



NYC Department of Education
B4499 GSA IT CONSULTING SERVICES
Technical Proposal
July 2, 2020



Prepared By:
Worldgate, llc
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4.3 Technical Proposal

A. Proposal Cover Letter

July 2, 2020

Worldgate, llc is an approved GSA vendor under *IT Schedule 70 #GS-35F-360AA, special item number 132.51*, and is pleased to submit this proposal in response to the New York City Department of Education (DOE) RFP # B4499 for GSA IT Consulting Services. We appreciate the opportunity to partner with DOE to provide highly qualified applicants for the positions listed below and to support the Division of Instruction and Information Technology’s mission of providing technology that enables equity and excellence.

Worldgate is an IT consulting and staffing firm focused on helping our school district clients achieve their strategic goals. As an ISO 9001:2015 Certified firm founded by executives from Fortune 50 IT organizations and top consulting firms, we have developed a proven and repeatable process to secure ensure the success of our clients. Worldgate is a Nationally Certified Woman Owned Business Enterprise headquartered in Reston, Virginia and with offices in Philadelphia, Atlanta and Houston.

Worldgate has extensive experience working with large school districts that mirror the scale and needs of New York, including nearby School District of Philadelphia (SDP) for the past 10 years. Worldgate was recently selected to provide SDP with ERP expertise and staffing support which has enabled SDP to dedicate the required resources to tackle complex challenges of a large cloud-based ERP implementation. This is just one example of the value Worldgate brings to a similar school district relationship.

Our list of highly qualified candidates proposed for each position are below:

Position Number	Candidate Name
1. Project Manager- Application Modernization & Enhancements	Gary Cogan
8. Project Manager- IT Development & Management	Alex Blackmore
16. Business Analyst- Application Modernization & Enhancements	Hiba Almasri
24. Business Analyst - IT Development & Management	Syed Nadeem

39. QA Analyst- Functional - IT Development & Management	Charles Akinbowale
46. QA Analyst- Performance- Application Modernization & Enhancements	Venkata Nallani
55. Application Developer/Architect - Application Modernization & Enhancements	Dale Roth
149. System Architect - IT Development & Management	Ben Benali
159. System Engineer- IT Development & Management	Pierre Narcisse

The Proposer accepts all the terms and conditions listed in this Solicitation.

The Proposer meets all the requirements as specified in Section III.

We are enthusiastic about the prospect of working with DOE on all of your mission-critical technology initiatives and are confident in our team’s ability to deliver staff that executes above your expectations.

Thank you for your consideration.

Justin Zubrick

Justin Zubrick, Director of Client Services and Sales

GSA IT Schedule 70 # GS-35F-360AA

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B. Proposal Content: Contractor’s Staffing, References and Qualifications

1. Title Page and Table of Contents

1. Title Page and Table of Contents	4
2. Organizational Profile	5
3. Staff Requirements	13

2. Organizational Profile

Worldgate, llc., established in 2001, is a technology consulting and staffing firm based at 1760 Reston Parkway, Reston, Virginia 20190, with offices in Philadelphia, Atlanta and Houston. Our organization is in good financial standing, and has sufficient financial resources to meet payroll, equipment and supplies to meet operational requirements and ensure quality service.

Worldgate has served school districts and other public sector clients with technology consultation and staffing services for over ten years and has a proven track record of success. Our strong foundation is built upon our reputation in the industry as a trusted advisor, delivering services to support technology modernization efforts including supporting the design and implementation of modern ERP, SIS, CMS, LMS and data warehouse and business intelligence solutions. Worldgate specializes in serving medium to large school systems and our clients include The School District of Philadelphia, Atlanta Public Schools, Fulton County Schools, San Antonio Independent School District, Craven County Schools and Harnett County School District.

For over 10 years, Worldgate has focused on helping school district maximize the return on their technology investments. By leveraging our successful consulting, technology modernization, strategic advising and leadership development practices, our district clients have recognized greater operational effectiveness and efficiency. Worldgate clients most value our:

- *Industry focus.* We are focused on the supporting the needs of public education. Evidence of our focus includes: 1) a commitment to hiring employees with a passion for supporting K-12 education; 2) a structured training and support program for employees to help them survive and thrive in school district ecosystems; and 3) our satisfied and referenceable school district customers including the School District of Philadelphia, Baltimore City Schools, Atlanta Public Schools, Prince William County Schools, Arlington County Public Schools, Fulton County Public Schools and San Antonio Independent School District.
- *Employee focus.* We take pride in recruiting, hiring, developing and retaining people with a passion for public education. Due to our focus on recruiting and hiring highly qualified staff and supporting them, we retain over 80% of our employees annually.
- *ISO certified.* We are ISO 9001:2015 certified and among the first organizations to adopt the new 2015 Quality Standards. We are also recognized by BSI, our 3rd party certified as a quality leader. This means that we have developed successful, repeatable principles and processes that are 100% focused on delivery quality services to our public education partners.
- *Proven and Successful Talent Acquisition and Retention Approach.* Worldgate leverages our proven talent acquisition methodology which has led to efficient and rapid placement of business professionals who solve complex challenges for our clients. We understand our clients and are excellent at matching talent to their needs and culture.

- *Small, woman-owned certified.* As a small, nationally Certified Woman-Owned Business Enterprise we value diversity and pride ourselves on being agile, flexible, and responsive without the bureaucracy of a larger organization.

Worldgate has built a reputation in the industry as a trusted advisor. We support school districts in planning for, implementing and sustaining mission critical enterprise applications including Enterprise Resource Planning (ERP), Student Information Systems (SIS), Content Management Systems (CMS), Learning Management Systems (LMS), data warehouse and data visualization and analytic systems. In addition, we have expertise in implementing Kronos’s Workforce Ready Time and Labor solution for K-12 called “Time for School.”

The categories of technology consulting services and staffing support we have provided to school districts include:

- Project Management
- Change Management
- Organizational Leadership Development and Coaching
- Functional and Technical Development
- Cloud ERP Consulting
- RFP Development
- Business Analysis
- Business Process Redesign
- Technical Writing
- Database Administration
- IT Help Desk
- Training

Worldgate's Leadership Team

With a team of over 40 full-time staff, Worldgate engages client leadership and program management with the goal of developing a holistic strategy that empowers technology to fulfill its role as an enabler of education success. The biographies identify key team member's roles, responsibilities, education and qualifications. Each member of our team has played a role in the success of K-12 clients relevant to this RFP. More information about each team member can be found at <https://worldgatellc.com/meet-our-team/>.

Katelyn Montgomery

Katelyn Montgomery is the founder of Worldgate, LLC and is responsible for helping to define Worldgate's vision, values, policies, and corporate strategy. In addition, Katelyn manages all internal operations including Human Resources, Finance, and our Quality Management System. Katelyn brings over 20 years of sales, marketing, and account management experience across both small and enterprise business in the IT, telecommunications, and non-profit sectors.

Scott Montgomery

Scott Montgomery is responsible for delighting our customers. He oversees the day to day operations of our Delivery, Consulting Services/Sales and the Recruiting operational teams. He leads the efforts of partnering with our clients and nurturing strategic alliances. Scott's leadership approach starts with employee well-being, growth and fostering a learner mindset. Scott learned his leadership skills as an executive leading a large team of client support professionals at Cisco and graduated George Mason University's certification program as a certified leadership and organizational well-being coach and is pursuing [ICF](#) ACC accreditation.

Rob Moser

As the Vice President of Public Sector Services, Rob Moser has responsibility for overseeing every service engagement to ensure success and high client satisfaction. Rob has over 20 of experience in operational management, strategy development, coaching, and organizational change management. He has led large school district and state education agency projects for IBM, Amplify (Wireless Generation). He currently manages a team supporting the implementation of enterprise applications for our strategic school district client accounts.

Richard Yannelli

As the Program and Client Engagement Manager for Worldgate, Richard leverages his 35 years of K-12 industry experience leading academic and operational software systems development and implementation teams to manage, evaluate and support Worldgate's services staff working with our K-12 clients. He acts as a liaison to our client hiring managers aligning their needs the needs of the project with staff skills and expertise. In collaboration with the school district hiring managers, he evaluates Worldgate staff and works to ensure their success through continuous professional development, communication and recognition to create a positive work environment that ensures high productivity and employee retention.

Justin Zubrick

Justin Zubrick is the Director of Client Services and Sales and has been with Worldgate since 2010 serving as the engagement manager for our most strategic clients. He leads our recruiting services to ensure we deliver the right people to solve our client's most demanding challenges. Justin has built Worldgate's Talent Acquisition practice and is skilled at understanding our client's needs and working closely with them to design effective staffing solutions.

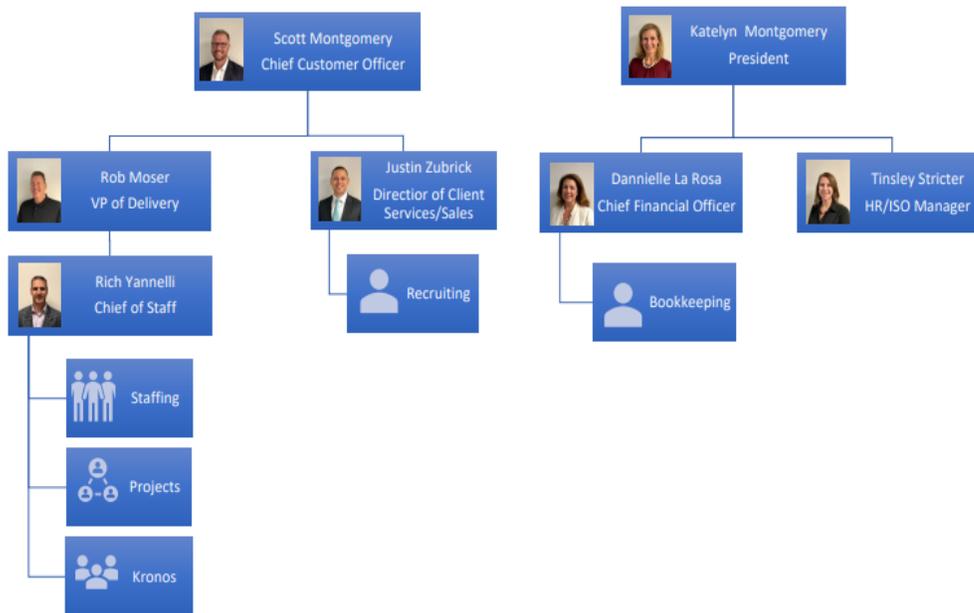
Tinsley Stricker

Tinsley leads the Human Resources department and the ISO certified Quality Management System. Tinsley works closely with our clients to align our HR practice with client requirements and processes. Tinsley ensures our employees feel valued and develops creative employee recognition and retention approaches. Tinsley ensures Worldgate adheres to all hiring laws and practices and she has implemented Worldgate's HR system.

Dannielle LaRosa

As Chief Financial Officer, Dannielle leads Worldgate's Accounting and Finance division. Dannielle brings over 20 years of experience in finance, treasury and accounting at both public and private companies. Dannielle has a proven track record of collaborating with our clients to ensure billing requirements are met.

