 year of Business Intelligence experience using Crystal Reports.
- An excellent team member with an ability to perform individually, good interpersonal relations, strong communication skills, hardworking and high level of motivation. A quick learner with an aptitude for taking responsibilities.

EDUCATION:

Bachelors of Science in Business Administration **New Orleans, LA**
University of New Orleans

TECHNICAL SKILLS MATRIX

Skill Set	Excellent	Good	Fair	No of year used
Oracle	✓			1
Oracle PL/SQL		✓		1
ETL Process	✓			1

Unix administration	✓			1
Database administration		✓		1

COMPUTER SKILLS:

Software: MS Excel, MS Word, MS Project, MS Outlook, Photoshop CS 5, VMWare, Notepad++, AutoSys, AutoIt, JIRA, Visual Studio .Net, Crystal Reports

Languages: SQL, PL/SQL, Shell Scripting, C#

Databases: Oracle 11g/10g, MS SQL Server 2014, MS Access, Teradata

Platforms: Linux, HP UNIX, Windows server 2008/NT/XP/98, Vista and Windows 7, 10

Development: Developer Suite 11g, SQL Navigator, PLSQL Developer, SQL Developer, Informatica 9.6.1, Toad 11.6, SQL Server Management Studio, Microsoft Visual Studio

Data Modeling: Toad Data Modeler

PROFESSIONAL EXPERIENCE:

Ohio Health
ETL Developer

Columbus, OH
Nov 2017 – Present

Responsibilities:

- Interacted with business users in gathering the requirements in data usage and creating documents for migration and report generation.
- Responsible for creating and designing the ETL (Extract, Transform and Load) processes using Informatica PowerCenter 9.6.1 and Echo.
- Created Databases, Tables, Views and complex correlated sub queries in both MSSQL 2014 and Oracle 11g to generate reports using Crystal Reports.
- Developed PL/SQL procedures to extract/load the data into Oracle and MS SQL Server for testing purposes.
- Extracted data from flat files, MS SQL Server, Oracle and transformed the data based on user requirement using Informatica Power Center and loaded data into target, by scheduling the sessions.
- Writing shell scripts in UNIX to automate the ETL process.
- Performed **unit testing**, performance tuning of SQL queries and mappings.
- Developed various Mappings, Mapplets, and Transformations for Data warehouse.
- Installing and configuration Power Center client, configured repository, registering the Power Center server, setting up the power center Metadata, connecting the database etc.
- Provided technical help in conceptual and logical data definition, mappings, and data management.

- Developed Standard Reports, Cross-tab Reports Charts using Crystal Reports.
- Written documentation to describe program development, logic, coding, testing, changes and corrections.

Environment: Informatica 9.6.1, Oracle 11g, MS SQL 14, UNIX, Flat Files, Crystal Reports

Bank of America

Charlotte, NC

Database / ETL Developer

Aug 2016 - Feb

2017

Responsibilities:

- Interacted with business users in gathering the requirements in data usage and report generation.
- Identify and analyze incoming and outgoing feeds out of financial crime monitoring system.
- Worked on AMC Mantas Application for Money Laundry program from US and Europe.
- Coordination between development, QA and Business team.
- Gathering information, design HLD and LLD for AML Program.
- Creating and design ETL Process through **Informatica (Power Center) 9.6.1**
- Prepared PL/SQL scripts (Stored Procedures, Functions and Packages).
- Create tables, views, synonyms, triggers and other large objects for the new system.
- Writing Shell script for file validation i.e. file layout, number of columns check, rows, empty file check etc.
- Responsible for extracting data from Oracle, XML Files and Flat files
- Debugging mappings, workflows, sessions if failed.
- Developed various Mappings, Maplets, and Transformations for data marts and Data warehouse.
- Creating timer, expression, aggregator, rank, router, joiner, lookup, xml and stored procedures transformation.
- Worked on tuning the existing mappings for better performance.
- Performed **unit testing**, performed tuning of SQL queries.
- Involved in Unit and Integration testing of Mappings and sessions.
- Assisted Testing team in creating test plan and test cases.
- Worked with Task Developer, Worklet Designer, and Workflow Designer in the Workflow Manager
- Written documentation to describe program development, logic, coding, testing, changes and corrections.
- Within specified time, projects are delivered making sure all the requirements gathering, business analysis and designing of the data marts.
- Create jobs in Autosys, monitor and check the logs for any failure.

Environment: Informatica 9.6.1, Oracle 11g, UNIX, Flat Files, AUTOSYS, JIRA

Todo Wireless

Computer Technician

Metairie, LA

Aug 2012 – May 2015

Responsibilities:

- Diagnosed and repaired hardware/software with desktops, notebooks, netbooks, monitors, and tablets
- Installed and updated software packages, updated operating systems, and helped configure hardware
- Perform software repairs with concern for customer privacy.
- Check system software and data integrity.
- Diagnosed software issues, installed updates or new software, and removed malicious programs.
- Explained features to customers and offered advice on best-fit choices based on customer needs.
- Resolve and repair selected issues with smart phones and tablets.

Sharath Chandra

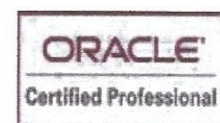
Java Developer

Contact: 5074000319

Email : Aliya.a@sriandsriinc.com

Professional Summary:

- Over **10+ years** of programming experience in Software industry including Design, Development and Testing of web based and client server multi-tier applications using **Java/J2EE** and **SOA** technologies.
- **9+ year's hands on experience** in designing and developing **Middleware** applications using **OSB**, **Oracle SOA**, **Spring MVC**, **Micro services** and **RED HAT Jboss Fuse ESB**.
- **4+ years hands on architecture experience Middleware applications** using open source technologies (Red hat fuse ESB, apache camel, ActiveMQ).
- Strong Expertise in **XML, DTD, WSDL, XPATH, SOAP, XSLT, Web services, EJB, HTML, JavaScript, Oracle, and MySQL Database**.
- Strong experience in Spring Framework such as **Spring MVC, IOC** and **Spring JDBC**.
- Extensive experience in developing **Micro services using Spring Boot, Netflix (Hystrix and resilience4j)** and followed domain driven design.
- Experience in using build/deploy tools such as **Jenkins, Docker and Open Shift** for Continuous Integration & **Deployment for Micro services**.
- Extensive experience in J2EE technologies (**Servlets, JSP, JSF, Struts and EJB**)
- Extensive Experience in **RESTful Service APIs**
- Extensive Experience in using **Health Level 7** standards and terminology
- Extensive Experience in using Web logic server and Glass Fish Application server.
- Extensive experience with design, development and deployment of business process integration using **Oracle SOA - Fusion Middleware, BPEL, OSB**
- Good Experience in software configuration management using **CVS/Visual Source safe Subversion and GitHub**.
- **Expertise in deployment of all Environments from AWS Cloud Formation and Implementing AWS EC2, S3, AWS VPC, IAM, Cloud Watch and other AWS Services**
- Extensive experience in Installation and configure platform components such as Redhat Jboss Fuse ESB, SOA, OSB, JCAPS and e*Gate SRE.
- Oracle Fusion Middleware administration (WebLogic server, OSB projects migration from Development to Production)
- Worked on various tools like JDeveloper, WSAD (Web sphere Application Developer), Eclipse, and RAD (Rational Application Developer).
- Possess excellent written and oral communication to facilitate communication between team members, users, developers, and management. Adhering to the importance of a strong working relationship throughout the organization.
- Versatile team player with excellent analytical, presentation and inter personal skills.
- Wide industry experience –**Health care, Education, Finance, Retail, Manufacturing and logistics**.
- **Oracle SOA and Sun JCAPS Certified professional**.
- **Worked on creating mono-repo pattern project containing multiple apps and libs with NX tooling framework to improve code reusability, visibility and ensure consistent version of dependencies**.
- **Wrote unit test cases for components, directives, pipes and services using Jasmine and Karma. Used in-built unit testing framework JEST to write test cases in mono-repo applications**.
- **Used Lucene/Apache Solr to index the processed data to make use of So search capabilities**.



