Resumes

* 1. Resume –

Faisal Quader

Proposed Labor Category: Program Manager

Summary of Qualifications

Faisal Quader is the President and co-founder of Technuf, LLC specialized in Cybersecurity architecture, design and implementation for large federal government agencies in the U.S. He is also driving the Public Safety IOT initiatives in mobile platform for fortune 50 companies in the U.S. Faisal is leading several mission critical projects in Business Intelligence and Big Data Analytics.

Faisal holds a B.S. in Computer Science from the University of Wisconsin and a Master’s in Computer Science and Engineering from Johns Hopkins University. He is currently finishing his doctoral study in Cybersecurity and Big Data Analytics at the University of Maryland. He spent more than twenty years with GE and Lockheed Martin prior to joining TISTA Science & Technology Corporation and Technuf, LLC. During his tenure at GE, he oversaw an off-shore development center, re-engineered multiple business processes for cost optimization and improved efficiency and provided direction to new product lines.

Faisal managed complex and mission critical projects using leading edge technologies, in-house developed standards and high performance teams. He brings to the Technuf team substantial knowledge and experience in the areas of distributed management and development, e-commerce, Data Mining, Cybersecurity, data center virtualization, cloud computing, HCI and R&D.

As a senior leader, he was responsible for growing the R&D division of GE from ten to six hundred employees over a span of seven years. He was a Merit Scholar at the University of Wisconsin and Johns Hopkins University, and is currently a doctoral candidate at the University of Maryland. His academic interests are in Cybersecurity, data mining, data warehousing, Human-Computer Interaction and R&D process optimization.

Faisal has worked closely with both civilian and defense organizations. He has supported the agencies in defining cyber security countermeasures to ensure the protection of federal assets. He participates in IEEE and ACM. He is a recipient of several academic and industry awards and certified in multiple standards including Six Sigma.

Faisal is passionate about serving his community and has served as the chair of a number of non-profit organizations including professional engineering bodies. As the President of the company, Mr. Quader is overseeing both the commercial & federal division as well as the Research & Development initiatives for Technuf, LLC.

Education

**Doctor of Philosophy (PhD)**, Information Systems, concentration in Cybersecurity under the School of Engineering,

*University of Maryland*, Baltimore County, Maryland, USA 2020

**Master’s Degree**, Computer Science and Engineering  
*Johns Hopkins University*, Baltimore, Maryland, USA 2003

**Bachelor’s Degree**, Computer Science, minor Mathematics,  
*University of Wisconsin*, Oshkosh, Wisconsin, USA 1995

Security Clearance

* Clearance Level, Certifying Agency YYYY
* Example, Top Secret/SSBI, Department of Homeland Security, 2008

Certifications and Training

* Service Oriented Architecture
* GE Management Training and Leadership Workshop
* Project Management Workshop
* Consulting Workshop
* 5-Day MBA Workshop by American Management Association
* Conference and Workshop on Agile Methodology
* PhD Courses taken at GMU and UMBC:
* IT 821 Research Issue - Web Software Engineering
* CS 800 Computer Science Colloquium
* SWE 619 Object Oriented Software Specification/Construction
* SWE 763 Software Engineering Experiment
* SWE 621 Software Model/Architecture Design
* INFS 614 Database Management
* ISA 562 Information Security Theory/Practice
* IS 698 Advanced Data Analytics for Cybersecurity
* IS 733 Advanced Data Mining and Data Analytics
* IS 805 – Advanced Field Research Methods
* IS 809 Computational Modeling
* Authored Research papers on
* Using Agile Processes to Effectively Develop Software - An Experience Report
* Computational Models to Capture Human Behavior in Cybersecurity Attacks
* Persistent Threat Pattern Detection through Network Traffic Mining
* Stress Detection and Analysis: Affective Computing and Cognitive Factors Research
* Java Training:
* Java Programming and Web based Application Development by Sun Micro Systems
* WebLogic Application Server using J2EE technology
* Web Services – Building XML Web Services with Java
* Visual C++ Training:
* Building Object Oriented Application using Visual C++
* Telecommunication Boot Camp
* Oracle & Sybase Training:
* Database Administration
* Writing Effective Stored Procedures
* Performance and Tuning
* Replication Server

Relevant Experience

Technuf LLC*, Germantown, MD*

**Founder & President** Apr’11 – Present  
Providing strategic leadership for the company by working with the Board and other management to establish long-range goals, strategies, plans, and policies. Also Driving the technology directions for the company.