The following Organizational Chart and summary report reflects Worldgate’s approach to ensure quality work, meeting required schedules and deadlines, and working within an agreed upon budget.



For more than 10 years, Worldgate has been providing high quality technology consulting and staffing services to school district clients. The table below highlights our experience and the longevity of our client relationships, including many school districts with more than 10,000 employees. We are happy to highlight projects we have supported within the last three years for School District of Philadelphia, Fulton County Public Schools and Prince William County Schools.

Atlanta Public Schools, GA	2013 to Present
Arlington County Public Schools, VA	2012 to Present
Baltimore City Schools, MD	2019
Bibb County Schools, GA	2012 to 2014
Craven County Schools, NC	2019 to Present
DeKalb County School District, GA	2016 to 2017
Federal Department of Education	2014 to 2018
Fulton County Public Schools, GA	2018 to Present
Harnett County Schools, NC	2019 to Present
The School District of Philadelphia, PA	2009 to Present
Prince William County Schools, MD	2011 to Present
San Antonio ISD, TX	2019 to Present

Worldgate is happy to share the following success stories for staffing projects with the School District of Philadelphia, Fulton County Public Schools, and Prince William Public Schools. The narratives of each project demonstrate the value Worldgate brings to large school district partners, all within the last 2 years.

School District of Philadelphia, PA	
Description of Project	<p>Since 2009, the School District of Philadelphia (SDP) has recognized Worldgate as a strategic partner and our employees have worked as dedicated and valued members of the SDP community. By performing a wide range of professional services across the organization in support of various IT modernization initiatives including the implementation of their modern Oracle Cloud-based ERP system in collaboration with CherryRoad. We are also currently leading the implementation of their Kronos Workforce Ready “Time for School” solution.</p> <p>Worldgate provide services to support in the modernization of their enterprise systems, such as: Student Information System (Infinite Campus), Data Warehouse, Analytics and Business Intelligence tools, Content Management System, Google Apps for Education, Identity Management, Help Desk System, Facilities Management System and Transportation System. Worldgate has earned the trust of the district’s CIO and leadership team as we continue to partner to modernize their IT and business systems.</p> <p>Currently, Worldgate has around 30 employees providing services to the School District of Philadelphia. Of those, 3 are supporting the district’s Oracle ERP project (Oracle Cloud Functional Lead, Project Analyst, ERP HR Analyst) and 3 are supporting the implementation of the Kronos Workforce Ready solution in the cloud, (Change Manager, Functional Lead, Trainer.) All of our employees supporting this mission-critical ERP project possess the credentials and professional certifications necessary for this project and as required by the school district.</p> <p>In 2018, Worldgate was awarded the contract for ERP Staffing to support the district in staffing for positions within, HR, Finance and IT to augment these teams as they implemented Oracle’s new Cloud-based ERP system working alongside Oracle’s systems integrator, CherryRoad.</p> <p>Specific to the ERP project, Worldgate is currently providing an Oracle ERP Cloud functional expert to perform project management, business process requirements gathering, architecture, vendor deliverable management, system configuration, and report design as part of the district’s team.</p>

Worldgate is currently partnered with Kronos to implement SDP's Kronos Workforce Ready solution, providing Change Management, Project Management, Functional Consulting and Training. Worldgate's Kronos team is working in collaboration with the ERP System Integrator, CherryRoad, to ensure effective integration of the Kronos time and labor system with their Financial and Payroll systems.

Fulton County Public Schools, GA

Description of Project

Worldgate currently partners with Fulton County Schools (FCS) and is currently contracted on their IT Consulting Services contract. Worldgate has provided IT business analysis and business intelligence consulting services. Worldgate's business analysis services supported the 'Atlas' project, which was a 2-year documentation and review of all ERP business processes and desired future state. Worldgate's ERP Analyst consultant worked with the FCS Atlas team to document current 'as is' state of functional ERP business processes and facilitated the sessions of redesign for the 'future state' business processes.

Currently, Worldgate is providing Business Intelligence consulting services to support FCS's new SIS (Infinite Campus), SIS data integration and are developing new dashboards and reports using the Microsoft BI stack with the goal to drive data driven decision making at Fulton County Schools. All of our employees supporting these mission-critical projects possess the K-12 education credentials and professional certifications necessary for this project and as required by the school district.

Through our work at FCS and other K-12 districts in the GA/Atlanta area, we have a keen understanding of K-12 State of GA reporting requirements and have solid understanding of the GA consultant community and culture to help support any need for a major K-12 enterprise project.

Prince William County Schools, VA

Description of Project

Prince William County Schools (PWCS) has been in partnership with Worldgate since 2011. Worldgate customized and implemented a data warehouse and reporting tool called, DataBlocs K12 Analytics, for PWCS that is still in use today. PWCS serves over 82,000 students as the second largest school district in Virginia.

Through Worldgate's partnership the K12 Analytic System has helped transform the learning partnership between leadership, administrators, teachers and students. This system now provides the required data

visibility for teachers, principals, administrators, and the superintendent allowing for data driven decision making.

Worldgate currently provides consulting services to support PWCS's enhancement of their Business Intelligence and Data Warehouse system. Working to enhance the dashboards and reports while developing standardized reporting processes to enable teachers, principals, school administration and leadership to make data driven decisions. Worldgate's BI Consultant works to develop new BI dashboards and define future state reporting processes and data flows. Worldgate documented a data dictionary, development processes and a business user guide for all new BI deliverables.

3. Staff Requirements

Worldgate, LLC

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(703) 599- 9940

Bid # B4499

Position # 1- Project Manager- Application Modernization and Enhancements

Gary Cogan

SUMMARY

- A Senior Project Manager who holds PMP Certification with more than 21 years of expertise managing multimillion Agile and Waterfall projects within the financial and other industries, worked within PMO and DGO, domestic and global projects, Cloud Computing (SaaS), Data Governance (DG/MDM), migrations - with budgets up to \$25M
- Well versed in handling and working hand in hand with onshore and offshore project members (Scrum Masters, QAs, BAs, Developers, etc.) located in India, China and Europe in delivering projects on time and on budget
- Proficient in using different PM tools for project planning, resource/vendor management, budgeting, defects and time tracking, etc. Created new CRM application (similar to Jira) for project and defect maintenance support
- Extensive experience in UML, metadata, apps reliability and testing, risk management, DW/ETL, BI (business intelligence), business analysis, stakeholder analysis, application and database design (SQL/NoSQL), UX/UI
- Sound experience with capital markets, retail and core banking, credit and market risks, brokerage, syndicated loans, US treasury securities and buybacks, monetary aggregates, DTCC operations, derivatives, FOMC activity, economic indicators analysis, HR support, IS audit, legal banking/trading regulations and reporting (CCAR/DFAST, KYC), labor and funds management applications and legal regulations, CRM/ERP, academic/counseling/substance domains.

EDUCATION & CERTIFICATIONS

State Polytechnic University

Master of Science (MS) in Computer Science (major) and Applied Mathematics

- PMP, Project Manager Professional #1331857, by Project Management Institute (PMI)
- Agile Scrum Master certified, by Scrum Alliance
- Completed Carnegie Mellon SEI training program on CMMI
- Certified by DOE NY to teach project management, business analysis, Agile methodologies

SKILLS

PROJECT METHODOLOGIES (SDLC/STLC): Waterfall (Incremental/Spiral), Agile (iterative: RUP; adaptive: Scrum), Extreme (XP), Lean, RAD, DevOps, V-model, TDD/BDD, IBM BPM

OS AND DATABASES: UNIX, Linux, Windows, NoSQL, Oracle, MySQL, DB2 UDB, Fame, IMS, TSO

LANGUAGES, TOOLS AND PRODUCTS: UML 2.x, HP QC, WBS Scheduler Pro, HP PPM, IBM Business Glossary, Cognos, Azure DevOps, JIRA, Confluence, CollabNet TeamForge, MS Office, SharePoint, Egnyte, Smartsheet, Salesforce, SQL, C, JavaScript, XML, JSON, FIX protocol, Perl (DBI, CGI), ColdFusion, UNIX scripts, PL/SQL, ERwin, TOAD, FTP/SSH, MQ, LDAP, JCL, COBOL, CICS, PL/1, Fortran, CLIST, Rexx

PROFESSIONAL EXPERIENCE

National Financial Partners (Full Time Position)

05/2019 - 01/2020

- Manage multiple Agile and Non-Agile projects, work on increasing team and projects execution efficiency and coordination, supervise design, development, migration and requirements collection processes
- Teach and coach Agile teams and scrum masters, product owner
- Projects include IBM Cognos migration to cloud, Cognos reports/charts development, financial applications development and enhancement, Salesforce-related projects, DW and ETL process support

Clients Handled:

01/2016 – 04/2019

Sam Consulting Services

- Consulted on project methodologies, artifacts, deployment and contract types. Prepared and delivered computerized courses on project management and business analysis. Managed projects with \$1M-\$5M budget. Introduced new interactive programs, optimized existing practices and communication

New York City Department of Education (DIIT)

- Program and project management in PMO: planning, execution, monitoring and controlling (per PMBOK), budgets, resources, system architecture, data quality, managing QA and UAT. Created more efficient management, reporting and production deployment practices, enhanced user interface (UX/UI)

Bank of America

- Worked at PMO initiatives, project practices and standards enhancement with budget ranging from \$10-\$20M in order to help with stories maintenance, development and deployment in a hybrid waterfall-agile environment in regulatory function. Improved processes, introduced new techniques and standards
- Managed team members to execute project deliverables. Used MS Project and proprietary software management tool and JIRA for defect management and user stories. Reduced overhead and improved effectiveness

DTCC, The Depository Trust and Clearing Corporation

- Managed data governance, DW re-design, metadata definition and support, validation rules engine development, logical data design for a large re-architecture initiative in DTCC with more than \$25M budget utilizing Agile methodology. Delivered new data governance model. Communicated with teams in London

- Used HP PPM and MS Project Manager for resource and vendor management among others. Contributed to resource usage optimization

Smart Union (Full Time Position)

07/2013 – 09/2015

- Managed and accelerated development, testing and deployment of the system based on SaaS cloud to supports jobs assignments, work data entrance, statistical analysis, member eligibility verification, asset management, \$2B fund allocation and investments, claims, benefits, payroll and accounting
- Managed budget ranging up to \$10M, relationships between the client, major Union, and the software vendor, for requirements processing (RFP, SOW), development, integration, enhancement, and acceptance testing for building Labor-Funds-Legal system. Produced new ways of development lifecycle
- Suggested and developed the call center and maintenance database and innovative strategy for quick issue resolutions: decreased maintenance expenses
- Initiated, developed and implemented data governance and quality standards which enhanced client experience.