Technical Skills:

Operating System	Windows- 98/2000/NT/XP, Unix, Linux
Programming Languages	Java, BPEL
Databases & Tools	Oracle database 9i/10g,MySQL3.0, DB2, SQL developer
Frameworks	Struts, JSF, spring framework
Integration Technologies	BPEL,OSB,BAM,OWSM, Jenkins and IntelliJ
Java/Web Technologies	Java 1.7,1.8, J2EE, JSP, JSF, Servlets, Struts, JDBC, HTML, XML, XSL, Cluster Management, Load Balancing, Performance Tuning, Connection pooling, Thread managements, Failover Migration.
Web/Application servers	Apache Tomcat, Web logic, JBoss and Web Sphere
Version Control	Visual Source Safe, CVS, Clear Case, Git bash and SVN

Experience Summary:

Client: PNC Bank Pittsburgh, PA
Role: Sr. Java lead developer

Feb2019 –Present

Project Description: PNC will become a top five U.S. bank with a coast-to-coast national franchise. Fixed asset accounting, business process re-engineering, risk management, value added analysis, MQ and AKAMI financial projections, general ledger, trial balance, financial statements, expense analysis, tax reporting, tax planning, payroll, benefits administration, portfolio management, cross functional team leadership, financial and strategic planning, P & L management, auditing and compliance, operating and working capital, budget management, mergers and acquisitions, cash flow management, business valuations, data warehouse reporting, audits and compliance. its fully integrated of backend systems like Akamai, MQ service, MVC framework.

Roles & Responsibilities:

- Strong experience in automating Vulnerability Management patching and CI/CD using tools like Git, Jenkins, and AWS/Open Stack
- I Implemented fail safe and Circuit Breaker Patterns in Spring Boot Micro Service applications using Hystrix and monitored the services using Hystrix Dashboard.
- Implemented REST Micro services using spring boot. Generated Metrics with method level granularity and Persistence using Spring AOP and Spring Actuator.
- Used Service generator process and created micro services project templates for development.
- Used Jenkins for integrate the micro service applications and deploy the image in Docker environment.
- Have good experience building applications using AWS services.
- Good knowledge of Object-oriented concepts and design/development using Java, Spring framework.
- Experience with Java Services, Web Services (SOAP/REST) and XML/JSON
- Experience with Spring Boot, Spring Security,SAML, Spring JPA, Spring Cloud.
- Involved in batch processing using Spring Batch framework to validate feed files and load data into corresponding database tables
- Involved in testing, code review and bug fixing.
- Experience with DevOps and automated Delivery Pipelines.



- Wrote unit test cases for components, directives, pipes and services using Jasmine and Karma. Used in-built unit testing framework JEST to write test cases in mono-repo applications.
- Experience Designing, Modeling and Deploying enterprise scale applications.
- Used Lucene/Apache Solr to index the processed data to make use of its search capabilities.
- Work in agile methodology and participate in daily standup and all the Scrum Meetings. Create Stories and work with business analyst to groom them for each sprint
- Prepare sprint stories and work with business analyst to groom them for each sprint, update Jira, VersionOne platform with daily updates
- Test and debug code using Junit, Postman and other debugging tool, resolve defects and provide root cause analysis and solution
- Deploy code during go live release using deployment tool, configure & restart Apache and WebSphere servers
- Work with UI and UX team to refine wireframes and develop code accordingly
- Work with Testing COE to troubleshoot and resolve any defects or issues found during regression or performance or UAT testing
- Developed UI JSP pages using AngularJS, ReactJS workflow.
- Create documentation for architecture, development, deployment, root cause analysis as part of each sprint

Environment: Java 1.8, Spring Boot, AngularJS, ReactJS, nexus, Kafka, Micro services, Kafka, XML, XSLT, Git, Maven, Splunk, Artifactory, Jenkins Kubernetes, docker Spring XML, Jetty, Log4j, Oracle 12g, SQL Developer, WinSCP, SFTP, Jenkins, Elastic search, Windows10, MacOS, Unix, and Linux

Client: Office Depot & OfficeMax, Boca Raton, FL
Role: Sr. Java lead developer

Jan 2018 –Jan 2019

Project Description: Subscription Management/OracleSCM/Marketplace and Warp

Office Depot, Inc. is an American office supply retailing company headquartered in Boca Raton, Florida, United States. Office Depot is a leading B2B integrated distribution company providing business services and supplies, products and technology solutions through its fully integrated of backend systems like AS400, POS, Mirakl, Oracle SCM using Middleware Applications E-commerce, B2B and Open Shift (Kubernetes, Docker, Apache camel)

Roles & Responsibilities:

- Identified the Business requirements of the project.
- Involved in preparing Unit test cases Requirements for the project.
- Developed and deployed multiple routes by using Red Hat JBOSS Fuse ESB and related Open Source technologies (**Apache Camel, Apache CXF, Jetty, Active MQ, WebLogic**)
- As an Analyst/Developer with the Integration team, responsible for end to end development of interfaces which involves data transfer from different databases by using RED HAT FUSE.
- **Implemented REST Micro services using spring boot. Generated Metrics with method level granularity and Persistence using Spring AOP and Spring Actuator.**
- Used Service generator process and created micro services project templates for development.
- Used Jenkins for integrate the micro service applications and deploy the image in Docker environment.
- Worked on consuming and exposing REST/SOAP based services by using apache camel and CXF.



