Vik Jaggi

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Summary

- Over 15 years of experience in the IT field with several years of full lifecycle software development and project management experience.
- Strong "hands on" experience implementing, administering and supporting various Configuration Management tools including, Microsoft's Team Foundation Server and IBM's Rational Suite of tools in an inter-operational (Unix and NT) environment.
- Serve as the Configuration Management (CM) Process Lead in helping organization achieve CMMI level II certification. Have in-depth experience developing & rolling out processes and procedures based on CMMI and Rational Unified Process (RUP). Customize the software development tools/environment to follow the approved processes.
- Create and automate key performance indicator reports using SSRS for upper management. Proficient in customizing process template, work item workflows, automated builds and testing.
- Expertise includes Rational ClearCase (Base and UCM model), ClearQuest, TestManager, RequisitePro and other Rational tools. Platforms include UNIX (SCO/AIX/HP) and Windows NT/2000/XP.
- Provide systems administration support including OS patches, Active Directory support and IIS.
- Expertise in mentoring and training project teams in use of tools and supporting processes. Conducted hands-on workshops and developed, maintained and presented Technical Training Courses to end users.
- Proficient in MOSS 2007, SharePoint Portal, WSS, MS ProjectServer, several programming languages, relational databases, and a variety of project management tools.
- Excellent interpersonal, team, leadership, and communications skills.

Education

MS/MIS (Management Information Systems), University of South Florida, Tampa, FL

BS Architecture, Regional Eng. College, India

Certification:
- Microsoft Certified Technology Specialist: Microsoft Office SharePoint Server 2007 (MOSS 2007)
- Certified Scrum Master (CSM)

Clearances:
- DoD Secret
- DEA Sensitive/Suitability

Training:
- Introduction to Capability Maturity Model Integration V1.2 (CMMI)
- Rational ClearCase/ClearQuest for Windows, IBM Rational Software
- Deploying and Managing an Enterprise Project Management Solution (MS ProjectServer)

Technical Experience

Languages: Windows PowerShell, Perl, Shell Scripts, Visual Basic, Java, HTML, JavaScript, VBScript.
Database: SQL Server, Oracle, DB2, MS-Access
Applications/Tools: Visual Studio.NET, Peregrine, Hummingbird Exceed, Crystal Reports 8.0
CM Tools: Rational ClearCase (Base and UCM / Unix and NT), ClearQuest, Requisite Pro, Rational Rose, Robot, TestManager, Rational Administrator, ClearCase, ClearQuest, Rational Data Architect, Rational BuildForge, Rational Functional Tester (RFT), Remedy, Visual SourceSafe, Team Foundation Server, Visual Studio Team Explorer, TeamTrack, DOORS.
Enterprise Portals: SharePoint Portal Server, MOSS 2007/2010, WSS.
Operating System: Windows 95/98/NT/2000/XP/2003/2008, UNIX (AIX/SCO/HP) and DOS.
Methodologies: Scrum (Agile), Rational Unified Process (RUP), UML, SEI CMMI

Experience

Jan 11 - present

Synteras LLC

TFS Architect / Systems Administrator

Project: Drug Enforcement Administration (DEA)

- Supporting two concurrent .NET development environments with over 50 active users using Agile methodology. Help with transitioning from legacy Waterfall processes using IBM Rational tools to the

current environment using TFS 2012.

- Primarily responsible for installing, administering and maintaining Microsoft's Visual Studio Team Foundation Server. This included TFS 2010/2012, SQL Server 2008/2012, WSS 3.0, SQL Server Reporting Services (SSRS).

- Responsible for setting up the TFS version control tool, process template customizations including work item workflow management, teams setup etc.

- Set up and manage TFS testing environment for manual and automated testing. This included installing and setting up Microsoft's Test Manager (MTM), test controllers and test agents.

- Set up and manage TFS Build environment using MSBuild and manage build definitions.

- Create customized reports on a weekly basis for upper management showing resource utilization charts, hours burndown and burn rate charts, story points burndown charts, color-coded stories progress reports etc.

