



October 30, 2025

New York City Department of Education
Division of Contracts and Purchasing
65 Court Street, 12th Floor
Brooklyn, NY 11201
Submitted via email to DCPTech@schools.nyc.gov

RE: Cover letter for Technical Proposal
RFP1782276S: Next Generation Office of Safety and Youth Development
(OSYD) Phase 2 (G0018)
Vendor: Maestro Technologies Inc (GSA MAS Contract 47QTCA24D007W)

To Whom It May Concern:

Please find enclosed Maestro Technologies Inc.'s (Maestro) proposal for RFP1782276S: Next Generation Office of Safety and Youth Development (OSYD) Phase 2 (G0018) for the New York City Department of Education. Maestro Technologies, Inc. understands the DoE's need for an improved and modernized portal to meet compliance requirements and improve access and accessibility to the apps utilized by the OSYD. A business founded in New York City, we have rich expertise in various technical fields, including but not limited to Networking, Cybersecurity, Server Support, Systems Management, Application Support, Infrastructure Support, Backup and DR Support, New Systems Onboarding/Imaging, and Access Management. We seek to demonstrate our suitability for the project outlined in the RFP by describing our expertise in the relevant areas, our proposed technical approach, and our company values and organizational profile. **Maestro has read and will comply with all terms and conditions set forth in the RFP; Maestro is not raising any exceptions to the terms and conditions mentioned in the solicitation.**

We are well-equipped to deliver the application and reporting support specified in the RFP, as well as other supplementary services as needed, due to our past performance and current capabilities across the IT spectrum. Our response includes further details about our approach to delivering these services, proposed structures for the engagement with the DoE, and more information about our experiences and past performance.

Should you have any questions concerning this RFP response, please do not hesitate to contact below:

Contact:	Irene Inocencio	Contact:	Kamal Bathla
Phone:	908-458-8601	Phone:	908-458-8699
Fax:	732-902-6755	Fax:	732-902-6755
Email:	irene@maestro.com	Email:	kamal.s.bathla@maestro.com

Thank you in advance for your time and consideration. We look forward to your response.

Sincerely,

Irene Inocencio
Director, Government Sales



GSA MAS Contract 47QTCA24D007W

MAESTRO TECHNICAL PROPOSAL



RFP1782276S: Next Generation Office of Safety and Youth Development (OSYD) Phase 2 - New York City Department of Education

Title of Proposal RFP1782276S: Next Generation Office of Safety and Youth Development (OSYD) Phase 2 (G0018)
For the New York City Department of Education

Date October 30, 2025

Submitted To New York City Department of Education
Contracts and Purchasing
65 Court Street
12th Floor
Brooklyn, NY 11201
Submitted via email to DCPTech@schools.nyc.gov

Submitted By Maestro Technologies, Inc.
1 West State Street, 2nd Floor
Trenton, NJ 08608

Business Contact Irene Inocencio
Director, GovSales
irene@maestro.com
Phone: (908) 458-8601

Technical Contact Rejesh Nair
Executive Director
rnair@maestro.com
Phone: (908) 458-8600

Duration of Effort Two (2) years, with optional one-year extension

S/M/WBE Certified



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1 Executive Summary

Maestro Technologies, Inc. (“Maestro”) understands the **New York City Department of Education (“NYC DoE”)** need for a reliable and modernized portal for city residents to access the Office of Safety and Youth Development’s suite of applications. As a business founded in New York City with robust experience partnering with municipalities and private entities to perform IT services, we demonstrate in this response our suitability and expertise in the areas specified in the RFP, including custom development, infrastructure modernization, workflow automation, inter-app integration, security improvements, data and app migration, reporting, compliance, project management, and other general services. We also highlight our company profile and organizational values, providing insight into how we, a NYC-certified Women and Minority Owned Business offering unique opportunities, build strong relationships with local governments and community partners.

We have a strong background in serving the ever-changing needs of municipal governments across all departments and sizes, and our experience and current capabilities will enable us to effectively deliver the services detailed in the NYC DoE’s RFP. Maestro offers services across the IT spectrum, from HelpDesk and remote support to onsite support and more involved monitoring and maintenance services. We also provide support for entire infrastructures. Our response includes further details about our approach to these offerings, proposed structures for the engagement, and more information about our past performance.

Our recruitment and staffing plans, which enable us to recruit resources local to our clients, ensure that we seamlessly integrate into existing frameworks, and our wide talent network allows us to staff projects with several shadow resources to ensure continuous service even in the event of resource unavailability. We emphasize flexibility and transparency in our relationship with our clients to provide the most effective service possible, focusing on quality and adaptability over strict adherence to predetermined ideas. These features, along with our commitment to providing high-quality, cost-effective technology solutions, make us best suited to fulfilling the New York City Department of Education’s needs.

2 Project Insights and Understandings

The New York City Department of Education is conducting an open and competitive bid from experienced and qualified GSA schedule holders to provide staffing, expertise, and labor hours for Phase 2 of its Next Generation Office of Safety and Youth Development (OSYD) project. The OSYD currently utilizes a suite of eight applications connected to a public-facing portal; the New York City Department of Education requires a reliable contractor to conceptualize, develop, and deploy a modernized version of this portal to enhance accessibility, add dashboards and improved reporting, implement modern features, and comply with legal and policy requirements. Work will be divided into phases at the contractor’s discretion with approval from the NYC DoE, covering policy updates, compliance, data integration, test scripts, design updates, chatbot integration, and monitoring, with releases split into sequential phases include Planning and Requirements, Design and Development, System Integration, Testing and Deployment, and Close-Out.

It has been understood that:

- **Maestro Technologies acknowledges that we have read and fully understand the Solicitation titled G0018 - GSA Quote# RFP1782276S Next Generation Office of Safety and Youth Development (OSYD) Phase 2 (Submission Date: October 30, 2025) and are in compliance with the general terms and conditions set forth in the RFP.**

- All Maestro personnel who will provide services to the NYC DoE will go through fingerprinting, background checks, and receive NYC DoE-provided photo identification badges (if required). The Maestro selection process includes an 11-point background check that features fingerprinting and drug testing before our employee/sub-contractor/consultant starts delivering services with any client.
- Maestro's assigned personnel will work consistent with the NYC DoE's work schedule.
- The designated services will serve for a period not to exceed two (2) years, with an optional one-year extension at the DoE's discretion.
- The selected vendor will be responsible for gathering requirements, building new portal functionalities, ensuring quality assurance, performance and security testing, developing workflows, ensuring the solution is functioning as per the business requirements and smooth integration with other DOE systems.
- Required enhancements are broken up into the following categories:
 - Mandated Policy & Compliance Features
 - Policy Update Implementation for OSYD Applications
 - Incident Reporting – Restraint Requirements
 - SOHO Disposition Request Queue Management
 - WCAG Compliance – Ongoing Accessibility Updates
 - Data Integration & Real-Time Updates
 - Integration with NextGen DOE Systems (NGSIS, SEDEMS, OOSH, CTS)
 - External Vendor Data Integration – AED Training Data
 - OSYD RRC Data Integration with OSYD Portal
 - OSYD Web Applications – Real-Time Data Synchronization
 - Professional Development & Continuing Education
 - OSYD Professional Development – CEU (Continuing Education Unit) Credit Management
 - System Intelligence & Automation
 - OSYD Applications Chatbot (AI-powered self-support tool)
 - OSYD Portal Knowledge Base (Self-help documentation)
 - Automated Test Scripts for All Applications
 - System Health Monitoring – Technical Component Oversight
 - User Experience & System Management
 - OSYD Portal – Module and Content Management
 - Enhanced User and Task Management Features
 - Analytics & Reporting 10
 - Data Analytical Reporting for OSYD Portal Applications
 - OSYD Portal Solution
 - WCAG Compliance
 - Accessibility
 - Responsive design
 - Secure and Scalability solution
 - Multilingual support
- Maestro has the applicable Workers' Compensation and Employer's Liability Insurance.
- Maestro confirms that neither the firm nor any individuals assigned to this engagement are disbarred, suspended, or otherwise prohibited from professional practice by any federal, state, or local agency.
- Maestro will, through this proposal, provide details around capabilities, qualifications, flexibility, and experience to ensure the New York City Department of Education that it will not only meet but surpass expectations, as demonstrated by our past relevant experiences and engagements.

3 Contact Information

Our primary point of contact for the engagement opportunity is Irene Inocencio. The contact information for Ms. Inocencio is as follows:

Name:	Irene Inocencio
Title:	Director, GovSales
Phone:	(908) 458-8601
Fax:	(732) 902-6755
E-mail:	irene@maestro.com

The Service Delivery contact is Rejesh Nair. His contact information is as follows:

Name:	Rejesh Nair
Title:	Executive Director
Phone:	(908) 458-8600
Fax:	(732) 902-6755
E-Mail:	rnav@maestro.com

All notices should be sent to the following address:

Maestro Technologies, Inc.
1 West State Street
2nd Floor
Trenton, NJ 08608

In case of Ms. Inocencio or Mr. Nair being unavailable, please escalate to the following personnel:

Name:	Kamal Singh Bathla
Title:	Managing Director
Phone:	(908) 458-8699
Fax:	(732) 902-6755
E-mail:	kamal.s.bathla@maestro.com

4 Maestro Company Profile



Maestro Technologies, Inc., incorporated in 2003, delivers transformative technology that empowers our clients to succeed in achieving their business goals. Our solutions and services span the technological spectrum, and we are experienced in both heading complete projects and supplementing in-house initiatives. We provide cost-effective, high-quality service by leveraging a world-class, global workforce with deep expertise in relevant technologies and cutting-edge training in industry best practices and the latest innovations. Alongside our strong foundations in computer consulting services, we operate with an ethos of mutual respect and social responsibility that connects us to our local Trenton community, to our clients and business partners, and to one another.

a) Mission

"To employ high-quality technology services and solutions that offer maximum assistance to the New York City Department of Education as they accomplish their goals, and to foster long term relationships while building a culture of transparency, integrity, and mutual trust."

b) Social Responsibility and Maestro

Maestro maintains a strong charter of corporate social responsibility. We are committed to creating jobs and bolstering both economic and technological development across the nation, and we strive for our work to be socially conscious and to assist local communities.

Maestro is a certified S/M/WBE solutions provider in NYC and NJ (SBS). Additionally, Maestro is also certified through the NYC Strategic Steps for Growth program, and a member of the Goldman Sachs 10K Small Business program.

Maestro is a New Jersey-based firm with extensive involvement in the local community, including working with local universities and fostering the technological growth of New Jersey's capital, Trenton. However, with a global footprint across three continents and clients spread across the United States and abroad, we recognize that "local" is relative to our clients. Through our consultancies, project-based work, and staff augmentation, we source the best local talent according to our clients' location and needs, whether for remote or onsite roles.

c) Organizational Structure

Our staff consists of over 200 professionals in seven states and three countries (the United States, the United Kingdom, and India). The majority of our team works on client projects, and most have technical degrees and perform technical roles. We carefully screen and select each and every employee based on their ability to work in a team environment, and to contribute to the mission of Maestro and its clients. The table below provides a demographic summary of the joint professional staff.

LOCATION	US	INDIA	UK	GLOBAL
TOTAL NUMBER OF PROFESSIONALS	92	98	12	202
INDEPENDENT CONSULTANTS	16	0	0	16
TOTALS	108	98	12	218

Table: Summary of Professional Staff

d) Maestro's Approach

For each engagement, Maestro utilizes a hand-picked, dedicated team with strong expertise in the relevant areas. At any given time, in addition to certified development professionals, SMEs, and support staff, Maestro maintains several shadow resources to ensure business continuity if the primary resources become unavailable.

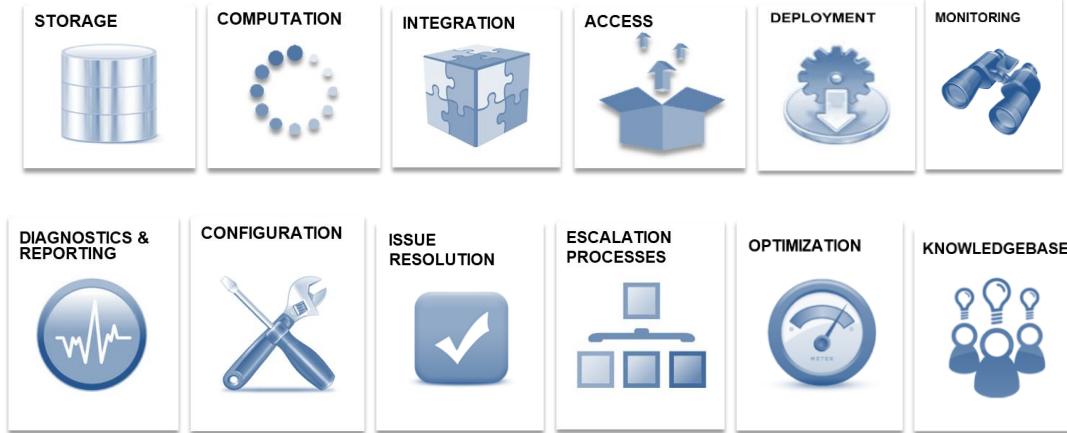
Our dedicated team engaged exclusively with the New York City Department of Education will be working from Maestro's headquarters in Trenton, New Jersey or at an approved remote workplace. However, any members of our team will be available onsite at the NYC DoE's office upon request; we already have various clients in the New York City Metropolitan Area and have staff operating from client sites in NYC several times a week. Our support services methodology revolves around the pillars indicated below:



1. **Our values levers:** governance, oversight, and transparency throughout the entirety of an engagement, with the dual aims of overall efficiency and the swift address of any issues that do arise.
2. **Collaboration and teamwork**
3. **Quality and integrity**
4. **Professional excellence:** including providing training and certifications where warranted
5. **Best practices**
6. **Innovative solutions:** including knowledge transfers and thorough documentation

Our global delivery model, integrated processes, and multi-tiered solutions allow us to adhere to these pillars of engagement while providing reliable, scalable, and cost-effective solutions.

Although our services extend across a wide variety of technological domains, our strengths include:



5 Minimum Qualifications

In compliance with Section 2 of the Request for Proposals, Maestro certifies that it meets the minimum qualifications laid out by the New York City Department of Education, including:

- Proposer(s) must hold a General Services Administration (“GSA”) contracts under IT Schedule 70, GSA, Special Item Number 54151S - Information Technology Professional Services. Maestro holds a GSA MAS contract under contract number 47QTCA24D007W.
- Proposer(s) must be a for-profit or not-for-profit institution. Individuals are not eligible to submit proposals for this solicitation. Maestro is a registered S-Corporation with a license to do business in New York City as well as New York State.
- Proposer(s) must have a minimum of three (3) years of experience in providing such consulting-based services. Maestro has been an active IT solutions provider since 2003, with multiple years of experience providing enterprise application enhancement services, including ongoing support.
- In Attachment C – Pricing Sheet, vendors must provide responses to each Minimum Qualification next to the corresponding subsection number. Maestro has provided the required responses as part of its price proposal.

6 Letters of Reference

February 28, 2025

Adrian Glace
Chief Technology Officer
Amalgamated Bank
275 Seventh Avenue
New York, NY 10001
Direct: 9172950332
AdrianGlace@amalgamatedbank.com

RE: Letter of Referral for Maestro Technologies Inc.

To Whom It May Concern,

I am writing this letter of referral for **Maestro Technologies Inc.** Amalgamated Bank has had the pleasure of working with them over the past two years since January 2023.

Maestro Technologies has an ongoing engagement with Amalgamated Bank to provide end-user Helpdesk support and access management.

Maestro manages numerous applications at Amalgamated, conducting digital onboarding/offboarding services and maintaining strict role-based access control backed up by quarterly access reviews.

Overall, **Maestro** and their team have been instrumental in helping us achieve our goals. If you have any questions or would like to discuss my experience with **Maestro**, please feel free to contact me.

Sincerely,



Adrian Glace
Chief Technology Officer
Amalgamated Bank
275 Seventh Avenue
New York, NY 10001
Direct: 9172950332
AdrianGlace@amalgamatedbank.com



February 27, 2025

Robert Bosch LLC
384 Santa Trinita Avenue
Sunnyvale, CA 94085
USA
www.bosch.us

Stefan Sellhusen, XC-AS/EAS-NA
Stefan.Sellhusen@de.bosch.com
+1 408 4997101

RE: Letter of Reference for Maestro Technologies Inc.

To Whom It May Concern,

I am writing this letter of reference for **Maestro Technologies Inc.** Our company has had the pleasure of working with them over the past seven years since 2018 at our location in Sunnyvale, California. Below is a summary of the key contributions Maestro and their team made to our operations:

- Providing necessary technical resources and expertise to ensure the successful planning, design, execution, and implementation of system enhancements.
- Providing technical support for the following:
 - Creating standard and custom ad-hoc reports
 - Conducting functional, integration, and performance testing
 - Integrating with Company systems as required

Overall, **Maestro** and their team have been instrumental in helping us achieve our goals. If you have any questions or would like to discuss my experience with **Maestro**, please feel free to contact me.

Yours sincerely

A handwritten signature in blue ink that reads "Stefan Sellhusen".

Stefan Sellhusen
Cross-Domain Computing Solutions
Robert Bosch LLC

City of Trenton



Department of Administration

February 27, 2025

Colin Cherry
Assistant Business Administrator
Mayor W. Reed Gusciora (Trenton, NJ)
319 East State Street, Trenton, 08608
ccherry@trentonnj.org
609-989-3532

RE: Letter of Reference for Maestro Technologies Inc.

To Whom It May Concern,

I am writing this letter of reference for **Maestro Technologies Inc.** Our City has worked with them from 2020 to 2024. Below is a summary of the key contributions Maestro and their team made to our operations:

- Maestro provided Network Infrastructure and IT support and maintenance services. Project entailed incident management, day-to-day network, security, desktop, cloud and server infrastructure maintenance, cloud migrations, access management, and application management via on-site 7x24 help-desk support.

Overall, **Maestro** and their team have been instrumental in helping us achieve our goals. If you have any questions or would like to discuss my experience with **Maestro**, please feel free to contact me.

Sincerely,

Colin Cherry
Colin Cherry (Feb 28, 2025 12:42 EST)

Colin Cherry
Assistant Business Administrator
Mayor W. Reed Gusciora (Trenton, NJ)
319 East State Street, Trenton, 08608
ccherry@trentonnj.org
609-989-3532

7 Program Plan

Maestro Technologies, Inc. (“Maestro”) has extensive experience providing application development, support, project management, and quality testing. Our technical approach outlines how we will accomplish the objectives in the New York City Department of Education Request for Proposals (“RFP”). We will work with the NYC DoE to not only maintain and update existing systems, but also create a custom roadmap to ensure the NYC DoE’s continued success.

7.1 Objectives

Addressing the New York City Department of Education’s need for operational application support, these are our primary objectives:

1. Quality – First time solutions
2. Service – Shorter response and problem resolution times
3. Cost – Reduced downtime of NYC DoE Operations

With all of our offerings, our aim is to deliver high quality and high value service. We accomplish this by leveraging our talent network of highly trained professionals, as described in Section 7.2 – Project Staffing. Our engagement teams possess strong familiarity with the most prominent software and tools, as well as with the most common technological needs of an IT Infrastructure like that of the New York City Department of Education.

In accordance with our value of openness and our desire to build lasting, mutually beneficial partnerships, any code developed, or solutions invented to meet the needs of the NYC DoE will remain New York City Department of Education-owned IP after the conclusion of the engagement. Our intent is to deliver innovative solutions that allow the NYC DoE to flourish not only during our engagement, but for the long term.

Finally, we believe that there is no universal approach in technology services, and we strive to craft the solutions and deliver the services that best suit the needs of our partners. In addition to our hands-on engagement team and detailed initiation and planning phases, we will work with the NYC DoE to develop a project plan that is tailored to best satisfy the requirements and day-to-day needs of the NYC DoE. We pride ourselves on developing highly adaptable, custom solutions that consider the context and needs of our partners.

Tentative Project Plan: Phase 2 of OSYD Next Gen Project

Project Goal

To replace the user portal used by the Office of Safety and Youth Development to access its applications with a modern, secure, and compliant frontend that supports all of the required features and provides access to the public.

Key Deliverables

- **Project Plan:** A comprehensive roadmap for the entire upgrade.
- **Solution Architecture:** A detailed design for the new frontend.
- **Development Strategy:** A clear approach for building and migrating functionality and data.
- **Application Platform:** A fully functional and tested app environment.
- **Tested Functionality:** All functions successfully migrated and validated.
- **Deployment Plan:** A phased strategy for moving to production.
- **Training and Documentation:** User and technical guides for ongoing maintenance.

Phase 1 – Planning & Requirements (Months 1–3)

- Objective: Establish foundation for successful execution and gather all technical and business requirements.
- Activities:
 - Conduct project kickoff and alignment with DOE DIIT and OSYD teams.
 - Review existing OSYD Portal and application documentation.
 - Develop and approve Project Charter, Program Binder, and PMP.
 - Conduct requirement workshops for all modules.
 - Create Requirements Traceability Matrix (RTM).
 - Finalize Risk Register and Communication Plan.
- Key Deliverables:
 - Project Charter & PMP
 - Requirements Documentation & RTM
 - Risk and Communication Plans

Phase 2 – Design & Development (Months 4–8)

- Objective: Design and build the upgraded OSYD Portal and module functionalities per approved requirements.
- Activities:
 - Develop System Architecture and Data Models.
 - Create Technical Design Documents (TDD).
 - Design and develop portal enhancements, AI chatbot, and integrations.
 - Implement automated test scripts and QA environments.
- Key Deliverables:
 - Approved Technical Design Documents
 - Developed Application Modules
 - Internal QA Test Reports

Phase 3 – System Integration (Months 8–9)

- Objective: Integrate OSYD applications with DOE's NextGen systems and third-party interfaces.
- Activities:
 - Establish and test real-time integrations.
 - Validate data synchronization and security testing.
- Key Deliverables:
 - Integration Strategy and Execution Report
 - Interface Validation Results
 - Security & Compliance Certification

Phase 4 – Testing & Deployment (Months 9–11)

- Objective: Ensure full functionality, performance, and DOE acceptance.
- Activities:
 - Develop test scenarios, scripts, and RTM updates.
 - Perform system and performance testing.
 - Conduct UAT and deploy production release.

- Key Deliverables:
 - Test Summary Report and UAT Sign-off
 - Final RTM
 - Production Release Package

Phase 5 – Close-Out (Month 12)

- Objective: Transition solution ownership to DOE and complete final documentation.
- Activities:
 - Deliver training documentation and conduct Train-the-Trainer sessions.
 - Create Project Repository and Archive.
 - Deliver Final Acceptance Package.
- Key Deliverables:
 - User Training & Technical Documentation
 - Knowledge Transfer Completion Report
 - Final Acceptance Sign-off

Sample Agenda for Formal Updates:

Sample Project Update Agenda – OSYD Phase 2

Meeting Type: Monthly Formal Update – OSYD Phase 2

Date: TBD

Time: 10:00 AM – 12:00 PM EST

Location: DOE Conference Room / Virtual (MS Teams)

Frequency: Monthly (or Biweekly during active phases)

Facilitator: Maestro Project Manager

1. Attendance and Introductions (10 mins)

- DOE Project Director
- DOE Technical Lead
- DOE Business Owner
- Vendor Project Manager
- Vendor Solution Architect
- Technical Lead / Developers
- QA Automation Lead
- UI/UX Designer
- Integration Developer

2. Review of Previous Meeting Minutes & Action Items (10 mins)

- Confirm completion of prior action items.
- Address any pending or carry-over issues.
- DOE validation of previous deliverable acceptance.

3. Project Status Overview (20 mins)

- Summary of current phase progress.
- Key accomplishments since last meeting.
- Deliverables completed/submitted for DOE review.
- Work in progress and upcoming milestones.
- Schedule variance or critical path updates.

Supporting Document:

- Updated Project Dashboard
- Updated Deliverable Tracker

4. Technical Update (20 mins)

- System architecture progress and updates.
- Integration status with DOE and third-party systems.
- Data mapping and synchronization updates.
- Performance, security, and WCAG accessibility compliance progress.
- System automation, AI chatbot, and test environment setup.

5. Quality Assurance & Testing (15 mins)

- Summary of test execution results.
- Open defects and remediation plans.
- UAT schedule and readiness checklist.
- Discussion of Quality Metrics (pass rate, severity trends, etc.).

6. Risk, Issue & Change Management (15 mins)

- Review of open risks and mitigation strategies.
- New risks identified since last update.
- Approved and pending Change Requests (CRs).
- Dependencies affecting next milestones.

Supporting Documents:

- Risk Register
- Change Log Summary

7. Financial & Resource Status (10 mins)

- Budget utilization and remaining funds.
- Staffing updates and FTE allocation.
- Forecast for next billing cycle.
- Planned resource adjustments.

8. DOE Feedback and Approvals (10 mins)

- Review of deliverables pending DOE acceptance.
- DOE feedback on documentation, training, or deliverables.
- Agreement on upcoming deliverables and review dates.

9. Next Steps & Upcoming Milestones (10 mins)

- Next phase deliverables and timelines.
- Key dependencies and upcoming decisions.
- Schedule next formal update and working group sessions.

10. Closing Remarks (5 mins)

- Summary of decisions made.
- Acknowledgment of action items.
- Closing comments.

Attachments / Handouts

1. Updated Project Dashboard (Milestones & Deliverables Tracker)
2. Current Risk & Issue Register

3. Change Request Log
4. Monthly Roll-Up Report (Hours, Costs, Progress)
5. DOE Action Item Tracker

Process for Gathering Feedback from Users

1. Overview and Objectives

The feedback process will ensure that end users—school-based staff, OSYD administrators, and DOE technical stakeholders—can actively inform the design, usability, and performance of the upgraded OSYD Portal and its associated applications (OORS, SOHO, School Safety Plan, Consolidated Plan, and Professional Development). The goal is to gather actionable input that supports DOE's objectives for regulatory compliance, improved user experience, and data-driven decision making, as outlined in the project scope.

2. Feedback Collection Framework

Feedback will be collected at multiple points throughout the system development lifecycle in alignment with the Waterfall methodology. Each stage includes structured review and sign-off gates to ensure DOE approval before moving forward.

3. Stakeholder Groups Engaged

The feedback process will target specific user groups relevant to the OSYD environment:

- Primary Users: School Safety Administrators, School Support Staff, OSYD Program Offices
- Secondary Users: DOE IT and DIIT staff, Data & Reporting Teams, System Integrations Group
- Special Interest Groups: Accessibility compliance reviewers, DOE QA/RMQC teams, and Policy/Legal representatives

Each group will be represented in workshops or review sessions to ensure input across both functional and technical dimensions.

4. Feedback Tools and Channels

- Workshops and Virtual Focus Groups: Hosted jointly by DOE DIIT and Vendor Project Team to discuss usability, accessibility, and performance improvements.
- Structured Surveys and Polls: Distributed electronically via DOE-approved forms to collect quantitative feedback on interface usability and workflow efficiency.
- User Story Boards & Mockup Reviews: Managed through collaboration tools (e.g., Teams, SharePoint) to collect direct comments on wireframes and prototypes.
- Ticketing and Feedback Logs: All comments, issues, and enhancement requests logged into a centralized Feedback Register, linked to the Requirements Traceability Matrix (RTM).
- Formal DOE Review & Acceptance Meetings: Every deliverable and release will include a DOE feedback cycle with documented sign-off.

5. Evaluation and Incorporation

All user input will be reviewed by the Vendor Project Manager and Business Analyst team, categorized by priority, and mapped to functional or non-functional requirements. Feedback will be triaged into 'Immediate Correction,' 'Enhancement Request,' or 'Deferred Item.' Approved changes will be tracked through Change Control under DOE governance. DOE's final validation of incorporated feedback will be reflected in the UAT Summary Report and Post-Implementation Review Document.

6. Reporting and Transparency

The Vendor Project Manager will summarize user feedback findings as part of the weekly status reports and monthly roll-up reports. These will include:

- Feedback metrics (number received, resolved, deferred)
- Themes and trends (e.g., accessibility, navigation, reporting)
- DOE responses and approvals

This continuous reporting loop ensures full visibility and compliance with DOE's requirement for measurable and documented user engagement.

AI Scope Proposal:

Our proposed AI-driven enhancements for the OSYD Portal Phase 2 will leverage generative artificial intelligence and machine learning to streamline operations, improve data accuracy, and provide intelligent support for DOE staff and schools. The AI components will be designed in full compliance with DOE security standards, accessibility requirements (WCAG 2.1), FERPA, and relevant New York State Education Laws.

The proposed AI enhancements for the OSYD Portal Phase 2 will introduce

1. Intelligent automation and self service
2. Intelligent analytics and reporting.
3. Compliance-aware workflows.
4. System optimization and monitoring.

Intelligent automation and self-service:

1. AI powered chatbot (OSYD Assistant):
 - a. Develop a secure, context-aware chatbot integrated into the OSYD Portal Phase-2.
 - b. Provide instant responses to policy-related queries (e.g., incident reporting protocols, Chancellor's Regulations, DASA compliance).
 - c. Support multilingual capabilities (English, Spanish, & other DOE-supported languages).
 - d. Use DOE-approved LLMs (Language Learning Models) hosted within DOE's secure cloud or on-premises infrastructure.
 - e. Continuously improve responses via feedback loops and DOE-approved training datasets.
2. Knowledge Base Automation:
 - a. Implement a dynamic AI-curated knowledge base that indexes and summarizes DOE policies, FAQs, and training materials.
 - b. Use natural language search (semantic retrieval) to help users find documents, forms, and compliance guidance instantly.
 - c. Automatically flag outdated policy content and recommend updates to DOE administrators

Intelligent analytics and reporting:

1. AI-Driven Data Insights:
 - a. Introduce AI-based anomaly detection for incident reports (OORS, suspensions, bullying) to identify patterns that may indicate under-reporting or compliance risks.
 - b. Employ predictive modeling to anticipate resource needs or training gaps across schools.
 - c. Enable dynamic dashboards for leadership to visualize compliance trends and intervention effectiveness.
2. Automated Data Quality Validation:
 - a. Use machine learning models to detect inconsistencies or missing data in integrated systems (NGSIS, SEDEMS, OOSH, CTS).
 - b. Automatically trigger alerts and suggest corrective actions to improve data accuracy and completeness.

Compliance-aware workflows:

1. Regulation-Based Decision Support
 - a. Deploy AI models trained on DOE regulatory frameworks (A-412, A-443, A-832, A-414, etc.) to assist in validating policy compliance during data entry or report submissions.
 - b. Provide context-sensitive prompts or validation messages to guide users toward compliant submissions.
 - c. Maintain full auditability — all AI-driven recommendations will be logged, transparent, and reviewable by DOE staff.
2. Incident Categorization and Automation
 - a. Use NLP models to classify incident reports and align them automatically with the appropriate Chancellor's Regulation.
 - b. Streamline workflow routing (e.g., SOHO Disposition Request Queue) using AI-driven prioritization and categorization.

System Optimization and Monitoring:

1. AI-Based System Health Monitoring
 - a. Implement continuous monitoring powered by AI anomaly detection to ensure system uptime, performance, and reliability.
 - b. Predict system bottlenecks or failures and trigger preventive maintenance alerts.
2. Automated Test Script Generation
 - a. Use generative AI to produce and maintain automated test scripts across OSYD applications, improving QA efficiency and reducing regression risks.

7.2 Project Staffing

The planned approach for the completion of this engagement is to utilize full-time Maestro resources whenever possible to ensure that work can commence immediately upon award. Maestro's resources are certified and well trained in the tools, trends, and technologies required for the requested development and deployment activities. We acknowledge that for a small number of the designated key roles, the requirements set forth by the NYC DoE would be best fulfilled by hiring additional personnel; to this end, we have already recruited several external professionals who are willing to join the Maestro team as a part of this engagement. The project and support teams will be ramped up without any delay to daily operations by Maestro's highly qualified, technical in-house recruiting team.

The primary principle of Maestro's engagement model is that Maestro resources will act as an extension of the NYC DoE's existing resources and stakeholders. Maestro resources will be invested in project ownership and responsibilities as if they were NYC DoE employees, and successful project milestones will be treated as common goals. The chosen resources will be available onsite whenever required, deliver on day-to-day operations, and create and track the Standard Operating Processes while maintaining the Knowledgebase through an online Incident Management and Response system (either already owned and operated by the NYC DoE or provided by Maestro). Our team of experienced professionals will work to understand existing structures and infrastructure, with the goal of seamless integration into the NYC DoE's existing environment.

The Maestro team will consist of personnel that include billable and non-billable resources that will help the New York City Department of Education navigate through planning for advancements, project assessments and deployments, changes, migrations, day-to-day support, maintenance, server uptime assurance, moves/adds/changes, security and compliance audits, and maintenance of the specified enterprise applications of the New York City Department of Education as indicated in the RFP.

