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| **Amjad Nagrah**  1107 North Point Blvd, Ste. 228 | Baltimore, MD 21224  Cell: (443) 995-4260 | Office: (410) 478-8713 | Email: [anagrah4621@gmail.com](mailto:anagrah4621@gmail.com) |

**Summary of Qualifications**

Seasoned Senior IT professional and Technical Project Manager with over 17 years of experience planning, design, development, and implementation of business applications in e-commerce and client-server environment. Solutions and Applications Architect experienced in designing frameworks, developing business strategic plans, and future goals/road maps for applications.

Highly experienced in Business Development, proposal writing of technical and financial responses, proposal oral presentations, business strategy and portfolio planning. Win rate of 65% for proposals submitted to State and commercial entities. Successfully developed, managed and supported over $30 million in contract awards.

Project and Program Manager with a PMP® certification analyzing and problem solving across a broad spectrum of industry sectors including State Government, Education, Human Resources Information System (HRIS) and healthcare. Adept leader working with project teams, Stakeholders, clientele including C-Suite and the ability to work as a collaborative team member.

**Specialties**

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| **Tools:** | CA ERwin, TOAD, MS VISIO, MS Project, PENCIL, Visual SourceSafe, Team Foundation Server(TFS), LoadRunner and Balsamiq |
| **Databases:** | MS-SQL Server 2012/2008/2005/2000/7.0/MSDE, Oracle 6.0/7.0/8.0 /9.0/10g/11i, MS-Access |
| **Platforms:** | Windows, Linux, VMWare, VAX/VMS, and UNIX |
| **Software:** | Visual Studio, SharePoint, Orchard, Microsoft CRM Dynamics 2011/2013/2016, Project Server, JBuilder, Workbench Studio and CAML Builder and Clarity CRM |
| **Operating Systems:** | Windows 2014/2012/2008/2003/XP/2000/NT/98/95 and UNIX |
| **Languages:** | C, C++, C#, Visual C++, Java2, PERL, APL, Visual Basic, VB.net, Cobol, Assembly, Fortran, AngularJS, JQuery and JavaScript |
| **Methodologies & Standards** | Capability Maturity Model Integration (CMMI), Agile Development and Management, Entity Relationship Modeling (ERD), Object Modeling Technique (Rumbaugh), Project Management (PMBOK), Quality Assurance, Unified Modeling Language (UML) |

**Certifications**

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| * Project Management Certification (PMP®), PMI®, #1398402, Since 2011 * Professional Certification in Software Quality Management, National University of Sciences and Technology (NUST), 2000 * HIPAA Certification, 2004 |