* Planning, developing, organizing, implementing, directing and evaluating the organization's fiscal function and performance especially in the technology area.
* Providing significant leadership of the technology sector with vision & skills to provide direction to my company.
* Continuing to infuse innovation, enthusiasm and measured risk taking to the new generation of technologists building innovative application suites for the global community.
* Managing and leading mission critical projects for Cisco IPICS (IP Interoperability & Collaboration System) project.
* Managing and leading Engineering teams in off-shore with multifaceted mobile application development initiatives.
* Supporting Enterprise Lifecycle (ELC) teams at the Internal Revenue Service (IRS) with agile methodology.
* Grew Technuf’s technology base to $2M in 6 months.

TISTA Science & Technology Corporation, *Bethesda/Rockville, MD*

**President & Managing Partner, Engineering & Research** Jan’11 – Mar’13  
Lead both Civilian and Commercial sectors for TISTA. Managing end to end Web applications for Enterprise Services division of the Internal Revenue Service (IRS). Head mobile application and the incident response systems for Cisco. Managed Service Center Desktop for the Metropolitan Washington Airport Authority (MWAA).

* Strategized and Implemented Agile Methodology for the IRS as part of their IT modernization initiatives. Initiated, Designed and Implemented Iterative Path as part of the SDLC path.
* Coached various IRS project teams with ELC (Enterprise Lifecycle) methodology. Streamlined the existing ELC methodology and optimized the ELC process.
* Initiated, Designed and Implemented a new ELC path – “Mobile Path” to support all mobile applications within IRS.
* Upgraded, optimized, developed and maintained the ELC PMO website utilizing Human Computer Interaction (HCI) research. Automated a manual Milestone Readiness Review (MRR) document routing tool as a web based application with HCI design.
* Managing a mission critical project – IPICS for CISCO. Cisco IP Interoperability and Collaboration System (IPICS) is a complete IP-based dispatch and incidence response solution. The entire project is being managed using strict agile methodologies. Each deliverable is on a 6-week cycle from requirements to design to implementation and testing.
* Grew TISTA’s technology base to $6M in 2 years.

**Senior VP, Engineering & Research** Aug’09 – Dec’10  
Gathered and analyzed requirements & design, as well as evaluating COTS products for Identity and Access Management system at Cybersecurity division of the Internal Revenue Service (IRS).

* Served as a project manager for EnCase and PCAP projects at IRS providing a solution to perform investigations against cyberattacks across the network more rapidly and against any/all affected assets.
* Documented all ELC (Enterprise Lifecycle) artifacts including a solid project plan and WBS (Work Breakdown Structure) for IRS.
* Performed a complete end to end analysis of the existing IdAM system at IRS and prepared thorough business and technical requirements for next generation IdAM system.
* Evaluated the COTS products for next generation IdAM system at IRS Cybersecurity division and Treasury.
* Responsible for documenting the IRS’s provisioning workflow and identifying Weaknesses.
* Interviewed key IRS stakeholders to extract requirements for the agency’s Identity Access Management Solution.
* Compiled provisioning requirements into a final deliverable that would serve as the basis for an RFP for IRS.

General Electric Company *(Now GXS)*, *Gaithersburg, MD*

**Sr. Program Manager / Sr. Technical Project Manager** Apr’02 – May’10  
Managed and owned the end-to-end solution for Registration, Approval & Administration (RAA) component of a web-based supply-chain management system. RAA is a gateway to all B2B E-commerce applications using Scrum methodology. Currently, RAA is supporting 150,000 trading partners in a global exchange community. Also leading a migration project to upgrade all the legacy systems under a new platform called Trading Grid Online. This includes implementation of the Identity and Access Management System of E-commerce application.

* Lead a global development team of 30 members across U.S., Canada and India.
* Managed client needs for RAA solution collaborating with Professional Services.
* Responsible for all requirements definition for RAA component.
* Developed and implement end to end migration strategy for legacy systems using Scrum methodology.