7.3 Labor Hours Rationale

Estimated labor hours required for the completion of the specified tasks are detailed in our Financial Submission. Specific allocation of hours per deliverable is flexible, pending negotiations with the NYC DoE following the Planning and Requirements phase, but the total required number of hours for each resource across a given release represents Maestro's best estimate for the required level of effort. **Final allocation of resources and labor hours will be approved by the New York City Department of Education and will conform to the agreed-upon budget of this engagement.**

For most phases of the engagement, the largest number of hours (full-time effort by each resource) is assigned to development roles (e.g., Full Stack Developers, Integration Developers), with fewer hours assigned to secondary roles (e.g., Solution Architect, Web Administrator). The Business Analyst can also serve as a Quality Assurance tester to reduce the number of resources and ensure that QA is performed by someone with a strong understanding of the goals of a given release. All resources, including non-billable supplementary resources (e.g. Program Manager, Technical Writer) will be fully available to whatever extent is required for the completion of a given release within the specified deadline.

7.4 Technical Approach

In compliance with the project structure laid out by the Department of Education in the RFP, Maestro intends to divide efforts into five phases in accordance with the Waterfall development methodology, with the following structure as specified by the DoE in Appendix 4 – Project Deliverables:

Phase 1: Planning & Requirements	Deliverable	Description	Tasks
1	Project Work Plan	A detailed work plan document including a hierarchical representation of tasks (i.e., Gantt chart), consisting of start and end dates, dependencies, and resources. This may be modified after the Analysis phase of the project. The Project work plan will contain RACI, Communication Plan, Work Breakdown Structure, Risk/Issue Register, Status Reports, Process documents – current and future state.	<ul style="list-style-type: none">• Hold Project Kick-Off Meeting• Identify Key Stakeholders and resources from DOE• Organize delivery resources• Define roles & responsibilities• Establish scope, schedule and cost baselines• Identify risks, assumptions and constraints• Create Communication Plan• Create Project Plan with dependencies• Publish Project Plan• Review & sign-off on the documentation
2	Functional Requirements and Specifications Document	A text document containing the requirements for the project. In addition to analyzing the current processes, Maestro will also analyze DOE non-functional/compliance requirements and perform	<ul style="list-style-type: none">• Gather functional requirements from Stakeholders• Gather integration requirements from Stakeholders• Identify testing approach to validate requirements• Analyze requirements

		a gap-analysis where appropriate. To include a report confirming that Maestro has reviewed and understands the detailed specifications, change requests, and the production application sufficient to allow the Build stage to begin.	<ul style="list-style-type: none"> • Identify gaps in processes • Create Functional Requirement & Specifications Document • Create UI Screens Mock-ups • Review & Sign-off on the documentation • Create Functional Requirement Validation Document • Review & Sign-off on the documentation
3	Functional Requirement & Specifications Validation Document	A report confirming that the Vendor has reviewed and understands the detailed specifications, change requests, and the production application sufficient to allow the Build stage to begin.	<ul style="list-style-type: none"> • Create Functional Requirement & Specifications Validation Document • Review & Sign-off on the documentation
Phase 2: Design and Development	Deliverable	Description	Tasks
4	Detailed Design Document	<p>A document containing a detailed design. Maestro will produce:</p> <ul style="list-style-type: none"> • Flowcharts / mockups • Architecture Diagrams • Design Diagrams • Entity-Relationship Diagrams • Component Diagrams • Low-Fidelity Wireframes • Interface and Data Transformation Diagrams • Infrastructure readiness • Performance Tuning (work in Design, Build phases and all other related components) • Definition of data integration with existing DOE applications and resources • User Research Guide • Personas • Journey maps • Design Brief • Prototypes 	<ul style="list-style-type: none"> • Create High Level Design Document • Perform Automation Feasibility • Create Detailed Design Document • Create Requirement Traceability Matrix (RTM) • Create Scalable Solution • Prepare Data Migration Strategy • Review & Sign-off on the documentation

		<ul style="list-style-type: none"> • Storyboards • Data Dictionary • User Interface Flows 	
5	Dashboard Implementation	Design and implement necessary Dashboard based on identified requirements.	<ul style="list-style-type: none"> • Review dashboard requirements with Stakeholders • Create design layout • Integrate any required customizations • Solicit and incorporate feedback from Stakeholders • Develop the dashboard • Create / update documentation • Review & Sign-off on the dashboard implementation
6	User Interface Implementation	Implementation of end-user interfaces.	<ul style="list-style-type: none"> • Review user interface requirements • Create design layout • Integrate any required customizations • Solicit and incorporate feedback from key Stakeholders • Develop UI • Create / update documentation • Review & Sign-off on the user interface implementation
7	Reporting Implementation	Create and document reports based on stakeholder needs.	<ul style="list-style-type: none"> • Review reporting requirements with Stakeholders • Build reporting processes • Develop Reporting Outputs • Design reporting layouts • Create / Update documentation • Review & Sign-off on the delivery of reports
Phase 3: System Integration	Deliverable	Description	<ul style="list-style-type: none"> • Tasks
8	Test Plan and Framework	Provide a document to detail the overall approach to pre-production testing, including the test cycles, testing requirements (environment, resources, etc.) and error correction	<ul style="list-style-type: none"> • Review application testing requirements with Stakeholders • Review interface testing requirements with Stakeholders

		<p>process for configuration/functional, integration, performance, security, and user acceptance testing. Vendor will also need to provide a test automation framework that can be leveraged and extended by DOE for testing automation.</p>	<ul style="list-style-type: none"> • Create custom test plans for Functional, Security, Integration and Performance Testing <p>Review & Sign-off on the test plan documentation</p>
9	Unit Testing	<p>Detailed plan with results that test the functionality of application unit code and summarized results. The test plan should include scenarios reflecting all of the functionality the specific unit code is required to deliver with documentation of specific input and expected outputs.</p>	<ul style="list-style-type: none"> • Develop Test Scripts for Functional, Security, Integration and Performance Testing • Create Defect Management processes and reports • Update Requirement Traceability Matrix • Review & Sign-off on the delivery of reports
10	Test Scripts and Results	<p>Detailed scripts with results that test the functionality of application code. This includes scenarios reflecting all of the functionality the code is required to deliver with documentation of specific input and expected outputs. Maestro will be responsible for complete testing of the system except for User Acceptance Testing (UAT) which will be a DOE and Maestro combined effort.</p>	<ul style="list-style-type: none"> • Run test scripts for Functional, Security, Integration and Performance Testing • Report test results • Defect management for UAT • Validate requirements are met • Review & Sign-off on the test results
Phase 4: Deployment	Deliverable	Description	Tasks
11	System Integration Specification Document	<p>Document explaining the integration specifications and data elements (if any). Integration Specification Documentation</p>	<ul style="list-style-type: none"> • Conduct meeting with integration teams • Review required integration requirements with Stakeholders • Review detailed integration specification document

			<ul style="list-style-type: none"> • Prepare System Integration Plan • Review & Sign-off on the documentation
12	Data Mapping Document	Migration of the existing DOE data to new data framework. The data migration strategy should include at least 1 year of transactional data and at least 3 years of historical data.	<ul style="list-style-type: none"> • Conduct meetings with Stakeholders to verify all the requirements for data mapping • Review all the inputs provided by the DOE with the respect to source tables and map it to the destination tables • Create data mapping document that matches fields from legacy database to new database • Review & Sign-off on the documentation
13	Data Migration (Active Records)	Document explaining the data mapping between multiple sources and destination for mapped data	<ul style="list-style-type: none"> • Conduct meeting with Stakeholders to review the migration requirements • Verify if all source data is provided by DOE in the format agreed upon • Create / validate data mapping • Migrate data into new system • Validate requirements are met • Review & Sign-off on data migration
14	Data Migration (Historical Records)	Document explaining the data mapping between multiple sources and destination for mapped data	<ul style="list-style-type: none"> • Conduct meeting with Stakeholders to review the migration requirements • Verify if all source data is provided by DOE in the format agreed upon • Create/validate data mapping • Migrate data into new system • Validate requirements are met • Review & Sign-off on data migration
15	Application Source Code	Vendor shall provide working version of codebase for the	<ul style="list-style-type: none"> • Prepare an inventory list of all components of the source code package

		<p>application in production in a release ready package. This release-ready package typically contains the compiled version of source code, resources, manifest files, images, CSS and any other files necessary for DOE to deploy the package in any environment. Vendor shall provide self-documented source code that compiles error-free. Vendor shall also provide data definition language and data manipulation language statements required to deploy the application in the database environment.</p>	<ul style="list-style-type: none"> • Collect and compile the source code package • Validate the source code package to make sure the package meets its requirements • Deliver the inventory list, source code package to DOE and transfer ownership
16	Warranty	<p>All deliverables required by solicitation shall be substantially free from any defect and shall be delivered in accordance with SOW. Any defect identified by DOE within a period of ninety (90) days from delivery of the Deliverable shall be promptly corrected by Maestro within the period specified</p>	<ul style="list-style-type: none"> • Establish agreed-upon Service Level agreement during the warranty period • Provide detailed documentation of defects including Root Cause Analysis (RCA)
Phase 5: Close-Out	Deliverable	Description	Tasks
17	Training Plan	<p>Train-the-trainer approach and plan for rolling out training to end users. Training should be such that In-house support team should be able manage all aspects of the system support after successful implementation.</p>	<ul style="list-style-type: none"> • Develop Training Plan • Create training modules • Review & Sign-off on the training plan
18	User Training Materials	<p>Develop user guide documentation and other relevant training materials for users. Provide live training (onsite or webinar) to users and allocate Q&A</p>	<ul style="list-style-type: none"> • Create end user reference documentation guide for end users • Create troubleshooting guides for technical staff

		time. Record and provide the DOE with training videos that can be shared to new users in the future.	<ul style="list-style-type: none"> Review & Sign-off on the training documentation
19	Technical Documentation	<p>This includes:</p> <ul style="list-style-type: none"> End user reference documentation guide for end users Troubleshooting guides for technical staff Deployment and back-out plans are plans that include the (Step-by-step procedures for deploying) Contingency Plan (back out process), Modules, templates, deployment scripts, data, files, network and firewall changes and user accounts required to go live in production 	<ul style="list-style-type: none"> Knowledge transfer to DOE technical support staff Verify completion of project processes and activities Create all required technical documentation Prepare Project Closure Report for DOE to assume ongoing management of the solution Review & Sign-off on the documentation

7.5 Potential Successful Project Outcome

This project will streamline the NYC DOE's athletic scheduling and data management, providing a modern, secure, and scalable platform that can meet current and future needs. By partnering with us, the DOE will gain a future-proof solution that will simplify operations, improve data interoperability, and supports its core mission of providing high-quality education and extracurricular activities. Our team is committed to a successful implementation with minimal disruption and maximum value.

7.6 Project Management Approach

Our approach to program and project management focuses on openness, communication, and flexibility, as well as the four tenets of the core agile methodology (as shown in the table below). Although we may work in different frameworks – such as the Waterfall methodology mandated for this project by the NYC DoE – that aim to deliver different kinds of product, these underlying values inform our practices, and allow us to deliver projects efficiently and at a high level of value to our clients.

The 4 Agile Values



Table 1 – The Four Agile Values

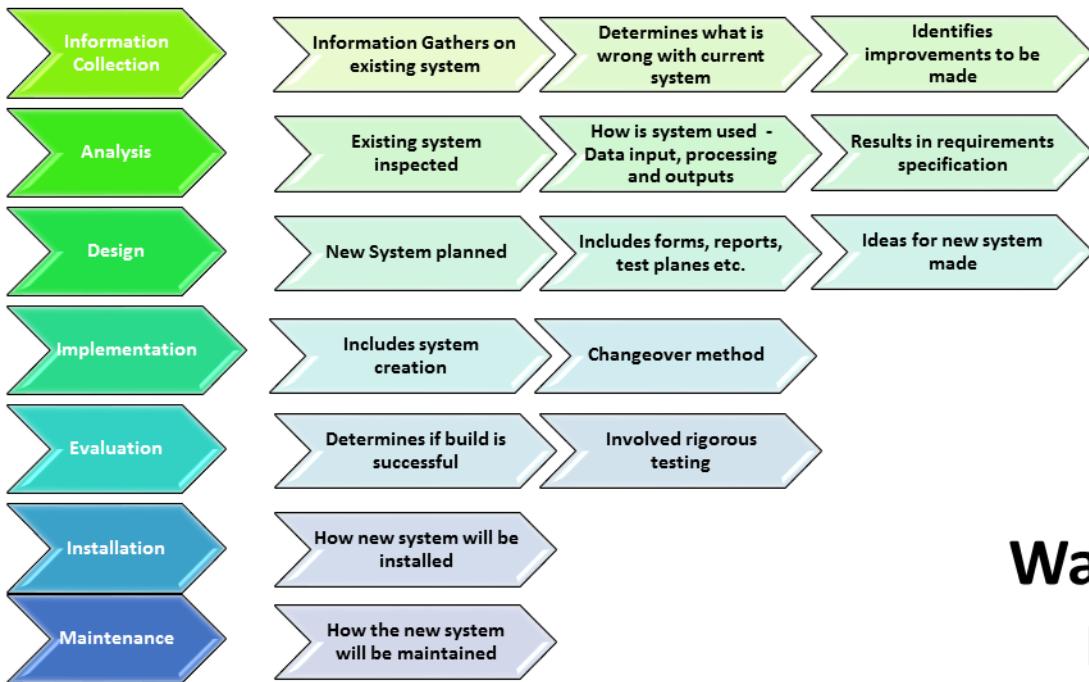
We highly value trust and transparency, and in keeping with the four tenets of agile, we value individuals and interactions over processes and tools. This means that although we understand the benefits of dedicated project managers, and do utilize program managers in our teams, our team structure is in practice relatively flat, with all team members having a strong individual voice. This culture of trust and respect enables greater productivity across many avenues: team members are more comfortable with speaking up with contributions and concerns, are more secure and content in their daily work, and we create a more productive team overall.

Values of open communication also extend to project stakeholders, aligning with the agile tenet of valuing customer collaboration over contract negotiation. In addition to the designated official frameworks for communication, our teams utilize all methods at our disposal to establish continuously open lines of communication between stakeholders and project teams. We believe in transparency at every step of the development process, from initiation to handover, and we also utilize rapid, iterative processes that continuously integrate client feedback in order to efficiently produce the strongest software that fulfils all client needs. We will also work to integrate seamlessly with existing management structures and any other project teams.

Finally, our development work emphasizes flexibility and the ability to adapt to changing project needs. Again, in line with the four tenets of agile, our work values the ability to respond to change over following a strict plan. We understand that program needs are often constantly evolving, and our open communication and continuous feedback cycles allow us to respond to new requirements and shifting requirements as they arise. Our approach to program management views change not as a setback, but as an opportunity to fulfil project needs to even higher levels of satisfaction than before, allowing our teams to stay motivated and productive, and to finish projects strong.

7.6.1 Program Management Approach and Implementation Details

Maestro has experience utilizing various methodologies in project management, and **in compliance with the New York City Department of Education's requirements for this engagement, Maestro's team will utilize a Waterfall methodology for the completion of the project.**



The Waterfall Model

7.6.2 Additional Implementation Details

7.6.2.1 Kick-off meeting

Our program management will include a kick-off meeting on a task order basis. We generally include an initiation and planning phase in our development and non-development projects, as specified in the RFP, but this additional kick-off meeting will allow us to better understand the needs of the project, as well as allowing us to understand the stakeholders and their team needs.

7.6.2.2 Quality Control Plan (QCP)

We will also delineate a quality control plan, generally emphasizing the expected timeline of milestones and the alert and escalation process for the program. QCP will be submitted to the NYC DoE staff through email and within thirty (30) days of the task order award; and within five (5) business days when changes are made.

7.6.2.3 Program Management Plan

If required by the NYC DoE, we will generate a program management plan that follows NYC DoE's recommended template. Otherwise, we will develop a management plan and communication structures utilizing our usual frameworks during the kick-off meeting and general initiation phase.

7.6.2.4 Program/Project Management Portals

We agree to utilize the designated program/project management portal to ensure that all parties can access critical information. We will leverage additional avenues of communication to enable the utmost transparency and openness throughout project timelines.

7.7 Additional Scope of Services

Maestro will provide electronic reports for the New York City Department of Education that will have information related to the engagement compliance, governance, and progress on a regular basis. Each report will contain:

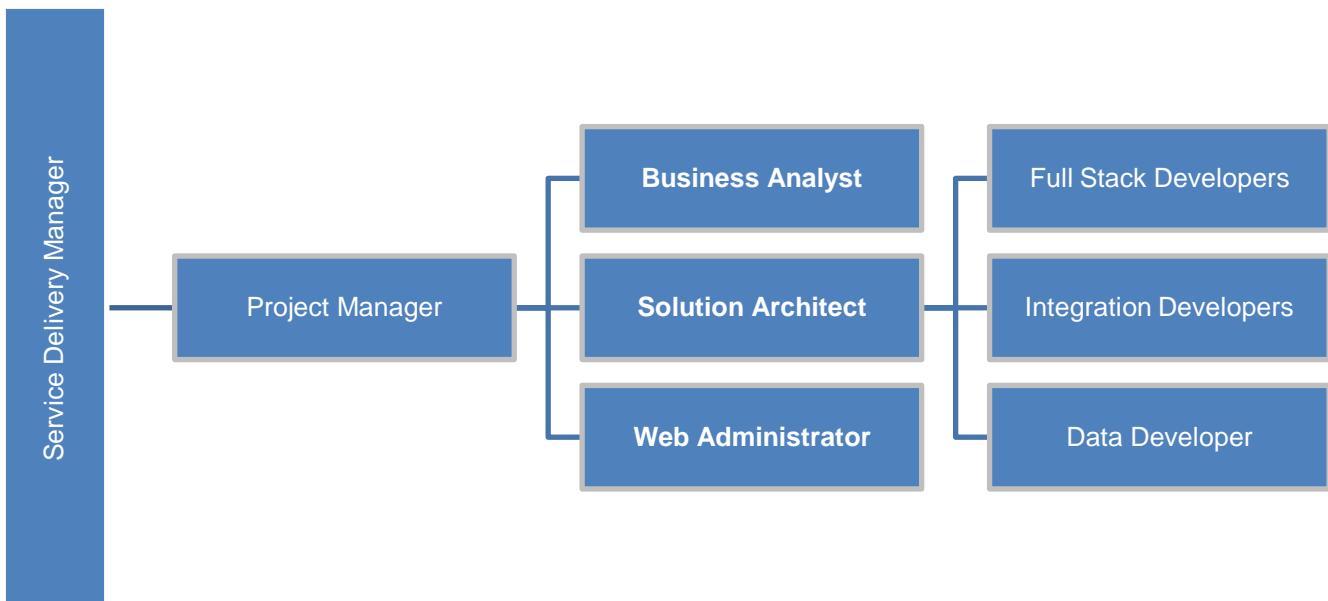
- Name of the person responsible for the project delivery
- Amount of time spent on the project
- Status of the project – open, in-progress, completed (in the form of a RAG report with **Red**, **Amber** and **Green** indicating target challenge, risks, and completion status)

All work will be approved by the NYC DoE and documented. Maestro has extensive experience in creating documentation, such as Operations Guidebooks, that document all devices and systems added, moved, updated, deleted, reconfigured, and/or changed. The document can also contain network diagrams, with IP and MAC addresses for all components. Maestro will follow device naming and addressing conventions as established by the NYC DoE.

8 Organizational Capacity

8.1 Proposed Team Structure

The Service Delivery Manager at Maestro (non-billable) will work with the Project Manager and deliver on promised performance via tasks, SLAs, and infrastructure uptime reports. As indicated in the proposed organizational chart below, Maestro resources will report to the Service Delivery Manager. The reporting structure and functions suggested by Maestro is as follows:



The Table below provides a summary description of each position on the project team, including the roles and responsibilities of the project team members. All the resources will be available to work on-site in all the NYC DoE's specified locations listed in the RFP.

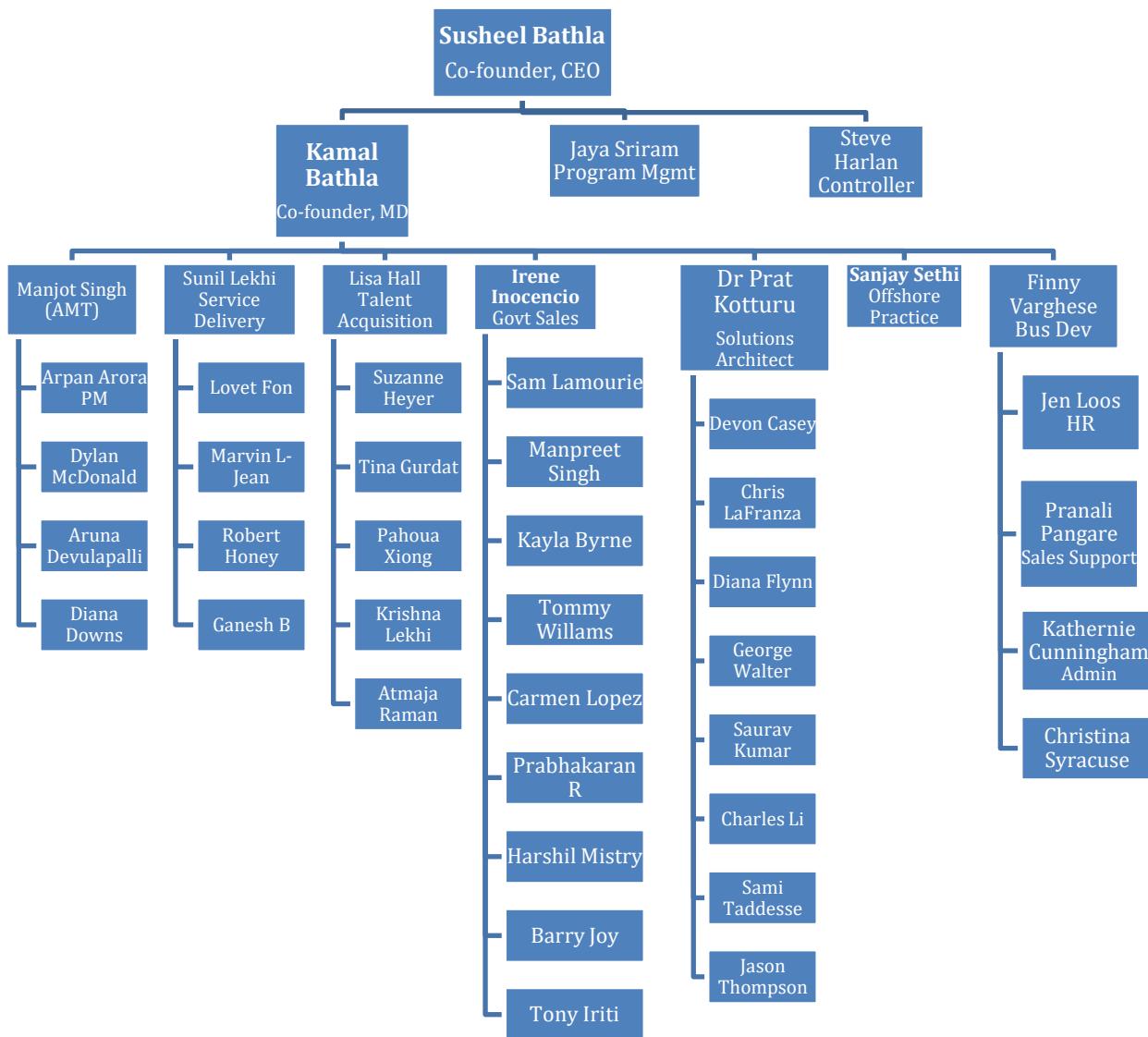
PROJECT POSITION	ROLES AND RESPONSIBILITIES
Project Manager <i>Charles Virga</i>	<ul style="list-style-type: none"> Post engagement, senior manager – Client Point of Contact Leads and directs project teams, ensuring successful project execution from initiation to completion Responsible for managing the project schedule, budget, and risk mitigation strategies, guaranteeing the timely delivery of high-quality project outcomes Solve client issues and resolve conflicts Assign resources and internal mobility measuring performance Manage staff and workload on a day-to-day basis Prepare spec, evaluate proposals for solutions Ensure all aspects of Support Services contract and protocols are met Generate reports on progress of engagement with the NYC DoE
Business Analyst <i>Hemanth Kumar Mekala</i>	<ul style="list-style-type: none"> Works in close coordination with the Project Manager Working with users and various stakeholders Defines, documents, and validates processes and business rules to identify business and system functional requirements that meet the business objectives of the DoE Serves as Quality Assurance tester in later stages of each release
Solution Architect <i>Amer Raza Shyam Nyathani</i>	<ul style="list-style-type: none"> Design and implement effective web and database solutions, strategies and models to store and retrieve data from different DOE data stores. Monitor and identify appropriate information flows, equipment, tools and systems to achieve all project goals. Design and implement data strategies incorporating different patterns and technologies.
Web Administrator <i>Kathia Teran</i>	<ul style="list-style-type: none"> Leading the effort in installing, configuring, and support of IIS servers. Monitoring and troubleshooting public facing web applications. Implementing authentication mechanism, along with configuring CI/CD pipelines.
Full Stack Developers <i>Ramanaiah Gattamaneni Simran Anand</i>	<ul style="list-style-type: none"> Responsible for developing and maintaining applications in a Microsoft .NET environment Planning, designing, coding, configuring, installing, testing, troubleshooting, integrating, performance monitoring, maintenance, enhancements, security management, and support of applications

Integration Developers <i>Jeffrey Restrepo</i> <i>Laura Adamson</i>	<ul style="list-style-type: none">• Designing and managing integration of Enterprise LMS Data Administration systems with LMS and internal DOE applications.
Data Developers <i>Sushmitha Pokala</i> <i>Vamshi Krishna Nayini</i>	<ul style="list-style-type: none">• Architect and support the integration of data between various source systems (mix of legacy and distributed) and transactional database by architecting/developing interfaces between different NYCDOE systems.• Will be responsible for overall ETL architectural technical infrastructure, maintaining development tools, and developing development standards.

For more information regarding Maestro's key personnel, please find enclosed each personnel's resumes in Appendix 1 in this proposal.

8.2 Organizational Structure

In compliance with the requirements laid out in the RFP, Maestro has included an organizational chart detailing the company's internal structure and our current roster of full-time employees. For informational purposes, our current internal structure is as follows:



9 Roles and Responsibilities

9.1.1 Maestro Technologies

The selected vendor will be responsible for gathering requirements, building new portal functionalities, ensuring quality assurance, performance and security testing, developing workflows, ensuring the solution is functioning as per the business requirements and smooth integration with other DOE systems.

Maestro Technologies will provide key personnel onsite and offsite to help design, develop, implement, and support the required enterprise application upgrades for the New York City Department of Education.

9.1.2 New York City Department of Education

The New York City Department of Education shall provide Maestro's engineers/consultants, with access to all the requirements, necessary documentation, stakeholders, infrastructure and knowledge about the set up and adequate domain knowledge on the specifics of their enterprise application infrastructure and its underlying components and software(s) as and when required to enable and complete the implementation and support of project requirements.

10 Demonstrated Effectiveness

Maestro Technologies Inc. has over 20 years of enterprise development and Managed Services experience. With a portfolio of over 50 completed projects since 2015, we have a strong history of implementing technology solutions across many domains, through which we have provided similar services to clients both in New Jersey and across the nation.

For more information on Maestro's past performance and our experience relative to the NYC DoE's engagement, please see below for references and summaries of past successful projects.

10.1.1 Amalgamated Bank

Location: 275 7th Avenue New York, NY 10001

Contact: Kevin Kenney, PMP, ICP-APM

Email: KevinKenney@AmalgamatedBank.com

Phone: (212) 895 4921

Project Title: Identity and Access Management

Start Date: January 9, 2023

Completion Date: Ongoing

Maestro Technologies has an ongoing engagement with Amalgamated Bank to provide end-user HelpDesk support and access management. As part of our work for Amalgamated, we coordinated an upgrade from the organization's existing on-premises-hosted access management tool to a cloud-native solution provided by security and authentication leader RSA. We manage access for over 100 applications in use by Amalgamated, conducting digital onboarding/offboarding and maintaining strict role-based access control backed up by quarterly access reviews. We established a SharePoint repository of SOPs detailing access criteria for all applications, ensuring strict adherence to appropriate procedures.

10.1.2 Cerberus Capital Management (CTS)

Location: 875 Third Avenue, New York, NY 10022
Contact: Michael Aguiling, CTO
Email: maguiling@cerberus.com
Project Title: Information Technology Management and Support Svcs
Start Date: December 9, 2018
Completion Date: Ongoing

Cerberus Technology Services (CTS) department supports multiple information technology related infrastructures and provides technical support to Cerberus' various Lines of Business. Maestro was selected to coordinate a major app and data migration project entailing multiple applications and a large database of sensitive customer data. The database was successfully migrated from a cluster of over 1,000 servers to a Postgre Azure cloud solution, along with approximately seven associated applications. A separate migration was conducted for a SQL database and associated application that was tied via licensing to a specific on-premises Windows machine; the application and database were successfully migrated to an Azure cloud virtual machine, with all licensing and functionality preserved. Additionally, an on-prem deployment of IBM MQ was migrated to the new Azure cloud environment to enable cloud-to-cloud connectivity between critical applications. All three of these migrations included thorough testing before and after deployment, the modernization of any components requiring an upgrade, the addition of automations, and ongoing support.

10.1.3 County of Westchester

Location: 148 Martine Avenue White Plains, NY 10601
Contact: Aji Palappillil, Development Manager
Email: aip2@westchestergov.com
Phone: (914) 995-3854
Project Title: Information Technology Professional Consulting Services
Start Date: January 1, 2014
Completion Date: Ongoing

The Westchester County DoIT embraces a wide range of technologies and supports multiple operating systems, software and architectures within a multiple vendor environment. The County's DoIT is responsible for development, implementation, and support of computer systems for all County departments. These systems support the daily business processes and mission critical functions of the County. Maestro supports Westchester County DoIT by providing professional services in designing, implementation, and programming services for County related projects. Maestro has provided the county with several application developers to implement enhancements to their application environment.

10.1.4 City of Trenton, NJ

Location: 319 E State Street, Trenton, NJ 08608
Contact: Colin Cherry
Email: ccherry@trentonnj.org

Phone: (609) 989-3532
Project Title: Technical and Network Support Services
Start Date: October 1, 2020
Completion Date: March 31, 2024

Maestro provided Network Infrastructure and IT support and maintenance services. The engagement entailed incident management, day-to-day network, security, desktop, cloud and server infrastructure maintenance, support, and application management via on-site 7x24 help-desk support. In addition to support and maintenance activities, Maestro also coordinated multiple app and data migrations for the City, including a migration from a citywide on-premises SharePoint deployment to a cloud solution and the migration of the Police Department from an on-prem to a cloud-based deployment of Microsoft 365. Maestro also executed access management tasks, managing user permissions and device allocations as part of onboarding and offboarding.

10.1.5 1440 Foods

Location: 500 7th Ave, Floor 8, New York, NY 10018

Contact: Deepak Dhabria

Email: Deepak.dhabria@1440Foods.com

Phone: (631) 601-5728

Project Title: IT Managed Services

Start Date: April 6, 2022

Completion Date: Ongoing

Maestro Technologies has an ongoing engagement with Worldwide Sports Nutritional Supplements, doing business as 1440 Foods, to provide end-user HelpDesk support and project assistance as a third-party Managed Services Provider. In addition to day-to-day support tasks, Maestro assessed 1440 Foods' on-premises deployment of SharePoint and assisted in the migration of parts of the deployment to a cloud solution, creating a hybrid environment.

10.1.6 Summary of Past Government Contracts

Client name	Contract ID	Dollar amount	Start date	End date	Description	Disclosure of negative actions
City of Trenton, New Jersey	CC2020-08	\$2.35M	10/1/2020	3/31/2024	IT Support and Network Management	None
County of Warren, New Jersey	WC-2483	\$400	11/1/2020	Ongoing	IT Professional Consulting Services	None
County of Westchester, New York	IT1821	\$336,000 per year	1/1/2014	Ongoing	IT Professional Consulting Services	None

Borough of Dunellen	2020-02	\$18,000	1/1/2021	12/31/2022	IT Support and Network Management	None
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We would also like to note that Maestro was recently selected as a vendor for a contract for the **New York City Department of Citywide Administrative Services (EPIN 85625W0033001)**, which includes **Cyber Pluralsight License Renewal**. We are proud to be doing business with the government of the City of New York and to demonstrate our capability to coordinate enterprise software licensing at scale.