**Relevant Experience**

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| **Chief Information Officer (CIO)** | **12/2015 – Present** |
| **ZDAAS LLC**  **Baltimore, MD** |  |
| Serving as a Chief Information Officer and Program Manager responsible for leading software projects and project teams, and providing support for IT business requirements. Provide input to the development of corporate IT standards and policies to ensure compatibility and integration throughout the company. Engaged in business development activities and expansion of company State registrations nationwide.  ***Projects***  **Project: ZBizlink**  Role: Project Manager  Client: ZDAAS LLC  **Project Description: ZBizlink** (https:///www.zbizlink.com)  This SaaS-based solution contains approximately 16 sub-projects and two web interfacing portals for end users. It is a fully integrated solution using a Microsoft SharePoint Portal online for its document repository. It has a normalized transactional database and a separate data warehouse for reporting, analysis, and statistics. This solution contains high level features such as:   * Vendors Management—Manage vendors’ data and vendors’ performance * Procurement Management—Locates and displays new proposals (RFP/RFR/RFQ etc.) and evaluates/scores vendors’ proposal submissions. * Capture Management—Builds proposal response templates and plugs in appropriate content, identifies proposal team members, and enables collaboration among teams in order to submit successful proposal responses. * Dashboard and Reports—Provides various widgets that provide information and drive dynamic collaboration, such as customized matrix reports.   Completed this project within a very tight timeline and budget. Coordinated with team of 8 resources on a daily basis to ensure that all work performed met expected results. It is quite an accomplishment for a team this size, in this timeframe and with this budget to deliver a working software product of this size and complexity. The application is getting very high marks from business users.  Other projects include data warehouses, portals, architecture and development, conversion, configuration management, change management, release management, and testing efforts.  **General Responsibilities for all ZDAAS Projects**   * Prepare and submit proposals and oral presentations. * Design and direct development of IT strategy that supports company’s strategic mission and business plan. Implement and manage strategy across IT domain. * Develop and ensure compliance to corporate IT standards and policies to ensure compatibility and integration throughout company. (Programming standards and guidelines are in compliance with State of Maryland.) * Developed Agile SCRUM artifacts including guidelines, standards, and best practices to manage the development of ZBizlink. Oversees adherence to, and use of development methodologies, frameworks, and project tools. Supports and advises team on all technical and performance-impacting issues. * Continually monitors Agile processes to identify roadblocks, grow Agile maturity, and ensure proactive adaptation of practices. Performs process improvements whenever possible. * Attend and/or leads technical discussions/JAD sessions with application designers, developers, architects, business analysts, and content strategists to develop complex designs, business solutions, and management plans mapped to business demands. * Manage multiple projects and all project requirements—conduct functional and non-functional requirements analysis; provides complex project and system analysis. * Manage day-to-day business tasks and client-driven assignments and deliverables using PMI, PMBOK, and Agile development models (including SCRUM). * Attend meetings; create and deliver status and project reports to clients and their senior technical staff members; facilitates communication between all key IT groups, business, and the customer community. * Recruit and interview resources; direct, train, and mentor all individuals and teams. Provides governance and oversight. Manage multiple teams simultaneously. Verify and validate work (quality, timeliness and Agile compliance) by resources. * Responsible for all design and development, including:   + Architecture—hardware, system security, **data warehouses**, portals, networks, monitoring, platforms   + Code review and quality matrixes   + Enhancements, new features and upgrades (development, testing, deployment, maintenance)   + system deployments and migrations   + QA/QC, validation and testing (including UAT)   + Production support and maintenance of ongoing operations   ***Tools & Technology***  Microsoft Office, Microsoft Project, Microsoft Team Foundation Server, SharePoint Server, Vision, Microsoft Framework 6.0, C#, AngularJS, MVC 5.0, Entity Framework 5.0, ASP.NET, SQL Server 2014. | |
| **Director of Software Engineering** | **04/2004 – 12/2015** |
| **The Canton Group (TCG)**  **Baltimore, MD** |  |