- Created micro services process the data between As400, EAI, B2B, e-commerce and AWS Applications.
- Developed UI JSP pages using AngularJS, ReactJS workflow.
- **Developed micro services by using spring framework and processed data through GateAPI with e-commerce web applications.**
- **Strong Experience with lightweight middleware technologies, integration patterns, micro services.**
- **Have good experience building applications using AWS services.**
- Deployment of Test, Dev, QA and Prod Environments, Implementing AWS EC2, S3, AWS VPC, IAM, EBS, cloud Watch and other AWS Services. Creating AWS Lambda function for scheduling instance shutdown/poweron and snapshot backup.
- Have good experience working across fully automated stacks in a CI/CD ecosystem.
- **Developed automation and deployment of AWS environment using Jenkins.**
- **Used Kafka for data replication from SQL to NoSQL database**
- **Strong experience building cloud native micro services using spring boot and Spring reactor framework.**

Environment: Java 1.8, Spring Boot, Spring Reactor, ReactJS, nexus, Micro services, Kafka, XML, XSLT, Oracle OSB, SOA, SVN, Git, Maven, Splunk, Artifactory, Jenkins Apache Camel, Kubernetes, docker, Active MQ, ApacheCXF (SOAP and RESTful web service), Spring XML, Jetty, Log4j, Oracle 12g, SQL Developer, WinSCP, SFTP, Jenkins, Elastic search, Couch base, Tomcat application server, RED HAT Jboss Fuse, Windows10, MacOS, Unix, and Linux

Client: DaVita, Malvern, PA
Role: Sr. Java Developer

April 2016 -Jan 2018

Project Description: Davita Health System

DaVita Kidney Care is a division of DaVita Inc. through its operating divisions, provides a variety of health care services to patient populations throughout the United States and abroad. A leading provider of dialysis services in the United States, DaVita Kidney Care treats patients with chronic kidney failure and end stage renal disease. DaVita Kidney Care strives to improve patients' quality of life by innovating clinical care, and by offering integrated treatment plans, personalized care teams and convenient health-management services.

Roles & Responsibilities:

- Identified the Business requirements of the project.
- Involved in preparing Unit test cases Requirements for the project.
- Developed and deployed multiple routes by using Red Hat JBOSS Fuse ESB and related Open Source technologies (**Apache Camel, Apache CXF, Jetty, Active MQ, Apache Zookeeper, Hawtio and fabric8**)
- As an Analyst/Developer with the Integration team, responsible for end to end development of interfaces which involves data transfer from SQL database to Oracle database by using RED HAT FUSE ESB.
- JDBC/Active MQ Bridge has been created cross integration tools (ESB, B2B and Denodo).
- Perform migration/ new interfaces from oracle JCAPS6.3 to RED HAT JBOSS Fuse ESB.
- Have good experience working across fully automated stacks in a CI/CD ecosystem.
- Used JIRA, Stash and Jenkins for integrate the applications.
- **Strong Experience with lightweight middleware technologies, integration patterns, microservices.**
- Worked on consuming and exposing REST based services by using apache CXF
- Implemented REST Microservices using spring boot. Generated Metrics with method level granularity and Persistence using Spring AOP and Spring Actuator.



- Used Scrum Agile methodology that included iterative application development, weekly Sprints, stand up meetings and customer reporting backlogs.
- Work with the client in proposing solutions for the overall stability of the applications.
- Onsite – Offshore Coordination/Status Review and meetings with the offshore Team and other vendors.

Environment: Java 1.8,1.7, XML, SpringIO, SpringBoot, Oracle JCAPS 6.3, SVN, Git, Maven, Splunk, Artifactory, fabric8, Jenkins Apache Camel, Apache Kafka, Active MQ, Apache Karaf, Apache CXF (SOAP and Restfulweb service), Blueprint XML, Jetty, Atlassian tools (JIRA, Stash), Log4j, Oracle 12g, SQL Developer, WinSCP, SFTP, Jenkins, Tomcat application server, RED HAT Jboss Fuse ESB, Windows XP, Windows 8, Unix, and Linux

Client: Sutter Health, Sacramento, CA
Role: Sr. java Developer

Feb 2013 – April 2016

Project Description: Sutter Health System

Sutter Healthcare Application Development & Support is a not-for-profit health system. This project will be implemented concurrently with the Project Transform Epic Migration (PTM). The Sutter Health Selected Integration tool EGATE505, JCAPS 6.3 environment is comprised of five regions. The project with "Integration Team" at Sutter Health is to migrate, develop, maintain new Interfaces. Interfaces are routes to carry information to and from various medical systems and also, some of these are applications to collect and maintaining patients, doctors and any Sutter Medical Network related information. There are six database instances running and one for each region (CVR, EBR, PCR, SSR, and WBR) and one for data that needs to be shared across all regions. Currently implements all regions to new integration tool **RED HAT JBOSS Fuse ESB** and **IDE IntelliJ**.

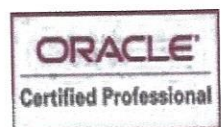
Roles & Responsibilities:

- Identified the Business requirements of the project.
- Involved in preparing System Requirements for the project.
- Involved in preparing Unit test cases Requirements for the project.
- As an Analyst/Developer with the Integration team, responsible for end to end development of interfaces which involves requirements analysis, JCAPS 6.3 development and coordinating UAT with application expert's system wide in different regions of Sutter Health network.
- Perform migration of interfaces from eGate and Java CAPS 5.1.3 environments to JCaps 6.3 environment.
- Working with application experts for different medical application like **EPIC, MS4, MISLAB and MARS** for performing end to end testing.
- Used **SVN** and **git bash** for version control of the application.
- Needs extensive testing for new systems as these are critical medical applications.
- Require knowledge of Health Level 7 standards and terminology
- Worked with JCAPS 5.1.3 for analyzing and gathering requirements using the old and extensions interfaces
- Worked with Hudson for building and deploying new applications
- Worked with eGate systems which are the legacy interfaces to migrate them newer versions.
- Utilized knowledge of Message queues for analyzing and resolving issues with new interfaces during UAT sessions.
- Developed and deployed multiple routes by using **Red Hat JBOSS Fuse ESB** and related Open Source technologies (**Apache Camel, Apache CXF, Active MQ, Apache Zookeeper, Hawtio and fabric8**)
- Worked on consuming and exposing REST based services.
- Have good experience in working with certificates. Created key stores and trust stores and used them for HTTPs connection and for encryption and decryptions.



- Have good knowledge on agile software development process.
- Involved the existing routes from **JCAPS6.3** to **RED HAT JBOSS Fuse ESB** IntelliJ.
- Involved in remedy tickets during project go-live time.
- Interested in taking up challenging tasks and learn new technologies.