- Successfully configure and setup TFS for a highly-sensitive project using "https" or Secured Socket Layer (SSL) certificates.

- Install and configure Urban Turtle - UT is a scrum tool for Agile project. Used for prioritizing work backlog using drag-and-drop functionality.

- Provide systems administration and operational support including operating systems patches, active directory maintenance for over 75 users, database backups and restores.

Jul 09 - Jan 11

Fannie Mae, Herndon, Virginia
Configuration Management Analyst

- Provide Change, Configuration, and Release management support ensuring compliance to regulatory, industry and enterprise configuration management standards.

- Provide service to business and development teams managing change, standards compliance, tool administration and support.

- Assist development and business teams in deploying & managing application and environment changes in structured manner following CM controls.

- Administer/maintain the backend ClearCase interop environment – Unix backend and Windows NT clients connected thru SAMBA. Perform code builds and migrations/deployments to various environments. Administer and support ClearQuest and ReqPro in an integrated UCM environment. Administer and support Subversion CM tool.

- Participate in cross-functional team meetings through various software life cycle phases and support rollout/implementation of Configuration Management automation and upgrades.

- Involved in configuring and customizing Microsoft Windows SharePoint Services (WSS). Create and administer team sites, user administration, web parts creation etc. based on customer requirements.

- Help users install and configure CCRC (ClearCase Remote Client) 7.x for remote access.

Jan 09 – July 09

International Computer Solutions (ICS) Inc, Sterling, Virginia
TFS Admin / Configuration Manager

Project: Dept. of Defense (Medical and Health Affairs)

- Serve as the CM Process Area Team Lead for Software Engineering Process Group (SEPG) to create and document configuration management processes, procedures and policies.

- Be a liaison between development, PM, QA and deployment teams for tracking defects, build issues and timely code promotions and deployments.

- Primarily responsible for installing, administering and maintaining Team Foundation Server 2008. Set up the TFS version control tool, create and maintain parallel branches for development and production.

- Create and maintain build plans, prepare software build environment, perform regular software builds for C# (using MS Build) and C++ applications using VS .NET platform, troubleshoot and resolve build issues. Create deployable package for deployment to various environments.

- Customize Team Foundation Server's Work Item Type for capturing, tracking and managing testing

defects. Enable TFS-Excel integration allowing teams to update defects directly using Excel.

- Responsible for architecture, implementation, integration and administration of MOSS 2007 for providing collaboration portal to various remotely distributed internal teams.

Jul 06 – Jan 09

Affiliated Computer Services (ACS) Inc, Germantown, Maryland

Systems Consulting Manager

Project: Dept. of Education (Federal Student Aid).

- Serve as the CM Team Manager with 5 CM Analysts reporting directly. Manage the CM team to effectively and efficiently support multiple parallel releases involving a number of different technologies, such as, ASP, VB, Java, Cobol (OpenVMS Alpha), several COTS products, and SQL.
- Serve as the CM Process Area Team Lead for Software Engineering Process Group (SEPG) to define & review processes, procedures and policies to help the organization achieve CMMI level II (Apr 2008) and CMMI Level III (targeted for 2009).
- Work towards migration of Rational Data Center from Rockville, MD to Perot Systems in Plano, TX.
- Work with external (E&Y, D&T, C&A, SOX) and internal audit.

CM Tools Support

- Administer, maintain and support various Rational applications including ClearCase, ClearQuest, RequisitePro, and TestManager in an integrated ClearCase/ClearQuest UCM (interop thru SAMBA) environment. Also responsible for installing and setting up Rational Functional Tester (RFT), Rational Performance Tester and Rational SoDA.
- Responsible for installing, administering, maintaining and supporting Visual SourceSafe (VSS) and Microsoft **Team Foundation Server**. Provided training, customization and support for all tools.
- Successfully migrate users and code base (including Java, Siebel, C++, ASP, VB, SQL scripts) from current code repositories, such as CVS, Visual SourceSafe into ClearCase UCM environment.
- Perform the Java build process (using ANT scripts).
- Involved in configuring and customizing SharePoint Portal Server 2003, Windows SharePoint Services and ProjectServer 2003. Create and administer team sites, user administration, webparts creation.