11 Appendix

- 11.1 Appendix 1. Resumes of Key Personnel
- 11.2 Appendix 2. Company Acknowledged Notices
- 11.3 Appendix 3. GSA Contract and Price List
- 11.4 Appendix 4. NYC Doing Business Data Form
- 11.5 Appendix 5. PASSPort Verification (Screenshot)
- 11.6 Appendix 6. W9 Form
- 11.7 Appendix 7. Signature Page (Attachment A)
- 11.8 Appendix 8. Certification by Insurance Broker form (Attachment E)
- 11.9 Appendix 9. Tax Affirmation Form (Attachment F)
- 11.10 Appendix 10. Iran Divestment Act Compliance Rider (Attachment H)
- 11.11 Appendix 11. Maestro's Capability Statement
- 11.12 Appendix 12. Other Supplemental Information



Appendix 1. Resumes of Key Personnel

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
Youth Development (OSYD) Phase 2 (G0018)
New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov

Sergey I. Akerman

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PROJECT MANAGER / BUSINESS SYSTEM ANALYST/ PRODUCT OWNER

Agile Project Management | Product Development | Business Analysis | Software Development Life Cycle (SDLC) | AI | BI

Innovative and results-oriented professional with extensive experience in Software Development, Product Management, and Business Analysis across diverse industries, including Enterprise solutions, Real Estate, Retail, Healthcare, and Government reporting. Has a steady track record in leading multi-project environments, driving projects using Agile methodologies, and delivering high-quality software solutions in line with business objectives and expectations. Proven aptitude to lead multiple complex projects simultaneously. Adept at collaborating with stakeholders, supervising cross-functional teams, and transforming product visions into actionable plans. Certified Scrum Master, committed to leveraging innovative strategies to enhance productivity and achieve organizational goals. Proficient in project management tools such as JIRA, Confluence, Visio, MS Project and Excel to facilitate efficient project tracking.

KEY QUALIFICATIONS

- Project Management
- Product Development
- Business Analysis
- Requirements Gathering
- Software Architecture
- SDLC Management
- Data Integration
- Team Leadership

CAREER HIGHLIGHTS

- Designed and engineered Komatsu Smart Forestry Application featuring detailed dealer and customer job site information.
- Rescued the software company from financial crisis by developing a web application for landlords to access data in Law Offices systems. This elevated customer satisfaction and lead to doubling business of the software company in a period of next year and half.
- Led development of a system that was released to the market in 2006 and still getting sold till this very day with few minor changes.
- Maintained communication between client stakeholders and offshore software development teams, ensuring efficient project progress.
- Managed requirements and tracked progress for multiple projects in Agile and Waterfall SDLC.

PROFESSIONAL EXPERIENCE

SOFTURA (softura.com) | Farmington Hills, MI (remote)

Mar 2022 – Jul 2024

Business Analyst / Product Owner / Project Manager (Product Development IT)

Oversaw product development for new products and ongoing projects within multiple Agile teams. Spearhead Agile teams, providing innovative, high-quality multi-product solutions. Crafted and refined work plans that aid in enhancing business processes and managed projects' requirements. Oversaw implementation of an application using Microsoft SharePoint Power Apps. Aligned deliverables with roadmaps for timely releases by handling development team schedules, solution partners, and client coordination.

- Contributed to stakeholders' feedback and sprint/release planning and led as Product Owner, Scrum Master, and Development Manager.
- Created business requirements and specifications, including functional and non-functional requirements, flowcharts, use cases, user stories, acceptance criteria, data structure specifications, and functional and regression testing scenarios.

KEY PROJECTS

Komatsu Smart Forestry Application

- Engineered and deployed an application showcasing detailed dealer and customer job site information, featuring tree data and real-time location tracking on forestry machine maps. Integrated with ArcGIS and MyKomatsu Fleet web portals to optimize operational efficiency and elevate customer service standards (React JS, Node JS, SQL Server, Azure, API).

Komatsu North America Order Tracking System

- Built system to track up to date orders and sold machines' statuses for Komatsu North America's manufacturing facility and dealer network, across the US and Canada to enhance customer service for dealers and customers. Application used integrated data with SAP, Pronto application, and Komatsu Global Portal. Led creating a data source for Power BI. (C# .Net, SQL Server, Azure, API)

Komatsu Global Portal Document Center enhancement for Komatsu Mining

- Established additional options at the Komatsu Global Portal, enabling easy access to manuals, parts lists, and service documents.

US Wheat Associates Documents Handling and Global Accounts Receivable System Re-engineering

- Led application development using Microsoft SharePoint Power Apps (SharePoint, SQL Server, Azure).

THE ESTÉE LAUDER COMPANIES | Long Island City, NY

Mar 2021 – Jan 2022

Business Analyst / Product Owner, Consultant, Product Development IT

Reverse-engineered and supply-chain cost calculating application for the Strategic Finance and Marketing departments. Collaborated with stakeholders to document how first-party data drives revenue growth. Prepared business requirements documents, data flow diagrams, and report mock-ups. Estimated project efforts and prioritized development stories with Project Managers and Software

Engineers. Defined implementation roadmaps and prioritized work backlogs. Worked with UI/UX designer. Created use cases, user stories, and testing scenarios (React JS, Jenkins, Azure Kubernetes, Docker, Java).

- Documented how each brand's first-party data can drive revenue growth, facilitating informed decision-making.
- Led Joint Application Development sessions, refining functional requirements and user stories for optimal outcomes.
- Utilized project management tools such as Confluence, Visio, Excel, and Word to streamline documentation and communication.

BUSINESS SOLUTIONS & DESIGN, INC. | Brooklyn, NY

May 2020 – Dec 2021

Business Analyst / Product Owner, Product Development IT

Facilitated client and user interviews and JAD sessions to identify business and user requirements. Developed scope and use case documents, business process models, UI mock-ups, and data flow diagrams. Oversaw product lifecycle, focusing on user research, and UX/UI design.

- Created project plans, estimates, and timelines for Cloud-based product features (AWS, React JS, Node JS, PostgreSQL).
- Documented complex database structures and legacy system source code, ensuring thorough feature capture (SQL Server, FoxPro, C#).

KEY PROJECT

Cloud-Based Legal Case Management System for Real Estate Attorneys

- Founded and developed a cloud-based legal case management system tailored for Real Estate Attorneys.

PLAINVIEW HEALTHCARE PARTNERS | Brooklyn, NY

Jan 2020 – Feb 2020

Business Analyst / Product Owner, Product Development IT

Interviewed business stakeholders and SMEs to document client processes and identify specifications for insurance billing, claims clearance, and accounts receivable. Supervised software development and QA teams for high-quality, timely, product delivery using C#.Net and Excel.

- Formed and applied BRD, FRD, use cases, and ETL definitions for thorough development guidelines.

KEY PROJECT

Data Reconciliation Application Development

- Conceptualized and developed a robust application to reconcile data seamlessly between Point Click Care and ClaimRemedi systems.
- Implemented advanced algorithms and data integration techniques to certify accuracy and consistency in healthcare data.

ENGINEERING CONSULTING SERVICES, LTD. | Chantilly, VA (remote)

Dec 2018 – Nov 2019

Business Analyst, Consultant, Enterprise IT

Cultivated strong partnerships with Product Owners to document comprehensive BRDs, Product Vision Statements, and Sprint Goals. Acted as the primary liaison between business stakeholders and Scrum teams. Defined strategic product roadmaps and prioritized user stories based on business value. Transformed functional requirements into detailed user stories with clear acceptance criteria.

- Documented user stories in Confluence, integrating with JIRA and MS Visio for enhanced project visibility.
- Drove successful Agile implementation by actively participating in sprint planning, daily stand-ups, and retrospectives.
- Resolved issues post-release, delivering high-quality assistance for Level 2 and 3 production challenges using C#.Net and SQL Server.

KEY PROJECT

Independent Engineering Inspections Platform Development

- Created an Independent Engineering Inspections platform, overseeing operations across 70 cities on the East Coast.
- Administered a team supporting 3000+ inspectors and field technicians, confirming seamless coordination and operational efficiency.

G&G ELECTRIC SUPPLY, INC. | New York, NY

May 2017 – Oct 2018

Business System Analyst / Project Manager, Consultant, Operations Technology

Facilitated interviews with business stakeholders and SMEs to outline current and future state processes. Partnered with IT experts to conduct gap analysis and craft work breakdown structures. Authored comprehensive BRDs, FRDs, mock-ups, use cases, ETL definitions, and UAT plans.

- Negotiated project plans to align with shifts in organizational culture, strategic objectives, and emerging technologies.
- Led development and QA teams, assuring timely and successful execution of the project SDLC.

KEY PROJECT

Predictive Inventory Planning Module Integration

- Supervised the development and integration of a Predictive Inventory Planning module into an in-house Supply-chain ERP system.
- Applied advanced forecasting algorithms and data analytics' techniques to optimize inventory levels and procurement processes.

DONALD LANE

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Franklin, NJ 07416

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SUMMARY

Quality Assurance, Business Analyst, Data Analyst, Software Development Engineer and Technical Architect with experience in project management, system testing, quality assurance, business analysis, and program management in all aspects of the System Software Development Life Cycle. Particular emphasis on data administration, strategic data planning, data management creation and quality, relational database design, development, implementation, and problem resolution. Diverse background in data warehousing, marketing, finance, insurance, telecommunications, retail, **pharmaceutical** and the healthcare industries. Designs, develops, documents and analyzes overall architecture of systems on emerging technologies, including hardware and software solutions that meet performance, usability, scalability, reliability, and security needs. Responsible for analyzing problems, developing solutions and making decisions that impact projects, completes assigned load and performance tasks on time (e.g., analysis/design, development, testing, maintenance, documentation, etc.).

SKILLS

Behavior Driven Development, Test Driven Development, SQL, Test Data Management, Business Intelligence. Digital Marketing, QTP, QC, TestNG, SDET, Business Requirements, Data Warehouse, Relational Workflow Diagrams, Test Plans and Cases, JIRA, Jmeter, Web and Mobile Analysis, Relational Data and Database Management, Dashboard Analysis, Security, Data Analytics, Configuration Management, Contiguous Integration, User Interfaces, Github, API Management, Master Data Management

EXPERIENCE

Sapphire-Digital, Labor Ready, Livingston Public Broadcast, True Blue, Client Quality Assurance, Architect, Data Stewart and Production Support, Consulting

2017 – Present

- Provide customers with customer specific Quality Assurance Programs to meet their individual needs. Reviewed business and technical data and documents. Helped clients design and execute manual, web, mobile, apps and automation test programs, plans and cases. Performed analysis on business systems to identify problems requiring changes. Carried out testing programs and discerned results. Recommended tools and equipment. Agile, Scrum and Waterfall System Processing Methodologies. Process Analysis and Requirements. Application Integration. Microsoft Test Manager and Code UI to carry out testing. Configuration and API Management.
- Editing products to meet Quality Standards. Designed and created educational materials
- Lead both requirements and design sessions with stakeholders, Subject Matter Experts (SME) and provide technical expertise to drive requirements gathering and solutions conversations
- Worked on extensive data warehouses of Sales, Demographic, Promotions, and Inventory data.
- Created marketing proposals, analyze sale data, and prediction modeling.

CyberThink/ConnectiveRX, Whippany, NJ

2016 – 2017

Quality Assurance, Data Analyst, Consulting Position

- Analysis of systems development and execution. Testing of physician, patient, payment and claims data

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- Assist in planning, execution and tracking of significant strategic and operational initiatives. Conduct process and SOP reviews, risk profiles and SLA to identify risk and opportunities across business
- Authorization of **pharmaceutical** products, customers, systems and plans in the company and customer experience.
- Tested web portals, cross browser, platform, device, mobile, console and data transmission
- Processing and validating of external vendor files. Working with vendors to resolve defects.
- SQL Server Integration Services SSIS, SSMS and SQL Server to extract, transform and load, ETL, data to systems, tables and databases. Provided data integrity. Continuous Integration Development Tools. Use of Content Management systems to utilize data. Ecommerce of data
- Tested the processing of payments, files, reports, insurance claims to customers, management, and vendors.
- Validation of production requests and database processing. Resolved differences and defects.
- Application testing of web based systems, data warehouse, mobile, and client server applications.
- Creation of users stories, JIRA, cases, plans, documentation, requirements, data, scripts, and testing
- Tested transmissions using different protocols and file handling processes. Also debug transmission issues and incidents. Tested voice enabled applications and call center processing,
- Lead both requirements and design sessions with stakeholders, Subject Matter Experts (SME) and provide technical expertise to drive requirements gathering and solutions conversations
- Creation of documentations of Business Requirements, Stories, Artifacts, Workflows, Software Requirement Specification and Wireframes. Web Focus and Data Warehouse
- Performed Root Cause Analysis, (RCA). Used Issue Management Resolution systems (IMR).
- Use of Business Intelligence Tools to analyze, display and report data
- Experience creating and using data warehouses, marts, databases to manage data. Using tools to extract, translate and load data from different sources.

Talon/AXA Financials, Syracuse, NY

2014 – 2015

Quality Assurance, Team Lead, Consulting Position

- Led off shore team in testing financial and insurance products. Used tools such as Limelight, Bswift, TestArchitect, QTP, Soap UI and QC. Products and information that allowed agents to do presentations to clients and sales calls. ETL, SQL, JDA, Manual, web, and Business Intelligence.
- Use of big data to extract, transfer, aggregate information to agents and clients. IP Testing, Test Data, and Defect Management, Performance Testing, Process Analysis, Scrum, Teradata, Oracle
- Software Application Development, Selenium, Report, Function and System Integration Testing
- Define & develop robust test plans and cases, execute testing, document results, and resolve issues
- Device testing of mobile, tablet and console. Wealth Management and Portfolio Performance
- The development and redesigned of system processes through Change Management.
- Lead both requirements and design sessions with stakeholders, Subject Matter Experts (SME) and provide technical expertise to drive requirements gathering and solutions conversations
- Performed Root Cause Analysis, (RCA). Used Issue Management Resolution systems (IMR).

Global Nest/IBM/Express Scripts, Franklin Lakes, NJ

2013 – 2013

Quality Assurance, Business Systems Analyst, Data Engineer, Consulting Position

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- Analysis, Test Case development and execution. Worked with teams residing in many diverse locations, teams were on shore and in India, Philippines, and Switzerland.
- Execution of cases through automated automation system and manual testing of Point Of Service System. Testing of Mainframe, and Databases. Tools, CQ, ALM, RM Tracker, Test Data Management, ETL, Test Manger, Visual Studio, Software Development Engineer Test, SDET
- SharePoint, SQL, Enterprise Systems, Defect Resolution, Waterfall and Agile Methodologies, Ecommerce Testing, Performance Testing, Quality Center, Business Process Testing and Test Metrics, Data Modeling, Cognos, Business Intelligence, Data Management, Soap UI, SDLC, Processing Methodology, Scrum, Java Script, Silk, Teradata, Java, Rally, Data Stewart
- **Pharmacy** Benefit Management and Mail Order Processing of **Pharmacies** Products
- Tested Point Of Services and Claims Processes using ETL, Mainframe and Data Warehouse
- Authorization of **pharmaceutical** products, customers, systems and plans in the company and customer experience.
- Designed plans, and business process map designs. Creation of business requirements from business needs. Lead in information gathering session including interviewing, gathering needs and solutions with stake holders. Creation of wireframes and process flow documents. Government **Pharmaceutical** Regulatory Documentations and use. CFR 21 Part 11 regulations.
- Application Testing of Mainframe and DB2, Informatica, Database Systems and Processes, Data mapping, modeling, warehousing and integration, Performance Analysis
- Define & develop robust test plans and cases, execute testing, document results, and resolve issues.
- Worked on Infrastructure, Function, Report, Regressive, and System Integration Testing
- Testing windows desktop applications and client/server applications
- Conduct demo of the implemented solutions to Business and IT stakeholders and co-ordinate the User Acceptance Testing. Update the Training Guide and conduct Training Sessions for End Users of the application. Triage and defect processing
- Author/Support authoring of SDLC documents (QAP, QASR, SIT Test Plan, SIT Test Summary, UAT Test Plan, UAT Test Summary)
- Experience with member lookups, provider lookups, referrals, prior authorizations, claim payment for medical, dental and/or **pharmacy**. Conducted **Pharma** Predictability Modeling
- Worked on extensive data warehouses of Sales, Demographic, Promotions, and Inventory data.
- Created marketing proposals, analyze sale data, and prediction modeling.
- Research with Descriptive Analytics by finding key performance indicators, data visualization and metrics.

Insight Global/Verizon Wireless, Orangeburg, NY

2012 – 2013

Quality Assurance, Consulting Position

- Developed and tested process for Customer Service to be able to makes changes to customer's bills. Using System Analysis and Change Management process to develop new systems.
- UAT Testing, Mainframe, and databases. Tools, On Demand, ACSR, ACSS, SharePoint, Selenium, Customer Information Management, Enterprise Systems, Defect Resolution, and Quality Center, QTP, CSC Workflow, Data Modeling, Cucumber, Protractor, BDD

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- Implementing Data Management and improving Data Quality, Tested Customer Billing Processing, Changes, and Financial Accounting, using Mainframe AS400. Ecommerce and Performance Testing, ETL, SQL, Manual Testing, Business Intelligence, Production Support, Data Steward, Quality and Mining, Compliance Management, ALM
- Define & develop robust test plans and cases, execute testing, document results, and resolve issue
- Master Data Management and Data Quality Dimensions. Data Creation and Validation
- Extensive use of data warehouse tools such as SQL and ETL to extract, cleanse and manipulate data. Able to indentified data integrity issues and resolve them
- Strong analytical skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements through out the customer software life cycle. Triage and defect processing
- Relevant and substantial work experience with business requirements definition and management (end to end), data management, structured analysis, process design, use case documentation, UML process and use case definition. Data Stewart
- Lead both requirements and design sessions with stakeholders, Subject Matter Experts (SME) and provide technical expertise to drive requirements gathering and solutions conversations
- Experience in creation of Entity Relation Diagrams, Workflow Diagrams, Stories, Artifacts, Software Requirement Specification, Wireframes, Process Flows, Context Diagrams and Application Flow Documents.
- Use of Business Intelligence Tools to analyze, display and report data
- Design of Process Security and data protection of the systems
- Provided Dynamic Application Security Testing, Data Governance, Enterprise Data Management, Asset Data Management, Relational Database Management, Risk Based Testing, IVR Design, Order Management, Dashboard analyst and testing
- Strong experience in Software Development Life Cycle using Agile/Scrum, Waterfall, CMMI Methodologies. Creation and testing of Digital Marketing
- Worked on extensive data warehouses of Sales, Demographic, Promotions, and Inventory data.

Enterprise Iron/Trinet/TIAA-CREF, Charlotte, NC

2012 – 2012

Data Analyst, Quality Assurance

- Analysis of System, Test Case development and execution. Worked with teams residing in many diverse locations. Mainframe, QC, ETL, Enterprise Systems, Defect Resolution, Manual Testing, QTP, Ecommerce Testing, Performance Testing, Investment Banking, Wealth Management, Sophia, IP Testing, Axiom, Insurance Claims and documentation
- Tested Customer Participation through sign up and processing of customer in Saving Plans
- Tested the updating of accounts and databases, Automation Testing and Change Management Processing
- Used SharePoint to create and execute tests, Data Management Testing, Trained users
- Define & develop robust test plans and cases, execute testing, document results, and resolve issues.
- Designed and tested human resources, insurance and payroll applications.
- Define & develop robust test plans and cases, execute testing, document results, and resolve issue
- Creation of documentations of Business Requirements, Stories, Artifacts, Workflows, Software Requirement Specification and Wireframes

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- Proven ability to effectively identify and capture complex business needs and authoring detailed deliverables such as - Project Scope / Charter, Requirement Management Plan (RMP), Business Requirements Document (BRD), Functional Requirements Document (FRD / FSD), Data Mapping (Technical) documents, Screen Mock Ups / Wire Frames, Use Case, Training Guide, Requirements Traceability Matrix (RTM), UAT Plan, Test Script and Test Data Management. Data Stewart
- Maintained and managed Project Scope Test Plans and Change Control process.
- Strong experience in Software Development Life Cycle using Agile/Scrum, Waterfall methodologies.

The Shubert Organization Inc., Telecharge, Hackensack, N.J.

2007 – 2012

Quality Assurance, Business Analyst, Tester Analyst, System Engineering, Project Quality Lead, Technical Architect, Telecharge,

- Solely responsible for the management and testing of Theater Ticketing software that was used by Theater Operators. Provided web testing and development of ticketing web site and mobile applications.
- Defect Resolution and Manual Testing, Team Lead and Testing across browsers. Test Data Management, Production Support, Financial and Performance Management
- Provided multiple releases of software on time and without errors. Worked on infrastructure testing services
- Created new software upgrades and improvements. Ecommerce Testing, Vender Management
- Designed and tested the system to improve the Best Available Seating Process. Information Security, Digital Applications, Change Management and Content Management Services
- Security testing of information and systems
- Used Serena, Selenium AJAX, Xpath, and Webdrive, Jira, QTP, UFT, HP/Mercury Quality Center, XML, Informatica. Load Runner, Ruby, Informix, BI, Agile and Waterfall Testing and Flash, Black & White Box Testing, Data Management Creation and Testing, VB Scripting, Automation Testing, Soap UI, Test Visual Studio, Load Scripting, Jscript, ADB tool
- Expertise in testing of Client Server and web based applications. UAT & Performance Testing, QTP, Silk, ETL, SQL, Manual Testing and Business Intelligence, Business Object, Crystal Report
- Mobile Testing includes Handset, Device, Tablet and App Testing, Mobile App Testing (IOS, Android and Wed OS). Testing of the device, hardware, network, mobile service, response, and end service processing. Risk, operational and compliance management.
- Testing of systems between the source and mobile and web applications. Business Process Testing and Test Metrics, Technical Writing, Microsoft products.
- SAAS Development Cycle. Data Modeling, Cognos, Business Intelligence, Capacity Performance Testing, Data Mapping. Planning, execution, control and monitoring of the testing process.
- Salesforce – communicating data from theaters to facilities Product Management, SOA, SAS, SAP
- Solves unique problems through evaluative judgment/precedent. Partnership with IT leads in working through issues/defects & resolution, Buildbot, Jenkins, Lightweight Directory Access Protocol, Window Server, Computer System Validation, User Interface
- Worked with theater operators and show producers to design theater layouts, seat information and ticket pricing. This was ongoing process.

**Institute For Effectiveness Research/Medco Health Solutions/Merck,
Bridgewater, NJ**

2004-2007

Research Associate/Application Architect/Project Quality Lead/Technical Architect/Business Analyst

- Data mined company information warehouse and systems to gather study data. Provided customer support and marketing data through data management and statistical analysis for internal and external customers.
- Testing of **pharmaceutical** products and their affects.
- Authorization of **pharmaceutical** products, customers, systems and plans in the company and customer experience.
- Directed the creation of complex business and system designs. Created system standards with users. Mainframe, SQL, Manual Testing, Shell Scripting, Unix, Ecommerce Testing, Performance and R&D testing.
- Devised clinical tests and designated doctors and participants into clinical study programs and trials. Recorded and kept Validation records. Provided reports, HIPAA documentation and Technical Writing. Create and process of insurance claims and documentation.
- Created presentations of study data that were used in conference presentations and journal publications.
- Designed and executed case studies of patient drug usage for marketing campaigns.
- Salesforce – communicating data from doctors to facilities Product Management, Data Management Testing, Data Modeling
- **Pharmaceutical** Regulatory Documentations and use. Clinical Data, **Pharmaceutical** testing and Study selection. Creation of Business Requirements, Gap Analysis and Risk Analysis
- Worked on extensive data warehouses of Sales, Demographic, Promotions, and Inventory data.
- Created marketing proposals, analyze sale data, and prediction modeling.
- The research with Descriptive Analytics by finding key performance indicators, data visualization and metrics.
- Use of Diagnostic Analytics by identifying abnormalities', relationships and trends in the data
- Design of Predictive Analytics to determine future trends
- Creation of Prescriptive Analytics to design data-driven decisions and the likelihood of different outcomes can be estimated.

AT&T, Somerset, NJ

System Developer/Analyst/Tester/Technical Architect, Consumer Communication Services 2001-2004

Analyzed business requirements, participated in design efforts, created specifications and code, designed call flows, identified and designed test specifications, test case scenarios and standards, trained new testers, developed comprehensive test plans, scripts and tested the system. Expertise on testing technology for Mainframes and online CICS screen navigation, databases like DB2 and proficient in batch testing, JCL and COBOL, Expeditor, abend analysis, extract validation, TSO/ISPF, File Aid, DB validation using SQL

TECHNICAL SKILLS

Course Work and Training

QTP, ALM, ETL, Selenium, Jira, Cucumber, Qlikview, Protractor, Node.js, Charles, Appium, Calabas, Web Driver, Python, Java, Apache

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Management Skills	Project Management, Statistics, Business Law, and Accounting
Web Skills	FrontPage, HTML, XML, Web Page Design, Testing and Internet Management, WEBLOGIC, Sphere, Solaris
Processing Skills	Microsoft Products – Word, Excel, Access, and PowerPoint
Boy Scout Leader	Troop 12 BSA, Livingston, NJ
Broadcasting	Experienced in aspects of radio and television broadcasting

EDUCATION

Syracuse University, Syracuse, NY - **MS - Masters of Science in Information Resource Management**
State University of New York, Oswego, NY - **BA - Bachelor of Arts, Majors in Broadcasting and Psychology**
Onondaga Community College, Syracuse, NY - **AAS - Associate of Applied Science in Radio and Television**



Harish Bodduna - Lead Data Scientist Computer Science Engineering



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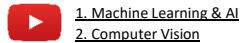
harishbodduna08@gmail.com



Harish Bodduna



<https://twitter.com/Harish535>



CAREER OBJECTIVE

To obtain a challenging role as Data Science leader by applying technical proficiency in Machine Learning, Generative AI and team management skills and contribute to the development of intelligent systems, sustainable living and drive the company's data strategy and growth.

SUMMARY

- A highly accomplished Data Science leader with over 9 years of experience in the field of data science.
- Good hands-on experience on various classes of **Generative models** in text and images.
- Experience in utilizing Azure Cloud resources for ML problems. Implemented **CI/CD pipelines using Azure DevOps** for automated model deployment. Utilized **Azure Container Registry** to store and manage Docker images of ML models.
- Responsible for **architecture** development, deployment, and maintenance of machine learning models and **infrastructure on cloud** within an organization.
- Good Hands-on experience in implemented computer vision and natural language processing algorithms as per project requirements and **served the models using FastAPI**, which responds to the request from front-end client.
- **DNA Sequence Generation** using generative AI.
- Apply generative AI models to **design novel drug molecules** based on **genomic data**.
- Built conversational **local pdf bot** (without langchain).
 - Using text generation inference
- Deploying and serving Chatbot using **LLM models** on local machines.
- Building **vector databases** from existing SQL/NoSQL databases.
 - The relevant data is extracted and is transformed into vector representations.
 - Transforming textual data to representation from **pretrained-Bert model**. Images are transformed into vector representation from global pooling of **ResNet Model**.
 - **FAISS**, a Facebook library used for implementing similarity search and clustering of dense vectors.
 - **DELTA** table with appropriate schemas and indexing is chosen as storage to perform CRUD operations.
- Image Classification/detection using **Vision Transformer** models.
 - Learning the impact of attention mechanism in the patches of images.
 - Extracting attention scores from layers of model **VIT-H/14** for academic interest.
- Transformers based recommendation system using open-source Spotify data.
- Custom QA model training.
- Denoising Images using **Diffusion Models**.
 - Dataset DND+ (Darmstadt Noise Dataset).
 - CNN based Encoder-Decoder with Up-sampling and Down-Sampling Architecture.
- Genomic Data Augmentation.
- Building databases for specific context using **Prompt Engineering** from hugging-face/open-source LLM models. *
- Generating **Images/videos from text**. * (DALL E2 / Stable Diffusion)
- Multi-modal learning. *
- Proficient in reading and comprehending research papers, staying up to date with the latest advancements in Generative AI. *
- Exploring different developer tools on Generative AI like co: here, Haystack, LangChain, LlamaIndex.

ACCOMPLISHMENTS

- Microsoft Certified: Azure Data Scientist Associate
- Microsoft Certified: Azure Data Engineer Associate
- 2nd Place in IASNLP – IIIT, Hyderabad (Language Identification System for Code Mixing Analysis)

FUNCTIONAL SKILLS

Domain Knowledge	Virtual Reality, IoT, Pharmaceuticals, Fintech, Retail, Digital Marketing	CT/Ultra Scans/X-ray, Finance, VR Gaming, Cosmetic & open-source Datasets
Project Management	Training, Developing & Deployment	Team Management
Process Improvement	Presales and Business Pursuits	Agile & Scrum Process
Thought Leadership	Gamification Expert	Project Scoping

TECHNICAL SKILLS

Data Science	Python, Scikit Learn, Anaconda	Regression, Classification, Clustering
	NLP, PCA, LDA	Probability and Statistics
Generative AI	Hugging face, TGI, Opensource LLMs	PDF Chatbot, Summarizer, Question-Answers, Prompt Engineering.
	Deep-Art, Diffusion, GANs	Denoising Images, Text to Images
Deep Learning	Pytorch/Keras	OpenCV, CNN, RNN, Transformers, GPT
Big Data	Pyspark	Apache tools
ML Ops	Azure ML Studio	CICD using Azure DevOps, Container Instances
Azure	Azure ML Studio, Databricks, SQL	Data Factory, Container Registry, DevOps, Datalakes
Model Deployment	Docker, Azure Container Instances,	CICD Pipelines on DevOps, AKS
ML Studio	Processing Jobs, Feature store, Model Registry	Hyperparameter Tuning, Training
	End points, Batch transform	Pipelines
Others	FastAPI	Hadoop/Spark, SQL, RPA
Reporting	PowerBI, Tableau	Seaborn, Plotly

EMPLOYMENT DETAILS

April'22 – Till Date: Maestro Technologies Inc, New York, USA as Lead Data Scientist

Key Projects:

Project: Unified Data Platform

Description: Designing and developing Unified Data Platform (UDP) with vector databases on Azure for Warehousing, Engineering, Streaming, Reporting and Data Science works. The platform loads data from various source systems and transforms layer over layer to build an optimized vector database which provides required data for business use cases. Building Raw, Integration (*Staging, Processing*) and Consumption (*Reporting, ML use-cases*) layers to transform the data.

- A containerized python framework orchestrated on Azure Data Factory.
- Cataloging the data to integrate among multiple source systems. Building all necessary resources under one group for developing the platform on Azure. Storing the data on SQL and datalakes, for ELT purposes.
- Implemented data preprocessing and transformation techniques to convert SQL data into vector representations for reporting and analysis. Developed and executed SQL queries to retrieve data from the vector database, extracting specific information as per reporting requirements (*in consumption layer*).
- Collaborated closely with stakeholders from different departments to gather and understand their unique reporting requirements, ensuring that the reporting layer delivered accurate and relevant insights for informed decision-making.

- Building new business ML use-cases to automate the production at manufacturing plants like, optimizing data warehouses located at multiple cities, generating images from Generative AI models for designing and marketing teams at client's.

Project: **Maestro Symphony AI**

Description: One Simple platform to unify all the data, analytics, and AI workloads. Often people use different Isolated tech stacks and tools for each of the Data Warehousing, Data Engineering, Streaming and Data Science/Machine Learning (AI) works. This ends up in an ecosystem, a huge congestion between different Open-Source tools in both development and maintenance of Projects. Maestro Symphony AI Product provides a unified platform for all data related problems.

- Designing architecture to build end-to-end pipeline for the AI Module of the Product.
- Building a stack of pre-trained machine-learning models which can be re-trained on customer/client's owned data.
- Provide different metrics which explain about the models used by clients.
- Build the drag-and-drop feature on a canvas to build end-to-end pipeline using C++ and Java frameworks.
- Saving the required information from the pipelines onto Databases which can later be consumed by clients using the Product.
- Databases: Postgres SQL, MongoDB, Cassandra, Azure Blob storages, AWS S3 bucket, GCP.
- Tech Stack: Apache Spark, Python, Java, C++, Fast API, Keras, Pytorch, Hugging-Face, Docker.
- Manage the sprint teams works on the architecture.
- Demonstrate the business use-cases to clients and prospects.

Project: **Optimizing the customer cart value.**

Description: Optimizing the cart value of customers by analyzing the customer/item related bigdata to find similar customers in Fingerhut that are likely to buy new/other product families within a defined time.

- Prep the raw data to store in the databases anddatalakes on Azure.
- Bring together all the sources of data from Atacama tool to prepare datasets.
- Build the respective datasets using product interaction data points and customer Infobase details to understand the Customer to Item relationship.
- Build a feature set mapping customer to Item.
- Finding the insights from the sales data about the trend of the sales over years across different fields like Customers, return items etc.
- Tech Stack: Azure Databricks, Apache Spark, Python, Ataccama tool, Postgres SQL, Azure Datalakes/Blob Storage/Tables.