Clients Handled:

07/2010 – 06/2013

Sam Consulting Services

- Prepared and delivered computerized courses on project management and business analysis. Worked as a liaison with Project Management Institute (PMI) to introduce new PMP exam preparation classes under PMI registration and auditing system. Utilized Waterfall and Agile PM methodologies
- Consulted on PM contracts and methodologies. Managed projects with \$1M-\$4M budget

Bank Leumi USA

- Participated in a Bank-wide finance and business transformation initiative based on Agile methodology with \$10M-\$12M budget
- Was responsible for Oracle Financial Services Data Warehouse, E-Business Suite (EBS), Basel Regulatory Reporting Package implementation, had success in eliminating project progress obstacles
- Managed onshore and offshore teams in Europe and Israel and utilized MS Project for project management

Credit Suisse

- Was responsible for project management of loans remediation program phase implementation. The phase goal was to migrate Americas and EMEA loans data and processes from the existing sub ledger to the detailed accounting ledger in order to provide business users with enhanced Books and Records solution to accommodate Syndications, Sub-parts, Granular Discounts
- Managed offshore teams located in UK and India and use Agile methodology for the projects with budget of between \$5-\$10M

Federal Reserve Bank of NY , Project Manager (Full Time Position)

03/1989 – 01/2010

- Supported several Bank departments, developed several mission-critical applications with up to \$10M budget for IT Projects based on Waterfall and Agile methodologies, worked within PMO
- Introduced, designed and implemented several innovative systems and approaches to dramatically increase customer satisfaction and systems reliability. Developed and was solely responsible for data exchange between the 2nd district of the Federal Reserve and Bank for International Settlements (BIS) for Basel and BCBS/FSB support; same for the communication with the Board of Governors (BOG)
- Was responsible for IT audit, data governance, master and reference data to support data exchange system and run-charts generation for several key divisions of FRS and BIS
- Initiated, designed and developed project and asset management information system (PMIS). The system saved 75% of employee and management time in project governance
- Introduced, designed and implemented Wiki integration with global bank data exchange system. The system inserts URLs to Wiki pages into dynamically generated messages, saved more than 25% in application support effort
- Designed, managed and implemented FOMC (Federal Open Market Committee) CRM system, which saved more than 30% time of the senior management in cycle preparation
- Designed and developed data warehouse to store US economy information for more than 100 years of data, developed ETL processes and application layer for the business users
- Was instrumental and introduced implementation strategy for CMMI department conversion efforts, QA and internal audit processes. CMM level 3 maturity was achieved
- Directed and coordinated projects involving migration of several applications
- Managed complete domestic and international data information exchange system re-design and development, as well as development an automatic system of collecting publications order information from Oracle, XML conversion and posting to remote sites

References:

1. **Matthew Kirshenbaum** – SAM Consulting Director

Phone: Office-718.648.3997

Email: mkirshenbaum@samconsulting.com

2. **Victoria Trub** - Vice President of Citigroup

Phone: office: 718.248.7676 mobile: 917.647.9672

Email: vickie.trub@citi.com

Worldgate, LLC

jzubrick@worldgatellc.com

(703) 599- 9940

Bid # B4499

Position # 8- Project Manager- IT Development and Management

Alex Blackmore

SUMMARY

An accomplished senior manager experienced in leading global, remote, and local, cross-organizational, cross-functional teams, delivering enterprise wide business and technology solutions in government, healthcare, education, transportation, and telecommunications. Sound hands-on Management, Program Management, Business Analysis, Project Management (Agile / Waterfall), Product Management, Process Engineering, Marketing / Sales, and software development lifecycle experience

EDUCATION & CERTIFICATIONS

- Scrum Fundamentals Certified
- **Bachelor of Business Administration - Management Information Systems**
Pace University, Lubin School of Business, New York, NY

SKILLS

Business

- Program / Project / Release Management, SAFe Agile, Business / System Analysis, Cyber Security, HIPAA Compliance, Healthcare Systems, Business Development, Strategic Planning, Digital Marketing, Accounting Systems, OSS, Process re-engineering, Operations, Product Management, P & L, Budgeting, Personnel / Resource / Vendor Management, Procurement, Software Programming / Testing / Training (SDLC), UX Design

Technical / Tools

- MS Project, Primavera, MS (Active Directory, SharePoint, Visio, Office Suite), CRM, Salesforce, QuickBooks, Teamwork, Citrix, Cisco, VMWare, NetApp, Java, HTML, Liferay, WebLogic, Jira, Rally, UNIX, INFORMIX / SQL, Sybase, Oracle, Access, C/C++, BSS / OSS

PROFESSIONAL EXPERIENCE

Contract Project Manager / Business Analyst, New York, NY

08/2015 - Present

- **New York City DoITT:** Collaborate, plan and report on NYC agencies and DoITT Information Security teams remediating out-of-support / end-of-life vulnerable hardware / software / COTS in support of HIPAA compliance
- **BCBS NY:** Program manager responsible for planning, features, budget, resources, and schedule developing and implementing an enterprise data analytics, pricing, and billing HIPAA compliant platform
- **Clifford P Charles CPA:** Directly accountable to company's CEO, managing projects and staff in addition to gathering / documenting requirements, advising on best practices, implement workflow management and auditing software including design, build, test, implementation, training, and support
- **AKQA:** Gather / document digital marketing solution and platform requirements from management, staff, and customers, working with technical architect to flush out design,

integration, security, UX/UI, content management / publishing, digital asset management, social media, eCommerce and commercialization features

- **HealthFirst:** Gather / document healthcare system / process / data flows and architectural diagrams, interviewing management, solution leads and staff, recommending solution designs, use cases, test scenarios / cases, implementation and operational readiness strategies, training requirements and production support
- **NY Residential Works:** Review, document, recommend and implement process improvements and technology solutions to business processes, compare property / asset management software best practices against implemented solution and make recommendations for efficiency, recommend improvements to HR / payroll system, company policies / procedures and IT infrastructure / best practices
- **KAM Hospitality:** Gather / document CRM requirements, business process flows and best practices, design, build, test, implement, train and support CRM solution
- **Convergent Communications Inc.:** Remotely manage several simultaneous Cisco courseware development projects (Agile / Waterfall), managing geographically dispersed resources (US and Caribbean); responsible for planning, budget, resource allocation, schedule, status reports, issues, risks, mitigation strategies and business development strategic planning. Lead process flow planning, documentation, and implementation

DynTek, Inc., New York, NY

03/2012 – 07/2014

Infrastructure Project Manager (remote – Cisco/Microsoft/Citrix)

- On behalf of NYC DoITT, responsible for the consolidation of NYC agency (e.g. BOE, DSNY) data centers to a centralized data center at MetroTech and managed the planning of a cyber security infrastructure for FDNY
- Remotely (NY/NJ) managed internal and customer resources through design and implementation of Cisco wireless network infrastructures for hospitals (HHC), design of Active Directory migration strategies (Montefiore) and roll out of Citrix infrastructures for government agencies (OAG) and NJ school districts (Lacey)
- Remotely (CA/NY/NJ) managed simultaneous enterprise infrastructure and security projects (network / email / internet / desktop), from initiation through design, development, test and implementation including scope, budget, resourcing, schedules, tasks, action items, issues, risks and mitigation strategies

College Board, New York, NY

07/2010 – 01/2012

Contract PMO Project Manager / Business Analyst

- Transitioned team from Waterfall to Agile methodology resulting in the successful launch of Advanced Placement Innovations web portal (Liferay), managing a geographically dispersed project team (Waterfall / Agile) of UX/UI, Java, LifeRay, QA, SMEs, architectural and business resources from requirements through implementation, defining user stories, product backlog, sprint backlog and participating in sprint planning, daily scrums, sprint reviews and sprint retrospectives while responsible for PMO reporting, schedule, budgets, resource plans and artifacts
- Responsible for process improvement recommendations, planning, scope, budget, forecasts, resource, schedule, dashboards, status reports, action items, issues, risks, mitigation strategies and escalations of a global team using Lawson, Rally, Jira, MS Suite and internal applications, reporting to C Level executives and product owner via dashboards, status reports / meetings

Puerto Rico Telephone Inc, Guaynabo, PR

07/2009 – 06/2010

Contract PMO Project Manager

- Reported directly to C level stake holders, project sponsors and PMO (Waterfall) for a full lifecycle development to production project (design, develop, test, UAT, implement) of 160 custom reports (Cognos, MOBIUS, Java, Oracle) as part of Puerto Telephone's (PRT) migration of their enterprise billing solution from a legacy mainframe system to Amdocs's Ensemble Billing Module (\$40 Million) and CRM
- Managed, directed and coordinated PRT's global solution project team of 40 resources inclusive of offshore vendor resources (Brazil, India, Mexico, Cyprus and Chile), local vendors, IT resources (hardware, OS, database, network, application) and 25 direct reports, through requirements, design, system test, UAT and implementation into production, managing vendors, scope, schedule, resources, escalations and reporting

Ramsar Consulting Inc, Cleveland, OH

04/2007 – 01/2009

Contract PMO Project Manager / Business Analyst

- Analyzed and recommended business process and technology changes to management while establishing and implementing agreed upon changes in day to day business operations

NeuStar Inc, Sterling, VA

09/2004 – 04/2006

Telecommunications Product Manager

- Performed P & L planning and reporting (\$2 Million) and SME responsibilities for Number Portability products, successfully launching products that increased NeuStar's competitive edge for their non-regulated product line
- Approved ROI business cases, budgets, targets, expenses, level of effort estimates and a key participant in developing business solutions
- Wrote Marketing / Product requirements, created pricing, discounts, billing criteria, promotions, customer retention targets, led market/competitive analysis and created collateral materials

AT&T/Accenture/Bellsouth/Cingular, NewYork,NY/Atlanta,GA

10/1985 – 07/2004

Project Manager / Business Analyst / Release Manager / Developer

- Various management and remote consulting roles at AT&T, MCI / WorldCom, Eftia OSS, Cingular Wireless, Pinnacle Software Solutions, Accenture, and Bellsouth
- As on-site customer facing lead, successfully implemented a \$4 Million custom enterprise Operations Support System (requirements, design, configuration, test and implementation) for Cingular Wireless, over 450 users across 5 states, allowing Cingular Wireless to design and manage workflows, track orders, forecast, budget, implement, service and inventory their cell sites, equipment and eventually circuits
- Managed enterprise full lifecycle projects, scope and budget (up to \$6 million), with project teams of 4 to 15 resources (Project Managers, Release Managers, Business Analysts, Developers, System Administrators, Testers, Trainers, and Technical Writers), reported to executive management utilizing dashboards, status reports, status meetings, action items, issues and risks

References:

1. **Clifford Charles**- Clifford P Charles CPA,
Phone: 917-601-1264
Email: cliff@cpccpa.com

2. **Debbie Bauer** - NeuStar
Phone: 703-727-3243
Email: dbauer80va@outlook.com

Worldgate, LLC

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(703) 599- 9940

Bid # B4499

Position # 16 – Business Analyst- Application Modernization and Enhancements

Hiba Almasri

SUMMARY

Over Seven years of experience in systems analysis, quality assurance, development, product support, database maintenance, and project management, in the Education and Healthcare domains. Over three years in NYC government agencies. Over seven years of teaching programming with emphasis on IT architecture, Systems, and analytical skills.