| Director of Software Engineering responsible for leading project teams, performing resources planning, assignments and coaching. Engaged in business development, annual budget and strategic planning, monitoring financials including monthly and annual revenue reporting.  Participated in full lifecycle of proposals (RFP, RFRs) development. Evaluated proposal’s requirements, prepared proposal technical and financial responses.  Submitted Best And Final Offer (BAFO) and presented Vendor capability presentations including Oral presentations at State Agency’s facilities. During a 4 year period participated in 7 RFP’s oral presentations out of which 5 were awarded as contracts resulting in (Add total $ summary here) contract awards.  ***Projects*** | |
| **Role: Project Manager** | 10/10/12 – 11/18/15 |
| Client: Maryland State Board of Education (MSDE)  Project: Maryland Accountability and Reporting System (MARS)  Budget: $1.8 Million & $12.24 Million | |
| Provided Project Management support to two vital software application initiatives supporting the Maryland State Board of Education:   1. Maryland Accountability and Reporting System (MARS) which is used for State agency users to manage the participating programs, payments, and registrations/renewals. 2. MARS Portal which is used Statewide for public users (agencies) to participate in different foods/nutrition programs for school system. This application developed in Microsoft Framework 2.0 but enhanced to Framework 4.0 with C# language at backend.   ***Responsibilities***   * Prepared and submitted the proposals and demonstrated the Oral presentation, winning both contracts. * High collaboration with IT management and IT colleagues to translate corporate/functional business and information objectives into an IT strategic/tactical business plan and systems development. * Managed the project deliverables by following industry best practices and Maryland State defined standards. * Managed day-to-day assignments, and verification of work done by resources. * High collaboration with business customers in examining solution options and in planning and managing multiple IT centric projects. * Consulted within the IT organization to develop appropriate support for IT centric projects from various technology and service departments; integrate activities with business units, corporate departments, and IT departments to ensure the successful implementation and support of project efforts. * Offered great level of collaboration with the finance department and various functional managers to ensure IT operational budgets are properly estimated and controlled; provide overall financial recommendations, and develop controls and measurements to monitor progress. * Developed, analyze and report IT resource requirements to support objectives (e.g., staffing, costs) needed to meet objectives via resource modeling efforts. Participates in and often may lead vendor management efforts pertaining to sourcing. * Facilitated communication between all key IT groups and the customer community via participation in meetings and the creation of status reporting mechanisms (weekly, monthly, and quarterly). * Supported the Senior Technical Staff Members with regard to large scale initiatives through resource modeling and providing complex analysis and reporting to Senior IT management. * Performed the code review, and measured the quality matrixes. * Monitored and controlled production supports, enhancements, QA/QC to ensure the 24/7 availability of applications. * Coordinated with MSDE stakeholders to conduct production support, UAT and ongoing operations. * Prepared and delivered weekly and monthly status reports, budget reports and performance reports.   ***Tools & Technology***  Microsoft Framework 4.0, C#, AngularJS, MVC 4.0, Entity Framework 5.0, ASP.NET, SQL Server 2005. | |
| **Role: Project Manager** | 10/10/12 – 11/18/15 |
| Client: Maryland State Board of Education (MSDE)  Project: Maryland K12 and Report Card Systems (MDK12/MDRS) (MARS)  Budget: $7.3 Million | |
| The MDK12 website was created to help schools analyze their State assessment data and guide them in making data-based instructional decisions that would support improved performance for all students. Talented educators across the State have contributed to the resources of this website.  The Maryland Report Card (MDRC) provides information about the new Partnership for Assessment of Readiness for College and Careers (PARCC) assessments, as well as Maryland School Assessment (MSA) Science and High School Assessment (HSA) highlights.  Graduation, demographic, enrollment, and attendance data, and other supporting facts are also available.  ***Responsibilities***   * Prepared and submitted the Proposal, demonstrated the Oral presentation in order to win this contract. * Managed the project deliverables by following industry and Maryland State defined standards. * Managed day to day assignments, and verification of work done by resources. * Performed the code review, and measured the quality matrixes. * Monitored and controlled production supports, enhancements, QA/QC to ensure the 24/7 availability of applications. * Coordinated with MSDE stockholders to conduct production support, UAT and ongoing operations * As Project Manager prepared and delivered weekly and monthly status reports, budget reports and performance reports.   ***Tools & Technology***  Microsoft Framework 5.0, C#, AngularJS, MVC 5.0, Entity Framework 6.0 and SQL Server 2012. | |