Project: **Optimized Campaigning**

Description: Steering the Marketing team to campaign specific Prospects for a specific group of products of Fingerhut that are likely to buy using what channel by when.

- Different kinds of prospects are identified using the Credit details of the customers from Fingerhut's database.
- Tech Stack: Azure Databricks, Apache Spark, Python, Ataccama tool, Postgres SQL, Azure Datalakes/Blob Storage/Tables.
- Feature vector is generated from the behavioral, sales, demographics and credit information of customers and prospects.
- Facebook's FAISS library is used to find similar customers from the pool of existing customers.

Aug'21 -Mar'22: Royal DSM, Hyderabad as Machine Learning Expert

Key Projects:

Project: **Pipelines to build Databases by extracting data from Invoices/reports.**

Description: This project is about extracting the text from the invoice documents to build a database of invoices status. The pdf's contains information related to the address of the customer/company, invoice number and invoice amount. DSM has worldwide customers, so the invoice must be routed to the respective Payments team's SAP server all over the world.

- All invoices are segregated based on the template.
- Implemented an API, using tesseract library which extracts the text accordingly.
- The extracted text is converted to JSON formatted file and is sent as response to the request from frontend. The JSON file is consumed by front-end UI/UX by storing the data in SQL servers.

Project: **Question Answer Model for Ticketing System.**

Description: This project optimizes the ticketing system where multiple tickets would be raised by customers all over the world in different languages. The objective of this project is to find a similar existing ticket and solution from database and provide solution to the new ticket even before it enters the ticketing database.

- Natural Language Processing algorithms are implemented.
- The latest advanced transformers are utilized to create embeddings of the ticket.

- A Siamese neural network is trained to find patterns in question-and-answer system.
- The ML model serves as a Micro Service using Fast API library on virtual Machine which responds accordingly to the front-end requests.

Project: **Spam Job/Tickets Classifier across worldwide on-prem database with diverse languages.**

Description: This project optimizes the ticketing system where multiple tickets would be raised by customers all over the world in different languages. The objective of this project is to tag each ticket in the database if it's Spam or Ham.

- The Naïve Bayes algorithm is trained on the tickets.
- All the tickets are converted into vectors using Count Vectorizer.
- The ML model serves as a Micro Service using Fast API library on virtual Machine which responds accordingly to the front-end requests.

Mar'19 – July'21: Antuit India Pvt Ltd, Bengaluru as Data Scientist

Key Projects:

Project: **E-commerce Consumption Reporting:**

Description: This project enables holistic e-commerce channel reporting by consolidating, harmonizing, and transforming reporting data that is collected today, disparately, via API and manual pulls. Visualization will be within Power-BI.

- Implemented a Siamese-LSTM/BERT model for improving the products matching percentage across different retailers to compare their financials.
- Designed different notebooks on Databricks for each stage of the project.
- Implemented Logic Apps, Activities in Azure Data-Factory to design Pipelines, right from copying to writing data onto Warehouse tables.
- Designed a unified package for Read and Write Operations (Delta & SQL Tables), Logs for each scheduled trigger of the Pipeline. The storage area includes containers, Data-Lake & Warehouse Tables.

Project: **Strategic Pricing Solution**

Description: Antuit.ai Strategic Pricing Solution (SPS) enables manufacturers and CPG companies a deeper understanding of how price affects their own products sales and market share, and the sales and market share of competition (and vice versa). The application uses market sensitivity models, syndicated product data, customer purchase data, product characteristics and attributes, optimizations, and simulations to evaluate price strategies to maximize revenue, market share or margins within business constraints.

- PostgreSQL is used as a Database for Storing and Retrieving Data.
- After Processing the raw data, we group similar products both GSK and their competitors based on the attributes of the Products in such way that the products (both GSK & Competitors) in each group share the same shelf in the market/store.
- After the sign off from the business for the groups of products, developed a Model where SoftMax of model gives the probability of shares. Each Group is trained on the model.
- The number of sales for the coming one year is forecasted where the set share probabilities are broadcasted on to them. A convex nonlinear optimizer is used for the Optimization of Margin, Revenue, Profit based on the linear constraints w.r.t, Optimization Target.
- Such way the market is simulated in a UI Tool called SPS (Strategic Pricing Tool), which has all the EDA of the GSK in different windows.
- The development is done on Azure Databricks with scheduled Jobs, later deployed on an Azure Virtual Machine as a Micro Service using Fast API, where the machine acts as server and the Optimization calls from UI tool are handled by it.

Project: **Recommendation Engine.**

Description: A replacement for the existing tool at THOMPSON REUTERS with a Recommendation Engine. The system Recommends the Tax Bundles for each customer based on the attributes of the Bundles and Customers and following business constraints.

- Given the current product portfolio of customers, we require a methodology which will recommend new portfolio comprising of new set of product codes.
- The new set of product codes, also called Fit Products/Bundles, are supersets of earlier product codes (legacy codes).
- To solve this, we have built a recommendation engine which generates all relevant products for a customer. Once recommendations are generated, we have created portfolios which will give the optimized post-migration price as well as full coverage.
- The algorithm has been implemented using a 5 node Spark Cluster where each node has a RAM of 128 Gb with 16 cores.

Project: **Attribution/Effects Model, EDA, Neural-Networks**

Description: Understanding the effects of features driving the sales of Cosmetics company. A Topic Modelling model is built to on the feature/benefits of the product through reviews generated by company.

- Raw Data is provided in Flat Files (CSVs, Excels). Data is prepped, and EDA is built on Tableau.

- Data is transformed using LAG, LOG and CMA. A HLM model is built to understand the effect of features on the sales. The report is written on Tableau with a dedicated dashboard.
- An LSTM neural network model is built to do sentiment analysis on reviews and social media data.
- A timeline chart to represent the evolution of benefits & ingredients of products are portrayed.
- A classification neural network model is built to classify the benefits & ingredients for each product based on product description.

Oct'16 - Feb'19: Loop Reality Pvt Ltd, Hyderabad as Data Scientist

Key Projects:

Project: PerspectAI

Description: Developed web-based Dashboard for HR managers to visualize the reports and COGNITIVE PROFILE of their Employees using virtual reality games. A highly qualified Artificial Intelligence based product was built, using recent advances in Machine Learning. (Computer Vision / Natural Language Processing).

- Experimented with Ensembles techniques like Random Forest, Gradient Boosting, Adaptive Boosting and Voting Classifier etc.
- Used NLP based Word Embeddings and Computer Vision based Face Recognition Model.

Project: Classifying players based on Personality and Cognitive Profile Strength using Mobile Games:

Description: Mobile Games are good source of calculating player's Strengths and weaknesses based on their Gaming Strategy. Analyzing the data for strengths and weaknesses of the players using various key Parameters. Total 8 Mobile Games were built as Assessment tool.

- All 8 games Data is organized into proper format for Analysis. REGRESSION and CLASSIFICATION analysis are experimented based on the players Gaming Strategy.
- Deep Analysis is made on the Data Collected through 8 Games. Facial expressions of players are collected throughout Game Session at crucial moments in the Game.
- Normalized RMSE values are calculated using Max and Min values from Target column.
- Random Forest ensemble is built to calculate the feature importance scores among datasets.
- With Collected Features in decreasing order of importance, series of Regression Ensembles are experimented to yield a better Normalized RMSE values.
- Separate classification report is made for Organizations based on their respective employee's data.

Aug'14 - Sep'16: Tech Mahindra Pvt Ltd, Hyderabad as Analyst

Key Projects:

Project: Automating the Exceptions in Revenue Leakages.

Description: Telecom operation consists of a complex and long chain of inter-related operations that work jointly to deliver services to customers and then track and record the services delivered to bill the customers. A revenue leakage is typically attributed to the organization when it is unable to bill correctly for a given service or receive the correct payment. These are caused due to human error or error in tracking particular Service and maintaining according to the business.

- NLTK's WORDNET Lemmatize () was used to extract the root word. **Normalization** of words is done by **stemming** and **lemmatizing** the token. A Bag of Words model was generated by converting each Exception to **Document-Term Matrix** using Dictionary Class.
- Topic Modelling Technique, LDA model is run on the DT-Matrix for categorizing the Exceptions. **genism** package was used in building the above Topics. The model was saved using serialized pickle file format for future reuse.
- A Pretrained Word Embeddings GloVe with 50-D is used to convert each word in Documents into respective word Embeddings. An Embedding Matrix of Glove is made to extract word Embeddings.
- A 2 hidden layered Dense Neural Network is built with input as Average of all the word Embeddings of single row and Target as Exception Name.

MANJOT SINGH

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JOB OBJECTIVE

To obtain a challenging position that will utilize my technical skills, offer challenge, accountability, and an opportunity for career advancement.

PROFILE SUMMARY

- Senior Programmer Analyst with 8 years of experience.
- Possess sound knowledge of the concepts of C#, Vb.net, HTML, CSS, JavaScript, JQuery, Ajax, Angular JS, SQL, Telerik Controls, Web Services, JSON, Linux, AWS, Terraform, Salt, Deployer, Packer, Ansible, Python Scripting etc.
- Possess sound knowledge of various monitoring tools Datadog, Sumologic, Grafana, PagerDuty etc
- Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols
- Experience with scripting and automation tools
- An effective communicator with honed interpersonal, analytical, coordination and presentation skills.
- Ability to work within tight deadlines, foresight to handle upcoming issues and dedication to solve complex problems through extensive research.
- Ability to learn & develop using new technologies quickly.

TECHNICAL SKILLS

Languages:	C#, Vb.net, MVC, Web Service, PHP, WordPress, Joomla, HTML, CSS, JavaScript, JQuery, Angular JS, Ajax, JSON, SignalR, Jabbr, J2EE, AWS, RDS, DMS, Terraform, Salt, Deployer, Packer, Ansible, Python Scripting, Docker
Databases & Tools:	Microsoft Visual Studio, MS SQL Server, Telerik Controls, MS Visual Studio Team Foundation Server, AnkhSVN, Xamarin Studio, MongoDB, NetBeans/Eclipse IDE, MySQL, MS Access DB, Xampp Server, PostgreSQL, DBeaver, Github, Gitlab
Hosting Environments:	Windows server 2008/2012 R2, Microsoft Azure, Rackspace, 1and1, AWS
Monitoring Tools:	Datadog, Sumologic, Grafana, PagerDuty, Alert Manager

WORK EXPERIENCE (February 2022 to Till Date)

Company Name: Maestro Technologies Inc.
Designation: Senior Programmer Analyst

Projects:

1. Cerberus Technology Services (Ongoing Partnership)

Technologies: Oracle, PostgreSQL, Java, J2EE, Maven, IBM MQ, Terraform, CI/CD Pipeline, JavaScript, HTML, Azure AKS, SQL Server, Monitoring, Query Optimizations, Query Rewriting

Description: Migration projects for a bank/investment firm (moving applications from on-premises to Azure AKS), SQL DB performance for multiple clients hosted in Azure, Setting up infrastructure in AWS using Terraform, creation of a web service to migrate data from one database to another

Responsibilities: Ongoing support of above projects, additional related projects as needed

2. Amalgamated Bank (Ongoing Partnership)

Technologies: N/A

Description: Access Management Team for the staff of a major financial institution

Responsibilities: Reporting, Documents, Onboarding/Offboarding, Role Management

3. RecyclingMap (Product)

Technologies : Php, MySQL, JavaScript, jQuery, Google API's, HTML, CSS

Description : It's an open-source recycling strategy map of the USA having information of various Recycling Infrastructure like Transfer Stations, Material Recovery Facilities, Recycling Centers and Landfills

Responsibilities : Worked on creating map with different type of markers using Google API's. Created data search, drop down controls to search/display locations according to state and /or Facilities using jQuery.

4. PlumbOrg (In-House, Product)

Technologies : C#, SQL, JavaScript, HTML, CSS, JQuery, Sql Server 2019, Visual Studio 2022

Description : This is an Internal product which contains information of client, users.

Responsibilities :

- a) Designing and developing Web Forms using ASP.NET Controls, CSS and HTML to facilitate the registered users
- b) Developed classes in Business Layer and in Data Access Layer in C#
- c) Used Custom Validations and User Validation to give access to registered users
- d) Developed Business Logic classes for Transaction Module using Business Services
- e) Created database objects using SQL Server including complex Stored Procedures, triggers, cursors, tables, and views and other SQL joins for application
- f) Implemented Exception Handling, Logging and Validation of incoming requests
- g) Documenting the modules developed front-end screens
- h) Used JavaScript validations with ASP.NET controls

5. MILS (In-House, Product)

Technologies : C#, JavaScript, HTML, CSS, JQuery, SQL Server 2019, Visual Studio 2022

Description : This is an internal product which stores information of employees. Reports generation of data as per requirement.

Responsibilities :

- a) Designing and developing Web Forms using ASP.NET Controls, CSS and HTML to facilitate the registered users
- b) Developed classes in Business Layer and in Data Access Layer in C#
- c) Used Custom Validations and User Validation to give access to registered users
- d) Developed Business Logic classes for Transaction Module using Business Services
- e) Created database objects using SQL Server including complex Stored Procedures, triggers, cursors, tables, and views and other SQL joins for application
- f) Implemented Exception Handling, Logging and Validation of incoming requests
- g) Used JavaScript validations with ASP.NET controls

WORK EXPERIENCE (January 2021 to February 2022)

Company Name: Moodys Analytics India Pvt. Ltd. (MAIPL)

Designation: Senior Systems Engineer

Projects:

1. Bvd (Bureau van Dijk – A Moody's Analytics Company)

Technologies : AWS, RDS, DMS, Terraform, Salt, Deployer, Packer, Ansible, Python Scripting, SQL, PostgreSQL, MongoDB, DBeaver, Docker, Datadog, PagerDuty, Alert Manager, Grafana, Github, Gitlab etc.

Description : Bureau van Dijk's product range combines data from regulatory and other sources, including 160 information providers, with software to allow users to manipulate data for a range of research needs and applications. Unlike other providers of content, Bureau van Dijk reveals their sources and shows the source data – allowing users to create their own analytics and predictive analysis based on underlying primary data and reporting.

Responsibilities :

- a) Managing and monitoring all installed systems an infrastructure.
- b) Creating scripts for automation.
- c) Deployments using Terraform, Salt, Packer & Deployer.
- d) Testing DR execution plan quarterly.
- e) Writing Custom SQL queries for Datadog monitoring.
- f) Managing RDS instances using performance insights and other monitoring tools.
- g) Install, configure, test and maintain operating systems, application software and system management tools
- h) Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
- i) Maintain security, backup, and redundancy strategies
- j) Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks
- k) Implement the policies for the use of the computer system and network
- l) Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- m) Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
- n) Responsible for capacity, storage planning, and database performance
- o) Researching and recommending new approaches to improve the networked computer system.

PREVIOUS WORK EXPERIENCE (April 2015 to January 2021)

Company Name: Maestro Global Services India Pvt. Ltd.

Designation: Team Lead

Projects:

1. RDC (Regulatory Data Corp) (Client, Product Company)

Technologies : AWS, RDS, DMS, Terraform, Salt, Deployer, Packer, Ansible, Python Scripting, SQL, PostgreSQL, MongoDB, SQL Server, DBeaver, Docker, Datadog, PagerDuty, Alert Manager, Grafana, Github, Gitlab etc.

Description : Regulatory DataCorp, Inc. provides comprehensive risk and compliance protection services. The Company offers anti-money laundering, know your customer compliance, politically exposed persons identification, and RDC Iran Connect services. Regulatory DataCorp serves customers throughout the United States.

Responsibilities :

- a) Managing and monitoring all installed systems an infrastructure.
- b) Install, configure, test and maintain operating systems, application software and system management tools
- c) Proactively ensure the highest levels of systems and infrastructure availability
- d) Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
- e) Maintain security, backup, and redundancy strategies
- f) Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks
- g) Writing Custom SQL queries for Datadog monitoring.
- h) Participate in the design of information and operational support systems
- i) Implement the policies for the use of the computer system and network
- j) Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization
- k) Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- l) Responsible for capacity, storage planning, and database performance

2. Maestro Internal (In-House)

Technologies : C#, JavaScript, HTML, CSS, JQuery, Sql Server 2014, Visual Studio 2013

Description : This is an In-House project of a company where each detail of employees, salary slips and daily work reports are managed

Responsibilities : Worked on various modules like Creation of New Employees, Office Expense management, New Projects/Tasks Creation. Assigning of projects/tasks to Employees. Salary Slip Creation in PDF and other HR/Admin related modules. Timesheet Converting of various details (like salary detail, insurance detail, office expenses, etc.) of Employee to reports and export to excel or PDF file, designing, testing etc.

3. Marlin-360 Content Integration with CMS (Client, Product)

Technologies : C# (MVC), JavaScript, JQuery, Ajax, HTML, CSS, Telerik Controls, JSON, SQL Server 2008/14, Visual Studio 2013/15

Description : CMS help companies to manage the content, users, etc. It also helps to manage content for Marlin 360

Responsibilities : Worked in Rest Services to support backend, email editor, drag drop/reordering of categories, chat enable/disable, used Telerik controls, Report generation, JQuery Editor, wrote Stored Procedure, designing of screens, dynamic data handling for Marlin 360 etc., documentation, Testing

4. BigDataHerd (In-House, Product)

Technologies : WordPress, JavaScript, JQuery, HTML, CSS

Description : BigDataHerd is a one stop shop web portal for Big Data related projects. This web portal is designed to provide a unique platform where any individual associated with Big Data Family can request a service or offer a service or search and apply for any such opportunities through registered login

Responsibilities : Worked on various modules like Registration Process, Bidding on Projects, Project/Job Posting, Shortlisting Employees or hiring candidates, Profile updating, resume creations, Discussion, Blog, Training etc., Testing of application and Helped in Preparing Client documents

5. Location ROI (Return on Investment) Calculator (In-House, Product)

Technologies : C#, JavaScript, HTML, CSS, JQuery, Sql Server 2014, Visual Studio 2013

Description : The Maestro's Location ROI calculator is a custom calculator that provides return on investment for global location specific moves, adds and changes along with helping plan for resource migration around the country, EMEA and APAC

Responsibilities : Worked on devise formulas for calculating cost in phases according to invested amount and implemented in ROI calculator. Designing of forms, write a stored procedure for data handling, session management, converting forms in PDF files, designing, testing etc.

6. Eczemascoring (Client, Product)

Technologies : PHP, MySQL, JavaScript, JQuery, HTML, CSS, Vimeo Videos

Description : It's a certification web portal to help the medical community with training, education and certifications. Clients and medical community looking to get certification training enter their personal details, go through training videos, answer questions relevant to the training and videos, complete the training in one or multiple sessions and get certified

Responsibilities : Worked on changing the workflow of project by dividing test in 3 modules, Implemented Session Management for resuming, If passed the test then generating a certificate, Training Report Creation of all users, Error message pages, Security implementation using prepared statements, User Management, Roles Management, Vimeo Videos according to questions with resume functionality where last left. Testing of application and Helped in Preparing Client documents and test cases.

7. MIMS (In-House)

Technologies : C#, Vb.net, JavaScript, HTML, CSS, JQuery, Sql Server 2008, Visual Studio 2010

Description : This is an In-House project of a company where each detail of employee, daily work reports are managed.

Responsibilities : Worked on various modules like Maintaining Education details of employees with documents, Employee skills, adding and removing with the help of skill list, Maintaining companies Event Images, Maintaining Insurance and Passport details, Maintaining documents related to Employee, Creation of new system for Employees (Configuration), Assigning of the system to Employee, Converting of various details (like salary detail, insurance detail etc.) of Employee to reports and export to excel or pdf file etc.

8. Realters (Client)

Technologies : C#, Vb.net, JavaScript, HTML, CSS, JQuery, Sql Server 2008, Visual Studio 2010

Description : It's Retail Software in which managing data for a retailer like full details of product quantity, paid amount, received amount, description of product, client details, creating vouchers, reports etc.

Responsibilities : Worked on Creation, Edition and Deletion of Vouchers according to amount paid or received also created GRN/DC number accordingly for this, with information on whether the amount is fully paid, partially paid or not paid. Reports can be created for a particular date to get all details of products and export to excel or pdf file etc.

9. CrowdCaster (Client)

Technologies : C#, JSON, MongoDB 2.6.8, Visual Studio 2013, Xamarin Studio 5.7

Description : This is Android/iOS based mobile application to enhance the connection between entertainers and fans during live events (e.g., concerts, sports events, etc.) using an app that augments a performance/event rather than distracting from it. This app will be an incremental platform for entertainers to entertain, and for fans to experience a new, vibrant element to an event. Multiple types of effects included in this application like Led effects, Screen effects, Sound effects, Vibration effects and a combination of these effects

Responsibilities : Worked on rest service (MVC) for backend support for iOS and Android application includes sending GCM Notification and Emails through service using MongoDB as the database and storing/retrieving QR code images in a server folder also worked on android application in Xamarin Studio using C# language, Testing of application, documentation and used SignalR Hub for sending and receiving signals from one device to multiple devices

10. ShareARide (Client)

Technologies : C#, JSON, MongoDB 2.6.8, Visual Studio 2013

Description : This is Android and iOS based mobile application for sharing of the car journeys so that more than one person travels in a car with sharing costs between all travelers travelling in the same vehicle

Responsibilities : Worked on rest service(MVC) for backend support for Android as well as iOS application includes sending GCM Notification, iOS notification and Emails through service using MongoDB as the database and storing/retrieving images in MongoDB using GridFS also support for Chat functionality sending messages.

PROFESSIONAL CERTIFICATIONS

- Core Java Certification from SQL Technologies, Jalandhar for 6 weeks in 2012
- Asp.NET Certification from SQL Technologies, Jalandhar for 6 weeks in 2011
- MongoDB Training from MongoDB University



Professional Summary

Seasoned .NET Full Stack Developer with 10+ years of experience in designing, developing, and deploying enterprise applications using .NET Core, C#, ASP.NET, MS Dynamics, MVC, LINQ, SQL Server, JavaScript, and Azure DevOps. Extensive expertise in building **scalable, high-performance applications** and modernizing legacy systems with cloud solutions. Proficient in Agile methodologies, CI/CD pipelines, and DevOps practices for streamlined software delivery.

Backend Development:

- Proficient in C#, leveraging it to develop robust, scalable applications with a focus on object-oriented programming, efficient debugging and integration with .NET frameworks for enterprise solutions.
- Experienced in software development using .NET Core and .NET Framework, delivering scalable, high-performance applications with expertise in cross-platform solutions, API development and seamless integration with enterprise systems.
- Expert in building scalable web applications using ASP.NET Core, focusing on modular architecture and secure API design.
- Proficient in Microservices, Onion Architecture and Layered Architecture to design scalable and maintainable systems.
- Knowledgeable in common design patterns such as Factory design patterns and Singleton design patterns and adept at using UML diagrams, including use case diagrams, for visualizing design specifications.
- Competent with Entity Framework, Entity Framework Core and ADO.NET for data manipulation and database interactions.
- Knowledgeable in implementing message queues using MSMQ, RabbitMQ and Azure Service Bus for asynchronous processing and system decoupling.
- Expert in MS SQL Server and PostgreSQL for relational databases and MongoDB and Azure Cosmos DB for NoSQL solutions.
- Skilled in XUnit, NUnit, Moq and MSTest for comprehensive back-end testing.

Frontend Development:

- Proficient in JavaScript, TypeScript, HTML5, CSS (Bootstrap, Material-UI) and Ajax for building responsive front-end applications.
- Extensive experience with front-end frameworks such as React, Angular and jQuery, with a strong focus on building dynamic and responsive user interfaces.
- Proficient in React and Angular with concepts such as lazy loading, virtual DOM, component lifecycle management, RxJS for reactive programming, state management using Redux and NgRx and routing for seamless navigation.
- Skilled in frontend testing tools such as Jest, Karma, Jasmine, Mocha and Chai.

API & Integration:

- Experienced in building and integrating RESTful APIs with JSON and SOAP APIs with XML for robust application interfaces, along with API testing using Postman and RestAssured.
- Familiar with YARP, AWS API Gateway and NGINX for managing, monitoring and scaling APIs.

Security:

- Knowledgeable in secure coding practices, including implementing OAuth2, SSL and JWT for secure authentication and data encryption.

Cloud & DevOps:

- Proficient in leveraging Azure and AWS to deploy and manage scalable and reliable cloud resources.
- Experienced with Azure DevOps, Jenkins and GitLab CI/CD to automate the software delivery process.
- Proficient in Docker and Kubernetes for managing containerized applications and automating deployment, scaling and management of containerized applications.
- Skilled in PowerShell and Shell Script for automating tasks and enhancing development workflows.

- Experienced with **IIS** and containerization using **Docker** with **AKS** for application hosting and management.

Code Quality & Bug Tracking:

- Ensures code quality and adherence to standards using tools such as **SonarQube**, **ReSharper** and **StyleCop**.
- Manages projects and tracks issues effectively with **Jira**, **GitLab Issues**, **Trello** and **ServiceNow**.
- Proficient in version control and collaboration using **GitHub**, **VSTS/TFS**, **Bitbucket**, **GitLab** and **SVN**.

Logging & Documentation:

- Adept in using **Splunk**, **AppDynamics**, **Application Insights** and **New Relic** for application monitoring and performance tuning.
- Utilizes tools such as **Confluence**, **GitLab Wiki**, **Bitbucket Wiki** and **SharePoint** for documentation management and collaboration.

Professional Experience

Client: Discover,Chicago,IL

Senior .NET Full Stack Developer

Duration: Aug 2022 to Till Date

Responsibilities:

- Architected and implemented comprehensive Software Development Life Cycle (**SDLC**) processes to ensure quality, scalability and alignment with organizational goals and delivery timelines.
- Championed **Agile** methodology, driving sprint planning, stand-ups, demos and retrospectives to foster a collaborative and productive team environment.
- Developed high-performance, maintainable backend code using **C#**, leveraging **async** programming with **Async/Await** and **LINQ** to optimize application efficiency.
- Engineered high-performing, scalable and secure web applications leveraging **ASP.NET Core**, seamlessly integrating advanced messaging systems and background tasks to support complex business workflows.
- Designed and implemented distributed systems based on **microservices architecture**, employing advanced design patterns such as the **factory design pattern** for modular and reusable code.
- Integrated data persistence solutions with **Entity Framework Core**, optimizing database interactions through **DbContext**, **DbSet**, **repository pattern**, **LINQ** and **Entity SQL**.
- Designed and built **RESTful APIs** with **JSON**, ensuring high scalability and security using **Azure API Management** and conducted rigorous API validation with **Postman**.
- Secured application endpoints with industry-standard protocols such as **JWT** and **OAuth2**, ensuring robust authentication and authorization mechanisms.
- Created dynamic and responsive user interfaces using **React (version 16.x)** with **TypeScript**, **HTML**, **CSS** and **Bootstrap**, adhering to best practices in UI/UX design.
- Developed and optimized front-end applications using **React (16.x)**, utilizing **functional components**, **React Hooks**, **Context API**, **React Router (v5)** and **React Forms** for scalable and maintainable user experiences.
- Validated front-end functionality and performance with **Jest** and **Enzyme**, maintaining high-quality user experiences through unit and integration testing.
- Optimized database performance and ensured seamless data access by integrating **Microsoft SQL Server**, enabling highly available and fault-tolerant solutions.
- Utilized **Microsoft Azure** cloud services, including **Azure Blob Storage** for scalable, secure storage and **Azure Functions** for serverless computing, to enhance application functionality and performance.
- Built reliable inter-service communication channels with **RabbitMQ**, ensuring efficient message queuing and data delivery across microservices.
- Built data pipelines using **Azure Data Factory** to automate ETL processes for analytics and reporting.
- Managed microservice deployment using **Kubernetes** on **AKS** with Helm charts, implementing horizontal scaling and self-healing for containerized applications.
- Provisioned **Azure infrastructure** using Bicep templates to automate resource creation and ensure environment consistency.
- Created and maintained RESTful API documentation using **Swagger/OpenAPI 3.0** for improved collaboration and testing.
- Implemented infrastructure as code using Bicep templates for consistent Azure environment provisioning.
- Extended DevOps pipeline with Azure Key Vault integration and automated quality checks via SonarQube and GitLab CI/CD.
- Designed and maintained **CI/CD pipelines** using **GitLab CI/CD**, automating builds, tests and deployments for consistent and rapid delivery.

- Developed containerized applications using **Docker**, orchestrated deployments with **Kubernetes** and streamlined **CI/CD pipelines** for production-ready builds.
- Implemented comprehensive backend testing strategies with **XUnit** and **Cucumber**, ensuring robust and bug-free backend modules.
- Ensured code quality and compliance with development standards by integrating **StyleCop** into the development workflow.
- Automated complex tasks using **PowerShell** and monitored system performance via **Splunk**, optimizing operations and enabling proactive issue resolution.
- Developed, debugged and deployed full-stack applications in **Visual Studio**, managing dependencies with **NuGet** and deploying optimized web applications on **IIS**.
- Improved issue tracking and task management with **Jira**, ensuring project transparency, accountability and alignment with objectives.
- Utilized **GitLab** for efficient collaboration, including **branch management**, **code reviews** and comprehensive documentation of architecture, workflows and processes through **GitLab Wiki**, fostering teamwork and knowledge sharing.

Client: J P Morgan Chase, New York, NY
Senior .NET Full Stack Developer

Duration: Nov 2020 to Jul 2022

Responsibilities:

- Spearheaded the design, implementation and monitoring of the **SDLC** to ensure adherence to industry standards, improve process efficiency and achieve timely delivery of high-quality software solutions.
- Led and participated in **Agile** ceremonies, including sprint planning, backlog refinement, daily stand-ups and retrospectives, to foster team collaboration and drive iterative development.
- Engineered backend solutions using C#, leveraging advanced features such as Lambda Expressions and Generics to write efficient, reusable and maintainable code.
- Architected and developed highly scalable and secure applications using the **.NET Core** framework, addressing client-specific business requirements and performance needs.
- Designed robust application layers by implementing **Onion Architecture**, while enhancing concurrency management through the Thread Pool Design Pattern, ensuring maintainable and testable codebases.
- Leveraged **Entity Framework Core** to manage data models and database communication efficiently, enabling rapid development with minimal overhead.
- Developed and secured REST APIs with JSON, integrated with **Azure API Management** for enhanced scalability, security and lifecycle management.
- Strengthened application security by implementing modern authentication protocols such as OAuth2 and OpenID Connect, ensuring secure user access and compliance with best practices.
- Delivered dynamic and responsive user interfaces using **TypeScript**, **HTML**, **CSS** and **Bootstrap**, creating seamless and visually appealing user experiences.
- Built modular, reusable and scalable front-end applications using **React** (version 16.x), incorporating **Class Components**, **React Router 4.x**, **React Redux** and **React Lifecycle Methods** to maximize performance.
- Designed, implemented and optimized cloud-based database solutions using **Azure Cosmos DB**, ensuring data scalability and high availability.
- Utilized **Azure Blob Storage** to develop cloud-based file storage solutions, managing unstructured data effectively and enabling secure data access.
- Integrated .NET-based financial services with **Salesforce CRM** to centralize customer engagement and case tracking.
- Integrated **Azure Service Bus** to implement robust message queueing systems, ensuring reliable and asynchronous communication between services.
- Deployed, scaled and maintained web applications on **Azure App Services**, streamlining server configuration and ensuring high availability and performance.
- Containerized applications using **Docker** and orchestrated deployments with **Kubernetes**, enabling efficient scalability, fault tolerance and streamlined DevOps workflows.
- Conducted thorough backend testing using **NUnit** and **Moq**, validating business logic and ensuring code reliability through unit and integration testing.
- Ensured high-quality front-end code by performing comprehensive testing with **Jasmine** and **Karma**, validating application behavior across various scenarios.
- Implemented and managed CI/CD pipelines in **Azure DevOps** and **Azure Pipelines**, automating build, testing and deployment processes to ensure continuous delivery of production-ready applications.