- Developing workflow procedures and standards and supporting applications throughout the software development life cycle (SDLC): Requirements gathering, designing, developing, testing- -Quality Assurance (QA) and Quality Control (QC). Documenting business requirements, diagrams (UML), technical specifications, project plans and BRDs. Using MS Office, MS Project, SharePoint, ServiceNow, HPQC, and Visio.
- Providing analytics; performing targeted data collection and extracting meaningful information, resulting in carefully studied solutions with an eye on business/Technical risk factors for both the short and the long term.
- Formulating reporting and automation of processes using SSRS, SQL, Excel-including developers' tools, VBA, macro coding.
- Collaborating with diverse teams proactively, with effective oral and written communication skills, cooperative team builder spirit, and exceptional work ethics.
- Detail oriented with strong analytical skills and the ability to communicate clearly, logically, and persuasively.
- Intellectually curious, knowledgeable of industry standards and best practices and always updating my technical knowledge. Latest endeavor: Studying the official reference book for Microsoft exam 70-761: Querying Data with Transact-SQL.

EDUCATION

University of Central Florida, Orlando, FL

B.A. in Arts. GPA 4.0 - On the president's honor roll

Princess Sumaya University for Technology, Amman, Jordan

B.Sc. in Computer Science. GPA 3.2

PROFESSIONAL EXPERIENCE

NYC Department of Education (DOE), New York

08/2018 – 02/2020

Business Analyst

- Working with the Special Education Student Information System (SEGIS) used mainly by the public-school system in NYC and by a myriad of service providers requiring a user-friendly application that perform well across platforms.
- Responsible for change-order coordination throughout the SDLC cycle, from defect detection/enhancement suggestion till sign-off. Gathering requirements, defining scope,

providing alternative solutions to business owners, and creating Business Requirements Document (BRD), and software requirements specification (SRS).

- Proactive in engaging stakeholders, developers and testers with step-by-step validation, visual aids, processes diagrams, concise definitions, and clear As-Is vs with To-Be states test plans, test cases, test scenarios.
- Working closely with development teams. Providing system processes knowledge, investigating defects and system usability via testing and data analysis, and helping in technical and business solutions. Assisting in QA and user acceptance testing (UAT).
- Providing clear documentation combining layman-friendly language and precise scientific definitions.
- Giving presentations and demonstrations and reviewing training material and manuals.

NYC Department of Health and Mental Hygiene (DoHMH), New York

06/2016 - 07/2018

Product Manager / System Analyst (SME)

- Worked with eSHARE application, primarily used by the BHIV department/program.
- As the eSHARE technical support point, I managed its tickets in ServiceNow, checking Help Desk calls for Quality Assurance tickets daily. Provided defect tracking and escalated aging and priority defects to stakeholders.
- Developed test strategies based on system specifications and business requirements. Performed functional, integration, system, regression and performance testing of software cross-browser and using performance measuring tools.
- Conducting complex operational research that are technical in nature to enhance/fix processes, including performing database validations using SQL.
- Working closely with software developers to isolate and troubleshoot defects, and providing day-to-day system monitoring for network traffic, database performance, users' requests, and management's reports. All of which required understanding application architecture/design, network design, performance constraints and security frameworks
- Extensively involved with the database, creating SQL queries, functions and procedures in MS SQL Server and SSRS using Business Intelligence Development Studio (BIDS), and SharePoint.
- Environment: .NET, Visual Studio, C#, Visio, VBA, CSS, HTML, SQL Server, Windows.

Brookdale Hospital and Medical Center, New York

03/2015 - 03/2016

Project Manager / Business Analyst

- Working with EHR (Electronic Health Record) applications, used by the entire hospital. The applications provide managerial reports with necessary information to track the financial health of the hospital and enable better forecasting.
- The role required effective communication with business stakeholders, subject matter experts (SME), managers, users and IT staff to identify and deliver software solutions and evaluate alternative business solutions with project management.

IV Technologies Inc., New Jersey

01/2012 - 02/2015

System / Support Analyst

- As a System / Support analyst I was a liaison with the company's clients and technical team in order to understand, document, develop and deliver project requirements.

- Eliciting requirements from various stakeholders to meet key business objectives by interviews, workflow analysis, surveys, site visits, business process descriptions, activity diagrams, use cases, and user scenarios.

OTHER JOBS HELD

- Tutoring C/C++/SQL to university students; to program projects, with emphasis on analytical skills, and understanding IT concepts, systems and architecture.
- Tutoring Arabic and providing cultural consultation to professionals, such as businessmen, bankers, & graduate Political Science students.
- Volunteering in translating and subtitling and uploading video for human rights causes.
- Designer/Team Leader for the “Art on the Drive”, a project by The Public Works department of the city of Orlando. Developing branding material and electrical boxes designs.

CERTIFICATES AND WORKSHOPS

- Developing Requirements for IT Systems with Use Cases, Learning Tree. NYC.
- Requirements Validation and Testing, Global Knowledge. NYC.
- Agile Scrum 101 Workshop, DOITT PMO Workshops. NYC.
- Human Centered Design, DOITT PMO Workshops. NYC.
- The Together Leader workshop presented by Maia Heyck-Merlin
- Successful Workplace Communication, DCAS. NYC.
- Management Skills Booster: Build Trust & De-Escalate Conflict Using EVAPIT, Office of Organizational Development & Effectiveness (ODE), NYC.
- Developing Web Applications using ASP.NET with C# using Visual Studio, Av-tech Institute of Technology, NJ.
- Professional MS User, Mastering C++ certificate, COMPUBASE; a Microsoft certified technical education center. Amman – Jordan.
- NYC Government Computer Specialist (Software) exam, score %100
- NYC Government Computer Associate exam, score %100

References:

1. **Jaspal Khanna** – Tech lead for eSHARE application used by NY City health providers - NYC
Department of Health and Mental Hygiene
Phone: 732-762-5586
Email: jkhanna@health.nyc.gov
2. **Julia Cohen** - Senior Business Analyst for eSHARE application used by NY City health providers -
NYC Department of Health and Mental Hygiene
Phone: 347-497-9910
Email: jcohen8@health.nyc.gov

Worldgate, LLC

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(703) 599- 9940

Bid # B4499

Position # 24- Business Analyst- IT Development & Management

Syed Nadeem

SUMMARY

Professional Business Analyst coming with experience in business analysis with excellent knowledge of business process automation and workflow concepts; pursuing a challenging position in an environment conducive of professional growth. Excellent communicator with demonstrated success in collaborative team culture and talent development; recognized in business for consistency in cross-functional approach to business solutions, excellent project execution abilities and customer focus

- Over 3+ years of hands-on experience in all stages of Software Development Life Cycle (SDLC), both Waterfall, and Agile.
- Expertise in defining and documenting Business process flows and "As-Is"; "To-Be" processes.
- Created technical documentations such as Requirements Documents, Design Document, Test Plans, User Acceptance Test Plans.
- Highly motivated, organized and detail oriented with excellent interpersonal, communication and presentation skills. Proven capability of adapting to new and fast changing technologies.
- Experience in working with cross functional and cross-cultural team environments, different levels of management and liaison between system users, management and development teams.
- Expertise to see the issue in the big picture, analyze the functioning of the system as a whole, break it down into smaller elements, identify bottlenecks, develop unique custom solutions.
- Competent in Creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams.
- Hands on experience in different tools and technologies in the space of Business Intelligence (Business Objects Enterprise), DBMS (Oracle, SQL Server, PL/SQL), Managerial Software Tools (MS Office Suite), Data Modelling (MS Visio).
- Ensure effectively and consistent application of standard and Operational process and Compliance of all laws and policies.
- Familiar with Tableau and Excel for data visualization and analytic needs of large sets of data

EDUCATION

Baruch College

BBA, Computer Information Systems

CORE COMPETENCIES

- Business Relationship Builder
- Operational Assessments
- Contract Preparation and Execution
- Process Analyst
- Creative Problem Solving
- Negotiation & Confidence
- Business Requirement Gathering
- Workflow Analysis
- Business process Mapping
- Process Improvement
- Excellent Communication (written\verbal)
- Problem-Solving Skills

PROFESSIONAL EXPERIENCE

Accenture LLC, New York, NY

02/2019 - 02/2020

Business Analyst

- Engaged Client to gather software requirements/business rules and ensure alignment with development team.
- Served as a liaison between product support and the project team.
- Provided business and functional support to the project team.
- Developed functional specification documents related to customization/enhancement of SAP SD, MM, and BW, including but not limited to SAP and non-SAP reporting, pre-processing, extract-transform-load programs, and adjustment tools.
- Managed resources, set work priorities, lowers total cost of ownership, and engage with business regularly to understand demand and priorities.
- Assessed, challenges, and document business requirements.
- Analyzed, provide alternatives and recommend solution to the area of finance and accounting business processes.
- Worked with the different teams and IT partners in different parts of the world in providing services to client.
- Performed functional testing after development completion.
- Identify and apply continuous improvement processes for operational efficiencies, drive process integration and standardization.
- Assisted or Participate in ERP project implementations and modifications/enhancements.
- Demonstrated collaborative skills with business units, project teams and other function groups

Tools: SAP – SD, MM and BW. Outlook, SharePoint, Lucid Charts, Microsoft Suite. Tableau, JIRA

Department of City-Wide Administration Services, New York, NY

12/2017 - 01/2019

Business Analyst - Intern

- Engaged Client to gather software requirements/business rules and ensure alignment with development team.
- Evaluated requirement implementation, testing processes and communicated client's business requirements by constructing easy-to-understand data and process models.
- Drove the testing process from development and execution of test scenarios, test conditions, test cases/test scripts, regression testing, and defect reporting.
- Ensured that the Application Development area uses sound practices and processes for implementing custom developed and packaged solutions
- Provided leadership, guidance to the development teams responsible for creating and supporting applications.
- Worked with business units SMEs to determine gaps in current process and identify solutions in new SharePoint design.
- Compiled project status reports, coordinates project schedules, manages project meetings and identifies and resolves technical problems.
- Detected and analyzed systems requirements and defined project scope, requirements, and deliverables.
- Mitigated risk factors through careful analysis of financial and statistical data. Anticipated and managed change effectively in rapidly evolving global business environments.
- Interpreted data, analyze results using statistical techniques and provide ongoing reports.

- Assisted the analytical and management team with a variety of ongoing new projects and analyzed eProcurement, procurement reform, strategic sourcing, and public policy.
- Collaborated with the development to perform application configuration and provided support in installation and phase sign-off.