| **Role: Director of Software Engineering/Project Manager** | 04/10/2012 – 08/30/12 |
| Client: Needles Inc.  Project: Needles Case Management System  Budget: $278,000 | |
| Director of Software Engineering and Project Manager of the Needles Case Management System project, a Power Builder application with some of the modules developed by using VB Scripts.  ***Responsibilities***   * Prepared and submitted the Proposal, demonstrated the Oral presentation to the client in order to win this contract. * Managed the project deliverables by using Agile and SPRINT development model, managed the day-to-day assignments, and verified of work done by resources. * Managed daily SCRUM meetings and biweekly SPRINT meetings. * Performed the code review, and measured the quality matrixes. * Made sure that team members successfully customized the DevExpress and XtraReports library to intergrade Needles report objects to provide complete solution for on-demand reports building. * Accomplished the following tasks for Needles: * Build Reports Manager in WPF to add/modify/delete the reports. * Customized the reports wizard, style-sheets, drill-down functions. * Customized the smart-tabs provided the DevExpress/XtraReports objects. * Extended the parameters, and filters on report binding sources. * Developed query builder tool to establish joins on business/report objects. * Achieved a complete solution without requiring any design or specifications documents.   ***Tools & Technology***  Microsoft Framework 4.5, C#, Windows Presentation Foundation, DevExpress, XtraReports, NHibernate, Sybase, Windows Forms and TeamCity. | |
| **Role: Team Lead/Solutions Architect** | 09/2010 – 9/2014 |
| Client: Maryland Governor’s Office for Children (GOC)  Project: Subcabinet for Children Youth & Families Information System (SCYFIS) Web Application Upgrade  Budget: $2.2 Million | |
| Team Lead and Solutions Architect of the SCYFIS Web Application Upgrade project on behalf of the State of Maryland’s Governor’s Office for Children (GOC). Served as the senior solutions architect and involved in the development and successful implementation of the upgrade.  The SCYFIS web application was developed in 2003 to help Maryland keep track of interagency services provided to children and their families. SCYFIS primary users are case workers, hospital workers, State agencies, service providers, and the general public.  This initiative convenes the State agencies, local partners, and community stakeholders to develop policies and initiatives which reflect the priorities of the Governor and the Children’s Cabinet and resulting in improved services for Maryland’s children and youth.  ***Responsibilities***  To upgrade the classic ‘asp’ SCYFIS web application to .NET platform I was involved to achieve the following:   * Completed the conversion of Crystal reports XII to Crystal Reports 2008 and classic asp web application to .NET. * Developed the architecture and design models to revitalize the classic asp application to a .NET platform by using Microsoft Framework 4.0, MVC 2.0, UML, MS Vision and Windows Communication Foundation (WCF) Services. * Customized T4 templates to create the repository layer classes, model classes, Data Transfer objects (Models), controllers, and Views with complete crud methods and business logic. * Defined and configured the code analysis, code check in/checkout policies, and auto builds in TFS and DR capabilities with a warm site available. * Developing Project Plans, Design Specifications, Transition Plans, and Reusable code library.   ***Tools & Technology***  Microsoft Framework 4.5, C#, ASP, MVC 4.0, Entity Framework 4.5, SQL Server 2008, Knockout JS, JQuery, HTML 5 and Razor. | |
| **Role: Technical Lead and Enterprise Architect** | 07/2005 – 8/2010 |
| Client: State of Maryland Department of Human Resources Information Systems (DHRIS)  Project: Managed and Lead more than 20 applications | |
| Technical Lead and Enterprise Architect for a group of primarily .NET applications projects that included but are not limited to tracking work activities, adoptions, community emergency responses, welfare and social services systems and Maryland Secretary’s Mail Log. Successfully completed numerous projects, including software for a real time interface between the Work Program System (WORKS) and the Client Automated Resource and Eligibility System (CARES), SAIL, OHEP, Healthy Maryland, MARE, AdoptUsKids and development of reports for various applications.  ***Responsibilities***   * Served as proficient Team Lead more than 20 applications, including Cold Fusion, ASP, Delphi, MS Access, and .NET software. * Led at least 17 software professionals, including programmers, testers, and technical writers. * Contributed to and supervised the preparation of the contents for Software Development Life Cycle (SDLC) and design specifications of project deliverables. * Prepared project schedules, project plans, resource plans, scope plans, and unit test scripts. Track project schedule and variances, activities, defects, issues, and resource assignments. * Prepared weekly and monthly status reports. Prepared and submitted CIO brief documents. * Participated in successful transition of hardware and software to a new Dallas, Texas facility. * Designed the architecture Framework for DHR .NET Applications, which is currently used for high volume applications.   ***Selected Projects***  **Work Program System** (**WORKS)**  The WORKS application was converted from DataFlex to .NET platform. It has both Batch/RTI (real time interface) with CARES system. WORKS serves the Marylander customers by enrolling in FDW/SD activities and tracks their hourly attendance, sending auto-generation of Sanction letters to CARES and stores Narratives for the customer benefit history. Monthly maintenance job (EMR) to adjust the customer attendance hours as per the defined Federal policies and eligibility requirements to maintain/improve the work participation rate. It performs case assignments by alphabetical and customized order to the workers and as well as it measures the worker’s work performance.  **Single Access Interface Links (SAIL)**  This was the new application developed by using .NET platform. It has both Batch/RTI (real time interface) with CARES system, OHEP and Health Maryland System. This application provides single access to Marylanders who needed support from Welfare systems by applying into any of Maryland State’s available Welfare systems. The interfaces with other systems were established to transform and streamline the client’s applications data. The interfaces were developed under the concept of SOA framework and concepts.  **Maryland Adoption Resource Exchange (MARE) System**  This application was converted from old classic ‘asp’/VB Scripts to new .NET platform. This application is used by Maryland State caseworkers to manage the child adoptions to and from the families. A new interface was established with the U.S central database website ‘AdoptUsKids.org’ to transfer the cases from Maryland State system MARE to U.S central database.  **Local Transaction Request System (LTRS)**  This application was converted from Delphi to .NET 3.5 and MVC 2.0 platform. It is a critical financial application. It used by the local Child Support offices to communicate to the State Disbursement Unit (SDU), a central office, all requests for financial adjustments. It tracks the transaction requests made for local issues concerning centrally posted payments. The supervisor processes or denies the requests and records comments on the transaction request. It also tracks the age of the transaction requests, the contact person, the original date of the request, the transaction request type, the TAD representative assigned to the request, the request status, and request comments and different reports.  **Local Supervisory Surveys Instrument (LSRI)**  LSRI was revitalized from .NET 1.1 to .NET platform and MVC 2.0 Framework. It tracks the employee surveys information and provides the ability to edit the survey questions, responses, and response types.  **Secretary’s Mail Log (SML)**  SML application was converted from Delphi to .NET 3.5 and MVC 2.0 platform. This high profile application is used to send/track mail notifications across the board. The reports and tasks/assignments serve the local offices and employees.  **DHR Framework**  Articulated architectural vision, conceptualized and experimented with alternative architectural approaches, created models, blueprints, and validated the architecture against requirements and assumptions. Studied the organization’s goals, needs and given the business objectives of the organization and created technology roadmaps, made assertions about technology directions and determined their consequences for the technical strategy and hence architectural approach. The following areas: business units, project services, development, data modeling, database designing, and organization’s infrastructure were deeply considered during the development of the enterprise solution. Designed the architecture and directed the developing of .NET Framework for DHR.  The additional responsibilities for the framework development were:   * Created Object Role Model (ORM) Diagram * Analysis Mechanisms * [Class Responsibility Collaborator (CRC) Model](http://www.agilemodeling.com/artifacts/crcModel.htm) Class * Class Diagrams * Participated in development and implementation * Instructed the technical writers to document the how-to-consume framework during the development of future applications * Led the project with all SDLC responsibilities started from analysis to implementation phase   ***Tools & Technology***  ASP.NET 2.0, C#, SQL Server 2005, Java Script, DHTML, T-SQL & Stored Procedures, Microsoft .NET Framework 2.0 and Visual Studio.Net 2005 | |