- Developed and consumed RESTful APIs to integrate **Salesforce CRM** with .NET Core backend, enabling bi-directional data sync for accounts, leads, and opportunities.
- Automated case creation and status updates in Salesforce using custom triggers from .NET Core middleware.
- Implemented OAuth2 authentication and token-based access control for secure CRM integration.
- Built and scheduled **Azure Data Factory** pipelines for secure data ingestion into Azure SQL and Cosmos DB.
- Configured Kubernetes on AKS with horizontal pod autoscaling and readiness/liveness probes for optimal microservices orchestration.
- Created and deployed data pipelines in **Azure Data Factory** to extract data from on-prem SQL Server and load it into Azure Data Lake and Azure SQL DB.
- Designed parameterized **ADF** pipelines with dynamic content to handle diverse datasets across multiple environments.
- Developed scheduled background jobs to sync CRM contacts and activity logs with SQL Server databases via .NET Workers.
- Integrated ADF with Azure Key Vault for secure credential and token management across linked services.
- Scheduled incremental data refresh and change data capture (CDC) loads using ADF triggers and pipeline orchestration.
- Authored API specifications using Swagger/OpenAPI 3.0 to standardize documentation across services.
- Leveraged Terraform for managing Azure infrastructure as code, improving deployment consistency and traceability.
- Enhanced DevOps with secure secret management using **Azure Key Vault** and integrated observability via Azure Monitor.
- Automated repetitive tasks with **Shell Script** and monitored application performance using **Azure Monitor** and **Azure Application Insights**, ensuring operational efficiency, optimal application health and proactive issue resolution.
- Utilized Salesforce SDK and OData connectors to fetch **CRM** records and surface them within .NET/Angular applications for unified customer views.
- Utilized **Visual Studio Code** as the primary development environment, optimizing code productivity and integrating essential plugins for enhanced development workflows.
- Tracked and resolved project issues using **GitLab Issues** and facilitated version control and collaboration with **Bitbucket**, enabling seamless code review, branch management and maintaining comprehensive documentation through **Bitbucket Wiki**.

Client: State of Ohio, Columbus, OH
.NET Full Stack Developer

Duration: Jun 2018 to Oct 2020

Responsibilities:

- Spearheaded the implementation of **SDLC** processes, ensuring seamless progression through planning, development and testing, deployment and maintenance phases for high-quality software delivery.
- Championed **Agile** methodologies, fostering collaboration and adaptability through iterative sprints and continuous improvement practices.
- Engineered robust backend solutions using **C#**, leveraging advanced features such as Delegates and Events to create modular, scalable systems.
- Architected applications following **Layered Architecture** principles, incorporating the Strategy Design Pattern to ensure flexibility and ease of maintenance.
- Developed dynamic, high-performance web applications leveraging the **ASP.NET Core MVC** framework for optimal scalability and maintainability.
- Streamlined data access and management by utilizing **Entity Framework**, enabling efficient ORM-based operations across relational databases.
- Designed and maintained secure and scalable REST APIs with **JSON**, seamlessly integrating with **Kong Gateway** to enhance API management and scalability.
- Implemented secure, token-based authentication systems using **JWT**, safeguarding applications against unauthorized access.
- Crafted responsive, user-friendly UIs using **TypeScript**, **HTML**, **CSS** and **Bootstrap**, ensuring cross-browser compatibility and a seamless user experience.

- Built rich, interactive frontend applications with **React** (version 16.4 and earlier), focusing on **Class Components**, **React Router 4.x**, **React Redux** and **React Lifecycle Methods** for a feature-rich client experience.
- Managed large-scale unstructured data with **MongoDB**, ensuring efficient storage, retrieval and indexing for scalable solutions.
- Established event-driven architectures using **MSMQ**, enabling reliable, distributed messaging for real-time data streaming and communication.
- Designed and scaled cloud-native applications using Azure services, leveraging **Azure Blob Storage** for secure and scalable data storage.
- Containerized applications with **Docker** and deployed those using **Azure Kubernetes Service (AKS)** and **Kubernetes** for efficient orchestration and fault tolerance.
- Ensured software reliability and reduced defects through rigorous testing using **MSTest** and **JUnit**, adhering to quality assurance standards.
- Conducted thorough frontend unit testing with **Jasmine** and **Karma**, maintaining high code quality and addressing potential issues proactively.
- Automated and streamlined deployment pipelines using **GitLab CI/CD** with **GitLab Runner**, accelerating release cycles and minimizing manual interventions.
- Ensured high coding standards and maintainable codebases using **ReSharper** while managing source code and enabling seamless team collaboration through **GitLab** for branch management and version control.
- Monitored and optimized application performance with **Application Insights** and streamlined project builds using **MSBuild**, reducing bottlenecks and enhancing development efficiency.
- Tracked project progress with **Trello** and maintained comprehensive documentation using **Confluence**, fostering on-time delivery, knowledge sharing and effective team collaboration.

Client: Optum, Eden Prairie, MN
.NET Developer

Duration: Mar 2016 to May 2018

Responsibilities:

- Strategized, designed and implemented end-to-end software solutions adhering to the SDLC process, ensuring high-quality deliverables and alignment with client expectations.
- Actively collaborated within Agile development teams, participating in daily stand-ups, sprint planning and retrospectives to deliver iterative value.
- Engineered complex backend logic using **C#**, leveraging features such as Events and Collections to create scalable and maintainable codebases.
- Developed and maintained feature-rich, high-performance web applications using the **ASP.NET** framework, ensuring seamless integration with other systems.
- Utilized **ADO.NET** components (**SqlConnection**, **SQLCommand**, **SQLDataReader**, **SQLDataAdapter**, **SqlParameter**, **Data Table**, **Dataset**, **SqlCommandBuilder**) to build efficient database-driven applications.
- Designed and implemented solutions using Client-Server Architecture, incorporating the Singleton Design Pattern for optimized resource management and system performance.
- Created and deployed secure **SOAP APIs**, integrated with **Apigee** for centralized API management, utilizing **XML** to facilitate accurate and reliable data exchange.
- Implemented **SAML** authentication for secure and seamless Single Sign-On (SSO) experiences across various platforms, enhancing user security.
- Built dynamic, responsive and visually appealing user interfaces using **JavaScript**, **HTML**, **CSS**, and **Bootstrap**, ensuring cross-browser compatibility.
- Designed and developed interactive, single-page applications using **AngularJS**, optimizing frontend performance and user engagement.
- Deployed, configured and monitored applications on **AWS EC2**, leveraging **S3** for secure storage, and incorporated **Elastic Load Balancer (ELB)** and **Auto Scaling** for elasticity, availability and cost-efficiency.
- Engineered and fine-tuned database structures and queries on **MS SQL Server**, ensuring high performance, scalability and data integrity.
- Designed and implemented asynchronous workflows using **MSMQ**, enabling robust inter-process communication and message queuing.
- Ensured application quality and minimized bugs by writing comprehensive unit tests using **NUnit**, supporting continuous integration.
- Automated CI/CD pipelines using **Bamboo**, streamlining build, test and deployment processes for faster delivery cycles.

- Utilized **Subversion (SVN)** for version control to ensure efficient collaboration and maintained project code history, while streamlining .NET application builds with **MSBuild** for consistent and automated deployments.
- Monitored and diagnosed application performance using **New Relic**, managed project issues and timelines with **ServiceNow**, and authored comprehensive documentation on **SharePoint** for effective collaboration and knowledge sharing.

Client: Century Link, Denver, CO
.NET Developer

Duration: Dec 2013 to Feb 2016

Responsibilities:

- Agile Methodologies:** Collaborated with cross-functional teams to deliver high-quality software solutions using agile principles and practices, ensuring iterative development and timely delivery.
- C# Development:** Designed and developed robust, scalable applications using C# with a focus on Object-Oriented Programming principles, including Polymorphism and Encapsulation.
- .NET Framework:** Built and maintained enterprise-level applications leveraging the .NET Framework, ensuring compliance with industry standards and best practices.
- SOAP API Development:** Implemented and consumed SOAP-based APIs to facilitate secure and efficient communication between distributed systems.
- XML Processing:** Created, parsed and transformed XML documents to enable seamless data exchange across applications and platforms.
- Frontend Technologies:** Designed and implemented responsive user interfaces using HTML, CSS and AJAX to enhance user experience and functionality.
- JQuery:** Utilized jQuery for DOM manipulation, event handling, AJAX calls and the integration of plugins to deliver dynamic and interactive web applications.
- Database Management:** Designed, developed and optimized database solutions using Oracle, ensuring data integrity, security and performance.
- Messaging Tools:** Integrated and managed messaging solutions using ActiveMQ to enable reliable message queuing and inter-service communication.
- Testing Tools:** Conducted comprehensive unit testing using JUnit to ensure application functionality, reliability and adherence to quality standards.
- Version Control:** Managed source code using Subversion (SVN) to enable collaborative development and maintain a history of changes.
- Build Automation:** Automated application builds and deployments using TeamCity to streamline development workflows and improve efficiency.
- Delivery Tracking:** Tracked project issues and delivery milestones using ServiceNow, ensuring smooth communication and task management.

Accreditations & Training

- AWS Certified Solutions Architect Associate.
- Microsoft Certified: Azure Solutions Architect Expert.

Academic Achievements

- Bachelor's in computer science.

Jeffrey Scott Restrepo

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OBJECTIVE To obtain an IT position that utilizes and expands my experience, education, and skills to improve user satisfaction and make a positive contribution in a dynamic environment.

EXPERIENCE

Acrisure / Homefield IT **August 2023 - August 2024**

Integration Engineer

- Performed technology integration scope analysis of acquired company technology infrastructure.
- Followed directives, guidelines and procedures around Security Architecture and Enterprise Architecture.
- Communicated and managed expectations around technical integration lifts and impact to timelines.
- Contributed to a growing knowledge base with the intention of assisting others through creating guides and process documentation
- Respond to customer via phone, email, and video call
- Microsoft 365 Mobility and Security (MS-101) and/or Installing and Configuring Windows 10 (70-698) h
- Proficient with configuration and administration of Microsoft 365
- Experience with Microsoft Intune, around the deployment of end points
- Created printer script
- Packaged applications, created groups and assign licenses to end users (Intune).
- Order hardware and peripherals for projects migration to our new Acrisure partners.
- Hands on experience with configuration and support of printers and scanners (Printix)
- Hand's on experience using platform migration tools; ShareGate, Azure Migrate and Bittitan.
- Technical writing capabilities around system documentation and standard operating procedures.
- Assistance on end user computer migration
- Manage Go-live date with flexcare team with any issues and escalations

- Assessing infrastructure: Evaluating existing infrastructure and its components to determine requirements and how to implement them
- Meetings with clients to understand their needs and analyzing and designing solutions to integrate for them
- Developing and implementing integration solutions.
- Monitoring system performance to ensure all integrations align to strategic objectives and are healthy, secure, cost-effective, reliable, and resilient
- Developing and maintaining system integration architecture and documentation for future managers and engineers to address issues
- Working closely with cross-functional teams and development teams
- Working with external vendors and partners to integrate third-party systems or components into the existing IT infrastructure
- Providing technical support and guidance to end-users and other IT personnel during and after the integration process
- Automating integration processes where possible to reduce manual effort and to improve consistency and reliability

Celgene / BMS

September 2018 - July 2023

Title: POC Lead IT Support, IT–Helpdesk & Desktop Support

- **IT Support for Lab equipment environment and such as software installs, custom operating system builds for lab instruments, and working with vendors and other teams to resolve issues with their equipment.**
- **Sole IT Support for Lab computing environment and able to work independently with end users, vendors, and other teams to resolve issues.**
- **General support for both Hardware and Software on PC systems.**
- **Work alongside and assist with Equipment engineers (ECQ), Lab Computing Services (LabOps), Networking team and vendors.**
- **Provide user support using Active Directory for account issues and manage to add\remove computer systems on the correct OU as per security policy.**
- **Responsible for Hardware/Software installs and upgrades.**
- **Assist on Copier, network printer and local printer setups/troubleshoot.**
- **Reimage and setup PC's for lab computing environment (including ELN workstations) as well as data backup.**
- **Performed virus removals using approved company applications on client PC's.**

- Ensuring all Incidents/Requests are met within the agreed service targets.
- Provided face to face end user support and troubleshoot issues for IT products and services.
- Troubleshooting and resolving hardware and software issues; reimaging computers/hard drives on multiple operating systems.
- Teamwork and performance with other duties as assigned by Lead or Operations Manager.
- Escalated issues to appropriate groups using client procedures.
- Worked with vendors for scheduling and maintenance repair work.
- Excellent understanding End User IT infrastructure – Desktops, Laptops, Printers, Handhelds, Smartphone and industry wide operating systems and applications i.e. Window
- Support Multiple Operating systems (Win XP, Win 7, Win 10 & 11)
- Support for Operating System, base load software, MS Office suite and other business application
- Manage the ticket queue in remedy system and ensure they are resolved and closed within the defined service level maintenance
- Managed PC delivery for deployment for new hires and new equipment in the lab environment.
- Respond to end-user requests for updates on ticket status and promptly follow up as needed.
- Proficient with common network protocols (TCP/IP) for device connectivity issues
- Patched network ports and re-wiring / tracing network cables to switch.
- Assess and align Firewall rules to meet instrument requirement (as directed by Business Partners, Scientific personnel and vendors).
- Configured data storage to network shares and cloud locations.
- Perform hardware repairs/ upgrades to lab computers including hard drive, NIC, RAM, and cabling replacement.
- Work closely with Business Partner and Scientific personnel to determine computer requirements before equipment purchases.
- Assist in the requisition of additional IT peripherals required for the labs, including mice, keyboard, monitors and external devices.
- Perform required emergency security patching to lab computers as directed by IT security.
- Work on Networking cabling and patching for Data and Voice closets.

Laura Adamson
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Berkeley Heights, NJ

Executive Summary

Senior finance systems architect with emphasis on real-time analytics and decision management systems, delivering a whole spectrum of services including process modeling, data modeling, MDM, EAI, ETL, web services, OLAP, data mining, and live dashboard systems. As a business intelligence leader with an extensive experience in the financial industry, I deliver algorithmic frameworks that enable predictive and decision-support platforms using hub+spoke and bus data warehousing architecture that is maintained via a verity of ETL / web services EAI integration methodologies.

Expert data architect with long experience developing metadata master repository, enterprise security master, brokerage reference data models, rule base repository, and data governance architecture. These frameworks feed into several data quality solutions I developed using proprietary apps (such as probabilistic correction) and 3rd party verification solutions

Senior process modeler and workflow architect with extensive experience producing hierarchical reciprocal entity dependency representation based n the seniority and emphasis of objects participating in the said process model. Upon completing such frameworks, I forward engineer these diagrams into computing workflow models servicing such areas as compliance, Risk, AML, market volatility, predictive marketing, , relationship re-structuring impact, employee competitiveness, business delivery construct effectiveness discovery, service pricing tuning, and delivery vehicle coupling.

Experienced middleware architect with many in-production systems developed using 3rd party software (e.g. IBM systems engineer) with notable achievements in developing multi-threaded and shared nothing enterprise platforms. As well, deeply versed in EDI (enterprise data integration) using offline ETL as well as real-time middleware solutions.

Education:

M.Sc. Computer science, University of Colorado at Denver

Areas of expertise

ETL: Informatica, Ab Initio, MS-SSIS, , Ascential, Datastage

EAI (Middleware): Websphere Message Broker, TIBCO Rendezvous

Reporting: QlikView, Tableau, Splunk, Business Objects, Microstrategy

Programming languages: C, C++, VISUAL BASIC, PL/SQL, Perl

Statistical & Quantitative software: SAS, SPSS, STATISTICA

Database: ORACLE , SYBASE, DB2, MS-SQL Server

OO CASE: Rational Rose, Eclipse UML2, Enterprise Architect

Data modeling: ER/Win, ER-Studio, Modelmart

Data Quality : Trillium, First Logic

Professional Experience

NYC based financial institution

Enterprise Data Integration Architect

Jan 2003- Present

Initially hired to deal with the dot com collapse of early 2000, I immediately set to action the long modernization workflow targeting discarding mainframe-based reporting databases and establishing a formal ODS (Operational Data Store) and EDW (Enterprise Data Warehouse). During this period my responsibilities include:

- Design and manage the enterprise security master data model. Initially hosting ERDs (Entity Relationship Diagrams) for simple financial products (such as Stocks, Munis, and other bonds), I gradually expanded this ERD to encompass vanilla products (e.g. options) and more complex products such as CDS (Credit Default Swap) and CMO(Collateralized Mortgage Obligation). In addition, I have since expanded the model to support homonymous entities from 3rd party vendors such as Bloomberg, Reuters, and IDC.
- Manage an expansive ETL / EAI set of platforms that replaced error-prone java processes. Applications used to enable my ETL processes include Informatica SOA-based services (with Metadata management), while my EAI tools include Websphere and TIBCO.
- Manage an ICC (Integration Competency Center) framework to sustain tight process engineering control while interfacing to non-structured hard-coded scripts into ETL / EAI applications.
- Manage real-time SOA-based (Service-Oriented Architecture) message services using Websphere message broker and TIBCO Rendezvous and Informatica Power Exchange, shutting down non-confirming scripts that quite often disabled entire trading flows due to simple network packet loses.
- Manage a multi-tier implementation of a rules-based engine to aggregate inbound correlating entities into a single Gold Copy master database for securities.
- Utilize a wide array of Ab Initio modules to streamline rule-engine workflow by automatically receiving new security requests from trading and risk applications and posting the required security terms and conditions back to each downstream application using a synchronous, real-time posting architecture.
 - Implemented my Ab Initio architecture using GDE Designer.
 - Developed various Ab Initio Transform, Partition, De-partition, Dataset and Database components.
 - Developed various Ab Initio graphs to process sales data in multiple currencies for loading into data warehouse.
- As part of the ODS (operational Data Store) implementation, designed a reference data store, including clients, instruments, and business functions, and built its necessary **Informatica** workflows.
- It also includes several presentation servers (data marts for real-time reporting, in MS-SQL) and a OLTP (online transaction processing, Sybase currently) databases, for which I wrote Informatica ETL.
- Manage a large-scale ETL planet for the entire corporate compliance team using a combination of middleware (Websphere / Tibco) and ETL (Informatica / IBM Datastage):
 - Design parallel job streams using various operands like join, merge, Lookup, CDC, remove duplicates, filter, modify, aggregator , peek and funnel stages.
 - Work on different types of file conversions along with COBOL files extracted from different sources and use of CFF stage for job processing.

- Develop sequencer jobs to run the extract and load jobs on schedule basis.
- Manage data quality modules, Quality Stages, such as Match, Investigate, and Survive.
- Used Transformer stages with stage variables to map data create expressions and constraints to match the business transformations.

NYC Investment Brokerage
Enterprise Data Architect

May 1995 - Jan 2003

- Designed a comprehensive hub-spokes based enterprise data warehouse ERD to collect data from many heterogeneous data sources.
- Designed a bus-based ODS (Operational Data Store) ERD for prime services real-time data collection, data massaging, and ETL-based reproduction.
- Utilized a variety of middleware and ETL tools to cross-publish prime services reference and trading data, including MDM, time series derivation, virtual OLAP cubes, and PL reports.
- Developed several physical and simulated OLAP cubes to service end of day finance, what-if portfolio assessment, vanilla / exotic product risk ends, compliance, and risk.
- Developed logical and physical to host MDM (Master Data Management) framework including data governance rules ERD, data dictionary, cross-entity translation, inheritance hierarchy, ETL flow stats, element cardinality ...etc.
- Designed UML workflows (state-transition, CASE, Sequence diagram, ..) to guide business requirements-to-live systems implementation. Subsequently publishing PRD (Process Relationship Diagrams).
- Developed a simulated OLAP metadata cubes to enable our IT organization to access important data metrics, including slice and dice capabilities.
- Implemented a QA platform (Test Director) specifically for the data warehouse environment.
- Redesigned the Security Master (financial instrument reference data model) database based on FTI and other foundation models.
- Developed OLAP cubes as well as presentation apps for such analytical areas as execution performance, P&L, portfolio risk, operational risk, and marketing projections.
- Developed separate ETL / EAI frameworks to integrate data marts servicing compliance, risk, finance, marketing, margin activity, order flow and operations.
- Managed the relationship with representatives of business units, financial controllers, compliance lead, and other executive management personnel.
- Created a culture of motivation in my team by assigning rotating leadership roles in my projects within my team members.
- Wrote several quantitative algorithms to analyze the performance of our financial analysts against market conditions.

Major successes:

P&L system, Financial Advisor Performance Dashboard, Intelligent CRM system, Marketing Intelligence system, Compliance and Risk Systems, Balanced scorecard reporting system, Customer retention, Marketing campaign analysis system, Campaign forecasting analysis system, Compliance surveillance system, ERD / BPD repository system

PROFESSIONAL SUMMARY

- Around 7+ years of experience as Data Analyst, SQL Developer with a solid understanding of Evaluating Data Sources and a strong understanding of Data Warehouse, SQL, Tableau, Teradata, Python, Aws Redshift, SQL Server, Oracle, SAS, Google Sheets, OLAP, Client - Server Applications.
- Good in developing different Reports, Analytics, Data Mining solutions to various business generating data visualizations using Python, Tableau and Google Sheets.
- Proficient in advising on the use of data for compiling personnel and statistical reports and preparing personnel action documents patterns within data, analyzing data and interpreting results.
- Understanding of Data Warehousing principles like Fact Tables, Dimensional Tables, Dimensional Data Modeling - Star Schema and Snow Flake Schema.
- Successfully created multiple visualizations using Bars, Lines, Whisker Plots, Gantt, Attributes, Transformations, Hierarchies, Parameters etc., in Tableau.
- Expert in PySpark, Python, Pysql and design technique as well as experience working across large environments with multiple operating systems.
- In depth knowledge in designing, developing and maintaining business intelligence solutions using Power BI and creating dashboards using Tableau.
- Used Power Query in Power BI to Pivot and un-pivot the data model for data cleansing and data massaging.
- Expertise in writing SQL Queries, Dynamic Queries, sub-Queries and joins for generating Stored Procedures, Triggers, User-defined Functions, Views and importing Data from excel.
- Experience in Reporting, Data visualization skills using Tableau and advanced MS-Excel, Google Sheets and strong experience in databases such as Teradata, Oracle, MYSQL and MS SQL server.
- Extracted Web search and data collection, database from a website, Data entry, Data processing, and Web data mining.
- Experience in analyzing data using Python, R, SQL, Microsoft Excel, Hive, PySpark, Spark SQL for Data Mining, Data Cleansing.
- Experience with Data Analytics, Data Reporting, Graphs, Scales, Pivot Tables, and OLAP reporting.
- Knowledge on AWS Cloud platform and its features which includes EC2, S3 and Databricks.
- Created tableau dashboards - bars, lines charts, scatterplots, histograms and filters, parameters.
- Fluent and well-verses writing production quality code in SQL, R, Python, Spark and Scala.
- Good knowledge in data mining techniques like classification, clustering, regression techniques, and random forests
- Experience with creating MapReduce jobs on Hadoop using Hive and ETL using PIG scripts, and Flume for transferring unstructured data to HDFS.
- Hands-on experience with Snowflake utilities, Snow SQL, Snow Pipe, Big Data model techniques using Python.
- ETL pipelines in and out of data warehouse using combination of Python and Snowflake's Snow SQL Writing SQL queries against Snowflake.
- Experience in all phases of Data warehouse development from requirements, analysis, design, development, testing and post-production support.
- Experience in designing spectacular visualizations using Tableau software, publishing and presenting dashboards, Data Visualizations tool in Excel.
- Expertise in creating visualizations and reports using Power BI tool.
- Expertise in creating multiple kinds of Power BI reports and Dashboards.
- Hands on experience in creating ETL jobs using Informatica, SSIS, Glue for database operations and other activities.
- Experience in Data Warehousing applications, responsible for the Extraction, Transformation and Loading (ETL) of data from multiple sources into Data Warehouse.
- Worked in various stages like Join, Merge, Lookup, Remove Duplicates, Sort, Filter, Dataset, Modify and Aggregator.
- Developed Data Warehouse/Data Mart systems, using various RDBMS.

TECHINCAL SKILLS

Operating System:	Windows Server 2000,2003 and 2008, Windows XP, Linux
Work/Reporting Tools:	Excel, Google Sheets, Tableau, Power BI, JIRA, Airflow
Programming Skills:	R language, Python, PL/SQL, Python, R, SQL, UNIX, MongoDB, Spark, Hadoop, TensorFlow
Data bases:	SQL Server, MySQL, Oracle, Teradata, Snowflake, SAS
Operating Systems:	Windows, Unix, Linux,
Version Control:	GitHub, GitHub Enterprise.
AWS:	AWS (EC2/Redshift), S3, IAM, Lambda.

WORK EXPERIENCE

Client: Essent, Salem, NC **Apr 2021 – Till Date**

Role: Senior Data Engineer

Responsibilities:

- Design and maintain well-structured relational database schemas. Create automated GLUE ETL pipelines for a variety of raw manufacturing sources using S3 events and AWS lambda functions.
- Created EMR cluster on EC2 instances and developed PySpark applications to perform data transformations on top of it and stored into Redshift
- Pre-processed data for analysis by extracting data using complex SQL queries, joins, grouping and aggregation.
- Developed Power BI data visualization using Scatter Plots, Geographic Map, Pie Charts, Bar Charts and Density Chart.
- Migrated historical data into AWS cloud and set up automated process in cloud for incoming Clickstream Data.
- Build interactive dashboards in Tableau utilizing Parameters, Calculation fields and table calculations, Filters, Action filters and sets to handle views more efficiently.
- Used JIRA to track and report defects to developers. Work on each release JIRA, then walkthrough test results with the business people.
- Expertise is developing a Pyspark application which builds connections between HDFS and HBase and allows data transfer between them.
- Used Python to save and retrieve data files from Amazon S3 buckets.
- Imported data from multiple data sources into Excel workbook, created relationships between heterogeneous data, created calculated columns and measures using VLOOKUP and formulas, built PivotTables and Pivot Charts using Power Pivot skill.
- Data load framework is being used to load the data from S3 location to cloud snowflake Datawarehouse. Ensure appropriate services and effective design in a cost-effective method.
- Created Tableau score cards, dashboards using stack bars, bullet charts, bar graphs, geo graphical maps, heat maps, bullet charts, Line plots, do nuts charts demonstrating key information for decision making.
- Written several Map reduce Jobs using PySpark, NumPy and used Jenkins for Continuous integration
- Developed Tableau worksheets from numerous data sources using Data Blending and Joining Tables.
- Wrote conditional filters to filter the data on dashboard and created parameters for desired functionality.
- Good experience in Agile Methodologies, Scrum stories and sprints experience in a Python based environment, along with data analytics and Excel data extracts.
- Analyzed the sql scripts and designed it by using PySpark SQL for faster performance.
- Designed, developed and maintained complex SQL codes for extracting and feeding data in to repositories from various sources, which included flat files JSON, Parquet, Avro, Oracle and SQL server Tables.
- Designed and developed an end-to-end agent exception reporting, analysis and testing.
- Utilize advance features of Tableau software like to link data from different connections together on one dashboard and to filter data in multiple views.

- Maintain and provide support for optimal pipelines and complex data transformations and manipulations using ADF and PySpark with Databricks.
- Extensively used open-source tools - R Studio and Spyder for statistical analysis and building the machine learning.
- Integrating Snowflake SQL within python code and setting up Apache Airflow scheduler to automate the business reports to be generated on regular basis (Daily/Weekly/Monthly) and push the output files to Amazon Storage region(S3).

Environment: Python, Pyspark, Snowflake, AWS Glue, Oracle, SQL Server, Teradata, Tableau Excel, Airflow, Power BI, Hadoop

Client: Broadridge Financials, NYC, NY

Dec 2018 –Dec 2020

Role: Data Engineer Responsibilities:

- Effectively interacted with Business Analysts and Data Modelers and defined Mapping documents and Design process for various Sources and Targets.
- Gathered user requirements, analyzed and designed software solution based on the requirements.
- Involved in creating database objects like tables, views, procedures, triggers, functions using **T-SQL** to provide definition, structure and to maintain data efficiently.
- ETL Data Cleansing, Integration & Transformation using Hive and PySpark. Responsible for managing data from disparate sources.
- Developed Tableau Data visualization using heat maps, Scatter Plots, Geographic maps, Pie and bar charts, Symbol maps, Horizontal bars, Histogram, Packed bubbles, and Candle stick stats.
- Used Kafka Utils module in PySpark to create an input stream that directly pulls messages from Kafka broker.
- Worked on **EC2** and **EMR** instances for running the PySpark scripts for data load and validating from one DB to another DB (like **Sqoop and Fast load**).
- Experience with **Snowflake** utilities, Snow SQL, Snow Pipe, Big Data model techniques using **Python**
- ETL pipelines in and out of data warehouse using combination of Python and Snowflake's Snow SQL Writing SQL queries against Snowflake.
- Datasets from SQL Server, MySQL, PostgreSQL, and csv files were used to transform batch data from numerous tables containing tens of thousands of records into data frames using PySpark.
- **Tableau** Desktop Consultant focusing on developing high-end visualizations driven by data coming in from SQL Server.
- Created Tableau scorecards, dashboards using stack bars, bar graphs, scattered plots, geographical maps, Gantt charts using show me functionality.
- Worked on Data Lake in AWS S3, Copy Data to Redshift, Custom SQL's to implement business Logic using Unix and Python Script Orchestration for Analytics Solutions
- Extract data from Data lakes (One Lake) and perform various operations to segregate data in the required format and hence run SQL queries and python scripting to get the desired output.
- Worked with Business Analyst and the Business users to understand the user requirements, layout, look and feel of the application to be developed.
- Developed spark applications in python (PySpark) on distributed environment to load huge number of CSV files with different schema in to Hive ORC tables
- Generated data extracts in Tableau by connecting to the view using Tableau **MySQL** connector.
- Connected to Tableau **Postgre** SQL database to create customized interface for Tableau workbooks to provide native style navigation.
- Worked on the new concepts like **Churn** Mechanism and formatted commentary on a Tableau dashboard.
- Developed dashboards in Tableau Desktop and published them on to Tableau Server that allowed end users to understand the data on the fly with the usage of quick filters for on demand needed information.

- Created views/reports in Tableau Desktop that were published for Data analysis on weekly, monthly, daily basis and were published to the server
- Coordinated **Phased Data Migration** process to handle large and complex volumes of data and address dashboard reporting capabilities.

Environment: Python, Pyspark, SQL, T-SQL, Data Lake, Hadoop, Snowflake, AWS, SSMS, Teradata, Tableau, UNIX, Excel

Client: Kellogg's, Oakbrook, IL

Feb 2017 – Dec 2018

Role: Data Engineer Responsibilities:

- Implemented large Lambda architectures using Azure Data platform capabilities like Azure Data Lake, Azure Data Factory, HDInsight, Azure SQL Server, Azure ML and Power BI.
- Developed visually sound and complex **Tableau** dashboards for the Engineering team to track overall energy savings/consumption.
- Data ingestion to one or more Azure services (Azure Data Lake, Azure Storage, Azure SQL, Azure DW) and processing the data in Azure Databrick
- Worked with **Informatica** (ETL Tool) to extract, transform and load data from multiple data streams into Data warehouse.
- Provided technical solutions on MS Azure HDInsight, Hive, HBase, MongoDB, Telerik, Power BI, Spot Fire, Tableau, Azure SQL Data Warehouse Data Migration Techniques using BCP, Azure Data Factory, and Fraud prediction using Azure Machine Learning.
- Rebuilt existing Reports into **Tableau** Visualizations, implementing user and action filters
- Experience working with Azure Blob Storage, Azure Data Lake, Azure Data Factory, Azure SQL, Azure SQL Datawarehouse, Azure Analytics, Polybase, Azure HDInsight, Azure Databricks.
- Tableau Desktop Consultant focusing on developing high-end visualizations driven by data coming in from SQL Server.
- Knowledgeable in AWS Environment for loading data files from on prem to Redshift cluster
- Performed **SQL Testing** on AWS **Redshift** databases
- Develop and automate solutions for a new billing and membership Enterprise data Warehouse including ETL routines, tables, maps, materialized views, and stored procedures incorporating Informatica and Oracle PL/SQL toolsets.
- Worked on creating filters, parameters and calculated sets for preparing dashboards in Tableau.
- Developed reports to identify trends and patterns in data analysis through Tableau
- Created dashboards for data visualization through **Excel**, Tableau and Python
- Developed advanced SQL queries with multi-table joins, group functions, subqueries, set operations, stored procedures.

Environment: Tableau, ETL, SQL Server, Azure, Python, SQL, Oracle.

Client: Loyalty methods, India

Jun 2015 –Dec 2016

Role: Data Analyst Associate

Responsibilities:

- Developed ETL programs using SSIS and Informatica to implement the business requirements.
- Communicated with business customers to discuss the issues and requirements.
- Implemented Type II slowly changing dimension to maintain historical information in dimension tables
- Improved the performance of the existing process to a major portion by creating Database **partition** which will help to insert/update million records
- Worked extensively with MS Excel and SQL server, **MySQL**, **tableau** Desktop, Tableau Server

- Maintained the quality of data analysis, researched output and ensured that all deliverables met specified requirements
- Created and developed new stored procedures using SQL queries and managed Data warehouse
- Created Data models using KNN, Clustering, Decision Trees, Linear Models for statistical analysis
- Created Heat Map showing current subscribers by color that was broken into regions and cities allowing business user to understand where we have most users vs. least users
- Provided assistance on giving access permissions for the viewer and editor using Tableau server and Scheduling auto data updates for dashboards using Tableau server
- Assisted in Project Planning, **ERD**, Flow charts, Designed Requirements and Planning document.
- Created Functional Requirement Specification documents - that include **UML** Use case diagrams, activity diagrams and data modelling using **Visio**

- Played a key role in the planning, testing, and implementation of system enhancements and conversions
- Performed analysis on enterprise data integration and provided functional specification to development team to generate specific reports.