Tools: SharePoint, Microsoft Suite, Clarity, SQL, Tableau

New York City Department of Education (DOE), New York, NY

08/2014 - 08/2016

System Analyst/Admin Intern

- Performed daily system monitoring, verified the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verified completion of scheduled jobs such as backups.
- Researched and recommended innovative, and where possible, automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.
- Performed ongoing performance tuning, hardware upgrades, and resource optimization as required.
- Troubleshoot Audio/Video equipment and video-conferencing software and escalated when necessary
- Developed, implemented and maintained policies, procedures and associated training plans for network resource administration, appropriate use, and disaster recovery.
- Practiced network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Developed and execute a plan to monitor applications on daily basis and address any system outages
- Interacted with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Participated in IT projects for network changes and introduction of new services. Supported and assisted different teams in testing and deployment of new applications and systems.
- Entered, tracked, and routed all support requests and documented their resolutions within the help desk software.
- Managed user accounts and access for Active Directory/Exchange/Skype for Business, Office 365, Google Apps, and the Collegiate wireless network.

Tools: Google Apps, Office 365, Google Suite, SharePoint, Microsoft Suite.

References:

1. **Ather Munir** - Project Manager at Accenture
Phone: 1-347-863-3708
E-Mail: Syed.munir@db.com
2. **Yaltiza Miranda**, Project Manager DCAS
Phone: 1-917-645-6478
Email: YMiranda@dcas.nyc.gov

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Bid # B4499

Position # 39- QA Analyst - Functional

Charles Akinbowale

SUMMARY

Test analyst with extensive experience developing test strategies, test plans, test cases, and working well with product development and project management teams. Areas of expertise include business analysis, technical analysis and building automation test frameworks. Experience performing automation, manual, functional, web services, mobile, cross browser and regression tests utilizing manual and automated testing tools. Capable of balancing multiple priorities and remain flexible in a rapidly changing environment.

EDUCATION & CERTIFICATIONS

Bachelor of Business Administration (BBA), Business Management, Usmanu Dan Fodio University
Computer Programming - Columbus State Community College - Columbus, OH

SKILLS

Testing Types:	Functional, Performance, Integration, Ad hoc, Load, Stress, Black Box, White Box, Compatibility, Security, System, Regression, Web Services (SOA), Performance, IVR & UAT.
Testing Tools:	HP ALM/QC, Load Runner, IBM Rational Tools, JIRA, Postman, SOAPUI Pro, TFS, Selenium WebDriver/TESTNG/Cucumber, and JMeter
Application Types:	Java, .Net, ASP.Net, Client-Server, CRM, ERP, SSIS, SAP, SOA, Web Services, & Mainframe
Databases:	Oracle, SQL Server and Sybase.
Application Servers:	MS Windows Server, IBM Web Logic Server, and UNIX.
Languages:	XML/JSON, C, SQL / PL-SQL, Java, .Net and C#.
Methodologies & Relevant Tools:	SDLC, Microsoft Project, TDD, BDD, ATDD, Eclipse, Gitlab, CI/ CD, Soap Ui Pro, SVN, TDM, ADOBE, Rapid SQL, Toad, Star Team, Caliber RM, MS TFS, MS Project, MS Visio, Microsoft SharePoint Services, Clear Quest, & MS Office Suite.

PROFESSIONAL EXPERIENCE

PepsiCo, New York, New York

04/2019 – Present

Test Analyst

- Reviewed various BRD and provided software-testing support for PepsiCo's standalone hydration machines, build on C# with SQL Server backend.
- Developed automation projects using Selenium with .NET C#. Used sophisticated IDE - Visual Studio, which gives faster development and debugging experience to reference Selenium. I referenced Selenium via Nuget package manager by downloading and installing Selenium

WebDriver .NET bindings for Selenium WebDriver API into my project. I downloaded and installed WebDriver ChromeDriver reference.

- Created a program to test my project while commenting the progress of my code development. I created the reference for the Chrome browser driver - IWebDriver. I created C# IWebElement to find elements by methods, class, and interface to identify the controls on my web page.
- Used SmartBear Soap UI Pro tool to perform REST API services testing.
- Created and Execute SQL queries to verify correct and consistent data flow
- Created test plan and test cases and perform manual testing of the scenarios and provided daily QA testing report to the project manager.
- Provided support in the performance testing using JMeter task that include developing test plan, test script and reports.
- Created and executed JMeter scripts that include Thread Groups and tested the Web Application for various loads on key business scenarios for application performance and generate necessary graphs.
- Build regression suite and perform regression testing on regularly released new software builds
- Used Microsoft Azure devops for version control, reporting, requirements management, project management, automated builds, testing, and release management.

Ari Fleet, Mount Laurel, New Jersey

11/2018 – 02/2019

Automation Engineer

- Used Gherkin syntax to perform execution of my developed test cases
- Develop feature file, step definition file and page object file, to execute and validate the automation test scripts for various features and functionality using Ruby Selenium Cucumber for customer facing fleet management system that houses multiple applications.
- Reviewed business requirements and created test cases. After business validation, manually tested in both DEV and QA environments Fleet Trak task items for specific ARI FLEET customer application issues and concerns.
- Participate in once-in-a-week nightly PROD testing for Fleet Trak task items for specific ARI FLEET customer issues and concerns.
- Used Microsoft TFS tool for project management and collaborate more effectively, to deliver quality software more consistently.

Discovery Communications Inc., Silver Spring, MD

04/2017 – 09/2018

QA Analyst Lead

- Supported application changes required of the Java-based technologies in a real-life entertainment platform and digital application products and streaming services that included developing and executing test plans and test scenarios for Before Market-Fit and After Market-Fit network programming for Discovery Communications, Inc.
- Involved in requirements analysis, test cases, test scripts creation and execution - including environment validation.
- Ensure that functionality is integrated with other applications and data systems utilizing Oracle RDBMS platform.
- Set up Selenium for testing by configuring Java JDK Environment Variables folders, configured Eclipse environment to compile and run scripts, and then configured Selenium framework for testing web applications. Performed execution of the developed automated scripts and work with development team members in delivering quality work.
- Used Soap Ui Pro for SOAP and REST API testing.

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- Performed verification and validation via data driven automation testing using IBM Rational Functional Tester.
 - Used SQL commands to verify data in the Oracle database.
 - Ensures implementation of the software quality program according to project, traceability, testability, process and contract requirements and objectives.
 - Provided daily defect reports with updates on status. Provided weekly status report identifying planned code drop dates by impacted application, progress for each test effort in the test plan, open defects, risk, and issues.
 - Provided overall test management and defects management support using JIRA

State of Virginia, Richmond, VA

09/2016 – 02/2017

Department of Medical Assistance Services

Test Analyst SOA Lead

- Supported complex Medicaid enterprise systems and the Agency development projects in an agile environment.
- Reviewed Business and System Design Requirements. Converted the requirements to separate Services and Frontend test cases. Prepared test plans and test cases and ensure to receive sign off on the documents from project management team. Prepared Requirements Traceability Matrix.
- Assisted the BA team to prepare functional requirements based on the Business Requirements.
- Provided inputs for the test and production environments set up and configurations in an IBM IIB/ESB/MQ and Data Power/ITX/WTX environment.
- Performed manual testing on IBM IIB SOA integration v9 to v10 infrastructure upgrade project using MQ Explorer and WinScp SFTP for middleware testing as well as database verification.
- Manually tested HIPAA-based HL7 messages for Immunization platform.
- Used Soap UI Pro to perform Web Service Soap/XML and Rest/JSON format interface/service testing.
- Used SQL commands to verify data in the Oracle database via SQL Developer. Used database scripts to run monthly Minimum Essential Coverage for application log report.
- Used IBM AIX UNIX platform to view, monitor and report on production DRI file issues.
- Reported status of work for new and existing systems integration testing.

Shell Energy Trading, Houston, TX

07/2015 – 08/2016

Quality Analyst

- Review and analyze business requirements for functional and integration testing of web-based applications.
- Responsible for the overall testing of Master Reference Entities components - Counterparties / Vessels / Locations / Products) as well as the primary business transactions (e.g. Deals).
- Led the testing effort for projects with multiple applications.
- Work closely with the Test Teams and Project Manager to ensure testing stays on target.
- Facilitate testing/process meetings and work to resolve issues that arise during the SDLC phases (planning, design, and testing).
- Estimate, prioritize, plan and coordinate testing activities.
- Prepared test plans, test scenarios, conditions, and scripts for all testing phases for framework services such as global business services, core services, common services, and application adapters.

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- Coordinated with Project Manager, Business Analysts, and development team to plan functional and integration testing
 - Provided recommendation to developers and business users in order to collaborate towards a business solution.
 - Utilized SQL commands to verify test data are properly stored in the database.
 - Document and report results utilizing HP ALM for defect reporting and overall test management.

Anthem Inc., Richmond, VA

08/2011 – 05/2015

System Integration lead

- Supported new and existing changes required of Anthem Blue Cross Blue Shield Health Insurance Payer C# application focused on processes for: Membership, Groups, Benefits, Claims, and Provider, in an agile testing environment. Provided onshore and offshore coordination including assessing project level of effort estimates (LOE).
- Developed and performed Manual, Functional, Web Services and Regression testing using IBM Rational RQM and Smart Bear Soap Ui Tools Set for testing.
- Developed and executed manual test cases for frontend functional and regression testing on Anthem's Call Center application Anthem's related to Affordable Care Act (ACA) Health insurance application, and other legacy healthcare applications.
- Personally, built Selenium WebDriver framework in C# and Core Java programming using OOPS concepts, Selenium, Java, JUnit/TestNG, and Eclipse.
- Developed and executed automated scripts for Anthem's related Affordable Care Act (ACA) Health insurance application, and other healthcare applications.
- Performed End-to-End testing (E2E) that included ensuring application data validation and accuracy and enabling customer service agents in assisting end customers and members.
- Provided production check out support for change requests for defects tested in SIT and UAT environments.
- Gathered and coordinated production test data and performed testing in PROD environment.
- Prepared and performed UAT for business users on different healthcare applications systems, using Adobe Captivate software.
- Used Data Manipulation Language concepts on Oracle and SQL Server databases that include generating SQL queries for verification and analysis.
- Involved in developing, training, and adopting test data management tool utilized to improve testing practices in all testing environments throughout all projects Software Development Lifecycle.
- Prepared test plan and test strategy for cross-functional projects.
- Provided testing leadership that included training QA team members and UAT subject matter on newly adopted testing tools and processes. Mentored our offshore team members on the proper use of IBM Rational RQM testing tools for overall test management.
- Used IBM Rational ClearQuest change management and bug tracking tool for enterprise defects management and reporting. Reported status of work, including associated defects, % of execution pass / fail, and identified risks to delivering quality work.