Environment: Core java, XML, SRE505, Java CAPS 5.1.3, Java CAPS 6.3, SVN, Git, Hudson, Maven, Jenkins, Splunk, Artifactory, fabric8, Apache Camel, Active MQ, Apache Karaf, Apache CXF (Restful web service), Log4j, Oracle 10g, SQL Developer, MARS, WinSCP, Net Beans, SFTP, Jenkins, Track Studio, Tomcat application server, RED HAT Jboss Fuse ESB and IDE IntelliJ, Windows XP, Windows 7, Unix, and Linux



Tamirat Bonche
Contact - 240-389-4069
Email - tameayele25@gmail.com

PROFESSIONAL SUMMARY:

- Over 8 years of experience in end-to-end performance testing, defining testing methodologies, designing test plans and test cases, verifying, and validating application software and documentation based on standards for software development, and effective QA implementation in all phases of software development life cycle (SDLC).
- Successfully completed Azure migration for load and stress tests using different testing and monitoring tools i.e., using HP LoadRunner, Performance Center and JMeter, Dynatrace, App-insights and Neo Load.
- Strong experience in agile methodologies.
- Expert in planning, designing, coding, executing, monitoring, analyzing results, identifying the potential bottleneck, and suggesting to customers a complete step to improve application performance.
- Expertise in creating workload models based on the production peak load analysis and design different types of scenarios in the performance center.
- Create several POC as per the client's request to support the team and validate.
- Outstanding ability in writing advanced LoadRunner scripting on Web (HTTP/HTML), True Client, Web Services using Parameterizations, Correlations, Randomization, Rendezvous Points, Custom request, atoi, itoa, Strcmp, Checkpoints, If-Else and other LR and C functions.
- Involved in preparing performance test plans, performance test strategy, according to the functional requirement.
- Create performance test analysis reports and documentation after test execution.
- Hands-on experience in analyzing a pure path and end-to-end transaction flow, using Dynatrace monitoring tool.
- Experience in API testing (REST/SOAP) using LR Web service protocol.
- Excellent hands-on experience in Splunk tool, creating the dashboard, creating analytics reports using Splunk, alerts, and reports.
- Expertise in writing SQL queries and database performance analysis using SQL profiler.
- Expert in developing Industry Standard VSTS, JMeter Scripts over web protocol, web services protocol, executed the load tests using HP Controller, Performance Center, Storm Runner, and analyzed the results.
- Experienced in consulting with Architects, DevOps, Project Managers, and Product owners to proactively analyze system performance and creating a solution plan.
- Experienced in APM Tools: Dynatrace, App insights, and Splunk to monitor infrastructure resources and applications which includes servers, operating systems, network services,

network virtualization, JVM, GC, pure path and log analysis for different application components.

- Experienced in monitoring system resources such as CPU usage, Memory usage, VM State, Network I/O State, Garbage collection.
- Involved in analyzing, interpreting, and summarizing meaningful and relevant results in a complete performance test report.
- Hands-on experience with functionality testing, integration testing, system testing, GUI testing, regression testing, performance testing, stress testing, load testing, volume testing, user acceptance testing, database testing, smoke testing, and sanity testing.
- Involved in setting up a performance testing environment, code migration, middleware support.
- Proficient in working with LoadRunner, Performance center, HP SiteScope, and JMeter.
- Worked on Web and Mobile applications hosted in On-Prem and Azure Cloud Solutions.
- Worked on Desktop application performance testing.
- Involved in all the Phases of performance test life cycle.
- Possess good interpersonal and leadership skills.

TECHNICAL SKILLS:

Testing Tools:	LoadRunner, JMeter, Quality Center and NeoLoad
Monitoring Tools:	Dynatrace, Splunk, J2EE Diagnostics, Site Scope, Team Quest
Operating Systems:	Windows XP/NT/2000, UNIX, LINUX, DOS
Languages:	Java, C, C++, Visual Basic, JSP, .NET
Scripting Languages:	Java Script, JMS message, HTML, DHTML,
Databases:	DB2, Oracle, SQL Server, Profile DB
APP Servers:	WebSphere, WebLogic, Oracle AS

Client: Capital One Bank
Role: Performance Engineer
Location: McLean, VA

March 2020 - Present

Responsibilities:

- ❖ Extensive experience in LoadRunner's Virtual User Generator Protocols like HTML/ HTTP, Web Services, Ajax True client, & Oracle Protocols.
- ❖ Participated in all the phases of SDLC starting from the requirement, design, development, testing, and implementation phase.
- ❖ Used LoadRunner, and JMeter for load balance testing over server during peak traffic period.
- ❖ Created Vuser Scripts using Vugen and Used LR Controller to generate and executed Scenarios.
- ❖ Gathered and Analyzed Business requirements and procedures.
- ❖ Responsible for developing the performance test strategies, plans and cases for Siebel Application.
- ❖ Executed, tested, and monitored system performance SiteScope and LoadRunner Controller.
- ❖ Deploying and managing the appropriate testing framework to meet the testing mandate.
- ❖ Create dashboards in Splunk for application log monitoring.
- ❖ Executed performance test on the existing hardware to confirm the scalability of the application.
- ❖ Planned the load by analyzing Task distribution diagram, Transaction Profile and User profile.
- ❖ Used Splunk to check the logs in case of errors.
- ❖ Extensively used LoadRunner to conduct performance testing of the application.
- ❖ HP Business Process Testing Using SOAP UI, Quality Center for .COM Web Application
- ❖ Developed Web Service Vuser scripts for a Web Service Call using Soap UI.
- ❖ Prepared LoadRunner scenarios for Load and Performance testing using different host systems.
- ❖ Developed load runner Vugen Scripts using Correlation to parameterize dynamic values.
- ❖ Used Rendezvous points Load balancing and IP spoofing to load test specific transactions.
- ❖ While running the load test, monitored the system components using AppDynamics and Splunk tools.
- ❖ Responsible for setting up performance monitors using secure CRT and SiteScope.
- ❖ Analyzed various graphs generated by LoadRunner Analysis including Database Monitors, Network Monitor graphs, User Graphs Error Graphs, Transaction graphs and Web Server Resource Graphs.
- ❖ Responsible for collecting the frequency of JVM Heap and Garbage Collection in WebLogic during test.

- ❖ Provide weekly updates to the client and application team based on the test results and analysis.
- ❖ Implemented, Mentored LoadRunner Test Harness, Controller Scenarios, Run-time Settings, Correlation, Parametrization, and other functions in LoadRunner.
- ❖ Managed entire Performance testing (like Load, Stress, Volume, and Endurance) using LoadRunner (Controller, Virtual User Generator, and Analysis).
- ❖ Installed LoadRunner and acquired the license of the LoadRunner.

Environment: JMeter, Load Runner, Splunk, Siebel, ASP, VBScript, PeopleSoft, Toad, Oracle, MQ Series, Unix, HTML, DHTML, XML, IIS, Apache, Quality Center, Agile

Client: Moviri

Jan 2019 – February 2020

Role: Performance Engineer

Location: Boston MA

Responsibilities:

- ❖ Performance Testing and engineering of various client-server and multi-tiered applications using NeoLoad and JMeter as the primary testing tool.
- ❖ Generating automation test scripts, simulation, and execution of real-time scenarios using NeoLoad.
- ❖ Monitoring different tiers of applications using daynates.
- ❖ POC (Proof of Concept) for new assignments and Estimations
- ❖ Analyzing the NFR (Non-Functional Requirement), preparation of the Test Plan and Strategy
- ❖ Log performance defects in ALM
- ❖ Co-ordinate the nearshore test activities and report to PM
- ❖ Conditioning the Test Accounts by adding required test data for Regression Testing on assigned workflows.
- ❖ Extensively worked in Web, Ajax True client, SOAP protocols, web services
- ❖ Managing Multiple Projects and responsible for End-to-End testing.