Environment: Informatica Power Centre 10.1, Oracle 11g, UNIX, MSTR, Tableau, visio.

EDUCATION

- Master of Science in Business Analytics from University of North Texas.
- Bachelor of Technology – Computer Science from Gitam University, India

Vamshi Krishna Nayini

Senior Data Engineer

krishnanayini.vamshi@gmail.com

(513)3347180



PROFESSIONAL SUMMARY:

Data Engineer with more than **10+ years** of experience in multiple technology methodologies like Azure Services, and Big Data, including Analysis, Design, and Development of Big Data using Hadoop, Python, Data Lake, Scala, and PySpark, and database and data warehousing development using MySQL, Oracle, and Data warehouse.

- Designed and implemented scalable cloud-based ETL solutions using Azure Data Factory (ADF), Azure Data Lake Gen2 (ADLS Gen2), Azure Databricks, and Azure Synapse Analytics to enable enterprise-wide data ingestion and transformation.
- Developed and optimized ADF pipelines for incremental loads from relational data sources into Delta Lake, improving data consistency and reducing pipeline runtime.
- Built Spark-based ETL workflows using PySpark and Scala in Azure Databricks, processing large-scale datasets in CSV, JSON, Parquet, Avro, and ORC formats.
- Implemented real-time data streaming using Apache Kafka and Azure Event Hubs, with Databricks Structured Streaming for near real-time analytics and monitoring.
- Designed Lakehouse Federation solutions connecting Databricks and Snowflake, enabling federated query execution and unified access across both platforms.
- Enabled bi-directional data integration between Delta Lake and Snowflake using Spark connectors, Snowpipe, and dynamic data replication to support hybrid data architectures.
- Created and maintained Synapse pipelines, Spark notebooks, and Spark jobs in Microsoft Fabric, supporting scalable and unified business reporting.
- Delivered end-to-end data warehouse solutions using Synapse Dedicated SQL Pools, integrating data from cloud and on-premise sources for centralized reporting and analytics.
- Authored advanced Spark SQL transformations for data cleansing, enrichment, and joins, improving analytics and cross-functional decision-making.
- Led on-prem to Azure migrations, including roadmap creation, dependency analysis, ETL re-platforming, and deployment automation with Azure DevOps.
- Built Dataflows, Event Streams, and ML pipelines in ADF and Synapse, aligned with enterprise data governance and compliance frameworks.
- Integrated Hive and HBase data into Apache Spark workflows, using partitioned and bucketed Hive tables to optimize distributed query performance.
- Developed Power BI dashboards, connecting to Synapse, SQL Server, and REST APIs, to present real-time KPIs and business metrics.
- Built ETL solutions across Teradata, Oracle, SQL Server, and MySQL, improving query performance by 40% via index optimization and partitioning.
- Applied complex data transformations such as merge joins, fuzzy grouping, pivot/unpivot, SCD handling, and conditional splits using SQL Server and SSIS.
- Implemented CI/CD pipelines and workflow orchestration using Apache Airflow, Control-M, and Azure Monitor to ensure fault-tolerant, automated processes.
- Collaborated in Agile/Scrum teams, using Jira to manage sprints and retrospectives, and contributing to continuous improvement cycles.
- Maintained centralized documentation and technical artifacts in SharePoint and Confluence, improving onboarding and knowledge sharing.

- Conducted unit, integration, and system-level testing for all data pipelines, ensuring data integrity and accuracy across environments.
- Authored troubleshooting guides and SOPs for ADF, Databricks, and SQL ETL pipelines, reducing incident resolution time by 30%.
- Participated in all phases of SDLC including requirement analysis, design, development, testing, deployment, and support.

TECHNICAL SKILLS:

Azure Services:	Azure Data Factory, Azure Data Bricks, Logic Apps, Azure DevOps, Azure Synapse Analytics, Key Vault, Azure Event Hub, Azure Monitor, Azure Stream Analytics, Azure Blob Storage, Azure Functions, MS Fabric.
Databases:	Snowflake, MS SQL Server 2016/2014/2012, Azure Data Lake Storage Gen2, Azure SQL DB, MS Excel, MS Access, Oracle 11g/12c, Redshift, Azure Synapse, Cosmos DB, Mongo DB PostgreSQL, MySQL
Big Data Technologies:	MapReduce, Hive, Teg, Python, PySpark, Scala, Kafka, Spark streaming, Oozie, Sqoop, HDFS, Flume, Zookeeper
Hadoop Distribution:	Cloudera, Horton Works, Apache
Languages:	Python, SQL, PL/SQL, Java, HiveQL, Scala, Shell Scripting, Bash, PowerShell
Web Technologies:	HTML, CSS, JavaScript, XML, JSP, Restful, SOAP
Operating Systems:	Windows (XP/7/8/10), UNIX, LINUX, UBUNTU, CENTOS
Build Automation tools:	Ant, Maven, Jenkins
Version Control:	GIT, GitHub, Bitbucket
Methodology:	Agile, Scrum
IDE & Build Tools, Design:	Eclipse, Visual Studio, PyCharm, IntelliJ IDEA, VS Code

EDUCATION

- Masters in Computer Science from University of the Wright State University, OH, USA
- Bachelors in Computer Science from Lingayas Vidyapeeth, Haryana, India

CERTIFICATIONS

- Azure Data Engineer Associate (DP-203)
- SnowPro Advanced: Data Engineer
- Databricks Certified Data Engineer Professional

PROFESSIONAL EXPERIENCES

Vanguard, Malvern, PA.

June 2023-Present

Role: Senior Data Engineer

Responsibilities:

- Designed and implemented real-time cross-platform integration allowing Azure Databricks to directly query Snowflake data, eliminating data duplication and achieving near-zero latency.
- Designed a Snowflake-to-Databricks federation using Databricks Unity Catalog Lakehouse Federation, with Snowflake as the data producer and Databricks as the consumer under unified governance.
- Built an enterprise-scale Unity Catalog Metastore, enabling consistent policy enforcement across multiple Databricks workspaces and Snowflake sources.
- Led integration planning between cloud and identity teams, mapping Azure AD roles to Snowflake roles for seamless cross-platform identity management.

- Defined a secure architecture using **Azure Private Link** and **Azure Key Vault**, ensuring isolated network access and protected credential management.
- Directed unified data governance through **Unity Catalog** with **Azure AD group mapping**, centralizing access control across Snowflake and Databricks.
- Created robust **role-based access control (RBAC)** strategies using Snowflake schemas, warehouses, and corresponding **Azure AD groups** to protect sensitive financial datasets.
- Enabled centralized audit logging and lineage tracking through **Unity Catalog**, supporting cross-platform compliance and traceability.
- Configured secure credential storage by integrating **Azure Key Vault** with Databricks-Snowflake connections, safeguarding service account access.
- Deployed **Unity Catalog Connections** and **Foreign Catalogs** to mirror Snowflake objects inside Databricks, enabling secure federated querying.
- Provisioned dedicated **Snowflake warehouses** for Databricks workloads, optimizing compute isolation and performance tuning.
- Tuned **Spark SQL** and **Delta Lake** performance for federated workloads, ensuring query pushdown to Snowflake and reducing data shuffling.
- Automated **nightly data refreshes** and implemented monitoring alerts for real-time visibility into latency and execution errors.
- Developed Spark applications using **PySpark** and **Spark SQL** for large-scale ETL tasks, supporting analytics on multi-format datasets.
- Estimated and managed **Databricks cluster sizing**, including performance monitoring and troubleshooting.
- Demonstrated strong understanding of **Apache Spark** architecture, including Spark Core, SQL, DataFrame APIs, Spark Streaming, driver/executor structure, and fault tolerance mechanisms.
- Enhanced performance of Spark jobs with advanced tuning techniques: config optimization, caching, partitioning, and resource scaling.
- Used **Terraform** to automate provisioning of Azure resources such as Data Factories, Databricks clusters, and Storage Accounts, cutting setup time by 40%.
- Orchestrated complex ETL pipelines in **Azure Data Factory**, synchronizing data across on-premise systems, Snowflake, and Databricks.
- Designed and deployed a reusable **Ingestion-as-a-Service ADF** framework, automating onboarding of new data sources with minimal developer involvement.
- Built dynamic, parameterized ADF pipelines to support ingestion from SQL, REST APIs, SFTP, Blob Storage, and Snowflake into **ADLS Gen2**.
- Standardized ingestion using **ADF Mapping Data Flows** and metadata-driven patterns via **Lookup Activities** for batch and near-real-time data.
- Created proactive alerting/logging systems with **ADF diagnostics + Log Analytics**, improving observability across hundreds of pipelines.
- Secured ADF pipelines via **Managed Identities** and **Key Vault integration**, ensuring credential hygiene and policy compliance.
- Built curated data layers in Databricks from Snowflake raw datasets, reducing prep time by 30% for ML and analytics teams.
- Integrated enriched Snowflake datasets with **Power BI** via **Databricks SQL endpoints**, enabling unified financial dashboards.
- Empowered analysts with governed Snowflake access through **Databricks SQL**, eliminating file exports and accelerating reporting cycles.
- Designed **Star and Snowflake schemas** for complex financial domains to improve BI performance and modeling flexibility.

- Authored parameterized Snowflake Stored Procedures with conditional logic for partitions, audit trails, and exception workflows.
- Employed Zero-Copy Cloning in Snowflake to spin up dev/test environments instantly without impacting production storage.
- Utilized Time Travel in Snowflake for data recovery and compliance; integrated snapshots with ADF for forensic reprocessing.
- Enabled self-service analytics by building semantic models, data documentation in Confluence, and training materials for business users.
- Preserved read-only interfaces to Snowflake from Databricks via fine-grained SELECT permissions to maintain data integrity.
- Deployed CI/CD pipelines with ARM templates and Azure DevOps, managing environments across Dev, UAT, and Production.
- Coordinated with enterprise security and cloud teams to follow governance procedures and execute CR/CHG processes for role provisioning.
- Acted as bridge between data engineering, platform, cloud, and security teams to ensure architecture alignment with compliance standards.
- Partnered with data stewards and domain teams to validate schemas, manage late-arriving data, and ensure data quality.
- Represented engineering in architecture review boards, advocating best practices across Databricks, ADF, and Snowflake environments.
- Extracted, transformed, and aggregated data using Spark SQL in Databricks, optimizing multi-format file processing pipelines.
- Designed hybrid data architectures combining ADF, T-SQL, U-SQL, Spark, and Azure Data Lake to support scalable ingestion and processing.
- Loaded data across Azure services (Azure SQL, Blob, ADLS Gen2, Azure DW) using custom ETL pipelines and Databricks workflows.
- Designed Power BI reports and dashboards combining clinical, operational, and marketing data from Google Marketing Platform and Salesforce MCI, empowering stakeholders with actionable insights to support data-driven decision-making in patient care and business strategies.
- Created interactive Power BI dashboards to visualize key business metrics, improving decision-making and enabling real-time insights.
- Worked in an Agile environment, collaborating with cross-functional teams to deliver high-quality data solutions on time and within budget.
- Developed MDM data integration pipelines using Azure Data Factory and Databricks to process device enrollment, configuration profiles, and compliance status from Intune.
- Integrated MDM logs into enterprise data lake for governance and reporting, enabling insights into policy violations and device non-compliance.
- Implemented MDM policy enforcement tracking using Delta Lake, enhancing auditability of mobile device actions such as remote wipe and lock.
- Built real-time MDM dashboards in Power BI, sourcing curated datasets from Azure Synapse and presenting metrics like device health, OS version, and app deployment status.
- Collaborated with security teams to standardize MDM data models for endpoint identity, Intune configuration, and app protection policies.

Environment: Azure Data Factory, Azure Databricks, Azure Synapse Analytics, Azure Data Lake Storage Gen2, Azure Blob Storage, Snowflake Data Warehouse, Microsoft Fabric, Unity Catalog, Azure Event Hubs, Azure Functions, Azure Logic Apps, Azure Monitor, Cosmos DB, Mongo DB, Power BI, Azure DevOps,

Terraform, Azure Key VaultMS SQL Server, Oracle, Python, PySpark, Git, Confluence, Delta Lake, Power BI, Kafka, SCIM, JIRA.

State of Ohio, Columbus, OH.

June 2018-May 2023

Azure Data Engineer

Responsibilities:

- Designed and implemented intricate data integration workflows in Azure Data Factory, using a variety of activities such as Copy Activity, Mapping Data Flows, and Control Flow.
- Configured Linked Services to connect multiple data sources and set up Triggers for automated pipeline execution.
- Utilized Azure Data Factory's Integration Runtime to ensure secure data transfers between on-premises systems and the cloud, deploying Self-Hosted Integration Runtime for data access behind corporate firewalls.
- Streamlined data storage and management in Azure Data Lake Storage Gen2, leveraging the Hierarchical Namespace for optimized data organization.
- Utilized Azure Databricks Workspace for creating and managing clusters, developing notebooks to handle data processing and analysis tasks.
- Developed ETL pipelines using Azure Databricks, optimizing data transformations through the use of Spark DataFrames and RDDs.
- Integrated Azure Data Lake Storage Gen2 with Azure Active Directory (AAD) to ensure secure and seamless authentication for data access control.
- Built efficient data pipelines in Azure Synapse Analytics, employing Data Flows for no-code ETL and Notebooks for more complex transformations.
- Developed data processing scripts in Python, utilizing libraries such as Pandas and NumPy for effective data transformation and manipulation.
- Delivered end-to-end analytics solutions within Azure Synapse Analytics Workspace, combining SQL Pools for warehousing and Spark Pools for large-scale data processing.
- Used Azure Synapse Link to facilitate near real-time analytics by integrating with Azure Cosmos DB, ensuring synchronized operational data.
- Executed a one-time migration of multi-state data from SQL Server to Snowflake using Python and SnowSQL.
- Created data ingestion pipelines using Sqoop and Flume to import structured and unstructured data from on-prem systems into HDFS and Azure Blob Storage.
- Configured Kafka for real-time data streaming from various sources into Hadoop and Azure environments, ensuring minimal latency in data processing.
- Built complex data transformation workflows with Apache Pig, Hive, and Spark to clean and process large datasets, ensuring high data quality and consistency.
- Optimized large-scale data processing using MapReduce and YARN, significantly reducing execution times for major transformations.
- Managed large datasets within HDFS, Azure Data Lake, and Apache Cassandra, optimizing storage solutions for better performance and cost efficiency.
- Utilized Cosmos DB and HBase for NoSQL storage, enabling fast read/write operations for critical applications.
- Automated end-to-end data workflows with Oozie and Control-M, ensuring continuous data movement and processing across hybrid environments.
- Analyzed and optimized Zookeeper for distributed coordination and consistency management in Hadoop and Azure ecosystems.

- Conducted performance tuning of Spark jobs, SQL queries, and Hadoop clusters, improving data processing speed and resource utilization.
- Applied best practices for data partitioning, indexing, and caching to enhance performance in Hive queries and SQL Server databases.
- Secured data pipelines by integrating Azure Key Vault, ensuring compliant management of secrets, keys, and certificates.
- Managed and optimized storage using multiple file formats such as ORC, PARQUET, AVRO, JSON, and CSV, ensuring compatibility and efficiency across platforms.
- Collaborated with data analysts to create scalable reporting solutions using Hive and Spark, delivering actionable insights from processed data.
- Integrated Power BI with processed datasets, enabling seamless data visualization and driving data-driven decision-making across the organization.
- Designed scalable ETL pipelines to ingest MDM-related JSON payloads from Microsoft Graph API and Azure Event Hubs using PySpark and ADF.
- Engineered MDM telemetry pipelines for tracking mobile app usage, device check-ins, and user access patterns with ADF and Databricks.
- Configured data quality rules in ADF pipelines to validate MDM device compliance flags and ensure clean downstream analytics in Synapse.
- Integrated MDM user and device identities with Azure AD and enforced RBAC policies for secure data access in the data lake.
- Maintained MDM metadata registry for mobile app inventory, device types, platform versions, and managed configurations in Cosmos DB.

Environment: Azure Data Factory, Azure Databricks, Azure Data Lake Storage Gen 2, Azure Blob, Logic Apps, Functional App, Snowflake, MS SQL, Oracle, HDFS, Hive, Sqoop, PIG, PySpark, Oozie, Zookeeper, SQL, Python, Scala, Kafka, Power Bi.

Goldman Sachs, Dallas, TX

May 2016-May 2018

Role: Big Data Developer

Responsibilities:

- Developed and fine-tuned complex MapReduce programs for handling large datasets, enhancing performance by 30%.
- Structured and maintained HDFS systems, ensuring efficient storage and retrieval of petabyte-scale datasets.
- Created and optimized Hive queries and HiveQL scripts for ETL processes, cutting query execution times by 25%.
- Managed and automated multi-step data pipelines with Apache Oozie across the Hadoop ecosystem.
- Integrated Apache Kafka with Hadoop for real-time data streaming, boosting data ingestion speeds by 40%.
- Designed and implemented Sqoop jobs for seamless data transfers between Hadoop and relational databases like MS SQL Server and MySQL.
- Developed PySpark and Scala scripts to process large-scale datasets, improving processing efficiency by 20%.
- Maximized the performance of Hadoop and Spark clusters by optimizing configurations and resource allocation, reducing job execution times by up to 40%.

- Optimized Apache Cassandra for distributed database management, ensuring high availability and scalability of data across multiple nodes.
- Deployed Apache Zookeeper for distributed coordination, enhancing reliability and fault tolerance within Hadoop clusters.
- Engineered data ingestion workflows with Apache Flume, ensuring efficient and reliable log data streaming into HDFS.
- Performed data modeling and query optimization in HBase, leading to faster data retrieval for low-latency applications.
- Utilized Control-M to schedule and monitor batch jobs, ensuring timely execution of critical data processing tasks.
- Developed Pig scripts for ETL processes, simplifying complex data transformations and strengthening data pipeline reliability.
- Designed and implemented scalable Cosmos DB solutions for globally distributed data storage, improving application performance.
- Conducted performance tuning on Hive and Spark jobs, significantly improving processing speeds and resource utilization.
- Automated cluster management tasks using YARN, reducing operational overhead and enhancing cluster efficiency.
- Utilized Python and YAML for configuration management and scripting, streamlining deployments and minimizing errors.
- Integrated Apache Spark with HDFS for distributed data processing, optimizing computational efficiency for Big Data analytics.
- Collaborated with cross-functional teams to deliver end-to-end data solutions, leveraging Hadoop and related technologies to meet business needs.
- Utilized Git and GitHub repositories to maintain the source code and enable version control
- Ingested MDM logs from Intune using Kafka into Hadoop-based data lake, enabling near real-time processing with Spark Streaming.
- Modeled MDM asset datasets in Hive to track lifecycle of managed devices and support reporting for endpoint risk and exposure.
- Implemented MDM-related alerting system using Control-M and custom Spark jobs to notify non-compliance events and critical device actions.
- Built and optimized MDM-related Spark pipelines to transform encrypted mobile device logs and expose them for downstream analytics.
- Developed compliance reporting solutions for MDM posture using Hive and HDFS, aggregating data across mobile OS, enrollment type, and last check-in time.

Environment: MS SQL, Oracle Sqoop, Pig, HDFS, Apache Cassandra, Oozie, Zookeeper, Control-M, Flume, Kafka, Apache Spark, Scala, Hive, Hadoop, HBase, Cosmos DB, MySQL, YAML, GIT, JIRA

Kroger, Cincinnati, OH

Feb 2014 to Apr 2016

Role: Data Warehouse Developer

Responsibilities:

- Extensive experience in Dimensional Data Modeling for Data Mart design, identifying Facts and Dimensions, and developing, fact tables, dimension tables, using Slowly Changing Dimensions (SCD)
- Expertise in developing Parameterized, Chart, Graph, Linked, Dashboard, Scorecards, Report on SSAS Cube using Drill-down, Drill-through and Cascading reports using SSRS.

- Designed and maintained SQL Server databases, ensuring optimal data storage, retrieval, and overall database performance.
- Led data modeling initiatives, handling both physical and logical database designs to meet complex business requirements.
- Integrated front-end applications with SQL Server backends, improving data flow and application functionality.
- Developed advanced T-SQL scripts, including stored procedures, triggers, indexes, and user-defined functions, to automate processes and enhance database performance.
- Managed data migration projects using DTS, ensuring smooth data transfers between servers and environments.
- Optimized T-SQL queries to improve performance, reducing execution times and enhancing system responsiveness.
- Utilized SSIS/DTS to transfer and transform data from sources like MS Excel, MS Access, and flat files into SQL Server, incorporating features like data conversion and derived columns.
- Designed and deployed complex SSIS packages for ETL processes, implementing detailed logging at both package and task levels to monitor data flow.
- Provided 24/7 production support, creating and testing SQL Server queries and Windows scripts to ensure database stability and availability.
- Designed and generated advanced reports with SQL Reporting Services, including cross-tab, drill-down, and OLAP reports, tailored to specific business needs.

Environment: SQL Server, Erwin, TOAD, Windows 2000, Oracle 9i, UNIX Shell Scripts, PL/SQL, Data Transformation Services (DTS), SQL Server Integration Services (SSIS), MS Excel, MS Access, SQL Server Reporting Services (SSRS).

SHYAM NYATHANI

(Enterprise Architect /Solutions Architect/Cloud Architect)

Email: nyathani2022@gmail.com, ph:732-954-4263, Visa Status: GREEN CARD

<https://www.linkedin.com/in/shyam-nyathani-1583121a> , Edison, NJ, USA

SUMMARY:

21 years of experience leading design, development, and delivery of complex projects and high-performance solutions, skilled in building great teams and aligning their efforts with organizational goals. strong skills in technical toward implementing business process development with on-time project delivery.

- **5 years' Experience in AWS Cloud platform build and deploy applications.**
- **5 years' Experience in On Prem Applications Migrate into AWS Cloud platform.**
- **5 years' Experience in On Prem Applications Migrate into Azure Cloud platform.**
- **5 years' Experience in Azure Cloud platform with Azure DevOps build and deploy applications.**
- **5 years' Experience in Azure &AWS Cloud platform on Greenfield Application Development.**
- **5 years' Experience in Mule Application RAML Design and Development.**
- **3 Years' Experience pre-sales activities for the Cloud & Data Center portfolio.**
- **On Prem Services Migration into Azure and AWS Cloud Based Platform.**
- **Developing the company's strategy for using technological resources.**
- **Ensuring technologies are used efficiently, profitably, and securely.**
- **Discover and implement new technologies that yield competitive advantage.**
- **Use stakeholders' feedback to inform necessary improvements and adjustments to technology.**
- **Designing and implementing enterprise architecture solutions using TOGAF or other frameworks.**
- **Designed and implemented an enterprise-wide architecture roadmap, resulting in a 25% increase in system efficiency and a 20% reduction in infrastructure costs.**
- **Led the migration of legacy systems to a cloud-based architecture, successfully completing the project on time and under budget.**
- **Developed and enforced architecture standards and best practices, ensuring consistency and scalability across the organization.**
- **Knowledge of industry best practices.**
- **Knowledge of Generative AI, Azure OpenAI and Azure DevOps ML Operations.**
- **Developed secure and efficient software architectures for high- profile projects.**
- **Superior knowledge of current design and construction techniques.**
- **Negotiate contracts with vendors and suppliers.**
- **Collaborated with stakeholders to understand their needs and develop effective IT solutions.**
- **Communicate technology strategy to partners and investors.**
- **Identify what technologies can be used to improve the company's products and services.**
- **Presented solution designs to different customers based on their Functional and Non-Functional use cases.**
- **Brings a rich spectrum of various domains of knowledge from Telecom, Financial and retail, Trading, Banking, and E-Commerce, Health Care, Insurance, Government.**
- **Created Application Architecture for Large Scale Projects.**

Educational Qualifications:

- **Ph.D. in Computer Science at STATE UNIVERSITY OF NEW YORK, SUNY ALBANY NY, USA from Jan 2012-June 2020 -Discontinued.**
- **M. Tech Comp Science & Engineering (2003 – 2005) at Osmania University (CBIT, Full time), India.**
- **M.Sc. Computer Science (1998 to 2000) at Osmania University (BBCIT- Badruka, Full time), India.**
- **B. Sc Computer Science from 1995 to 1998 from Kakatiya University, Warangal India**

Core Qualifications

- Ability to ensure on-time delivery projects with low risk of the projects.
- Impressive ability to identify technical issues and provide technical solutions.
- Unique ability to approach a problem with out-of-the-box thinking
- Substantial understanding of the current business environment
- Adept strategic thinker
- Strong time management skills
- Outstanding internal and external communications abilities
- Clear leadership skills on development and building of cross –functional teams.
- Team Building &Leadership.
- Delivery Complex Projects Different Customers
- Successful project delivery handled Go-Live Environment.
- Always demonstrate professional conduct.
- Excellent understanding of best practices.
- Drive high quality software development process which maintains a spirit of fast fails, testing-in-production, and continuous integration/deployment.
- Effectively work with multiple stakeholders including clients and direct operations groups program and project managers.
- Manage the design, development, and operations of a team within our object storage group.
- Critical thinker and problem-solver.
- Able to coordinate and manage large teams.
- Conducting performance reviews of staff.
- Recruiting and training new employees.
- Decision-making skills
- Excellent social awareness
- Data migration on Prem to Cloud Platform's AWS and Azure with various service components.
- Best Practice Security Standard like PII data, Sensitive data security mechanisms using tokenization data, Encryption and Decryption Mechanism using standard RSA digital, OAUTH2 mechanism, Security Protocols, Vault property integration as part of pipeline.
- Trained 20 software development interns to boost their productivity while ensuring high product quality.
- Lead cross-functional teams in the development and implementation of IT initiatives

Professional Work Experience:

March 2022- Feb 2024

Worked with Wipro Limited as a Solution Architect @ New Jersey, USA.

Client's: ELC, UHC, MGM Payment Gateway

Role: Solution Architect/Cloud Architect

- Enterprise Architecture Design and Documentation for ELC customer.
- Provided Solution SaaS/PaaS/IAAS environments, such as Azure for ELC customers.
- Provided Solution using SaaS/PaaS/IAAS environments, such as Azure for UHC customers.
- Provided Solution using SaaS/PaaS/IAAS environments, such as Azure for MGM customers.
- Worked with Azure Cloud platform Jenkin builds and deploys UHC applications.
- Provided the future state system solution design for UHC Applications in Azure Environment.
- Provided the future state system solution design for MGM Payment Gateway Card Present Applications in Azure Environment.
- Provided future state architecture and Deployment diagram for UHC applications.
- Lead the development of SaaS platform.
- Implemented micro service architecture and a Continuous Delivery Pipeline.
- Worked with azure cloud-based platform.
- DNS Records creation and DNS Records Configuration into Azure Environment.
- CI/CD Pipeline Established UI and API Code Base Version UHC Customer Micro App Application.
- Technical Specification documents creation.
- Handle the large team members for Global Customer's.
- Provision the Different Environment for azure components.
- BBS On Prem Applications Migrating into Azure Cloud platform.
- Worked with Azure Cloud platform with Azure DevOps build and deploy BBS applications.
- Supervised software engineering teams and managers.
- Provided the future state system solution design document for BBS Application ELC client.
- Addressed Technical problems.
- Worked with CITI customers on enterprise application governance.
- Worked with APIGEE Gate Way Platform.
- Worked with Open Shift Platform.
- Worked with ReactJS is responsible for designing and implementing UI components for JavaScript-based web applications.
- Worked with Technical Specification design to build the Spring Boot Application Micro Services.
- Provided the High-level technical design to build the Spring Boot Application Service using JAVA and J2EE technologies stack.
- Designed high-level layered Architecture components to build Micro Services using Spring Boot Applications.
- Build the REST API Micro Services.
- Worked on Business requirements and use cases scenarios to build the Spring Boot Service platforms

Environment: Java, Spring, Spring Boot, Spring Integration, GIT lab, STS, VPN Client, VISIO, Maven, Jenkin, Spring Micro Service, Eclipse, Azure Cloud, Azure DevOps, Azure App Service, Azure Key Vault, Azure Front Door , GitHub, Jenkin CI/CD, Azure Monitor, Azure AKS, Azure MySQL Pass, Azure SQL, Azure COSMODB, Azure Container App, Docker, API Gate Way, Terraform, ReactJS, UX/UI,NODEJS,HTML5,CSS3,MYSQL,Python.

Jan 2021-Feb 2022

Worked with Cognizant as a Senior Architect at Senior Manager Level@ New Jersey, US.

Client's: PETCO, IFF

Role: Senior Architect/Could Architect

- **Upshift Digital transformation for java applications.**
- Enterprise Architecture Design and Documentation for PETCO customer.
- Solutioning using SaaS/PaaS environments, such as AWS for PETCO customer.
- API creation and integration for PETCO customers.
- Software Architecture Design and Documentation for PETCO customers.
- Developed databases, including schema physical design for PETCO customers.
- Provided enterprise-compliant solutions that align with architectural vision, governance, and preferred integration patterns for PETCO customers.
- Involved Planning and estimating solution effort for PETCO customer.
- Provided future state system solution for GRA Application with IFF client.
- Provided the future state system solution design document for IFF client.
- Addressed Technical problems.
- Worked in an agile environment.
- Complex Projects Delivery done different customers.

Environment: Java, Spring, Spring Boot, Spring Integration, GIT lab, STS, VPN Client, , Maven, Jenkin, Spring Micro Service, Eclipse, AWS Cloud, AWS DevOps, AWS EC2 , Lambda, Elastic Cache, AWS Security, AWS Glue, API Gate Way , Git hub, Jenkin CI/CD, AWS CloudWatch, AWSRDS, AWS S3, VISIO, Sales Force Marketing Cloud Journey Builder, SNOWFLAKE , Docker, Atlassian products like Jira, Confluence, Bitbucket.

Feb2020-Nov2020

Worked with Infosys Technology Ltd as a Technology Architect.

Client: CVS Pharmacy (March 20– Oct 20) Smithfield, RI

Role: Technical Architect

Responsibilities

- Provided High Level architecture components SMS framework project at CVS client.
- Provided High Level design document for SMS framework project at CVS client.
- Provided the technical solution to SMS framework project at CVS client.
- Provided Logical architecture SMS framework project at CVS client.
- Integrated Micro services with Kafka stream data.
- Kafka topics validation for SMS messages.
- SMS fame work code base version established Jenkin Pipeline process for build and deploy into PCF platform.
- SMS framework code base version Jenkin build jobs and Jenkin deploy jobs created.
- Addressed Technical problems for SMS framework project.

- Branch Strategy established the SMS framework project at CVS client.
- Release strategy maintained the SMS project code base version at CVS client.
- Created Jenkin jobs for micro services and UI applications.
- Participated in DevOps Automation Tools.
- Managed the team and mentoring team as part of project deliverables.
- Azure Cloud Migration for On -Prem projects.
- Provided Azure Cloud Architecture.

Environment: Java1.8, Spring, Spring Boot, Spring Integration, GIT lab, STS, VPN Client, VISIO, Maven, Jenkin, Spring Micro Service, Apache Kafka, Eclipse, Oracle11G, PCF, Azure, Kafka tool 2.7

July 2017- Dec 2019

- Worked with Virtusa Corporation as an Associate Architect in Java/J2ee Technologies for Different clients Like Centene Corporation, Citi Bank, NYL, Clover

Client: Clover (Sep 19 – Dec 19) NYC, NY

Role: Technical Architect

Responsibilities

- Worked with Clover Client as a technical architect providing technical solutions.
- Involved the technical specification for Spring Boot Application micro service platform.
- Provided the technologies stacks and technical inputs Micro service platform to leadership team.
- Provided the High-level technical design to build the Spring Boot Application Service using JAVA and J2EE technologies stack.
- Designed high-level layered Architecture components to build Micro Services using Spring Boot Applications.
- Build the REST API Micro Services.
- played the lead role in building Micro services platform at Clover Client.
- Worked on Business requirements and use cases scenarios to build the Spring Boot Service platforms.
- Provided the Micro Service DB schema design @ Clover.
- Branch strategy Defined for GIT LAB and GIT hub both MR, PR.
- Provided the Technical input to the team members.
- Worked with Agile Environment and Sprint Demo's.
- Participated in the design discussion with client.

Client: Centene Corporation (Feb 19 – Aug 19) Saint Louis MO

Role: Java Technical Architect

Responsibilities

Worked with Centene Client as a java technical architect providing technical solutions to existing projects and new proposal projects for Federal Services.

