

Mohammad Ali

Contact Info

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Strengths

- Proficient understanding of networking principles
- Strong Object Oriented Programming experience
- Well versed in Agile's Scrum

Skill set

- Core Java/J2EE
- Python
- AWS EC2
- AWS S3
- Linux Administration
- RESTful API
- Oracle SQL
- HTML5
- HTTP
- JavaScript
- XML
- Git & GitHub
- Docker
- Splunk ITSI
- ScienceLogic
- New Relic
- ServiceNow
- JIRA

Fluent Languages

- English
- Urdu

Summary:

I am an IT professional with strong technical and business skills attained through working for more than ten years in the IT industry in various disciplines, namely: Application Development, Application Customization, Network Monitoring, Incident Management and Site Reliability Engineering. In this time I have designed, developed, implemented, and analyzed large-scale Enterprise Systems, critical systems, and Cloud-hosted services for both public and private sector. I excel at breaking down and untangling large-scale systems to analyze core components with the goal of improving performance.

I have excellent oral and written communication skills permitting me to undertake leadership responsibilities, mentoring new employees and collaborating with team members and clients effectively to successfully achieve business goals and objectives. I am flexible in my work and ready to undertake various and multiple tasks. I am looking for a position that will not only utilize my IT skills but also allow me to grow my business and leadership skills.

Education:

- **M.B.A., Wright State University, August 2007**
- **B.S. Computer Science, Wright State University, June 2005**

Certifications:



AWS Cloud
Practitioner,
September 2019



Java SE 6
Programmer,
April 2014

Eligible to work in USA without sponsorship

Work Experience

Organization: GovCIO (Nov 15, 2021 - Present)

Client: Veterans Affairs

Projects: VBMS Engineering Support, eGain Chat

Systems & Technologies: Joint Electronic Health Record Management (JEHRS), Veterans Benefits Mgmt System, GovCloud, Splunk, ScienceLogic, AppDynamics, GitHub, ServiceNow, JIRA, Sharepoint, FedRAMP environment

Team: Technology Incubation Services' APM

Team Size: 15

Role: Sr. Site Reliability Engineer

Description: Helping Veterans Affairs improve their business processes and diverse systems through better monitoring, SLOs, SLAs and automation in an Agile environment; Analyzing and mapping of organization-wide dependencies of systems, including those in the Cloud and FedRAMP environments, to identify monitoring gaps and points of failure; Capturing Performance Metrics; Triaging support; Incident Management support; On-Call Incident Support, Change Management support

Organization: Nationwide Insurance (Oct 7 2019 - Nov 12, 2021)

Project: PolicyCenter Run team

Software Used: Splunk, New Relic, Guidewire's PolicyCenter, GitHub, ServiceNow

Team Size: 18

Role: Senior Engineer, Software Engineer

Description

- Agile environment
- Production Support
- Incident Management
- Problem Management
- Troubleshooting
- On-Call Support
- Audit Compliance

Organizations: Hewlett-Packard Enterprise Services (September 2014 - March 2017), DXC (April 2017 - May 2018), Perspecta (June 1 2018 - June 30 2019)

Project: Medicare Operations - Center For Medicare & Medicaid Services Data Center

Software Used: Java, Bash Shell Script, RESTful Services, Javascript, HTML, SQL, HP Operations Manager, SiteScope, Business Service Manager, Universal Configuration Management Database Browser, MS Visio, OMI

Operating Systems: Windows, Linux

Team Size: 5

Client: Department of Health and Human Services (HHS)

Role: Technology Consultant II

Description

- Provided technology consulting to external customers and internal project teams;
- Provided technical support and/or leadership in the creation and delivery of technology solutions designed to meet customers' business needs and, consequently, for understanding customers' businesses;
- Maintained and enhanced knowledge of leading edge technologies and industry/market domain knowledge;
- Actively contributed to company's solutions portfolio by providing information ranging from technical knowledge to methodologies based on experience gained from customer projects;
- Shaped technical direction and technical strategies within the organization and for external customers;
- Automated tasks (like password updates, pings and agent restarts) by creating applications using Java, Javascript and shell scripts, thereby reducing labor hours and eliminating redundant activities;
- Used Operations Orchestration tool to generate code, export and deploy applications using JAR files;
- Enabled Network Monitoring applications to communicate and call each other's functions by using API provided by RESTful services

Organization: Hewlett-Packard Enterprise Services (November 2013 - August 2014)

Project: Virginia Immunization Information Systems

Software Used: IE 8, eclipse IDE, PL/SQL, SQL Developer, Oracle DBMS 11g, JSP, Javascript, HTML, Struts

Operating System: Windows Vista

Team Size: 7

Client: Virginia Department of Health

Role: Information Services Developer II

Description

- Design Functional documents;
- Create technical design documents;
- Code the changes in our application
- Unit test the changes;
- Work with the business analysts when testing issues arose;

Organization: Hewlett-Packard Enterprise Services (August 2012 - October 2013)

Project: HP Flood Insurance Services

Software Used: IE 8, eclipse IDE, StarTeam Cross-Platform Client, Rapid

SQL 8.0.1, MySQL, JSP, Javascript, HTML, Struts

Operating System: Windows Vista

Team Size: 19

Client: Liberty Mutual, United Services Automobile

Association

Role: Information Services Developer I

Description

- Participate as a member of development team;
- Complete development of units with designs prepared by more senior developers;
- Participate in code reviews;
- Prepare and executes unit tests;
- Apply growing technical knowledge to maintain a technology area (e.g. Web-site Development);

Organization: Hewlett-Packard State & Local (June 2010 - July 2012)

Project: State Taxation & Accounting Revenue System (STARS)

Software Used: Enterprise Taxation Management (ETM) Version 2.2.1, eclipse IDE, SQL Developer, TOAD, Tortoise SVN, HP Quality Center

Operating System: Windows XP

Team Size: 11

Client: Ohio Department of Taxation

Role: Information Service Developer I

Description

- Design, develop and debug J2EE code to implement Tax Return related processing in ETM;
- Create scripts to customize ETM product;
- Create ad-hoc SQL queries for data extraction;
- Develop tax forms using CSS, HTML and JavaScript;
- Document processes involved in Return processing for future reference;
- Create self-help documents detailing configuration steps to aid other programmers;
- Write SQL queries in Oracle database to procure test data, and perform database testing;
- Design user interface screens and data models for the enhancements;
- Develop test cases for System testing and User Acceptance Testing;
- Perform Quality Assurance review on software components;
- Perform unit test plans for the components developed.
- System testing of the entire application integrating the changes done along with the existing production application;
- Create reports;
- Support business users during user acceptance test phase;

Organization : Hewlett-Packard State & Local (April 2008 - June 2010)

Project: Comprehensive Tax System (CTS)

Software Used: Enterprise Taxation Management (ETM) Version 2.1.5, eclipse IDE, SQL Developer, Rational ClearCase, HP Quality Center

Operating System: Windows XP

Team Size: 10

Client: Kentucky Department of Revenue

Role: Information Services Developer I

Description

- Conduct JAD sessions with the business users to determine requirements and negotiate with the stakeholders;
- Prepare use case diagrams, activity diagrams and sequence diagram;
- Write SQL queries in Oracle database to procure test data, and perform database testing;
- Design user interface screens and data models for the enhancements;
- Develop test cases for System testing and User Acceptance Testing;
- Perform Quality Assurance review on software components;
- Manage off shore developers, supervise and guide them with the module development and bug fixing;
- Perform unit test plans for the components developed;
- System testing of the entire application integrating the changes done along with the existing production application;
- Create reports;
- Support business users during user acceptance test phase;