Environment: Neoload, JMeter, PeopleSoft, Toad, Oracle, MQ Series, UNIX, HTML, DHTML, XML, IIS, Apache, APM, Dynatrace, ALM, Agile.

PROFESSIONAL EXPERIENCE:

Client: LIBERTY TRAVEL

Jan 2016 – Dec 2018

Role: Performance TEST Engineer

Location: Washington dc

Responsibilities:

- ❖ Responsible for requirement gathering and defining the scope, objective, and approach of the performance testing.
- ❖ Used JMeter for load balance testing over server during peak traffic period.
- ❖ Created Vuser Scripts using Vugen and Used LR Controller, and JMeter to generate and execute Scenarios.
- ❖ Conducted meetings with application and business teams to understand functional and NFRs.
- ❖ Create Analytics dashboards and reports in Splunk.
- ❖ Developed Performance testing plan based on business and technical requirements.
- ❖ Perform large-scale load volume end-to-end testing using large user data files.
- ❖ Prepare the Huge data for the Parameterized values in the scripts for multiple scenarios.
- ❖ Configured scenarios and set up the monitors to capture the performance of the Application servers, Web servers, and Database servers using Performance Center
- ❖ Prepare in-depth analysis reports; highlight the performance issues or bottlenecks.
- ❖ Used LoadRunner for SOA testing by creating SOAP requests from the validated WSDL file.
- ❖ Asses the application performance after enhancement using Dynatrace and Splunk tools and provide signoff.
- ❖ Used lr_xml_get_values function to capture the values from the SOAP response and use them in the next SOAP Request
- ❖ Work closely with software developers and take an active role in ensuring that the software components meet the highest quality standards.
- ❖ Conducted meetings with developers, the application team, and the business team to analyze the defects and evaluate the test executions.
- ❖ Participated in design review /walkthrough sessions with Project Managers, Developers, and Products Team.
- ❖ Worked on Performance certification applications for quarterly releases, collected production metrics, Post Impact Analysis, Architectural design evaluations, Application flow analysis, Risk and Requirements Definitions, Test Strategy, LR Scripting, Monitoring Strategy, Test Metrics Collection, Bottleneck Analysis, JVM Tuning, Report, Risks, and Mitigation Plans, Production support.

Environment: JMeter, Splunk PeopleSoft, Toad, Oracle, MQ Series, UNIX, HTML, DHTML, XML, IIS, Apache, Quality Center, Agile

EDUCATION

2016-07 - 2020-06 **Bachelor of Science: Information Technology**
Strayer University - Washington DC

2006-01 – 2009-12 **Bachelor of Art Global Study International Relation**
New Generation University - Addis Ababa

Douglas A. St. Cyr
Contact - 985-351-0785
E-mail - dasquest@gmail.com

Profile:

- Highly skilled in Program and Project Management, Agile SCRUM, Leadership, Written and Oral Communications Planning and Supervision, Customer Service, Problem Solving and Attention to Detail.
- Proven leader in training, mentoring and employee development.
- Extensive experience in providing technology solutions for a variety of industries including: HealthCare, Insurance, Banking and Government.

Work Experience:

Program Management Section Chief

Bureau of Safety and Environmental Enforcement
U.S. Department of Interior
Government Agency
Feb 2017 – Present

GS 15 Supervisory Program/Project Manager

Duties: Program Level

- Support the BSEE and BOEM community as a source for program management leadership and expertise. Utilize PMBOK-based methodology as well as agile SAFe approach for project planning, development and release. Develop internal policies consistent with program and project goals and objectives including FITARA, CPIC, FISMA and NST compliance.
 - Leads a variety of enterprise-wide strategic initiatives including launching new products and services, large-scale application development, system integrations, infrastructure and architecture, re-engineering business processes, networks and sourcing alternatives to include consideration of On-Prem and Cloud SaaS vendor solutions.
 - Promote best practice standards, quality, and methodologies into a project management discipline including the software development lifecycle.
 - Provide a channel of communication for project status, financial health, and mitigation of issues, risks, and dependencies across projects, departments, and/or divisions. Provide quality control and analytics to support project status reporting.
 - Build project management and IT maturity at the organization level. Set standards, expectations and deadlines. Determine feasibility of proposed new project development requests. Ensure security and integration needs are considered and planned into the project schedule and budget. Ensure data management needs are considered and planned into the project schedule and budget. Ensure infrastructure and network requirements are planned into the project schedule and budget.
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- Supervise a group of geographically dispersed project managers and contractors as well as directs the work of employees assigned to the program from technical and administrative areas.
- Develop and implement performance standards, ensure appropriate training needs are met, perform career development planning. Assigned tasks base on priority and skill level. Resolve conflicts thru one on one consultation, training, and collaboration.
- Provide solutions for acquisition management, change and risk management as well as schedule and budget control. Review IT performance metrics as well as financial metrics and take the appropriate corrective action to improve performance.

Duties: Project Level

- Authors Statements of Work (SOWs). Participates in the negotiation of contract and contract changes. Coordinates financial terms/conditions of contract.
- Interact and provide status and solution recommendations to all levels of management.
- Responsible for the cost, schedule and technical performance of organization programs or subsystems of major programs.
- Direct all phases of programs from inception through completion.
- Establishes milestones and monitors adherence to master plans and schedules, identifies program problems, and obtains solutions, such as allocation of resources or changing contractual specifications.
- Acts as primary client contact for program activities, leading program review sessions with client to discuss cost, schedule, and technical performance.

Accomplishments:

- Established in Integrated Master Scheduled that allows the program management section to review resource allocation, project deadlines, milestone dates and important deliverables.
- Created standards, templates and workflows for Investment Planning, Quality Control, Change Management, and Risk Management.
- Contributed to the development of the IT modernization strategy and the development of the IT roadmap.
- Redesigned the investment management process to be streamlined, automated and fully capable of enforcing investment related business rules.
- Created a fully functional program management office (PMO) to support the needs of the project manager.
- Oversaw the lifecycle of multiple projects from planning thru development and production. Projects teams were a combination of government and contractor resources executing in an agile environment. Projects are the result of regulatory and environmental requirements, modernization, transition from legacy to web-based systems and newly identified customer needs. (example: Submittals, Pipelines, Civil Penalties, Probabilistic Reserves, Research and Recommendations Tracking, Resource Conservation, Well Casing Pressure, Incident Reporting, Business Intelligence (Risk Management))

- Serve as diversity change agent and mentor

**Tier 4 Supervisor for 5.0 engineering competency;
Sub Integrated Product Team (IPT) lead for Information Technology Services (ITS)**
US Navy SPAWAR Atlantic
Government Agency; Defense & Space industry
Nov 2009 – Feb 2017

NM 2210 04 Supervisory IT Specialist since 5/4/14 – Promoted to Supervisor
NO 2010 05 IT Specialist since 11/6/11 – Promoted to Sub-IPT Lead

Manage and supervise a geographically dispersed team of contractors and government employees in a matrix organization delivering computer services, configuration management and workflow automation capabilities to defense business system customers.