**Project Lead** Jan’02 – Mar’02

* Head the System Engineering team whose sole responsibility was to make sure the production environment was optimized and performed to its optimal capacity
* Adjusted the configuration of hardware and software according to the data load, usage and CPU utilization both in Windows, UNIX and Linux environments.

**Team Lead Jul’01 – Dec’01**

* Lead design, development and implementation of a component called ICP (Internet Commerce Platform), which was an interface that provided services to all common B2B electronic commerce applications.
* Managed the development effort of core Internet Commerce Platform that helped reducing the cost of operating exchange software, increased the quality of operations and above all, sped up the implementation of Internet applications for our customers using Weblogic and Web Methods Application Server with Java.
* Designed the architecture of hardware/software configuration of B2B exchange for both development, QA, pre-production and production environments
* Compiled an MGPP for ICP and presented the entire design plan to the business
* Guided the implementation team as an Agile coach.

**Component Architect** May’00 – Jun’01

* Built a new accounting component for GE as a billing mechanism for the usage of B2B e-commerce applications
* Lead, designed, developed and delivered a complete Accounting solution as a billing Engine for GE/GXS to bill its customers in both public and private exchange
* Built a development team in Bangalore of India for Accounting project that saved GE at least $350,000 in development cost
* Researched and authored Requirements Definition Documents (RDD) for Accounting. Gathered requirements from Marketing, Application Engineers, ICP Registration and other accounting related customers.
* Completed RDD to specify 20 or more man-months of design, development, and testing. All RDD received “Approvals” from RDD review committees.
* Closed the gap between the immediate billing need and the duration for developing Accounting component for Express Marketplace and Rail Marketplace by delivering an interim billing solution.
* This billing component helped GXS to bill their customer and generated revenue sooner while the Accounting team developed a flexible Accounting system.

LOCKHEED MARTIN CORPORATION, Washington D.C.

**Senior Software Engineer** Mar’99 – May’00

* Developed a broadcast system that dealt with scheduling jobs and sending messages to field technicians in real time.
* Built a web based rescheduling application/applet in Java 2, HTML and DHTML that tracked part-orders and scheduled jobs for utility companies using SDLC process.
* Designed the entire Customer Data Mart relational database that held customer and technician information as well as the transaction info for service jobs.
* Designed and implemented a Data Migration Engine from mainframe DB2 Database to NT Universal Database (UDB). Developed a new, optimized data model for this engine.

Wellspring Resources, *Bethesda, Maryland / Washington D.C. / Jacksonville, Florida*

**IVR/CTI Technical Engineer/Developer** Jun’96 – Mar’99

* Implemented both Intelligent Call Routing System and Service Center Desktop that dealt with all the transactions of 401K, mutual funds, health & welfare and pension through IVR and customer service representatives. This system in production was capable of handling 30,000 calls per hour.
* Developed CTI toolbar GUI and Service Center Desktop application for a customer service Call Center using PowerBuilder 5.0 and PFC Library. The application handled all the telephony functionality such as make-call, consult call, conference call and transfer call to the desktop.
* Developed an IVR system for a Call Center of 100,000 customers. Designed the call flow and the navigational state tables for the entire IVR system.
* Designed, coded and maintained CTI Data Model using Sybase Relational Database on HP UNIX to implement Intelligent Call Routing from a customer to an agent via IVR
* Wrote stored procedures for both call routing and data access from CTI database used by Softphone, API/DLL, Router, Transfer Server and CTI Toolbar GUI
* Coded and maintained CTI API DLL written in Visual C++ as a middleware component which handled the communication mechanism between the Switch, IVR and the Desktop application
* Designed and coded software for AT&T G3 Switch Configuration and Call Vector Processing using TSAPI (Telephony Service Application Programming Interface) Server

Technology Solutions Company, *Chicago, IL*

**Associate Consultant** Jun’95 – May’96

Created application software according to business needs. This included designing, programming and writing documentation, evaluating user request for new or modified programs; consulted with users/customers to identify current operating procedures and drew diagrams to illustrate sequence of steps and logical operations.

* Designed and maintained data model for call routing
* Wrote stored procedures to perform the entire call flow from a customer to an agent (destination) using both Oracle and Sybase RDBMS
* Designed and coded a Toolkit Maintenance Application (TKM) in PowerBuilder to create and maintain call routing rules and switch related data in the database
* Created a test environment and performed unit testing, integration, regression and volume testing for the entire call center.