- Developed the Mule migration service platform into Spring Boot Application micro service platform.
- Provided the new technologies stacks and technical inputs mule migration service platform to leadership team.
- Provided the High-level technical design approach document to build the Spring Boot Application Service using JAVA and J2EE technologies stack.
- Designed high-level layered Architecture components to build the new migration platform using JAVA and J2EE.
- Played the leading role to build a new spring boot migration services platform at Centene Client.
- Build the REST API Micro Services.
- Worked with Centene Client manager and Onsite team for day-to-day development activities for new migration platform services.
- Worked on Spring Boot Service each service through API gateway interacts with different consumer's and interfaces.
- Worked on Business requirements and use cases scenarios to build the Spring Boot Service platforms.
- Participated in Technical discussion with Centene client customer on new mule migration service platform approach and design, implementation.
- Provided technical input and addressed the issues while developing the new services for Junior team members.
- Build the new spring boot service platform should be accommodate the feature enhancement and performance without impacting the consumer's applications.
- Created Junit Test coverage for each of the service development.
- Fixed the new mule migration service source code issues with Development environment.
- Validated JSON request and JSON response with unit testing each service using POSTMAN.
- Monitor each service health check point using spring cloud stack.
- Dynatrace is a tool to monitor application metrics.
- Build a strong and strategic relationship with clients for day-to-day new migration development platform.
- As part of developing and designing the new mule migration service platform with Centene client standards tools and framework components.
- Build a new spring boot service platform to address the existing mule platform with respect to better performance and Query's optimization.
- While migrating to the new platform troubleshooting existing service issues Auto wire dependency, Spring Database profiles, JSON Schema Validation's.
- Worked on existing services source code fixing issues.
- Worked on Mule Data transformation message objects to convert the Json Response of data.
- Worked on Mule Integration functionality is with PEGA.

Environment: Java1.8, Spring, Spring Boot, Tomcat, Bit Bucket, STS, VPN Client, VISIO, Maven, Jenkin, Spring Micro Service, Mule Soft API, Eclipse, Oracle11G.

Client: Citi Bank Texas (Nov 18 – Jan 19) Irving TX

Role: Java Technical Architect

Responsibilities

- Technical inputs to team members for Development activities for HR App application
- Provided technical solutions for search functionality implementation for HR mobility application.
- Responsible for Offshore and Onshore Coordination for CITI HR Mobility Application End to End Implementation.
- SQL Query's Optimization for CITI HR Oracle Data Base Schema.
- Search Functionality implementation using Spring Framework.
- Build the QA Environment for HR mobility application.
- Bounce WebSphere application server.
- Source code snapshot versions for HR mobility Application.
- Handled the status calls and status report for HR applications.
- Provided High and Low-level design inputs for CITI HR application.
- Source Code review for implementation of HR Application.

Environment: Java1.7, Spring, Spring Boot, Tomcat, Oracle DB, RTC, STS, ECLIPSE Maven, Spring Micro Service, SOAP UI, POSTMAN, WebSphere, Tibco Middleware

Client: NYL, NJ-Contractor New Jersey NY (July 17 – Oct 18)

Role: Java TechLead

Responsibilities

- Performed distributed IT Architecture design and development with Java and J2EE.
- provided for High Level and Low-Level Design Document for Calculator excel Rules project.
- provided for High Level Architecture Components for Calculator excel Rules Project.
- Provided technical input and solutions to team members.
- Developed the RAML Specification for Contract-document, tele app API, preference API.
- Developed the Mule Soft API Proxy for Contract-document, tele App API, preference API.
- Developed Micro Service Components for Calculator Rule service.
- Demonstrate the Calculator Excel Rules Functionality with customer.
- Mentor Team on GIT Repository tool.
- Designed integration to Oracle Service Cloud to support new sales issue resolution and post sales warranty service.
- Worked with AWS Cloud Platform for build and deployment for Calculator Excel Rules Project.
- Designing and implementing Oracle SOA Suite architecture environment.
- Worked with GIT branches master and Develop for Calculator Excel rules source code development.
- Worked with DynamoDB Table Creation and loading the data for Calculator reference tables.
- Build the REST API Micro Services.
- Responsible for Mule API's Build and Deployment job creation different environment's
- Worked on Sumo Logic configuration mule Deployment jobs based on source category.
- Responsible for Mule API Design and Development for Contract-document, Tele APP API, Preference API.
- Developed the choice router logic for Mule API.
- Developed mock scenarios for mule APIs based on consumer inputs.
- Developed the mule API's using Mule Studio.
- Generated stubs and Skelton's for existing SOAP services.
- Responsible for Offshore and Onshore Coordination for Calculator Excel Rules Project End to End Implementation.
- Worked with Agile Scrum methodologies to implement the calculator rules service.

- Worked with Actinal Migration SOAP Services into Mule Cloud Platform.
- Configure the Mule Policy and OAUTH2 and Basic AUTH for Mule API's.
- Generated Client ID and Secret Id for Mule API's.
- Worked on the Calculator Mobile APP UI features for the Customers.
- Involved in Calculator Mobile APP Design and Development.
- Responsible for Universal Calculator Mobile Design and Opp Calculator Design.
- SUMO Logic configuration MULE API's.
- Mule Cloud hub logs and HTTP Wire Logs Enables for Mule API's
- Participated in the Production Deployment Activity with Mule API's and Microservices.
- All Mule API's and Micro Services testing using the POSTMAN.
- Integrated Micro Services with Mule Proxy Layer.
- Mule Cloud Hub Connectivity verifies the On Prem Services.
- Created Mule Jenkin Build Jobs and Deployment Jobs.
- HTTPS Enables Mule API's.
- Mule SOAP Proxy issues addressed.
- Mule Consul Integration with Preferences API.
- Mule Consul Integration with Spring Boot Applications.
- Mule Transform message to java to Json object.
- Generated Model classes for Mule API's.
- Integrated JWT component with Mule API's.
- Worked on Mule API's Jenkin Deployment Job configuration.
- Worked on Migration on Prem SOAP services into REST Services.
- Enable the HTTPS Wire Logs Mule API's.
- Mule API's Cloud hub deployment.

Environment: Java1.8, Spring, Spring Boot, Tomcat, Dynamo DB, GIT, STS, VPN Client, VISIO, Maven, Jenkin, Spring Micro Service, Mule Soft API, Mule Studio, Drools Work Bench, AWS Platform.

Feb14-June 2017

- Worked with Vaktech Corporation LLC as a Java Technical Architect in Java/J2ee Technologies for different client's PNC BANK, NYS DOH, UMASS Commonwealth MA HIX.

Client: PNC BANK, Pittsburgh PA-Contractor

Role: Java Technical Architect

Client: STATE OF NY DOH, ALBANY NY-Contractor

Role: Java Technical Architect

Client: UMASS Commonwealth Medicare, BOSTON MA-Contractor

Role: Java Technical Architect

July 13- Jan 14

- Worked with Akvar Inc as a Programmer Analyst in Java/J2ee Technologies for client NYS DOL

Client: DOL, Albany NY-Contractor

Role: Java Technical Architect

Client: State of ID DHW- Contractor, Boise, ID

Role: Java Consultant

Dec12-Jun13

- Worked with Tata Consultancy Service as a Computer System Engineer in Java/J2ee Technologies for client Sprint.

Client: Sprint- MTS, Overland Park, KS - Contractor

Role: Sr. Java Developer

April2011 – Dec 2012

- Worked with Business Integra Inc as a Programmer Analyst in Java/J2ee Technologies for different clients Yahoo, Deloitte – AOC

Client: Yahoo!, Santa Clara, CA -Contractar

Role: Sr. Java Developer

Client: Deloitte – AOC, Santa Anna, CA-Contractor

Role: Sr. Java Developer

June2010 – March 2011

- Worked With Tek Seed Solution LLC as a Programmer Analyst in Java/J2ee Technologies for client Fresh Direct

Client: Fresh Direct, New York, NY

March2009 –May 2010

- Worked with IBM India Pvt Ltd as a Sr. Technical Associate in Java/J2ee Technologies Through Dynpro India Pvt Ltd.

Client: Sprint, Overland Park, KS

April 2008-Feb2009

- Worked as a Sr. Technical Associate Grade G2 in Java/J2ee Technologies for Tech Mahindra Ltd.

Client: AT&T – iOMW- Tech Mahindra Ltd

Role: Sr. Technical Associate Grade G2

March2007- April 2008

- Worked as a System Engineer in Java/J2ee Technologies for IBM India Pvt Ltd

Client: AT&T – USRP, IBM India Pvt. Ltd.

Sept2006- March 2007

- Worked as a Sr. Software Engineer in Java/J2ee Technologies for Satyam Computer Services Ltd

Client: NISSAN –GOM Portal, Satyam Computer Services Ltd.

Feb 2006 - Aug 2006

- Worked as a Consultant Level 2 in Java/J2ee Technologies for Zensar Technologies Ltd.

Client: ONCB

Aug 2005 Nov 2005

- Worked as a Software Engineer in Java /J2ee Technologies for Soft Pro Systems Ltd

Client: Morten, KAPOWTECH

June 2001 – May 2003

- Worked as a Software Programmer in Java/J2ee Technologies for Leap Stone Systems India Pvt. Ltd

Himaleela Reddy

Professional Summary:

- 8+ years of professional experience as UX designer in design, development and test of web - based and front-end applications.
- Advanced UX / UCD / UI Design conception, creation and building concepts including wireframe, layouts, workflow diagrams - Figma for rapid application prototyping and Kinal end user mockups.
- Expert in UI/UX design tools including Figma, Photoshop, Invision, Sketch, Illustrator and Adobe Effects.
- Hands on experience in graphics designing, logo making and making banners for web apps.
- Created Product prototypes using Figma and Sketch.
- Deep understanding of Google AdSense policies and best practices.
- Independently plan, perform, and oversee UCD research, including UI design and usability deliverables for assigned projects that span large products or product families
- Experience in Creating low to high Fidelity prototypes (paper sketches, Figma, Balsamiq, Axure, InVision, Proto.io, Photoshop), wireframes, screen - Flow diagrams, pattern libraries, UX documentation.
- Proficient in using version control tools such as Git, GitHub and highly participated in Agile software development.
- Efficient organizational work ethics, value based effective decision-making, team-based cooperation and communication skills.

Education:

UX/UI Immersion - Career Foundry	Oct 2020 - Sep 2022
UX Design - IDF Foundation	June 2014 - July 2016
Masters of Technology - Power Electronics	
SRM University, Chennai, India	Aug 2011 - May 2013
Bachelor of Technology - Electrical Electronics Engineering	
RGM College, India	Aug 2007 - May 2011

Technical Skills:

Design Skills: User Interface, User Experience Design, Graphic design, Responsive Web Design, Visual Design, User Research, Digital Design, Logo/Icon Design, Illustration.

User Experience: Wireframing for both Mobile and Desktop based apps, Mock-ups, Prototypes, Sketch, Visio, Adobe Creative Suite, Visual and Graphic Design principles, Journey Map, Information Architecture, Persona Creation, Empathy Map.

Design Frameworks: Figma, Sketch, Adobe Creative Suite, Adobe Illustrator, Adobe XD, Zeplin

Professional Experience:

Client: FedEx, Texas Remote **Aug 2022 – Till date**

Role: UX Designer

Responsibilities:

- Generated and iterated on wireframes, high-Fidelity mock-ups and usability prototypes, and assisted in the creation of information architectures.
- Worked on user data analysis, user interviews, and customer feedback analysis to improve user experience.
- Created Custom Directives for tables, maps and so on to complete modularization and repeated use.
- Used JIRA to track bugs and issues and complete functional tasks.
- Involved in Requirements gathering and analysis for the application.
- Collaborated with designers and application developers to develop pages of websites.
- Participated in recruiting targeted end users for specific research studies.
- Worked with team members to develop workFlows and designs to get a creative output for the mobile app.
- Evaluated the old version of the application and reported major usability concerns to the team.
- Contributed in providing potential solutions for problem statements.
- Proposed a design system feature and the process that produced a solution for the product.
- Involved in writing scripts for interviews, surveys, and other kinds of user interactions.

Client: Lightwell Inc, Dublin, OH

May 2021 – July 2022

Role: UX/UI Designer

Responsibilities:

- Completed UX/UI design with Figma, Photoshop, Illustrator and Sketch for web-end and mobile end.
- Completed user testing and usability analysis with wire framing and prototyping tools such as Figma.
- Conceptualized user interfaces and workKlows with attention to human-computer interaction and user-oriented design best practices, constantly for the simplest, most intuitive and pleasant user experience
- Was responsible for the UX / UI and data points discovery for the creation of their internal (RPR) residential property report admin and their HR admin enterprise software applications - this included white boarding, wireframes and Axure rapid application prototyping to Kinal design mocks.
- Provided UX services including interpreting requirements, creating concept designs, creating user Flows, creating wireframes, prototypes, and visual specs, related UX standards.
- Created Responsive Web Design templates using Wordpress, wireframing and prototype.
- Used Google Analytics to build SEO strategies for the official website.

Environment: Figma, Adobe Photoshop, Adobe Illustrator, Adobe in Design, Adobe After Effects, Visual Studio Code, HTML5, CSS3

Client: CVS, Hartford, CT

Oct 2019 – April 2021

Role: UX/UI Designer

Responsibilities:

- Illustrating and presenting design ideas using sketches, prototypes, and wireframes.
 - Analyze user experience problems and help build solutions that meet business goals.
 - Creating user journeys, user flows, and user research analysis.
 - Giving presentations on the research of user journeys, mental models, task analysis and creating task flows accordingly.
 - Creating Gray-scale wireframes and representing every screen in the design process.
 - Designing Graphic interface templates using various elements like tabs, menu and widgets.
 - Designing across multiple platforms and responsive applications that can fit screen sizes for tablet, laptop, mobile and desktop.
 - Working directly with stakeholders, clients, senior executives, and developers to coordinate designs.
 - Providing walkthroughs, demos and documentations on the designs to senior executives and stakeholders.
 - Participating in user testing and design research by collaborating with clients and senior executives to gain insight into UX/UX.
 - Documenting feedback and results that received from stakeholders and team members.
 - Conducting iterative UX process with usability studies and user testing until the user goals are fulfilled.
 - Participating in every week SCRUM meetings to discuss ongoing projects and related issues.
 - Contributing and providing potential solutions for problem statements.
 - Running meetings as required and working after-hours to interact with the global teams and get the tasks done prior to the task complete date.
 - Creating images, logos and icons that are used across the web pages using Sketch and Adobe Illustrator.
-
- **Environment:** Figma, Balsamiq Mockup 3, Invision, Sketch 3, Adobe Photoshop, Adobe Illustrator, Keynote, Google fonts, Microsoft Teams.

Client: Plymouth Rock Assurance, Boston, MA

Jan 2018 – Sep 2019

Role: UX/UI Designer

Responsibilities:

- Converted business and user requirements into effective UI designs using Photoshop and Sketch.
- Create dynamic wireframes using Figma. Develop page layouts.
- Conduct usability testing to improve user-experience.
- Design, Concept, Wireframe and Prototype 2D/3D user-interfaces for GIS asset management application.
- Provided graphic support to Global Business Experts, Corporate Financial Analyst and Firm Internal Communications including scan images, manipulation, electronic file management of archived projects and stock image library
- Build UX Design, Axure, Photoshop, prototype, style guides, Figma, atomic.
- Developed sitemap, wireframes & interactive prototypes and redesigned the site's visual appearance - contributed a major role in delivering the site launch on schedule.
- Participate in daily scrum meetings to drive an innovative development paradigm.

Environment: Figma, Poto.io, Sketch, Adobe XD, Adobe Photoshop, Adobe Illustrator, Adobe

Client: Duke Energy, Charlotte, NC

Oct 2016 – Dec 2017

Role: UX/UI Designer

Responsibilities:

- Involved in Requirements gathering and analysis for the application.
- Collaborated with designers and application developers to develop pages of websites.
- Participated in recruiting targeted end users for specific research studies.
- Worked with team members to develop workFlows and designs to get a creative output for the mobile app.
- Evaluated the old version of the application and reported major usability concerns to the team.
- Contributed in providing potential solutions for problem statements.
- Proposed a design system feature and the process that produced a solution for the product.
- Involved in writing scripts for interviews, surveys, and other kinds of user interactions.
- Participated in usability research screeners and discussion guides.
- Conducted usability tests on each independent type of page on the website and mobile screen and created usability test reports.
- Analyzed Strengths, opportunities, weakness and threats for production during competitive research.
- Participated on the Klows, composition, and layout for the mobile and desktop versions of the application.
- Conducted A/B & Preference testing on mobile onboarding and navigation screens.
- Involved in different types of testing: usability tests, browser tests and unit tests.
- Presented design research Findings to the team and collected the feedback.
- Communicated visually, to identify and deKine visual design issues & solutions.
- Developed web interfaces as per the functional requirements.
- Involved with all stages of the Software Development Life Cycle.
- Closely worked with the Business Analyst about the requirements of the project.

Environment: Invision, Sketch, Photoshop, Keynote, Google fonts, Proto.io, UXPin, Usability Hub, SurveyMonkey, Lucidchart.

Babitha Singh

Validation Specialist

Email: Babitha.singh21@gmail.com

| Phone: +1 211-409-2077

Having 8 years of diversified experience in the Pharmaceutical and Clinical Laboratory Industries working as a QA/Compliance/Validation Engineer focusing on Computer System Validation (CSV).

Professional Skills:

- Extensive hands on experience with **Validation Life Cycle, Computer System validation** (CSV), Software Development Life Cycle (**SDLC**), Software Test Life Cycle (**STLC**) and Risk Based Testing.
- Experience working in **FDA regulated environment**. Strong knowledge about 21 **CFR Part-11 regulation, Computer System Validation, ERES, GMP, PDMA, GAMP, CAPA, HIPPA, Good Documentation Practice (GDP), Change Control** and **FDA** compliance standards.
- Extensive experience in FDA regulated environment and laboratories with good understanding of GxP: cGMP, GAMP, GDP, GCP, GLP standards.
- Extensively involved in authoring and reviewing Validation Test Plan (**VTP**), Installation Qualification Protocols (**IQ**), Operational Qualification Protocols (**OQ**), Performance Qualification protocols (**PQ**), Pre/Post Executed Test Scripts, Test Result Evidence Reports, Requirement Traceability Matrix (**RTM**), Validation Summary Report (**VSR**), Risk Assessment document (**RA**), Incident report (**IR**), **PDMA** Checklist, **Change Control** and **CAPA** (Corrective and Preventive action).
- Perform Risk Assessment, Gap Analysis for compliance and develop CAPA Remediation Plans.
- Specialize in developing and implementing appropriate standard operating procedures (**SOP**) and Operation Manuals.
- Proven ability to work as a technical writer and in preparing validation deliverables and summary reports.
- Involved in validation of **Laboratory Information System** and **Clinical Trial Order** codes.
- Excellent business, technical and analytical skills to rapidly understand software and system processes to develop test scripts, set up test environments and apply to the Test Life Cycle.
- Extensive experience in all phases of software testing life cycle (STLC) including requirements analysis, Test Planning, Test case development, Test data Set up, Test Execution, Test Metrics and Test Cycle Closure.
- Hands on experience in Validation Testing, Functional Testing, System Testing, Regression Testing, Backend/Database testing, End to End Testing, Client Integration testing, Smoke Testing, GUI Testing, Installation Testing and User Acceptance Testing (UAT).
- Experience in testing Middleware Application Systems and validating **HL7** messages, **XML** files and **Reporting Portals**.

- Experience in **Waterfall** and **Agile/Scrum** models of Software Development.
- Experience with **QA Complete (SmartBear)** and **HP ALM/ Quality Center** for Planning, Maintaining, Executing Test Cases, Defect Management, Defect Analysis and Bug Tracking.
- Experience in writing and executing **SQL (DDL, DML and DCL) queries** for back-end validations.
- Extensive experience in validating **Salesforce.com automation (SFA)** and **Veeva implementations** for various clients.
- Extensively involved in validating **ETL** processes and verifying mapping rules, loading required data, and data flow from source to target as per the required specifications.
- Experience working collaboratively with QA Team, Developers, Business/System Analyst, Database Administrators, Project Managers and other project team members in testing and validating complex applications and in the overall enhancement of software product quality.
- Capable of working well under pressure and meet deadlines. Ability to maintain a flexible work style and function effectively with changing directives and priorities.
- Quick learner, hardworking, team player and target oriented with strong problem solving, interpersonal, verbal and written communication skills.

Skills Summary:

Testing and QA Tools	HP ALM/ Quality Center, QA Complete (SmartBear), Open STA, SOAP UI, Boonerang, v2.1.3
Validation Deliverables	Validation Test Plan, IQ/OQ/PQ protocols, RTM, Change controls, Validation Summary Report, PDMA Checklist
FDA Regulations	21 CFR Part 11 (Electronic Records, Signatures, cGMP, cGDP, cGLP, cGCP, GAMP, PDMA (Prescriber Drug Marketing Act)
Databases	MS SQL Server 2000, MS SQL Server 2008, Oracle, MS SQL Server 2012
Operating Systems	Window 98/XP/NT/2000/2003/Vista, Linux, Unix
Configuration Management Tools	Clarity, Visual Source Safe, Team Foundation Server (TFS), Sharepoint
Other	SmartSolve (Pilgrim), TOAD, Force. Com explorer, Apex explorer, iPad, iPhone (mobile), ETL, Pervasive, MS office, MS Project, Visual Studio, Excel 2010, Eclipse, Apache Tomcat, Robohelp

Professional Experience:

Senior Quality Assurance Analyst at Quest Diagnostics, West Norriton, PA (May 2017 – Current)

Project: Q-Suite Esoteric System

Role: Validation Analyst/ Senior Quality Assurance

Client: Quest Diagnostics

Project description: As Senior Quality Validation Analyst, responsible for testing and validating Q-Suite Esoteric Laboratory Information System (QLS, QMPS, IDAA, QDRS, Care 360). This system is a suite of multiple Application Systems working together for Order to Cash Transaction and Business Processes for Laboratory Diagnostics Business. The Application Landscape consists of Consumer Web and Mobile Applications, Middleware Systems, Legacy Lab Systems, Backend Database Systems, Reporting and Billing Systems.

Responsibilities:

- Performed Validation on Q-Suite Esoteric Laboratory Information System as per 21 CFR Part 11 and cGxP Guidelines.
- Analyze functional and design specification document to develop Protocols for Validation testing of the application.
- Participate in weekly Validation planning, project status meetings and reviews.
- Develop detailed timeline and provide validation estimations for the project.
- Define Risk based strategies for **Computer System Validation (CSV)** and author/review end-to-end Computerized Systems Validation documentation in accordance with Master Validation Plan.
- Create and execute test cases and test results in **QA Complete** for business to review
- Extensively involved in preparing **Validation/Compliance documents** for each application release and ensure all the documents comply with **21 CFR Part11**.
- Review and approve Pre/Post-approval PQ/UAT/ Test protocols for requirement coverage, flow of steps and GDP.
- Participate in the **Change Control** process for modifications to the systems.
- Maintain **version control** for all the Validation Documentation and ensure that change history is maintained.
- Participate in internal and external vendor **reviews/audits** relating to computerized systems.
- Create and maintain **Requirements Traceability Matrix (RTM)** in order to ensure that all requirements have been tested successfully.
- Performed **root cause analysis** of errors which occur during the execution protocols such as Operational Qualification (OQ), Performance Qualification (PQ) and wrote the **Deviation Report** on the same.
- Involved in **Functional Testing, System Testing, Regression Testing, Backend/Database testing, Integration testing, UAT, End to End (E2E), Smoke Testing, GUI Testing** of application based on the requirements, design & specifications.
- Write and execute **SQL** (DDL, DML and DCL) queries for back-end testing and verification.
- Middleware System Validation, **HL7** Messages Validation.
- Actively involved in **Defect Life Cycle**. Prioritize, evaluate, monitor, track Defects and analyze Defect History using **QA Complete**.
- Provided post production testing support for bug fixes and changes that need to be migrated

into production.

Senior Quality Analyst (QA)/Validation Lead Consultant, Knipper, Somerset, NJ (June 2011 – April 2017)

Project: Veeva SalesForce.com Automation (SFA), Sample Accountability and Knipper Fulfillment system (KFIS)

Role: Senior Quality/Validation Analyst

Client: Shire, Sunovion, Celgene, BMS, McKesson, Takeda, Novo Nordisk, Boehringer Ingelheim, Bayer Healthcare, Novartis, Gilead

Environment: SQL Server Management Studio 2012, .Net, WebLogic Server, ETL, Pervasive, SOAP UI, Boomerang - SOAP, v2.1.3, Salesforce.com, Veeva, Web Services, Order Management System (PROMAIL), Force.com Explorer (v 0.58A), Axosoft, Manhattan OMS (Warehouse), HP ALM, MS Excel 2007/ 2010, iRep, iPhone (mobile)

Project description: As Senior Validation/Compliance analyst, responsible for testing and validating custom .Net based Information System for the healthcare sampling, marketing and compliance solutions provided to its customers by Knipper. Knipper provides technology solutions to the pharmaceutical, biotech, and medical device industries, it provide comprehensive, cost effective direct marketing solutions. Veeva Web Connector is a Knipper Veeva Web-SalesForce Automation Integration process that supports the clients who utilize Veeva as their SFA. The utilization of connector will allow Knipper to control and manage the Sample Accountability data stored within SalesForce.com (CRM) on behalf of Veeva customers.

Responsibilities:

- Involved in Computer System Validation (CSV) of Sample Accountability and Fulfillment system and ensure all the Electronic Documents comply with **21 CFR Part11**.
- Attend requirements and design meetings, review and analysis of requirements and design documentation.
- Develop detailed timeline and provide validation estimations for the project.
- Ensure having Training SOPs, Business Continuity Plan, User Manuals and Change Control **SOPs**.
- Participate in **Compliance Audit** with the Business Validation Representative
- Perform validation and create CSV documentation for Sales **Force Automation Veeva** (SFA) implementation for various Pharmaceutical clients.
- Perform custom business rule validation on Sample accountability and fulfillment systems for Pharma clients.
- Involved in validation of Prescriber Validation System (PVS), Warehouse (SCALE) and Order management system.

- Validate **ETL data load and migration process**. Verify Merge rule, Count check, Data type check, Data length check, Primary/foreign key check, Data mapping, Mandatory/conditional field check, duplicate data check and confirm data integrity.
- Involved in Functional Testing, Backend/Database testing, Front End Testing, Cross Browser testing, **Client Integration testing, System Integration testing, UAT, End to End (E2E)**, Smoke Testing, Regression Testing, Security Testing, GUI Testing, Mobile testing of entire application based on the requirements, design & specifications.
- Create detail level Test Protocol for positive as well as negative scenarios using HP ALM/ Quality center Tool.
- Execute **SQL** (DDL, DML and DCL) queries for back-end testing and validations.
- Provided post production testing support for bug fixes and changes that need to be migrated into production.
- Perform **Report** portal testing and **web service testing** using **SOAP UI** and **Boomerang**.
- Actively involved in **Defect Life Cycle**. Prioritize, evaluate, monitor, track Defects and analyze Defect History.
- Prepare **Daily/Weekly status reports**.
- Work with Project/Program manager and business users to conduct **UAT**.

Senior Quality Assurance (QA), R Systems International (March 2004 – July 2007)

Role: QA Analyst/Technical Writer; **Client:** Open Solutions Inc., CT.

Project: Core Migration;

Environment: Java/J2EE, JMS, Java Script, Jquery, TIBCO, Windows2000, Oracle, Team Foundation Server, TOAD, Agile methodology, eclipse, HP ALM/QC 9.2

Project description: The TCBS/TCCUS applications are being consolidated into a single executable product (CORE) with multiple modules that more closely reflect a financial institution's operations. CORE is built on Tibco platform. This banking application handle operations primarily classified as Customer Account Maintenance, Transaction processing, Report generation, Inquiry functions, Relationship Profile, multi-tasking using screen tabs, Quick Search and online Help.

Responsibilities:

- Analyze business requirements, Software requirement specifications, and Functional requirement specification and formulate test plan for the functional testing of the application.
- Identify the Test Scenarios and prepare Test Cases from Use Cases and Functional Specification documents for manual testing and create, build and maintain Traceability Matrix.
- Extensively involved in **Technical writing**. Prepared help files using **Robohelp**
- Use **HP ALM/QC 9.2 Test Management tool** for Defect management.
- Use **Team Foundation Server (TFS)** for configuration management.
- Analyze and test data extensively to generate reports and perform **backend Testing**.

- Write SQL Queries to extract data from data source (Oracle) using **Toad**.
- Perform GUI testing of various features of the application like GUI standards covering standard features such as window size, positioning, type, standard system commands and buttons.
- Perform functional, Integration, Security and GUI Testing on the QA builds in QA Test environment.
- Involved in **Cross Browser Testing** using Netscape Navigator and Internet Explorer with **different Browser Versions**
- Ensure adherence and completeness of deliverables and modify and enhance test cases for improvements.
- Involved in installations of Builds/ Releases in Test environment completely
- Involved in Walk through meetings, Project meetings with Business Analysts, project managers, developers, offshore team throughout the development life cycle.
- Performed performance testing using **OpenSTA**

Quality Assurance (QA), Next Brick Solutions (August 2003 – March 2004)

Role: QA Analyst, Client: Naval Post Graduate School, CA.

Project: Homeland Security Digital Library

Environment: JAVA, Weblogic, Windows2000, Oracle, PVCS tracker 7.1, Jmeter, Agile methodology, Apache Tomcat

Project description: The goal of Naval Post Graduate School's Homeland Security Digital Library (HSDL) is to transform the current website into a full-fledged digital library portal that provides information access and knowledge sharing services to multiple stakeholders and private sector organizations that are part of the broader homeland security community.

Education Qualification:

- Master of Computer Applications, MAIMT (Kurukshetra University)
- Bachelor of Science, H.N.B. Garhwal University.

Karteek Valisetty

PROFESSIONAL SUMMARY:

- 14+ years of experience in **QA** with strong knowledge of SDLC, STLC, and Agile (SAFe) methodologies including test planning, execution, and reporting.
- Experience in preparing **Test plans, Test methodology, Test scenarios, Test summary reports, Test Cases** and Test documents based on User requirements, System requirements and Use case documents.
- Experience in **Accessibility Testing, API Testing, Automation & Functional Testing.**
- Experience in **ETL/DWH testing** with tools like **Informatica, Azure Data Factory**
- Experience in writing **SQL scripts** to perform data validations between Source and Target, market-driven margin fluctuations and discrepancies in variation.
- Experience in **Big Data technologies** like **Hadoop, Hive, MR, Spark & oozie**
- Involved in Data staging Validation ensuring data is loaded into **Hadoop** System
- Involved in Scheduling Validation verification of **oozie** workflows.
- Experience loading data into **HIVE tables** and developed **integration scripts** between **Hive & HBase**
- Have good experience in Report / BI testing with tools like **Power BI, QlikSense & Tableau**
- Good experience in **DATA Testing & ETL automation** using **Query Surge** tool
- Expertise in testing **CDP platforms, Customer Journey Analytics (CJA)** in AEP, and data security compliance (e.g., GDPR).
- Good experience in **SCCM** (now MECM).
- Managed QA team (offshore and Onsite) work program planning, resourcing, budget and project assignments.
- Excellent understanding of **Agile practices** and continuous integration (CI / CD). Experience collaborating with the business to understand requirements, value, prioritization, and acceptance criteria.
- Experience in Business Functionality Testing, Smoke testing, Integration Testing, Black Box Testing, End-to-end Testing, UAT testing, Regression Testing, Documentation and Reporting.
- Good experience in **Azure Data Lake, Synapse & Azure Data Factory**
- Productively involved in **Defects logging** and managing Defect Life Cycle using **JIRA with X-ray & HP ALM**.
- Have experience in Cloud technologies like **AWS S3**
- Strong experience working in **Retail, Health Care, Insurance, Capital Market & Manufacturing domains**
- Strong experience in **Dynamics CRM, Salesforce Marketing Cloud and SFDC**
- Have experience in Web Automation testing using **Selenium with Python**
- Well experienced with **Agile** methodologies and **SAFe** practitioner

TECHNICAL SKILLS:

Methodologies	Agile (Scrum), SAFe and Waterfall
Software Testing	Functional, Desktop Applications and Web based UI Testing, Web Scraping, Database, Security, Performance, Web Services.
Technical Leadership	Estimations, Project Planning and Project Scheduling, Project Execution, Task Assignment, Tracking and Status Reporting, Risk tracking and Management, Team Coordination and working with various Cross Functional Teams, Impact Analysis, Change Management, Agile, Waterfall.
Test Build, CRM & Integration Tools	GIT -Version Control, Jenkins, GitHub , Bamboo & Artifactory.
Programming Languages	Python
Databases	MYSQL, Oracle, SQL Server.
Other tools	QTest, ServiceNow, Jira with X-ray, Quality Center & Confluence
Operating Systems	UNIX, WINDOWS, Linux, Centos.
MS Office Tools	Outlook, MS Word, MS Excel, MS PowerPoint, MS Access

PROFESSIONAL EXPERIENCE:

Client: L'Oréal, New York, USA(Retail)

QA Lead-Integrations

April 2024- Present

Responsibilities:

- Led a team of 15 QA engineers across 3 geo's, overseeing test planning, automation strategy, and defect resolution for data pipelines and API integrations.
- Participated in **daily scrum meetings** with **Product team** and technical team to provide updates about testing activities on various platform improvements, development, and maintenance.