Example of duties includes:

- Providing leadership and oversight for planning, acquiring, developing, deploying and sustaining defense business systems for a major acquisitions command.
- Strategic planning, defining roles and responsibilities, establishing priorities, developing schedules, risk management, ensuring quality and determining budget and staffing needs.
- Develop and manage project plans supporting the various phases of the software development lifecycle including planning, development, integration, testing and deployment.
- Provide senior level management with written and oral presentations on project status including the interpretation of metrics, the state of cost and schedule and analysis of alternatives.
- Develop policies and plans to ensure my departments follow best practices and are prepared to successfully respond to typical customer, command and personnel demands.
- Manage projects totaling \$21.3 million dollars, which includes a four year information technology services contract and multiple hosting service level agreements (SLA).
- Identify vacancies, interview candidates, identify training needs and assign work based on IPT priority and capability.
- Supervise, mentor and motivate employees and well as position them for leadership.

Accomplishments:

- Currently leading production services side of PMW240 legacy system modernization project. This includes ensuring the extract, transform and load processes are properly executed, as well as ensuring proper legacy systems support thru sunset and disposal stages.

- Lead selection committee that awarded a multiyear contract that provides production services support for legacy and mid-tier software applications. Contract was a first of its kind multiple award contract.
- Lead Lean Six Sigma and other continuous process improvement project teams and events resulting in over \$300K annual savings and cost avoidance. Developed and implemented a standardized change management process across all legacy areas of responsibility using Design for Six Sigma techniques.
- Developed a command wide communication plan to define the types of information, the best medium, the best frequency and the follow up measurements to ensure the right information reaches the right audience.
- Implemented training programs targeted at credentialing the workforce in data management and project management.
- Serve on multiple workgroups focused on optimizing communication, collaboration and execution within the SPAWAR Atlantic organizational structure. Currently focusing on creating awareness and educating the workforce on the importance of effective data management.

Adjunct Instructor and Subject Matter Expert

ITT Technical Institute
Private: Higher Education
August 2008 – August 2016

Served as instructor of Project Management, Information Technology (including software development, networking and IT Security) and Electronics.

Courses Taught:

C, C++
Intro to Java, Advanced Java
Networking Essentials
HTML, Java Script
Network Security
Social Networking
Database (SQL, SQLServer)
Project Management
Quality Management
Risk Management
Project Procurement Management

Served as subject matter expert providing advice to online course development in various Project Management knowledge areas.

Assisted with student organizations (PMP exam prep, Toastmasters)

Sr. Systems Analyst

Eventure and Apogen Technologies LLC

Government Contractor: Defense & Space industry
August 2006 – November 2009 - Eventure Technologies LLC
August 2003 – August 2006 – Apogen Technologies LLC
Sr. Computer Programmer that specialized in the analysis, programming, testing and support of the Navy personnel and pay systems.

Duties and Accomplishments include:
Redesigned database core processes to reduce data inconsistencies.
Designed test cases to validate system data integrity and support milestone decisions.

Healthcare IT Consultant/Program and Project Manager
Superior Consultant Holdings Corporation Technologies, LLC
IT Consultant for Medical Systems: Healthcare industry
1998 – August 2003

Managed the installation and customization of Shared Medical Systems and supporting hospital information systems. Developed server based payment processing and provider review systems.

System Analyst/Computer Programmer
Ochsner Foundation Hospital
Computer Programmer: Healthcare Industry
1990 – 1998

Designed, Coded, Tested and supported the medical, payroll and accounting systems.

Computer Programmer
State of Louisiana, Dept. of Social Services
Computer Programmer: State Government
1986 – 1990

Designed, Coded, Tested and supported the social services and accounting systems.

Education:
National Defense University – 2015: Chief Information Officer (CIO) Certification
Southeastern Louisiana University - Graduated 1998: MBA
Southeastern Louisiana University - Graduated 1986: BS Computer Science

Independent Study - Leadership, Team Building, Effective Mentoring, Earned Value Management and KPI Analysis, Contracts Management, Quality Management, Risk Management, Network Security, Information Assurance, Software Development Life Cycle (SDLC), Ethics in the Workplace, EEO Rules and Regulations, Public Speaking, Effective Presentations, Enterprise Architecture

DoD Sponsored Training:
Defense Acquisitions University – 2013: DoD IT Acquisitions Level 2 Certification
Defense Acquisitions University – 2013: DoD Program Management Level 2 Certification
SPAWAR Atlantic Mid-Career Leadership Program – Graduated 2015: MCLP certificate.
Integrated Product Team Lead Accreditation Program – Graduated 2016 certificate.

Core Competencies:

Project Management, Department Management, Contracts Management, Application Lifecycle Management, Configuration Management, Requirements Management, IT Acquisitions Management, Capital Planning, Change Management, Computer Programming, Software Support, Data Analysis and Metrics, Continuous Process Improvement, Mentoring, Employee Development, Training and Classroom Instruction, Curriculum Development

Technology Skills:

Java, Visual Basic, C++, C, DB2, IMS, Oracle, SQL, Embedded Systems, Web Development, HTML, COBOL, Assembly, Eztrieve, JCL, Roscoe, Microsoft Project (Server), Access, Word, Excel, Visio, Powerpoint, Team Foundation Server (TFS), Sharepoint.

Certifications (DOD and Professional):

Scrum Master Certified (SMC),
Scrum Fundamentals Certified (SFC),
Integrate Product Team (IPT) Lead accreditation,
DAU Level 2 Government IT Acquisitions and Program Management,
Contracts Officer Representative,
Project Management Professional (PMP),
Private Pilots License with Instrument Rating
Security+, ITIL Foundation,
Lean Six Sigma – Green Belt,
Certified Data Management Professional
Oracle Certified Professional, Oracle Certified Database Administrator,
Microsoft Certified Professional, Microsoft Certified Systems Engineer.

Affiliations (DoD and Professional):

SCRUMStudy
Aircraft Owners and Pilots Association (AOPA)
Defense Acquisitions Corp,
Cyber Security Workforce (IAM2),
Project Management Institute (PMI),
Project Management Institute of Greater New Orleans (PMIGNO): VP of Education,
Louisiana Technology Council,
Toastmasters

Activities and Honors

Employee Excellence Award (Spawar)- Multiple, On the Spot Award (Spawar) – Multiple, James T Lynch Memorial Award (Spawar), Teacher Performance Award - Multiple

Tonya Walker

Contact - (251)233-9571

E-mail - Tona1975@yahoo.com

Profile

Solutions-driven Project Manager and Scrum Master with 9+ years of experience in various medium to large scale SDLC & devops projects. Proven success in leveraging agile, waterfall and SDLC methodologies to drive quality results on time and on budget. Skilled in managing teams, overseeing multiple projects, eliciting requirements, and delivering client presentations. Outstanding communicator, problem-solver, and negotiator.