Sep 05 – Jun 06

Freddie Mac, Mclean, Virginia

Sr. Configuration Management Specialist

- Responsible for providing end-to-end Change and Configuration Management support for various Freddie Mac applications which includes supporting CM processes and policies, SOX compliance issues, creating and maintaining ClearCase/ClearQuest UCM environment.
- Coordinate Change Control Board (CCB) meetings with stakeholders for successful documentation, development, testing, and deployment of defects and enhancements for various applications.
- Involved in rolling out new Release Management processes and guidelines across the organization.
- Work with 100+ users to migrate from Rational ClearCase/ClearQuest 2002 version to 2003.

Jun 01 – Aug 05

Eckerd Corporation, Largo, Florida

Software Configuration Manager

Configuration Management Support
- Develop and maintain Configuration Management plans, identify problems in existing CM and development processes, propose and implement solutions.
- Create and maintain build plans, prepare software build environment, perform regular software builds including nightly and on-demand builds, troubleshoot and resolve build issues.
- Support an inter-operational environment with Windows clients and Unix (AIX) ClearCase server with some development on SCO platform.

Rational Tools Administration and Support
- Responsible for the installation, configuration, customization and operational support of the Rational Suite of tools. Assist with architecture and design of hardware and software to support rollout to IT groups. Products supported include Requisite Pro, Rational Rose, ClearQuest, ClearCase, Test Manager

and ProjectConsole.

Rational ClearQuest Customization Support
- Customize ClearQuest to provide a structured and controlled means of communicating, managing, and tracking business requests and changes requests for new and existing projects. Define the workflows for projects, defects and business requests.
- Create customized history to enhance out-of-the-box history tracking functionality of the application and to track changes to pertinent fields affecting CIO reports.
- Enhance and customize ClearQuest functionality to replace IBM's CPMA/ManageNow system for reporting production related system/server outages.

Program Management Office
- Instrumental in rolling-out and implementing Rational Unified Process (RUP) methodology across the entire IT organization. Provide complex analysis of business processes (workflows).
- Act as SDLC Methodologist in planning and integration of full software lifecycle development methodologies for various projects, leading project teams from initial concepts to deliverables.

Microsoft SharePoint Portal Server, Windows SharePoint Services, ProjectServer 2003
- Responsible for installing & configuring SharePoint Portal Server, Windows SharePoint Services and ProjectServer 2003. Define architecture, install products, configure tools.
- Create OLAP cube and set up portfolio analyzer views for displaying resource utilization, project schedules, project baselines, actual versus estimated hours, etc.

Websites (RUP Website, Eckerd Task Management System, ADPS, IT Metrics Dashboard)
- Develop various internal websites using ASP, VB, VBScript, SQL queries, Stored Procs on IIS 5.0.
- ETMS - allows management of new/relocated/closed stores and notifies users of upcoming deadlines.
- ADPS- used for the annual budgeting process.
- IT Metrics Dashboard-used as a red/yellow/green light system by the upper management to monitor the project's progress. Created customized functions (UFL) in crystal reports to call and execute an exe file.

Jan 97 – May 01	**Other Projects**

ISDS Dept, Univ. of S Florida – Graduate Assistant
Royal Software, New Delhi, India – Software Engineer
Truba Aqua Pvt. Ltd, Bhopal, India – Software Engineer

- Developed an integrated application system for on-line registration where new users create an account and registered users can just log in. Students download specific exercises based on their SSN. Developed and maintained an interactive website for MIS undergraduates.

- Developed an inventory control management system. Master forms and Master-Detail forms using Visual Basic as front-end tool and Oracle as back end database. Remote Data Objects (RDO) was used for connectivity.

- Developed a web application for tracking online orders using a web interface. The front end was developed using HTML and ASP and the order information was stored in an MS Access database.