| **Hospital Billing System**  Implemented a Hospital Billing System for Humanim Inc. that allowed users including hospital personnel including billing staff, case managers, and physicians to submit insurance claims and receive money online. This application tracks the submitted claims for the individual customers and collected funds. This application complies with HIPPA standards for filling charts, and complete codes such HICF 1500, SB92, and CPT to charge insurance companies. This application was developed by using Cold Fusion, Java Scripts and SQL Server 2000.  **Welcome Maryland Website**  Programmed *Welcome MD State* application for tourism services. It was developed into both ASP and ASP.NET platforms. The classic ASP was used to modify the existing site with new design and features. ASP.NET/C# was used to provide the feature of content management of the site. It provided the flexibility to the administrators for updating/editing the contents of complete site. | |
| **Programmer Analyst** | **09/2002 – 01/2004** |
| **Alexander and Tom, Inc.**  **Baltimore, MD** |  |
| Client: | Bermuda Tourism |
| Project: | Bermuda Tourism In & Outbound Call Management |
| This application was developed to automate the conversion between CSRs (Customer Services Representatives) and one of the multi-nation Company’s potential customers through an outbound call process system. The code was developed to automate and track outbound telemarketing initiatives. The information parsing module was written to review and analyze the provided information through inbound calls by the customers/callers and then screened the calls which were received with maximum information. An automatic SQL scheduled job was developed to send out HTML generated emails to callers/customers to make the calls successful.  ***Responsibilities***   * Developed inbound call queue receives calls from customers (callers) either by telephone or by web. * Developed the outbound call queue to response the calls from inbound call queue. * Wrote the stored procedures to make the inbound call list, outbound call list and outbound call queue. * Wrote stored procedure and SQL Job scheduling scripts to send automated dynamic emails to callers. * Developed the ASP pages, form validating scripts. * Integrated completed website * Wrote test cases, test scripts. * Performed unit testing, integrating testing.   ***Tools & Technology***  ASP (VB Scripts, Visual Basic), SQL Server 2000, Erwin, Java Script, HTML/DHTML, Microsoft .NET Framework, T-SQL & Stored Procedures, Windows/Web Authentication Solutions, CSS and FrontPage Extensions. | |
| **Team Leader/Project Coordinator** | **05/2000 – 04/2002** |
| **M.M. Tech (Pvt.) Ltd.**  **Lahore, Pakistan** |  |
| * Coordinated resources, project scheduling and communications for web-based projects. * Successfully managed and completed an e-Business "Online Client and Project Management" Application. This was an in house used "Application Server Provider" application which enabled clients to view their project status being developed by their suppliers online. This application was developed using ASP, VBScripts, VB, Java Scripts, HTML/DHTML, SQL Server, IIS, interactivity of MS-Excel plug-in into web pages, Visio, Visual Interdev, Dream weaver, etc. * Managed/developed an in-house "People Resource Management" tool. This was built to store/manage resumes (job applications) by their skills, experiences, job descriptions, areas and allowed searching by different criteria parameters.   ***Projects*** | |
| Role:  Client:  Project: | Project Coordinator  Kolixius, Be, Belgium  DailyMedia |
| The main purpose of the application was to locate through the web, daily news and information for clients and job seekers. This application has browser base dynamic contents views.  ***Responsibilities***   * Business requirements identification, planning, designing and development of project. * Prepared project schedule and resource allocation plan. * Actively involved in coding.   ***Tools & Technology***  HTML/DHTML, Java Scripts, Java Applets, VBScript, ASP, Multimedia, Graphics Designing tools, Windows 2000. | |
| Role: Client: | Project Coordinator  ATB, Be, Belgium |
| Project: | Language Translator |
| This application consists of five languages English, Spanish, Dutch, Neither Land and German. It has an attractive user interface with lot of flash animation movie clips and animations. It also contains auto delivery email messages servicing system.  ***Responsibilities***   * Requirements Analysis, design and planning. * Development/Coding, testing and implementation.   ***Tools & Technology***  HTML/DHTML, JavaScript’s, Flash player, VBScript, ASP, Multimedia, Graphics Designing tools, Windows 2000. | |

**Education**

Master of Computer Science

2002-2006

Maharishi University of Management, Fairfield, IA

Master of Computer Science

1997 - 1999

Punjab Institute of Computer Sciences (PICS), Lahore, Pakistan

Bachelor of Science, Software Engineering

1994 - 1997

Punjab Institute of Computer Sciences (PICS), Lahore, Pakistan