- 9 years' experience using Jira, Azure Devops (ADO), version one, Trello, clarity, Rally, Tableau, Power BI, Service Now, confluence, SharePoint, salesforce, UAT, migration, Visio, Office 365.
- Excellent project management of SDLC, CICD, ITSM, Security, Migration projects and ensure best practices are followed.
- 9 years of experience working with teams improving their ways of working and structure.
- 9 years of experience working with leadership and translating requirements & collaborating with both offshore and onshore teams.

Education

BACHELOR OF BUSINESS ADMINISTRATION | DECEMBER 2010 | MOBILE, ALABAMA

CERTIFICATIONS:

- Project management professional (PMP) – certified
- Green Belt six sigma - Certified
- Certified safe® scrum master (SSM)
- CSM (certified scrum master) - certified
- Professional scrum master (PSM) – certified
- ITIL version 4 - certified
- Certified Business Analyst Professional (CBAP)

Skills

<ul style="list-style-type: none">• Communication and listening skills.• Negotiation skills• Servant Leadership	<ul style="list-style-type: none">• Fast learner and adaptive• Team Player• Waterfall, Agilist and SDLC
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<ul style="list-style-type: none">• Open minded and creative• Budget Management• Critical Thinker	<ul style="list-style-type: none">• Dependability & Accountability• Problem, dependency and risk management• Planning and meeting coordination
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Activities and Interests

I write books, journal, and workbook. I self-published. It is on amazon and audible.com.

- You Don't Define Me I Define Myself Workbook <https://a.co/d/2PCJ3v2>
- You Don't Define Me Progress Journal <https://a.co/d/4l6UZaW>

Experience

Progressive Insurance - Project Manager – Remote
JUNE 2020 - PRESENT

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- Defines project scope, schedules and direct team to focus on delivery of value.
- Proactively identifies and manages project risks and dependencies and raises awareness around projects across the portfolio
- Responsible for ensuring timely, accurate, and clear communication is provided to our all-project stakeholders
- Identifies opportunities and makes recommendations for project management process improvements.
- Responsible for developing, refining, and monitoring the project budgets (\$2m) throughout the project life cycles.
- Tracks and reports project performance, including analysis of short and long-term goals.
- Use of Azure devops in tracking projects features, stories, tasks, impediments and risks.
- Day to day development of comprehensive project plans to be shared with internal and external parties.
- Lead project teams and work with managers to delegate responsibilities as required.
- Lead the SOW planning, mapping and assignment of tasks to teams.
- Meeting budgetary objectives and adjusting project constraints during planning.
- Ensures projects are appropriately staffed with all resources in place for success.
- Assesses feasibility of all potential projects to ensure adherence to business strategies.
- Facilitates the change management process to keep projects in scope.
- Assesses risk and report on mitigation strategies.
- Monitors quality of on-going projects and deliverables.
- Consistently and proactively identify risks, issues, and areas of exposure.

- Ensures clear, articulate and consistent delivery of team member project content outputs including but not limited to presentations, meeting agendas/minutes, project tracker content, project plans / high level Gantts and status updates.

ANTHEM HEALTH – PROJECT MANAGER / SCRUM MASTER

MARCH 2018 – JUNE 2020

- Servant Leader for 2 project teams (UI/UX / ITSM) ensuring on time delivery & quality.
- Assisted with the development and implementation of PMO processes, methodologies and tools to establish the framework and improve the overall delivery of projects.
- Collaborated with project leaders to define project scope, objective, reporting, and other deliverables that support business objectives in collaboration with stakeholders.
- Improved teams' velocity to 90% by driving continuous refinements of backlogs and improving process.
- Assisted project leaders create and maintained project plans that communicate tasks, milestones dates, and status plus resource allocation (Project Budget \$3m).
- Was responsible for managing the entire iCareManager software implementation process at the client organization.

- Was responsible for client's on-boarding/training process using implementation project plan/online tools (Asana).
- Actively managed project scope, budget schedule, communications, risks and issues and accurately reported status on budget, schedule and project health.
- Manage complex IT cloud and infrastructure projects end-to-end to deliver business outcomes.
- Managed the delivery of project outcomes, ensured the project is completed on time, within budget, and to a high degree of satisfaction.
- Developed and maintained detailed, robust, high-quality risk plan and project plans including resources, scope, schedule, cost, assumptions, dependencies, etc., keeping plans updated through the project lifecycle.
- Identified cross-project dependencies and works with other project managers to ensure work schedules, resources, and milestones are aligned.
- Partnered with responsible POC and collaborated with cross-functional teams to solve challenges in resources, schedule, or scope and recommend solutions.
- Recommended corrective actions on projects (Improving refinement by 50% improving intake process).
- Effectively communicated status and managed project expectations with team members and stakeholders in a timely and professional manner.
- Removed and escalated team impediments that jeopardized sprint goals.
- Drove the teams to deliver on features prioritized by the product owner.
- Conducted agile ceremonies to facilitate productive output (sprint planning, review, demo, release planning, retrospective, Daily stand up, etc.) as well as SAFE meetings.
- Ensured sprints are properly scoped and estimated; be responsible for making sure the team delivers what its committed to in each sprint; accountability.
- Measured productivity and utilization over time including velocity, burndown, etc.; using Azure devops (ADO) to track and provide dashboards and reports around these KPIs.

PNC BANK – PROJECT MANAGER / SCRUM MASTER

APRIL 2016 – MARCH 2018

- Led planning and implementation of UI/UX and SALES teams projects.
- Participated in the design and or testing phases as SME.
- Facilitated the definition of project mission, goals, tasks, and resource requirements, including budget management.
- Resolved and assisted in the resolution of conflicts between projects & functional areas.
- Monitored project using Version one tracking stories, features and making dashboards.
- Manage project budget (\$2m) and resource allocations among cross functional teams.
- Developed and maintained detailed project plan and charter.
- Facilitated scrum ceremonies and ensure agile mindset was implemented among team.
- Was responsible for successful completion of all deliverables of the project.
- Effectively managed vendors, including reviewing billings and ensuring integrity of their deliverables.
- Facilitated the definition of acceptability criteria with the project customer users of the solution.
- Guided and oversaw all members of the project team in the planning and execution of their tasks.
- Worked cross-functionally to solve problems and implement changes.
- Followed defined agreed upon project management methodologies, approaches, and processes.
- Reported project status and issues on a regular basis to the Steering Committee and IT leadership.
- Defined project tasks by utilizing standard templates from our library based on project methodology.
- Collaborated with reviewers of stage/gates to ensure that the required deliverables of each gate are validated by the reviewers and the gate-level decisions.
- Enabled tasks for the filling of timecard details and reviews hours captured by the project resources.
- Reviewed other project status reports to ensure smooth execution of the project phase activities.

- Post project status, risks, issues, lessons learned, etc. for team members or any specific recipients.

