

Rosana Rupnarain

Software Engineer - Novitex Enterprise Solutions

Richboro, PA - Email me on Indeed: [indeed.com/r/Rosana-Rupnarain/8ffafaebd0a039ab](https://www.indeed.com/r/Rosana-Rupnarain/8ffafaebd0a039ab)

Rosana is a technology professional with a history of successfully delivering valuable workflow efficiency solutions. She leverages her comprehensive background in solution design, hardware/software integration and implementation and legal technologies to provide clients with invaluable insight to meeting and exceeding their strategic long term goals. Rosana leverages her decade+ of practical, technical expertise, litigation support experience, innovative thinking and adaptive professionalism to deliver the highest quality service at every step of an engagement.

In addition to technology project management, Rosana works with clients throughout the course of a solutions life cycle to evaluate emerging technologies, trends, and industry best practices to assess value and options that enhance return on investment through increased efficiencies.

WORK EXPERIENCE

Software Engineer

Novitex Enterprise Solutions - New York, NY - September 2013 to Present

Advise clients best practices for their e-Discovery needs.

- Responsible for creating the reporting tools for all major accounts.
- Review, analyze and recommend best hardware/software solutions to clients to meet their long term objectives.

LTS Consultant

Pitney Bowes, Inc - New York, NY - March 2008 to September 2013

Architecting and deployment of a wide variety of technologies: multifunctional devices, print stream, image capture/distribution, content management integration, cost recovery solutions, litigation support suites, and e-discovery offerings.

- Responsible for the introduction and roll-out of the web-based reporting tool, to clients from all sectors of Novitex's business.
- Developed and deployed training initiatives surrounding litigation support technology. Has provided on-site and web-based training for IPRO eScan-It, Copy+ and eCapture, Concordance, and Adobe Acrobat.
- Co-authored the e-Discovery curriculum offered to on-site personnel and clients.
- Trained onsite teams in identifying sales opportunities resulting in new lead generations.

Project Manager

Pitney Bowes - New York, NY - March 2006 to March 2008

Develop standard operating procedures for the company's New York City Document Solutions Center for handling litigation projects.

- Automate procedures that were previously done manually by writing scripts to execute specific tasks.
- Manage e-Discovery matters for AMLAW 100 and Fortune 1000 companies.
- Manage electronic data discovery cases, including project specification design, budget reporting, data delivery, application training, and production processing.
- Manage projects that include but are not limited to Microsoft Outlook and Lotus Notes file conversion, both with and without de-duplication.

- Manage document-imaging projects with collections of over 500,000 pages and multiple fields for capture during the scan process.
- Coordinate workflow and scheduling for complex data and imaging projects.
- Supervise online review projects and implement workflow control.
- Provide clients with various solutions for their projects to help streamline their cost.
- Train various on-site managers on all aspects of scanning, litigation terminology and processes.
- Create project plans for all projects to submit to client for approval.
- Communicate directly with clients regarding project specifications and change requests.
- Participate in the interview process for new potential hires for on-site facilities management positions.

Senior Litigation Support Analyst

Cadwalader, Wickersham & Taft, LLP - New York, NY - November 2004 to February 2006

Worked with attorneys directly to design project plans for productions.

- Acted as liaison between litigation teams and external vendors.
- Interacted with users of varying skill levels, providing support and training as needed on Introspect, Summation, JFS, Concordance, IPRO and LiveNote.
- Created load files for common litigation support databases such as Concordance, Summation, and Introspect.
- Managed external vendors for document blowbacks, tiff creation/conversion and other out sourced services.
- Worked on the Core IT team that successfully moved the firm from 100 Maiden Lane to 1 World Financial Center, including setting up and configuring computers and printers at the new location, and ensuring setups were completed correctly as an active member of the quality assurance team.

Litigation Support Analyst

Schulte Roth & Zabel, LLP - New York, NY - May 2004 to November 2004

Performed searches in Concordance as requested by attorneys and legal assistants.

- Loaded transcripts into LiveNote and perform database maintenance.
- Provided trial support.
- Created databases in Concordance and IPRO.
- Developed and maintained JFS databases.
- Served as the contact with various vendors for scanning, coding, and translation of documents.
- Supported attorneys and legal assistants during trial.
- Created video clips and electronic exhibit stamping with Trial Director.
- Worked with attorneys directly to design project plans for productions.
- Coordinated document productions for the firm's litigation department.

Technical Specialist

Pepper Hamilton, LLP - Philadelphia, PA - September 2002 to April 2004

Provided litigation support for over 400 attorneys and legal assistants.

- Created, maintained, and troubleshoot litigation databases.
- Defined the litigation support function to ensure that the client needs were met.
- Created and updated reference guides and procedures related to database configurations and functions.
- Assisted attorneys/legal assistants/support staff in preparation for electronic court submissions.
- Created databases and image collections.
- Converted existing databases to and from various formats.
- Maintained and troubleshoot databases (performed normalization, global edits, duplicate removal, merging of records, indexing and packaging).
- Created cases, loaded transcripts and assisted attorneys in the use of LiveNote and CaseMap.
- Updated fields in Lotus Notes databases according to attorneys and legal assistants' requirements.

- Troubleshoot issues in Lotus Notes, Summation, Concordance, Microsoft Access, and other applications for users.
- Responsible for the data backup for all locations.
- Responsible for the maintenance of the blackberry server and rollout to all users.

Network Administrator

Keating Building Corporation - Cynwyd, PA, US - September 1999 to August 2002

Completed server maintenance including upgrades, network configurations, and data backups.

- Developed project plan for Windows NT/95/98 upgrade to Windows 2000.
- Conducted testing for the rollout of Lotus Notes from R 4.6 to R5.
- Supported and maintained Lotus Notes databases.

EDUCATION

B.S. in Information Systems

St. Joseph's University - Philadelphia, PA

May 2000