References

1. Mohammed Khan- Pepsico
QA Team Lead
Phone: (347) 469-6290
Email: mohammed.khan1.contractor@pepsico.com
2. Rajee Velvedap- Virginia Department of Medical Services
Quality Assurance Specialist
Phone: (240) 535-7090
Email: rajee.Velvedap@dmas.virginia.gov

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Bid # B4499

Position # 46- QA Analyst- Performance

Venkata Nallani

SUMMARY

- 19 Years of experience in Software Quality Assurance (QA)/Lead, Validation Analyst of Sales Force automation tool (Pharma CRM), Motor Vehicle Commission business application,, Internet/Intranet applications, Client/Server applications, back-end database, ETL Tools and three tier technologies.
- Experienced with the following tools and testing:
 - o Validation of Import/Export process using Informatica, data stage directory tool (ETL Tools), Web Services and Data Mart.
 - o Reporting Tools such as Business Objects and Crystal Reports.
 - o Automated Testing Tools such as Quick Test Pro, Quality Centre and Rational/IBM Tools such as Clear Quest, Manual Tester and Req pro.
 - o Regulations and standards of 21 CFR Part 11 and ISO
 - o ORACLE, SYBASE, SQL-Server database testing, integration testing and functional testing.
 - o Data Load and Data Migration testing against user specifications.
- Expert level technical knowledge and understanding of Data Warehouse Methodologies, ETL processes and Business Objects Reports.
- Managed offshore test teams and interfaced with onsite and offsite test teams.
- As a Team Player, contributed a cohesive atmosphere through teamwork and cooperation.
- Effective verbal and written communication skills demonstrated in both individual and group settings.
- QA Methodologies, Validation strategy, Traceability Metrics and Software Development Life Cycle (SDLC).
- Actively Involved JAD sessions, Validation Requirement meetings and Prepare Use cases and UI specs.
- Data conversion from legacy systems to new systems.
- Smoke Testing, Unit Testing, User Acceptance Testing, Automated/Manual, Regression Testing, Sanity Testing, System Testing, Black Box Testing and Validation Documentation.
- Scripts for data extraction for Web Based and Client/ Server applications.
- Extensive experience using SQL on ORACLE and SQL-Server database and writing Validation plan/Cases for application Back End and GUI using Quality Center.
- Experienced with IQ,OQ,PQ protocols
- Technical specialization in testing both Host and PC databases, GUI testing on distributed systems and its architecture.

EDUCATION

- Bachelor of Mechanical Engineering from Nagarjuna University ,India

CERTIFICATIONS

- ISTQB Certified Software Tester

- Implementing Database Design on MICROSOFT SQL SERVER 6.5 – Passed the MICROSOFT CERTIFICATION Exam (Series 70-027)
- Microsoft Windows Architecture I – Passed the MICROSOFT CERTIFICATION Exam (Series 70-160)
- Microsoft Windows Architecture II – Passed the MICROSOFT CERTIFICATION Exam (Series 70-161)
- Developing Applications with MICROSOFT VISUAL BASIC 5.0 - Passed the MICROSOFT CERTIFICATION Exam (Series 70-165)

TECHNICAL SKILLS

Web Development Skills:	PEGA 8.2.2, VB Script, Microsoft Visual Interdev (1.0 and 6.0), ,XML,XHTML, HTML and IIS 4.0,CSS,JavaScript, and VBScript.
Languages:	SQL, PL/SQL 2.3/8.0
Front End Reporting Tools:	Business Objects (6.1 and XI), Crystal Reports 4.6, Web Focus, Microsoft Visual Basic 3.0/4.0.5.0.6.0
Automation Test tools:	UFT/QTP and IBM Rational Test Manager/Rational Requisite Pro, SOAPUI, Selenium, REST and Rational Manual Tester.
Defect Tracking Tools:	IBM Clear Quest, HP Quality Center 12.5/ALM and Clarify, TFS,
Data Warehouse (ETL) Tools:	JIRA Informatica, IBM Info sphere-Data Stage, Tidal
Protocols & Integration:	TCP/IP, FTP, HTTP, SOAP, Web Services, WSDL, Telnet
Data Bases:	Oracle 11g, Sql-Server 7, Sybase

PROFESSIONAL EXPERIENCE

Client: New Jersey State Judiciary Family Division
QA Engineer

02/2017 – 05/2020

Family Re-Engineering Projects - Family Case Management (FMCM) –

This Web Project is developed by re-structuring all existing legacy mainframe Family Case processes into the new workflow business process management application using Pega Process Rules Engine (PEGA) BPM technology on Cloud Infrastructure. The business of this application is to automate case processing of the Family division's case types like Children in Court processed (FN- Child Protection, FC - Child Placement, FG - Guardianship, FL- Kinship and other Dockets). Focused to assist and enhance the productivity of Court users in their day-to-day tasks like docketing the case, uploading case documents on demand, schedule court hearings, motion hearing, disposition, and auto generation of the Final Order. This complex and sophisticated workflow application helps the case parties, case attorneys to track case status and process the case in timely manner, also capable of sending & receiving the notifications and Notices to the case parties.

- Actively participated in the DCO methodology in providing inputs during requirements elaboration sessions.
- Analyzed Functional and non- Functional Requirements, Design Document, Use Cases, and developed necessary test scripts and artifacts
- Performed Backend/database testing by developing SQL queries and validating data integrity using IBM Data Studio

- Performed Smoke testing, Functional testing, User Interface (UI), End to End, System testing, Integration testing, Regression testing, User Acceptance Testing, Sanity, & Database testing.
- Designed and executed automated smoke testing, functional testing and regression tests using Quick Test Pro (QTP)
- Performed cross-functional testing involving PEGA applications from Municipal, eCourts and Family divisions.
- Performed data flow verification testing between PEGA FMCM application and the SOR Mainframe applications
- Involved in sprint planning, estimation of task and actively helping team in Agile methodology to track down the US and maintained the team capacity and velocity for the project cycle
- Responsible for the testing of all the Family Docket workflows in PEGA applications
- Performed test planning, writing test cases/scripts in QC and correct the accordingly
- Tested the Data power end point urls of the SOAP/REST web services using SoapUI and Postman.
- Created Test results for each testing cycle, responsible for reporting test summary to all stake holders within the team and management.
- Involved in testing of Data reports developed in Web Focus.
- Prepared security matrix and effectively tested application Security of different user roles and groups within organization

Tools: PEGA Cloud 8.2.2, PEGA Agile Studio, IBM Data Studio, XML,SOAP/REST Web Services, Mainframe, Web Focus, HP ALM .

Hewlett Packard Enterprise

08/2014 – 12/2016

Client: Washington State - ESD

Information Tester

Next Generation Tax System (NGTS) is the application where the users can create or manage Employer Delegates, Governing Persons or Representative Delegates, can also view the taxes as well as any kind of tax adjustments. Employment Access management system (EAMS), Employers can file Quarterly Reports and Pay their taxes thru this system.

- Involved in testing the application of Stage 2/3 and Stage 4 Modules (NGTS and EAMS)
- Coordinated with BA's and the development team to resolve any discrepancies or functional issues as well as the bug fixes
- Strong ability to understand Business / Functional Requirements, created test plans and provided the test estimates to the management.
- Developed and maintained SQL Scripts using SQL- Server.
- Supported the development of automation test cases throughout the project life cycle from start to finish using Selenium web driver
- Used Team Foundation Server (TFS) to create / view any defects or changes tracked in the system.
- Performed Web services testing for the external agencies data as well as Smoke testing, regression testing against each build
- Performed end to end testing of external interfaces with Flat files for Import/Export testing using Tidal

- Strong experience in executing Interface components, batch Jobs and Reports as well as Web services testing for the external agencies data
- Participated in CR JAD sessions, conducted bug-triage meetings with client and functional leads and sent out meeting minutes

Tools: TFS, .NET, MS SQL Server 2014, XML, Web Services. Visual Studio, Cisco Tidal. Selenium web driver

Hewlett Packard Enterprise

05/2010 – 07/2014

Client: NJMVC

Functional and ETL Tester

“MATRX” is NJMVC full transformation project, which modernizes the internal processes and customer transaction of a 20-year old legacy system, such as Driver Licensing, Driver History Business Licensing, Vehicle, Title and Registration and third- party processing. MATRX will be rolled out by module over time, with forward and backward data flow between the legacy systems and new Oracle database using Informatica, Data Stage tools. MATRX also integrates with other key systems such as Driver Status, Immigrations status look up, ATS (Automated traffic system, inquiry to tickets issued), IRP, IM, Accident reporting system, EDDL and QAS.

- Wrote test plans, test scenarios, test cases and test scripts based on Use Cases and UI specifications
- Involved in the Joint Application Design (JAD) sessions and prepared test scripts based on user stories
- Performed Functional, Regression and Integration testing of Customer Manager, Vehicle Title and Registration (VTR), and Third-Party Information (TPI) modules
- Tested Interfaces (ETL Tools and Web Services), Business Object Reports, and web services using SOAP UI
- Performed end to end testing of external interfaces with Flat files for Import/Export testing using Informatica and Data Stage ETL tools
- Performed data, system and requirements validation testing, traceability between requirements and test cases using Rational RequisitePro
- Developed and maintained SQL Scripts using SQL Developer to verify data in the database matched data in the front end
- Recorded defects identified in testing and clearly communicated with development via defect tracking tool (Rational Clear Quest)
- Actively participated JAD session meetings with Agency people and Prepared Use case and UI specification documents

Tools: Rational Test Suite (ReqPro, Manual Tester, Test Manager and Clear Quest), Windows Vista/XP, Oracle 11g, Informatica 8.6.1, Java, Data Stage7.3, SQL Developer, SOAP UI and Business Objects

References:

1- Christina Piluso

NJ Judiciary-Manager

Phone: 973-985-0869

Email: Christina.Piluso@njcourts.gov

2- Nagarjun Chevula

NJ Judiciary

Project Manager

Phone: 908-229-5918

Email: Nagarjun.Chevula@bincompute.com

Worldgate, LLC

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Bid # B4499

Position # 55- Application Developer / Architect

Dale Roth

SUMMARY

Global PM & business leader with years of experience leading technology operations, promoting client relationships and new business growth and achieving project goals on time and within budget. Known for leadership abilities, technical troubleshooting skills and network oversight capabilities. Knowledgeable of migrating platforms from Hyperion/JD Edwards to Global Core HR Workday platform, implementing HRIS systems to Workday/cloud-based time and attendance reporting systems, and launching SAP MM and supply chain/logistics solutions for medical devices and supplies for the health care industry and hospitals.

Accomplished program & project manager skilled in overseeing the planning, budgeting, design, development, and delivery of cost-effective, customized, high-performance solutions to business demands. Experienced in managing corporate moves within existing buildings and different floor footprints and partnering with key vendors. Background includes managing and implementing SAP supply chain for healthcare and outside clinics. Managed multiple projects in Microsoft Dynamics and MPP software to deliver on time and under budget large enterprise programs.

EDUCATION

Columbia University, New York, NY.