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Walmart – Project Manager
Nov 2012 – April 2016

- Defined project scope while focusing on regular and timely delivery of value.
- Developed detailed project plans when applicable.
- Organized and lead project status and working meetings among 2 scrum teams.
- Prepared and distributed progress reports as well as managed risks and issues.
- Use of Jira Kanban boards tracking and managing timelines and projects stories/sprints.
- Corrected deviations from plans.
- Performed delivery planning for assigned projects.
- Assisted in team development while holding teams accountable for their commitments, removing roadblocks to their work.
- Leveraged organizational resources to improve capacity for project work.
- Supported Product Owners in managing customer expectations for project deliverables.
- Managed stakeholder communications and kept meeting minutes, driving action items.
- Contributed to ongoing process improvement initiatives to implement best practices for Agile and Traditional Project Management.
- Promoted empowerment of the team.
- Ensured that each team member is fully engaged in the project and making a meaningful contribution.
- Encouraged a sustainable pace with high levels of quality for the team.
- Used knowledge and experience in managing projects in a traditional and Agile environment to blend/apply principles and practices providing the right balance of agility and predictability.
- Lead and managed at an enterprise level small and medium projects consisting of multiple teams.
- Played a consultative role to help put in place the appropriate people, process, and tools to optimize the efficiency of the project team.

- Use of hybrid traditional and Agile approach, to develop a project management approach that is suitable for planning and managing the effort to achieve the project goals within designated project constraints where needed.

JASMYNE HAMILTON, MBA

CONTACT - 804-943-7953
E-MAIL - JASMYNE.HAMILTON@YAHOO.COM

~ PROJECT MANAGER | PROJECT COORDINATOR | IMPLEMENTATION SPECIALIST ~

Program & Project Management ♦ Stakeholder Relations ♦ Problem Resolution ♦ Team Leadership & Collaboration

Contributed to project success within a business environment with a focus on managed care requirements and insurance processing

Highly analytical, goal-driven, and proactive professional, offering broad-based background in project management and coordination to improve health care delivery services and patient outcomes. Known for critical thinking and organizational skills in stakeholder engagement, internal resources management, administrative support, database management, program materials preparation, issue tracking, meeting facilitation, and internal reporting and payment processes. Equipped with strong problem-solving, process management, and organizational skills with the ability to prioritize work and operate under tight deadlines. Highly motivated with a demonstrated ability to work independently and collaborate with staff at all levels of the organization. Future Project Manager, Project Coordinator, or Implementation Specialist.

AREAS OF EXPERTISE

- Project Tracking & Scheduling
- Status Reporting & Documentation
- Risk Mitigation & Management
- Post-Implementation Review
- Process Improvement
- Materials Management
- Articulate Communication Skills
- Cross-functional Collaboration
- Quality Assurance & Auditing
- Meeting Facilitation

Technology: Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) | Microsoft OneNote | Microsoft Teams

PROFESSIONAL EXPERIENCE

CHANGE HEALTHCARE – REMOTE, TN

Quality Assurance Analyst 2022–Present

Assist in the completion of projects to aid other departments in achieving ROI goals for multiple hospitals through constant follow-ups with insurance companies and patients. Take part in the evaluation and auditing of 105 active agent accounts from two departments, while completing 840 audits a month, as well as meeting and exceeding business partners' expectations on KPIs. Gather project metrics and deliver status update reports to senior leadership. Facilitate meetings with management to address and resolve any trends among active agents and apply changes needed for performance evaluations.

- **Promoted to current position as a direct result of exemplary and strategic thought leadership, as well as demonstrated ability to improve processes,** responsible for assisting with the auditing of third-party coverage.
- **Drove key efforts toward the achievement of a 56% increase in ROI** through fostering clear and smooth communications among agents and stakeholders, along with close monitoring of project backlogs and analysis of risks, system defects, and requirement gaps.
- **Brought significant improvement to departmental audit evaluations for active agents by 50-60% in five months** by assisting departments with recommendations as a result of the successful identification of trending metrics through in-depth analysis of quality reports.
- **Guaranteed complete alignment of the offshore team with company and contract policies** through active involvement in two calibration calls on a monthly basis to conduct gap analyses and identify areas of improvement.
- **Made major contribution to the launch of new forms for a new global team** through audits and feedback to internal stakeholders, along with current issue analysis and recommendations for process improvement.

Benefits and Resolution Specialist 2019–2022

Supported the company's goals to provide optimum health care through accurate claims processes for more than six hospitals, which included settlement negotiations and data management in database systems. Provided first-rate services to

patients in the ER through prompt response to auto accidents or worker’s compensation requests, requiring critical thinking skills to resolve problems, evaluate solutions, and make sound decisions.

- **Acted as a driving force behind the attainment of \$1M+ third-party coverage payments monthly for multiple hospitals,** as well as assisting internal stakeholders and their clients with increasing revenue by 30% for third-party coverages.
- **Established a reputation for consistently maintaining a 99% audit rating for each portfolio** annually through assessment and identification of potential roadblocks and bottlenecks of system migration for all end-users.
- **Maximized patient satisfaction** through hands-on and detailed facilitation of orientation on insurances available, along with proper coordination of benefits process to assist with their medical bills.
- **Brought cost savings to the company by 50%** through expert account management and auditing for an out-of-state hospital (client) with timely filing of accounts and expedited payment with insurance companies before deadline.

MEDICAID - GULFPORT, MS

Medicaid Eligibility Specialist

2017-2018

Expertly handled 200+ cases through comprehensive application review and verification to determine eligibility and qualification for federal and state programs. Carried out key tasks, such as policy implementation and enforcement; as well as data entry requirements, changes, and terminations. Worked closely and facilitated interviews with individuals from all levels and backgrounds through articulate communication and interpersonal skills.

- **Earned companywide recognition for successfully maintaining high audit performance scores of 98%** for all cases completed monthly through strong problem-solving, process management, and organizational skills within tight deadlines.
- **Streamlined workflow that increased office productivity by 60%** enabling prompt access of clients with state insurance or other resources.

MEMORIAL HOSPITAL AT GULFPORT - GULFPORT, MS

Public Health Intern

2017

Provided hands-on assistance in handling various projects, including facilitating diabetic screenings in the Mississippi Gulf Coast Region, developing presentations for new hire training, and providing meeting minutes for healthcare administrators. Maintained active involvement in the settlement of patient care complaints, obtaining key knowledge of acute care hospital settings, along with CAHPS and MACRA, impacting hospital reimbursements and compliance requirements.

- **Played a key role in the reduction of patient number being discharged from the hospital and returning shortly after due to complications.**

EDUCATION & CREDENTIALS

Master of Business Administration (MBA): 2022
THE UNIVERSITY OF PHOENIX, PHOENIX, AZ

Bachelor of Science (BS) Public Health Administration and Health Policy: 2017
THE UNIVERSITY OF SOUTHERN MISSISSIPPI, LONG BEACH, MS

Certified Associate in Project Management (CAPM)®: In Progress, PMI, REMOTE
Human Resource Management Certificate: 2021, THE UNIVERSITY OF PHOENIX, PHOENIX, AZ

PROFESSIONAL DEVELOPMENT

Budget Training | PM Systems & Tools: In Progress
LinkedIn & Udemy