Synaptic Micro Solutions*, Appleton, WI*

**Computer Programmer** Sep’94 – May’95

Developed an automated Ads Scheduling Application for the nationwide newspaper industry that managed complex and changing schedules between different publications and zones.

* Programmed new Windows-based software applications and converted DOS-based applications to Windows environment from QBASIC and C to Visual Basic
* Participated in marketing and supporting developed software packages for both newspaper and magazine industries

*MANAGEMENT INFORMATION OFFICE (MIO), University of Wisconsin*

**Programmer Analyst** Jan’94 – Aug’94

Built a reservation program that dealt with guest room, meeting room and conference room reservations at Gruenhagen Conference Center at the University of Wisconsin. The application managed reservations of appropriate rooms according to the customers’ preferences on size, location and capacity, and also controlled computerized check-in & check-out system.

* Wrote and maintained programs and utilities for specific projects using Clipper, C and FoxPro on a Novell LAN; also compared and evaluated various database languages for future use
* Prepared technical and user manuals for all completed projects, and assisted and trained end-users, taught off-the-shelf software packages available at MIO to the Department of Residence Life staff, Residence Hall Information Specialists and newly hired personnel. Also recruited, interviewed and hired MIO IT personnel

Professional Food Service Management (PFM), *University of Wisconsin*

**Computer Specialist** Sep’93 – Aug’94

Engineered an automated payroll system for the employees at PFM. Implemented a month-end inventory system for food products at PFM.

* Constructed an application that performed monthly inventory, budgets, payrolls and update price changes using Quattro Pro

Awards, Citations, and Memberships

* Pursuing Ph.D. degree in Information Systems with concentration in Data Mining and Cybersecurity at the University of Maryland Baltimore County.
* Master of Science in Computer Science (Software Engineering) and Technology Management from Johns Hopkins University. Graduated in May 2003.
* Bachelor of Science with Honors majoring in Computer Science with Mathematics minor from the University of Wisconsin. Graduated in May 1995.
* Awarded “Award of Excellence” from GE for managing and delivering quality product
* GE Leadership Awards for excellence in managing global teams across the world
* Awarded “Rookie of the Year” at Lockheed Martin Corporation
* International Scholarship Recipient (90% of the College Expense) in undergraduate
* Awarded “Best & the Brightest” student award in 1994
* Involved in leadership activities in College, served as the Community Advisor (Residence Assistant – RA) of a Residence Hall at the University of Wisconsin. Awarded “CA/RA of the Month” 4 times.
* Presented a research paper at the Sixtieth Annual Meeting of the Mathematical Association of America
* Strengths – creative and innovative, willing to learn new technology, technical, ability to manage a team very effectively, focused, goal oriented, open minded, ability to motivate and run a team efficiently, problem solving capability in a stressful situation
* U.S. Citizen
* IRS MBI Security Clearance
* Top Secret Security Clearance

Skills

* **Technology:** Managed complex and mission critical projects using the latest J2EE technology. Extensive experience includes design, architecture, implementation, installation, and post-production support for complex, object oriented systems using Java, Web Services, Ajax, Visual C++, C, PowerBuilder, Visual Basic, Oracle, Sybase and UDB RDBMS in Client/Server 3-tier architecture, in Java MVC architecture as well as in SOA. Driving Mobile technology in IOT.
* **Cybersecurity:** Educator and the practitioner for all spectrum of cybersecurity domains.
* **Identity & Access Management:** Subject matter expert in Identity and Access Management. Gathering and analyzing requirements, evaluating the COTS products and implementing next generation IdAM system.
* **IVR/CTI:** Specialized in leading projects like IVR (Integrated Voice Response) / CTI (Computer Telephony Integration) Solutions for Call Centers, Data Modeling and Database Design, Internet based GUI development and Broadcast Architecture
* **Management:** Ability to manage and deliver all the deliverables on time most effectively and efficiently. Managed multiple complex and mission critical projects in B2B E-commerce area using the latest J2EE technology and leading global teams from U.S., Mexico, India (Bangalore) and Canada.
* **Agile and Six Sigma Certification:** Six Sigma Green Belt certified. Extensive application of Agile methodology in mission critical projects.