Bachelor of Science in Computer Science & Economics

CERTIFICATIONS

Workday HCM and Financials; Oracle R12; SAP SuccessFactors; Project Management Professional (PMP), PMI Scheduling Professional (PMI-SP), PMI Risk Management Professional (PMI-Practitioner), Microsoft Dynamics, Six Sigma Black Belt, PRINCE 2, ITIL v3

TECHNICAL SKILLS

Hardware: IBM/Dell/HP PCs & laptops, IBM/Dell Blade Servers, Data Center Equipment, Dell/IBM Racks, HVAC/Perimeter Security

Software: Microsoft Project Professional 2017, Project, Word, Excel: vlook up/pivot tables, PowerPoint, Microsoft Dynamics, SharePoint 2016; Tableau, Plain View/Primavera, PRINCE 2; CCAR Regulatory BASEL II; Service Now, Remedy 7.1 & 7.5; Oracle Financials R.12, PeopleSoft 8.7 to 9.2, SAP FICO/CRM/PP/AR/AP/MM/CS/SD/GL and CRM-Salesforce

PROFESSIONAL EXPERIENCE

Cushman Wakefield

2016 - Present

Global Program Manager: Oracle R12 CRM-Salesforce/Workday Global HCM & Financial rollout and Implementation, New York, NY

- Developed global Cutover plan for all regions, Workday-Salesforce solution for multi-region deployment using MS Dynamics & CRM.
- Implemented Workday to enable global management of benefits, payroll, advanced compensation and talent acquisition.

- Configured Workday Advanced Compensation for merit-based process using shared participation functionality and developed schedule for rollout across the regions.
- Managed and configured core compensation components, including compensation eligibility rules, methods of defaulting compensation and advanced features.
- Delivered capabilities to manage the full worker lifecycle—from staffing to compensation—using Workday’s single intuitive human capital management system.
- Developed Oracle R12 project plans for Financial systems and for senior leadership.
- Worked with global marketing head to align project activities to the regional business heads.
- Developed and finalized go-live plans for each region and scheduled each release around resource availability.
- Implemented plan and worked with technical teams and vendor on Salesforce licensing.
- Implemented Service Now 7.5 to track open tickets for open workday issues.
- Developed work plans and schedule for manager and employee self-service solutions for core HR functionality.
- Developed and implemented security measure around Salesforce users on the system platform.
- Provided steps and managed the M&A processes to implement cloud-based security steps from different entities.
- Developed and proposed recommendations on change management on future processes to senior executives.
- Engaged with key leadership and key stakeholders to fully understand organizational structure, business processes, and roles and responsibilities to identify change potential and created efficiencies where needed.

Grant Thornton

01/2015 – 06/2016

Program Manager: SAP and Workday/Success Factors Implementation, Independent Validation & Verification (IV&V), State of South Carolina Treasury Office, Columbia, SC

- Managed scope, schedule, and cost for portfolio of technology projects to implement JDE to Workday, SAP, NVEST and DEBT platform.
- Developed cutover plan and schedule for Workday HCM implementation across state capital projects.
- Organized the projects into manageable deliverables or phases and determined an effective program approach to complete projects in appropriate sequence to meet objectives.
- Analyzed risks, prioritized contingency plans and identified trigger events and responsibility for mitigating action plans.
- Managed relationships with project stakeholders, and M&A Finance, accounting systems within technology business partners.
- Developed plans in agile methodology and tracked migration from PeopleSoft 9.1 core HR to Workday benefits and payroll module.
- Managed issues and open tickets thru Service Now 7.5 for all SAP success factor generated by users.
- Established and published clear priorities among program and project activities. Resolved conflicts and removed obstacles to ensure the project teams made progress to keep the program on schedule.
- Managed financial aspects of project including budgeting, estimating to actual variance, resources and day-to-day initiatives.
- Developed and maintained all project agile methodology using SharePoint and MS Dynamics CRM methodology.
- Effectively coordinated the activities of the team to meet program and project milestones and corporate mandates.

- Proactively managed change to baseline scope, schedule, and cost variables, communicating impacts and facilitating decisions throughout the program initiative.
- Developed a cutover plan to implement a security for SAP capital projects sign-on and system credentials.
- Managed a team of 65 people, which consisted of internal/external staff as well as vendors on site.
- Implemented Virtual Desktop Infrastructure, this allowed resources in different parts of the state to login into the platform.
- Developed and proposed recommendations and future processes to senior executives and staff.-
- Managed risks throughout the change initiative by conducting risk analysis and developing mitigation plans for each workstream.
- Created change management communication plans and strategies that reaches all levels of the business

Memorial Hospital

10/2013 – 01/2015

Program Manager: PeopleSoft 9.1 Migration, Core HR, TAM, Workday/Success Factors Payroll, Benefits, Supply Chain, Gulfport, MS

- Managed a team of 75 resources and a budget of \$14 million.
- Worked with business teams and PeopleSoft functional/technical experts to develop a detailed cutover plan for deliverables, activities, activity sequence, Work Break-down Structure (WBS) and work estimates to create framework for project plan and schedule.
- Finalized project plans and developed resource plans, cost estimates and budgets utilizing internal project management tools.
- Coordinated with project resources—including third-party PeopleSoft consultants, internal teams, stakeholders, and vendors—on all aspects of project progression and status reporting.
- Project managed software enhancements for new medical devices for upgrades in the NICU department.
- Managed the gap analysis for a fully integrated process for Investment and Debt functionality in the SAP module.
- Prepared a M&A plan to fully integrate outside clinics and integrate into the General Ledger.
- Developed a plan in agile methodology & customize the SAP module to fully integrate Treasury Management SW.
- Developed plans and managed execution of all data conversion and cleansing activities from HCM legacy systems to Workday.
- Managed cutover plan for implementation of Salesforce/CRM and data conversion runs for outside sales teams.
- Worked directly with HR to implement Workday benefits and Success Factors as a core functional product.
- Managed a implementation of Virtual Desktop technology to off-site clinics, this allowed health care staff to enter patient data.
- Negotiated with Cerner a MDM, Mobile Data Management plan for enhanced health care platform for outside clinics.
- Managed the scope and planned a scheduled rollout of devices for a Mobile Data Management for the hospital.
- Implemented Service Now 7.5 to track all open workday issues and tracked thru the 24/7 help desk center.
- Ensured timely communication to relevant business, support groups and management stakeholders around change management issues, regulatory changes, and process changes.
- Identified the risks and provided mitigation and efficiency opportunities in the day to day activities and ensuring that changes and the solutions are implemented consistently.

Essilor Corporation

01/2013 – 10/2013

Project Manager: Oracle R12 Financials and Workday and Success Factors Implementation, Dallas, TX

- Managed a cutover project team and lead a team of 90 resources and a budget of \$22 million.
- Managed project plans and all deliverables for Global Oracle R12 solution for multi-country rollout of new General Ledger system.
- Partnered with business subject matter experts (SMEs) and global/regional IT leads to deliver on strategic initiatives .
- Oversaw cost estimates, critical path activities, phase-based milestones and resource requirements for the successful completion of each phase of the R12 financial project.
- Held day-to-day accountability for maintaining project/quality plans, tracking activities against milestones, monitoring costs and proactively shifting resources to drive project to on-time and on-budget completion.
- Managed scope for all M&A processes including Payroll, Benefits, Time and Entry, Organizational Management, Personnel Administration, e-Recruitment, Talent Management and Rewards.
- Implemented COUPA for new T&E platform and Workday for full cloud-based employee system for corporate HR.
- Managed transition from Hyperion to PeopleSoft 9.2 and worked with accounting to set up sub-G/L accounts and cost centers.
- Implemented Workday and Success Factors as part as a global initiative.

AIG

2012 - 2013

Program Manager: PeopleSoft 9.2 and Workday HR-Global Implementation Multi-region, New York, NY & Dallas, TX

- Developed a blueprint for Oracle G/L, Oracle Purchasing, Fixed assets, Payables and Purchasing, and initiated blueprint for Oracle R12 for global business entities for corporate finance and accounting.
- Integrated Summit trading and reporting for new process for compliance.
- Integrated core HCM with Success Factors for a two-tier based HCM central reporting system.
- Provided a project plan for COUPA to the VP for PMO and CIO for the different regions in central and South America.
- Provided executive oversight and financial (FICO) controls to 5 regions; captured information and generated reports to CIO.
- Managed a M&A plan to fully integrate central America into N. America HR reporting.

TJX Companies

2010 – 2011

Program Manager: New Corporate Technology Data Center and PeopleSoft 9.1 Implementation, Framingham, MA

- Developed master project plan in Microsoft Dynamics to build tier 4 data center and schedule transfer of 3,100+ applications and hardware. Developed project plans using the Solution Delivery Process (SDP) and PRINCE 2 methodology.
- Facilitated vendor meetings and drafted RFPs for bid packages using HP's DDMA and DDMI network tools for discovery process.
- Implemented PeopleSoft HCM 9.1 global payroll to multiple regions; facilitated gap analysis and blueprinting sessions.
- Provided dashboard reports and project status to senior leaders, including SVP Human Resources, VP Global Finance, EVP Finance and SVP Store Facilities.

References:

1. Jon Kilburn- Cushman Wakefield

Email: JKilburn@Vivisoftware.com

Phone: 214-507-3486

2. Lynn Bourdin- HR Director Memorial Hospital

Email: lbourdin@mhg.com

Phone: 228-867-4267

3. Rick Collins- SVP, AIG

Email: Rick.Collins@AIG.com

Phone: 682-381-9404

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Bid # B4499

Position # 149- System Architect

Ben Benali

SUMMARY

Exceptional record of success in the design, configuration, implementation, testing, upgrade, and support of data centers, network solutions, and IT infrastructures. Proven ability to reduce costs, enhance security, and increase operational capabilities through system consolidations, technology improvements, and workflow streamlining. Excel at leading technical teams, partnering with IT units and vendors on complex projects, and producing innovative solutions to meet rapidly changing business and industry needs. Special expertise in the financial sector. Outstanding problem solving and communication skills. Multiple industry certifications.

Core competencies include: Network Engineering – Infrastructure Design – Project Management – Process Optimization - Integrations – Migrations – Standardization Policy & Procedure Design – Facility Build Outs – Testing

TECHNICAL SKILLS

BGP, OSPF, EIGRP, DMVPN, IPv6, Multicast, VoIP, TCP/IP, QOS, VLAN, STP, MSTP, HSRP, VRRP, VPC, OTV, 1G/10G/25G/100G networks, Routers (Cisco, Juniper), Switches (Cisco, Arista), Firewalls (Cisco, Fortinet, Checkpoint), Wireless (Cisco), Riverbed, Cascade, Corvil, AWS, ACS, TACACS, NAC, MS Office, Visio.

PROFESSIONAL EXPERIENCE

Pico Quantitative Trading

2017 - Present

VP, Senior Network Engineer, New York, NY

Carry out the design of network solutions, market data feeds, and exchanges based on customer architecture and security requirements, with an emphasis on low latency hardware(Arista/Nexus3548). Perform code testing, bug fixes, and use case development. Prepare proofs of concept (POCs) for projects and serve as a technical resource for implementation and operation engineers. Create standard configurations.

Troubleshoot market data issues.

- Led the design and implementation for new clients worldwide
- Facilitated as many as 20 projects per year, including several simultaneously
- Reduced costs by migrating local storage for market data feed to AWS platforms
- Planned, Designed, and implemented Blockchain and ELK projects
- Assisted in presale efforts by attending meetings, preparing high level design, and presenting to clients

Fund Tech / D+H (Now Finistra)

2014 - 2017

Senior Network Engineer, New York, NY

Managed and performed the design, implementation, and upgrade of large data centers, network integration solutions, and new office builds. Deployed access solutions and services for new and existing clients and implemented OTV between data centers. Assisted project managers with onboarding of new customers. Carried out BGP, EIGRP, OSPF, and DMVPN design for global office connectivity. Created network diagrams. Served as the final escalation point for customer design and core network issues. Performed network auditing and security assessments as required by management.

- Delivered network, system, and DC designs, with projects ranging up to \$1M and 10 offices/4 DC

- Reduced data center footprint and associated costs by consolidating 4 data centers into 2
- Improved performance by enabling seamless failover between data centers without downtime
- Formulated critical improvements in corporate network design to enhance performance
- Increased voice and video quality by producing new quality of service (QOS) standards
- Guided the consolidation of VPN connections to support the integration of employees and vendors
- Enhanced efficiency and security policy implementation by centralizing ACS deployment to 2 data centers.

Richard Fleischman & Associates (RFA)

2013 - 2014

CCIE Engineer, New York, NY

Responsible for internal and client hardware consolidation and integration, network design, upgrades, expansions, disaster recovery setup, infrastructure design, and technical support.

- Designed and upgraded multiple data centers, with projects ranging up to \$2M
- Reduced maintenance and power costs by migrating from 16 switches to 4 in multiple data centers
- Enabled secure hosting for email, SQL, and other services by designing secure infrastructures
- Improved the capability to receive network email alerts by implementing SolarWinds

RABAT - IT

2012 - 2013

Senior Network Engineer, New York, NY

Designed, configured, upgraded, and implemented networks, MPLS, NAC, test requirements, infrastructure standards, and diagrams. Formulated policies and procedures for troubleshooting, failover, user access, and security. Carried out system migrations and consolidations. Provided Level 3 troubleshooting.

- Reduce costs by consolidating from 6 data centers to 2
- Partnered with the Security team to migrate from Checkpoint to ASA for security
- Consolidated WAN connections and wireless controllers as part of data center streamlining
- Enhanced efficiency and security policy implementation by centralizing the deployment of ACS to 2 main data centers
- Improved performance, convergence, and redundancy through infrastructure redesign

OCH – ZIFF Capital Management

2007 - 2012

Network Engineer, New York, NY

Responsible for network, data center, and infrastructure design. Completed projects as large as \$2M and comprising multiple data centers across 4 locations.

- Enabled the transmission of market data from the New York office to locations in Europe and Asia by designing and implementing Multicast for the feed. Project included a backup connection
- Improved productivity and performance by redesigning layer 2/3 infrastructure to facilitate network stability and security
- Provided new configuration standards for routers, switches, ASA, TACACS, VPN, and wireless
- Created innovative solutions to allow communication from OCHZIFF network to market data vendors such as (Bloomberg, Reuters, Radianz, BIDS, and Trade ware)
- Deployed ACS, ASAs, and VPN to maximize security, performance, and scalability

UBS Prime

2006 - 2007

Network Engineer, Brokerage Division, New York, NY

Developed, designed, and implemented client networks, configured network hardware, and managed the UBS Prime brokerage network and its clients in US and Europe. Performed troubleshooting. Created VPN access.

- Created the security and infrastructure standards for all new sites

- Performed troubleshooting of network issues and collected traffic patterns by utilizing Cascade/Riverbed as a packet capture tool

Radianz

2006 - 2007

IPSE Engineer, Nutley, NJ

Supervised a staff of 5 engineers and carried out network design, implementation, configuration, monitoring, and troubleshooting. Conducted staff training.

- Lowered costs by leading a complete network equipment inventory that eliminated duplicates.
- Served as the technical liaison between engineering, project managers, and core design team.

CAREER NOTES: Previously held the position of Network Engineer at YIPES COMMUNICATIONS.

EDUCATION & CERTIFICATIONS

BS in Engineering, University of Colorado

Cisco Certified Internetwork Expert (CCIE)

Cisco Certified Network Professional (CCNP)

Cisco Certified Network Associate (CCNA)

References:

1. Maruf Mirza

Infrastructure manager at Apple Bank

Phone: 917-807-9008

2. Bob Collins

Support manager at Endace

Phone: 973-715-2096

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Bid # B4499

Position # 159- System Engineer

Pierre Narcisse

SUMMARY

Systems Engineer with broad experience in Cisco and Aruba wireless technologies, products, and protocols. I have extensive experience with Cisco, HP LAN/WAN Products, which include various network devices, such as Routers and switches. I possess a great span of knowledge in designing and deploying Cisco/Aruba wireless unified network solutions for small, mid-tier and enterprise clients. I have developed significant expertise utilizing the product suites from Cisco, IBM, and HP, which includes my extensive experience in installing, configuring, and troubleshooting hardware components including Wireless controllers and appliances. I am also well versed in the Windows Operating Systems and VMware I possess experienced in designing, supporting, and maintaining Video surveillance products such as Milestone and Cisco Vsom, Proven experience in LAN/WAN configuration, maintenance, management and troubleshooting. Obtained the opportunity to lead and supervise teams of junior engineers in troubleshooting and correcting various WLAN/Wan/Lan networks. Excellent communication, presentation, organizational and leadership skills.

TECHNICAL SKILLS

Platforms - Upgrade various K-12 core network infrastructure by configuring and implementing Cisco 3750 9200, 9400 Nexus, ASA, Fortigate firewalls

Wireless - Designed and implemented various wireless solutions utilizing Aruba, Meraki, Cisco 5500, ISE, Prime infrastructure VMWare exs5.X - worked in consolidating many k-12 systems by visualizing them via VMware

PROFESSIONAL EXPERIENCE

Contemporary Computer Services Inc.

2012 - Present

Systems Engineer, Bohemia, NY

Senior Wireless engineer (WLAN solutions/Integration)

- Responsible for deploying Next Generation wireless solutions for large size campus 802.11N/AC wave 1 and 2
- Deploying configuration of Meraki cloud base solutions for customers
- Deploying of wireless security appliances (ASA/ACS/ISE/NPS/ Prime Infrastructure)
- Conducted Wireless site survey utilizing tools such as Air Magnet
- Installed, connected, and reviewed configuration of all new LAN components for wireless performance Cisco 4510-Sup8/3850/3600 WLC 5508/5520 Aruba 7000 and IAP
- Modified existing WLAN/LAN/WAN components as required for integration with new security systems. Milestone/Vsom
- Resolved all connectivity and functionality problems that arose during integration

Jamaica Hospital

2006 - 2012

Systems Engineer, Queens, NY

Team Lead (WLAN Integration)

- Led five-person wireless integration team
- Conducted Wireless site survey utilizing tools such as Air Magnet and Cisco ADU
- Installed, connected, and reviewed configuration of all new LAN components for accuracy
- Modified existing WLAN/LAN/WAN components as required

- Oversaw the patching down and documenting of all data drops to be connected
- Resolved all connectivity and functionality problems that arose during integration

Future Tech Enterprise Inc.

2004 - 2006

Pre-Sales and Post-Sales Solution Engineer, Holbrook, NY

Pre-sales and Post-sales solution engineer

- Led a group of 7 engineers in planning, designing and implementing a wireless network solutions for major Long Island University utilizing industry standard protocols such as WPA and AES using Cisco 1100 and 1200 access points as well as Cisco 1404 controllers as well as Cisco WLSE
- Configured and installed Proxim Tsunami Bridges and AP(s) for various clients
- Conduct wireless site survey for clients to ensure maximum data and voice coverage. Ensure that QoS and security policies configurations met and surpass client satisfaction.
- Assisted sales staff in presenting and Ensure clients of practical and sound wireless solutions.
- Planned, designed, and implemented Enterprise server consolidation projects utilizing IBM Blade Center Blade systems/HP blade servers and VMware software
- Installed and configured SAN/NAS solutions for large medical facilities
- Designed and implemented Clear cube desktop system consolidation project for NYFD
- Planned and implemented Polycom Video conferencing solution for large law firms using VSX 7000 to 8000 line of products
- Installed and configured Juniper SSL VPN solution

Long Island Medical and Rehab

2004

Consulting Engineer, Holtsville, NY

- Planned and installed a 200-user e-mail system, Microsoft Exchange 2000
- Provided client-side support and training for users on MS Outlook 2003
- Configured and implemented Active Directory structure

New York Daily Times

2002 - 2004

Senior Consulting Engineer, Liberty View, NJ

- Migrated the company's network from RIP protocol to EIGRP Designed and implemented Network architecture utilizing Cisco HSRP and dial on demand routing providing network resilient operations
- Setup secure remote access via Cisco AS5200 and Cisco Pix firewall
- Planned and managed a 1500 user e-mail system migration from cc: Mail to Microsoft Exchange 2000
- Installed, configured, and supported 4 IIS servers for Intranet and Extranet services
- Provided Client-side support and training for users on MS Outlook 2002
- Coordinated an upgrade of system server environment from NT4.0 to Windows 2000
- Configured and implemented Active Directory structure

Global Crossing Financial Markets Inc.

2000 - 2002

Senior Engineer, New York, NY

Senior Engineer Metro Region 1 New York, Connecticut, and New Jersey (Reporting directly to the VP of Engineering)

- Responsible for a 3.7-million-dollar project involving the upgrading and enhancement of a major Financial Institute network infrastructure
- Responsibilities included planning, designing, and pricing all hardware and media solutions as well as protocols to meet Budget and customer requirements
- Managed the planning, design and implementation of a 20,000-node infrastructure which spans 3 major sites and 4 branch offices across several states, for Swift Inc

- Designed and priced out all hardware, media, and protocol solutions to meet customer requirements and ensure satisfaction
- Configured and installed Cisco products such as Routers, switches, access routers and firewalls for client base utilizing Protocols such as RIP, RIP v2, IP, IGRP, EIGRP, OSPF, BGP, and APPLE TALK RSVP, LDP, MPLS UNI/NNI
- Installed and configured ATM Edged devices. DS-3 connections on Cisco 4500-7200 routers. Configured V-Lans on Cisco Catalyst 1900 -6500, configured Lucent TNT DSLAM
- Migrated Legacy systems such as SNA using Cisco\Microsoft solutions (7200 CPA 7500 CPI SNA servers).
- Explained the fundamentals of Fiber optics and DWDM to CIO(s) CTO(s) CEO(s) of large Health and financial institutes

EDUCATION & CERTIFICATIONS

- Cisco Certified Design Professional
- Cisco Certified Advance Wireless Specialist
- Cisco Certified Network Associate
- Cisco Certified Design Associate
- Microsoft Certified Systems Engineer
- Polycom Certified Video Engineer

References:

1. Keith Manta

CCSI- Voice engineer/Security

Phone: 631-708-8466

Email: Kmanta@ccsinet.com

2. Michael Cusano

CCSI- System engineer/ Security

Phone: 631-774-6243

Email: Mike.Cusano1@gmail.com