- Work with the business stakeholders, developers and your **QA team members** to identify and clearly document all appropriate test cases, dependent test data structures, test environment requirements and Project management methodologies.
- Designed and implemented ETL test strategies to ensure accurate data extraction, transformation, and loading.
- Validated data pipelines and workflows, ensuring seamless data flow across multiple environments.
- Performed complex SQL queries to verify data integrity, consistency, and accuracy during migrations.
- Automated data reconciliation processes, reducing manual effort and improving testing efficiency.
- Ensured source-to-target data mapping and validation across SQL and NoSQL databases.
- Conducted schema validation and data profiling to identify anomalies and discrepancies early.
- Tested incremental and full data loads, ensuring performance and reliability of ETL processes.
- Verified data transformations, aggregations, and business rules applied during ETL processing.
- Collaborated with data engineers to troubleshoot and optimize ETL job performance.
- Validated data lineage and traceability, ensuring compliance with audit and regulatory requirements.
- Conducted end-to-end database testing across **SQL Server, MySQL, MongoDB, and Cassandra**.
- Performed CRUD operations to verify backend data consistency and transactional integrity.
- Ensured referential integrity and indexing strategies were maintained during data migrations.
- Validated data backups and recovery processes, ensuring system resilience and disaster readiness.
- Monitored and optimized database query performance, identifying and resolving bottlenecks.
- Tested data archival and purging processes, ensuring compliance with data retention policies.
- Managed the defect lifecycle using **JIRA** ensuring quick **triaging** and resolution.
- Provided effort estimation, test planning, and execution strategies aligned with Agile sprints.
- Conducted root cause analysis (**RCA**) for data discrepancies and production issues.
- Ensured seamless collaboration between QA, development, and data engineering teams.
- Created and maintained detailed test documentation, including data flow diagrams and test logs.
- Led end-to-end validation of **legacy system migration**, ensuring seamless data and functionality transition.
- Conducted impact analysis and regression testing to verify legacy components decommissioning.
- Validated backward compatibility to ensure new system integrations work with existing platforms.
- Ensured data integrity and consistency during legacy-to-modern platform transformations.
- Performed batch processing validation to ensure migrated data was processed accurately.
- Conducted **API testing using Postman, RestAssured, and SoapUI**, ensuring accurate request-response validations.
- Performed **SOAP and RESTful API validation**, verifying response codes, headers, and payload structures.
- Identified bottlenecks and optimized database queries, ensuring system responsiveness.
- Simulated high concurrency scenarios, validating system behavior under real-world conditions.
- Validated workflow automation and case management systems, ensuring seamless task processing.
- Designed and maintained data-driven test automation using Selenium with Python to validate MDM-integrated web applications.
- Implemented page object model (POM) and reusable libraries for scalable UI test coverage.
- Automated cross-browser and responsive testing across Apigee API-backed L'Oréal platforms using Python test suites.
- Integrated test runs into Azure DevOps CI/CD pipeline, enhancing early bug detection and reducing regression cycles.
- Leveraged Python with reporting tools to create test dashboards and email alerts for test failures.
- Conducted ETL testing on PostgreSQL and Databricks pipelines, validating data ingestion, cleansing, transformation, and aggregation.
- Verified CLOB/BLOB fields and S3 file ingestion workflows, ensuring end-to-end data integrity.
- Created Python scripts to automate source-to-target reconciliation and transformation rule validations.
- Worked closely with data architects to validate MDM data quality and sync jobs using real-time and batch load strategies.
- Ensured workflow rule execution and business process adherence across document management systems.
- Conducted version control and access rights validation, ensuring compliance with document retention policies.
- Validated lead management, case management, and data synchronization within CRM applications.
- Ensured seamless third-party integrations with **CRM platforms, including API and middleware validations**.
- Conducted data validation across **CRM modules**, ensuring consistency and accuracy in customer records.
- Led end-to-end test planning and execution using Microsoft Test Manager (MTM), ensuring traceability across test cases, requirements, and defects.
- Developed and maintained Coded UI automated test scripts for regression and functional testing of L'Oréal's enterprise applications.
- Integrated MTM with TFS to streamline test case management, version control, and real-time defect tracking across global QA teams.
- Automated critical business workflows using Coded UI, achieving a 50% reduction in manual testing effort.
- Established QA best practices leveraging MTM's test suite structure to enhance test coverage and reporting accuracy.
- Collaborated with DevOps teams to integrate Coded UI tests into Azure DevOps CI/CD pipeline for faster feedback and

release cycles.

Client: Chicago Mercantile Exchange, Chicago, USA (Capital market)

Mar

2019- April 2024

QA Lead-Clearing House

Responsibilities:

- Oversaw the Risk QA team which was tasked with validating the risk management applications functionalities for the clearing and settlement **for FX, Fixed income (FI), derivatives** and **options** trading.
- As a QA Led comprehensive ETL testing for large-scale financial data warehouses supporting clearing and settlement operations.
- Validated complex data transformations across multiple source systems including trade, position, and margin data.
- Developed reusable SQL scripts to automate ETL validation and ensure data consistency across upstream and downstream systems.
- Performed data reconciliation and integrity checks across staging, ODS, and reporting layers in a capital markets ecosystem.
- Collaborated with DBAs and developers to troubleshoot ETL job failures and resolve data quality issues in UAT and production.
- Created ETL test strategies, test cases, and execution plans aligned with business rules and compliance requirements.
- Led a team of 15 QA Testers. Interfaced with customers, Business Analysts, Developers, and Project Managers throughout projects, continuously verifying user requirements. Participated in all project reviews and provided necessary feedback.
- Led end-to-end QA strategy and execution for ETL/ELT pipelines in GCP environments, ensuring high-quality data ingestion and transformation.
- Collaborated with data engineers and analysts to define test strategies, data validation rules, and quality benchmarks.
- Designed and implemented automated test cases using SQL for BigQuery-based data pipelines and Dataflow jobs.
- Conducted data reconciliation and anomaly detection, significantly reducing data inconsistencies across complex datasets.
- Performed structured and unstructured data validation across staging and production layers to ensure data integrity.
- Spearheaded root cause analysis for data issues, driving resolution through close collaboration with development teams.
- Executed regression and performance testing post-release to validate system behavior in production environments.
- Automated UI regression tests for margin calculation dashboards and risk portals using Selenium-Python with Jenkins integration.
- Developed parameterized test suites for validating dynamic risk values, incorporating complex financial formulas in test assertions.
- Built custom Python utilities for automated login handling, screenshot capturing, and detailed error logging.
- Used Selenium with pandas to cross-validate UI-rendered financial data against SQL query outputs in backend Oracle DB.
- Led ETL testing for risk and margin pipelines, verifying financial logic, data transformations, and aggregation accuracy.
- Validated margin feeds from upstream systems and downstream publishing to internal tools using complex SQL and Python scripts.
- Automated batch job validations and transformation rule checks across staging and production environments.
- Ensured regulatory compliance by validating daily ETL jobs for variation margin and initial margin calculations.
- Documented test cases, defects, and best practices using Jira, Confluence, and SharePoint for seamless team collaboration.

Company: Anviz Analytics, Alpharetta, Georgia

Nov 2015- Feb 2019

QA Lead-(ETL/Big Data)

Responsibilities:

- As a QA Lead and coordinated the Certification Activities with other team members
- Defining **Quality standards** and metrics for the current product.
- Working with all stake holders to ensure that the quality metrics are reviewed, closed and agreed upon.
- Make QA-team aware of the Quality matrix and resolve all the queries.
- Worked with Retail client and validating inventory management, order fulfillment and warehouse operations.
- Coordinating both **manual and automated testing teams** (offshore and OnShore).
- Ensure the team is focusing on automation along with manual testing.
- Led end to end SCCM software deployment testing.
- Designed and executed test cases for SCCM patch management, validating security updates and compliance policies.
- Work closely on the deadlines.
- Interacted with Data architect, **ETL, Hadoop** Administration and Metadata teams
- Attended daily agile meetings to provide the present status of work and road blocks

- Test case preparation and test results validation across multiple zones in the **Hadoop** data lake
- Involved in the validation of **ETL mappings** and work flows and their schedules
- Prepared test plan based on the scope and business requirements
- Prepared and ran **SQL queries** to verify Dimensional and Fact tables.
- Verifying the data in target database after ETL process.
- Verifying data from data warehouse to **BI Tool** (Dashboards/Reports).
- Performed column data mapping between source & target database.
- Prepared test data for testing.
- Involved in functional testing Retail application (front-end and Database) .
- Reviewed Test Scripts and Designed test data.
- Identified Test Scripts for Regression testing.
- Reviewed GitHub pull requests from other testers and provided feedback for any changes before merging code.

Company: Anvizent Analytics Pvt Ltd, India

Client: DWP Technologies, Bangalore, India

Jul 2015 - Nov 2015

QA lead – (ETL/DWH)

Responsibilities:

- Led end-to-end quality assurance efforts for WMS (iSeries)
- Coordinated cross-functional teams to execute test plans for WMS applications on iSeries, identifying critical system enhancements and optimizations
- Developed and executed comprehensive test cases for WMS processes (inventory, order management, and shipping) to ensure system accuracy and efficiency on iSeries.
- Designing SQL quires (Simple and Complex), Sub Quires to perform backend / Database testing of different connectors like
 - MySQL
 - JDE Oracle
 - SQL Server
 - DB2 AS400
 - Epicor with SQL Server (Epicor 9/10)
 - Dynamics AX 2009/2012
 - MS Access
- Developing scripts to pull data or prepare metrics from multiple tables using Joins, conditional statements, SQL functions, CTE, Temporary tables, Worktables.
 - Worked on different modules in ERP systems for different clients: Human Resource, Finance & Accounting.
 - Customer Relationship Management(CRM)
 - Engineering/ Production.
 - Supply Chain Management (SCM)
- Involved in Functional testing (Manual Testing) & Non-Functional testing (Security Testing – Manual Penetration testing using OWASP tool)
- Developed and automated API test suites using Postman, RestAssured, and Selenium.
- Created and maintained API test cases for REST and GraphQL services to ensure functionality and performance.
- Verified API responses, status codes, headers, and payloads to maintain data accuracy and integrity.
- Conducted contract testing to validate API compatibility and schema adherence.
- Integrated automated API regression tests into CI/CD pipelines for continuous validation.
- Performed API performance and load testing using tools like JMeter and K6.
- Ensured robust API security testing, validating authentication, authorization, and token-based mechanisms.
- Worked closely with developers to troubleshoot and resolve API issues, enhancing service reliability.
- Implemented mocking and service virtualization to enable efficient API testing in isolated environments.
- Verified API interactions with databases and microservices, ensuring smooth system integrations.

Company: Tecversa IT Solutions Pvt Ltd, India

Client: MFLIX World, Bangalore, India

Jul 2012 – Dec 2014

QA lead (Functional/Automation)

Responsibilities:

- Coordinating activities and enforce quality improvements.
- Resolving conflicts among team members
- Maintaining cordial relationship between cross functional teams like development, configuration management, program management, Product managers etc.
- Involved in functional study of the application.
- Designed and maintained robust test automation frameworks using Playwright with TypeScript

- Developed and integrated automated test suites into CI/CD pipelines for seamless execution.
- Collaborated with developers to implement shift-left testing, ensuring early defect detection.
- Involved in functional testing.
- Developed and maintained API test suites for REST and GraphQL services.
- Validated API responses, status codes, headers, and payloads to ensure data integrity.
- Performed contract testing to ensure API compatibility across services.
- Automated API regression tests and integrated them into CI/CD pipelines.
- Conducted performance and load testing on APIs using tools like JMeter and K6.
- Ensured secure API testing by validating authentication, authorization, and token-based flows.
- Collaborated with developers to debug API failures and improve service reliability.
- Implemented mocking and service virtualization for efficient API testing in isolated environments.
- Validated API interactions with databases and microservices to ensure seamless integrations.
- Interactions with BA & Dev teams to resolve the issues.
- Defect Analyzing and Reporting in JIRA.
- Reviewing test scenarios & Strategies and see that all the various kinds of testing like unit, functional, performance, stress, acceptance etc are getting covered.

Company: Tecversa IT Solutions Pvt Ltd, India

Client: Health Management System(HMS), Bangalore, India

QA lead (Functional)

May 2010 – June 2012

Responsibilities:

- Understanding of statement of need, Functional specifications and Technical specifications
- Identifying Test requirements
- Writing test cases for the defined test requirements
- Hands on experience in preparing both positive and negative test scenarios
- Executing the test cases
- Follow up with the developers for all project related issues and defects
- Preparing weekly status reports to track the status of testing
- Participated in meetings with project manager and business people

Certifications:

- ISTQB Certified
- Certified Scrum Master (Scrum Alliance)
- Certified ETL Automation Tester (Query Surge)

Education: Bachelor of Technology from Jawaharlal Nehru Technology University (2010), Hyderabad, India

- Over 14 years of experience in Software Quality Assurance with specialized expertise in BI, ETL testing, and Big Data technologies.
- Extensive experience in data validation, ETL workflows, and data pipeline testing across multiple platforms.
- Proficient in BI testing using tools like Power BI, Tableau, and QlikSense, ensuring accurate reporting and dashboard functionalities.
- Expertise in developing and executing complex SQL queries for data mapping, transformations, and validations.
- Skilled in ETL automation using tools like QuerySurge for improved efficiency and accuracy.
- Strong understanding of data modeling, data integrity checks, and data lifecycle validation in data warehouses and Big Data ecosystems.
- Proven ability to lead QA teams for end-to-end testing, including functional testing, integration testing, and user acceptance testing (UAT), ensuring seamless data flow and compliance with standards.
- Certified Scrum Master (Scrum Alliance)

KATHIA TERAN

571.970.7509 | teran.kathia@gmail.com | Brooklyn, NY | portfolio website: primitiverealm.com

SKILLS

Programming Languages: Python, Java, C++, JavaScript (ES6), PHP (basic)

Web Development: HTML5, CSS3, jQuery, React, Redux, Node.js, REST APIs (HTTP, JSON format)

Frameworks: Django, Express.js

Databases (SQL & NoSQL): MySQL, SQLite3, phpMyAdmin, MongoDB

Big Data Analytics: Apache Hadoop (MapReduce) in Linux environment, Spark in Python

Mobile: Android Studio

Automation Tools: Mailchimp, Google Ads, Selenium in Python

Project Management Tools: Slack, Trello, Monday.com

Spoken Languages: Bilingual English & Spanish, fluent French

RELEVANT PROJECTS

Big Data – Yelp Dataset (Spark in Python):

April – May 2020

- Group project - Data analysis of Yelp dataset aimed at food industry businesses using Spark SQL, ML, and RDD.
- In charge of RDD lower level API key/value pairing aggregation for finding *Influencers*.
- Used React JS for web application. MongoDB and Express.js in the backend.

Machine Learning Projects (Python in Jupyter Notebook):

September – December 2019

- Performed various supervised and unsupervised learning accuracy testing using regression and multivariate data analysis.
- Primarily utilized Python's Scikit-learn library, with classifiers such as: SVM kernels, LDA, KNN, Multilayer Perceptron, FCM, and HMM.
- Performed data visualization with libraries like Seaborn in projects such as FCM 'good vs. bad' ionosphere electron clustering.

Database System for a Library (SQL):

November – December 2019

- System for 5 library branches built with a Python GUI (Tkinter) on the front-end, and MySQL on the backend.

Cashleft App (Java in Android Studio):

April – May 2019

- Daily tracking expense mobile app with SQLite3 database.
- Designed with Agile modeling diagrams (E.R., Schema, Data Flow, and Context).

Bolivia Made Easier (Django, React, Node.js):

December 2019 – Present

- Tourism website proposal. Applied UX techniques (wireframes, benchmarks, mood boards, hierarchy trees, and user stories).
- Used JSON, Webpack, Babel, and Postman for the API development of client management app. (This is an-going project)

RELEVANT EXPERIENCE

HCDC Tech Consulting Group, Remote

February – May 2020

Website Developer

- Re-design (HTML5, CSS3, Bootstrap4), and construction of site on Wix platform. Used Scrum pull system with backlogs for planning.
- AWS S3 Bucket management system set-up with encryption for sensitive documentation.

NYIT, Energy & Green Technologies Lab, New York, NY

January – May 2020

Website Developer & Machine Learning Research Assistant

- Built new lab site using Wix platform and ReactJS for particular effects, and SEO techniques.
- Assisted in researching machine learning models to predict the energy performance of buildings using various environmental and building inputs. A review paper was prepared on different machine learning techniques and applications.

EDUCATION & CERTIFICATIONS

New York Institute of Technology, New York, NY

May 2020

Master of Science in Computer Science

- Relevant Courses: Data Structures and Algorithms in Java and C++, Machine Learning in Python, A.I., Big Data Management and Analytics, Database Systems, Intro to TCP/IP Networking, Software Engineering
- Honors: National Society of Leadership and Success member.

Institut d'Études Supérieures des Arts, Paris, France

June – December 2015

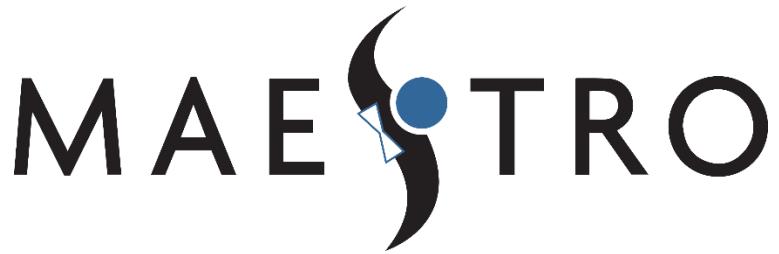
- Web design and development certification with UX/UI design training.

Northeastern University, Boston, MA

September 2012

Bachelor of Arts in Communications & Film, Architecture History Minor

- Graduated with Honors, Dean's Scholarship 2017-2012, Presidential Global Scholarship: 2011 & 2012.



Appendix 2. Company Acknowledged Notices

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
Youth Development (OSYD) Phase 2 (G0018)
New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov



Elisheba Lewi
Chief Procurement Officer
Contracts and Purchasing

Domion Pontrelli
Chief Administrator
Technology Procurement

AMENDMENT #1

DATE: October 3, 2025

BID #: GSA #G0018

BID TITLE: Next Generation Office of Safety and Youth Development Phase 2 Project

DUE DATE: **October 30, 2025, at 5:00PM EST**

TO ALL PROSPECTIVE Proposers:

This notice is to inform you of the following important corrections to the above-referenced solicitation documents.

1. The DOE will be extending the due date for this bid. The updated submission date is now **October 30, 2025, at 5:00PM EST**
2. The following documents are now uploaded in the Attachment section of the RFQ:
 - G0018 – OSYD Phase 2 Project – Q and A Document
 - G0018 – Bidders Conference (uploaded 9/19)
 - Attachment C – Pricing Sheet – G0018 (uploaded 9/11)

This notice must be attached to your Proposal and will be made part of your submission.

ALL OTHER REQUIREMENTS, TERMS AND CONDITIONS SPECIFIED IN THE MINI BID REMAIN UNCHANGED.



Appendix 3. GSA Contract and Price List

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
Youth Development (OSYD) Phase 2 (G0018)
New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov

U.S. General Services Administration

Contract Summary Document

Company Name: MAESTRO TECHNOLOGIES INC

UEI : P7QJGP53KFG1

Contract Number : 47QTCA24D007W

1. Estimated Award Value :\$ 500000

Base Period :\$ 125000

Option Period 1 :\$ 125000

Option Period 2 :\$ 125000

Option Period 3 :\$ 125000

2. Solicitation Number : 47QSMD20R0001

3. Contract Period : April 17, 2024 through April 16, 2029

4. Business Size : Small Business

5. Business Types :

Business Type	Description
27	27 - Small Disadvantaged Busin
2X	2X - For-Profit Organization
A2	A2 - Women Owned Business
23	23 - Minority Owned Business
XS	XS - S Corporation
QZ	QZ - Subcontinent Asian (Asian

6. Subcontracting Plan Type : N/A and Expiration : N/A

7. Items Awarded :

SIN	Description	Large Category	Subcategory
54151S	Information Technology Professional Services	Information Technology	IT Services

Labor Categories :

54151S
professional Services

8. Escalation Rates :

3%

9. IFF Statement :

552.238-80 Industrial Funding Fee and Sales Reporting (JUL 2020) (ALTERNATE I MAY 2019)

10. Minimum Order Quantities:

\$100

11. Minimum Order Limit : \$ 100**12. Maximum Order Limit : \$ 500000****13. Geographic Coverage :**

SIN	Scope
54151S	W - WorldWide

14. Prompt payment Discounts :

Discount1 : 2.500 % if Payment is made within 10 days

Discount2 : 00.000 % if Payment is made within 00 days

Net 30 days.

Volume Discounts :

1% orders over \$100,000

15. MFC (Most Favored Customer)/BOA (Basis of Award) Customer :

Commercial End users

16. Approved Exceptions :

MAESTRO TECHNOLOGIES INC offer dated December 29, 2023 and Final Proposal Revision dated April 12, 2024, submitted in response to standing Solicitation No 47QSMD20R0001, for Multiple Award Schedule MAS, is hereby accepted by the Government.

17. Terms and Conditions :

Clause	Title
--------	-------

Terms and Conditions Notes :

Vendor Name	SIN/SIN(s) Proposed	Description Type	Labor Category/Service Title	Labor Category/Service Description	Key Words (separated by commas, limit to five keywords. include these words in the description)	Price Offered to GSA (including IFF)
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Desktop Support Engineer	Address user tickets regarding hardware, software and networking Walk customers through installing applications and computer peripherals	address, guide, test	\$37.76
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Ticket Dispatcher	IT Support relating to technical issues involving Microsoft's core business applications and operating systems. Support of disaster recovery solutions.	support, access, monitor	\$38.69
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Desktop Support	Works across a broad range of technologies and liaises across multiple areas of the business to support incidents, problems and requests. Responsible for answering IT requests via phone, email, live chat or instant message and explaining solutions in technical and nontechnical terms.	build maintain, identify	\$39.29
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Help Desktop Support	Level 1 support for Windows 10, MS Software and Company Database Level 1 support for software installation	support, installation, repair	\$39.29
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Helpdesk Technician	Day-to-day technical support of issues, maintenance, analysis, and troubleshooting Repair and operational support of hardware and software infrastructure	support, maintenance, analysis	\$41.59
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Desktop Support L1	Install, troubleshoot, research and correct desktop application and hardware issues.	install, troubleshoot, research	\$43.53
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Junior Data Engineer	Provide Tier I desktop and application support, including new user setup, support for Line of Business applications, and create, maintain and update Help design and build data management platforms	design, build, develop	\$48.36
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Systems Engineer	Responsible for assessing systems, determining problems, providing solutions to issues that arise, designing systems, upgrading systems, maintaining systems and brainstorming possible improvements that can be made to a system in the future.	assessing, determining, providing	\$48.36
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Desktop Support L2	Install, troubleshoot, research and correct desktop application and hardware issues. Provide Tier I & II desktop and application support, including new user setup, support for Line of Business applications, and create, maintain and update	install, troubleshoot, research	\$48.46
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Data Analyst	Using data mining to extract information from data sets and identify correlations and patterns Organizing and transforming information into comprehensible structures	extract, organizing, preforming	\$50.78
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Senior Network Engineer	Design and deploy functional networks (LAN, WLAN, WAN) Configure and install software, servers, routers and other network devices	design, deploy, configure	\$56.10
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Senior Systems Engineer	Developing network architecture and system infrastructure Monitoring all systems to ensure they're working correctly	developing, monitoring, overseeing	\$56.10
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Data Scientist	Work with stakeholders throughout the organization to identify opportunities for leveraging company data to drive business solutions. Mine and analyze data from company databases to drive optimization and improvement of product development, marketing techniques and business	identify, analyze, data	\$65.48
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Junior Vehicle Engineer	Experience mentoring junior engineers on root cause analysis techniques, engineering best practices, and engineering development processes Hands-on knowledge debugging complex systems that involve multiple ECUs with interfaces to various vehicle subsystems	analysis, development, debugging	\$66.20
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Junior Software Engineer	Proficiency in one or more OO languages (Ruby, Python, JAVA) Experience with sockets, web sockets, and/or message oriented middleware	experience, knowledge, building	\$72.54
Maestro Technologies, Inc.	54151S	Commercial Labor Category	DataOps Engineer I	Building and optimizing data pipelines to facilitate the extraction of data from multiple sources and load it into data warehouses. A DataOps engineer must be familiar with extract, load, transform (ELT) and extract, transform, load (ETL) tools. Using automation to streamline data processing. To reduce development time and increase data reliability, DataOps engineers automate manual processes, such as data extraction and testing. Managing the production of data pipelines. A DataOps engineer provides organizations with access to structured datasets and analytics they will further analyze and derive insights from. Designing data engineering assets. This involves developing frameworks to support an organization's data demands. Facilitating collaboration. DataOps engineers communicate and collaborate with other data and BI team members to enhance the quality of data products. Testing. This involves executing automated testing at every stage of a pipeline to increase productivity while reducing errors. This includes unit tests (testing separate components of a data pipeline) as well as performance tests (testing the responsiveness) and end-to-end tests (testing the whole pipeline). Adopting new solutions. This includes testing and adopting solutions and tools that adhere to the DataOps best practices. Handling security. DataOps engineers ensure data security standards are applied across the data pipelines. Reducing waste and improving data flow. This involves continually striving to reduce wasted effort, identify gaps and correct them, and improve data development and deployment processes.	building, optimizing, managing	\$77.38
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Program Manager	The Program Manager will ensure that assigned project-based programs adhere to established schedules, specifications, and budgets. Coordinates the operation of departments to confirm that assigned programs are completed according to specifications, budgets, and timelines.	coordinates, communicates, performs	\$87.65
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Scrum Master	With experience managing application cloud migration. Will be part of the delivery team. Agile Expert who is responsible and drives the team to deliver releases.	managing, communicate, report	\$95.76
Maestro Technologies, Inc.	54151S	Commercial Labor Category	DataOps Engineer II	Building and optimizing data pipelines to facilitate the extraction of data from multiple sources and load it into data warehouses. A DataOps engineer must be familiar with extract, load, transform (ELT) and extract, transform, load (ETL) tools.	building, optimizing, managing	\$96.73
Maestro Technologies, Inc.	54151S	Commercial Labor Category	SharePoint Architect	Ensure high quality deliverables of the SharePoint Team Produce high quality proposals as required	ensure, deliver, act	\$96.73
Maestro Technologies, Inc.	54151S	Commercial Labor Category	SharePoint Developer	Develop Web look Intranet Portal Collaboration Intranet Site and Branding on SharePoint platform or using Live Tiles solution. Build new landing page, department templates/pages, newsletter, banner and videos accessible to any device.	build, create, migrate	\$96.73
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Data Engineer	Help design and build data management platforms Help design and build scalable data platforms to securely ingest, process, validate, analyze and publish data	design, manage, preform	\$112.20
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Big Data Engineer	Provide production support for enterprise-wide data warehouses used for analytics and machine learning using technologies including Snowflake, Azure, AWS and big data.	provides, support, access	\$120.91
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Data Architect	Design and implement effective database solutions and models to store and retrieve company data. Examine and identify database structural necessities by evaluating client operations, applications, and programming.	design, implement, examine	\$120.91
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Data Modeler	The data modeler designs, implements, and documents data architecture and data modeling solutions, which include the use of relational, dimensional, and NoSQL databases. These solutions support enterprise information management, business intelligence, machine learning, data science, and other	designs, implements, documents	\$120.91
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Technical Project Manager	Establish and implement training processes and strategies for all technical personnel Analyze, plan and develop requirements and standards in reference to scheduled projects	establish, implement, assign	\$120.91
Maestro Technologies, Inc.	54151S	Commercial Labor Category	DevOps Engineer	Expert Linux skills C++ 11 and STL project experience to enable sophisticated root cause analysis (e.g. such as identifying why a Jenkins build is broken)	understanding, ability, build	\$121.43
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Full Stack Software Engineer	Managing the complete software development process from conception to deployment Maintaining and upgrading the software following deployment	managing, maintaining, overseeing	\$124.78
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Senior Data Engineer	Help design and build data management platforms Help design and build scalable data platforms to securely ingest, process, validate, analyze and publish data	design, build, manage	\$125.74
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Solutions Architect	Responsibilities include analyze current technologies used within the company and determine ways to improve Document and monitor requirements needed to institute proposed updates	analyze, document, propose	\$144.12
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Senior Data Architect	Design data model components to support data transformation and results of analytic algorithms; Integrate disparate data models across the company into one enterprise-wide Unified Data Platform design;	design, develop, interaction	\$145.09
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Director of Data Services	Participate in the writing, review, and finalization of regulatory documents, CSRs, abstracts, and manuscripts for publication; Manage data management resources and budget, biometrics vendors and CRO activities;	participate, review, finalization	\$147.99
Maestro Technologies, Inc.	54151S	Commercial Labor Category	Cloud Solutions Architect	Responsible for architecture strategy, design, implementation and information storage Design, develop & deliver robust, scalable, secure solutions that align with business objectives	strategy, design, implementation	\$173.14



Appendix 4. NYC Doing Business Data Form

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
Youth Development (OSYD) Phase 2 (G0018)
New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov

Doing Business Data Form

Update Form

A Doing Business Data Form must be completed by an entity when an individual who is or was affiliated with that entity requests to be removed from the Doing Business Database, or when an entity wants to update its information. Please either type responses directly into this fillable form, or print answers by hand in black ink. For all submissions, please be sure to fill out the certification box on the last page, and return the completed Data Form (along with the Request for Removal) to Doing Business Accountability, Mayor's Office of Contract Services, 255 Greenwich Street, 9th floor, New York, NY 10007 or via email to DoingBusiness@mocs.nyc.gov. **This Data Form is separate from that used to collect information from entities receiving, applying for or proposing on an award, agreement or solicitation.**

This Data Form requires information to be provided on principal officers, owners and senior managers. The name, employer and title of each person identified on the Data Form will be included in a public database of people who do business with the City of New York, as will the organizations that own 10% or more of the entity. No other information reported on this form will be disclosed to the public. **This Data Form is not related to the City's PASSPort registration or VENDEX requirements.**

Please contact Doing Business Accountability at DoingBusiness@mocs.nyc.gov or 212-298-0600 with any questions regarding this Data Form. Thank you for your cooperation.

Entity Information

Entity EIN/TIN 73-1673091

Entity Name MAESTRO TECHNOLOGIES INC.

If you are completing this form by hand, please print clearly.

Filing Status

NEW: Data Forms submitted now must include the listing of **organizations**, as well as individuals, with 10% or more ownership of the entity. Until such certification of ownership is submitted through a change, new or update form, a no change form will not be accepted.

(Select One)

- Entity has never completed a Doing Business Data Form. Fill out the entire form.
- Change from previous Data Form dated _____ . Fill out only those sections that have changed, and indicate the name of the persons who no longer hold positions with the entity.
- No Change from previous Data Form dated 2/14/2025 . Skip to the bottom of the last page.

Entity is a Non-Profit Yes No

Entity Type Corporation (any type) Joint Venture LLC Partnership (any type) Sole Proprietor Other (specify) _____

Address _____

City _____ State _____ Zip _____

Phone _____ E-mail _____

Provide your e-mail address in order to receive notices regarding this form by e-mail.

Principal Officers

Please fill in the required identification information for each officer listed below. If the entity has no such officer or its equivalent, please check "This position does not exist." If the entity is filing a Change Form and the person listed is replacing someone who was previously disclosed, please check "This person replaced..." and fill in the name of the person being replaced so his/her name can be removed from the Doing Business Database, and indicate the date that the change became effective.

Chief Executive Officer (CEO) or equivalent officer

The highest ranking officer or manager, such as the President, Executive Director, Sole Proprietor or Chairperson of the Board.

This position does not exist

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

This person replaced former CEO _____ on date _____

Chief Financial Officer (CFO) or equivalent officer

The highest ranking financial officer, such as the Treasurer, Comptroller, Financial Director or VP for Finance.

This position does not exist

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

This person replaced former CFO _____ on date _____

Chief Operating Officer (COO) or equivalent officer

The highest ranking operational officer, such as the Chief Planning Officer, Director of Operations or VP for Operations.

This position does not exist

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

This person replaced former COO _____ on date _____

Principal Owners

Please fill in the required identification information for all individuals or organizations that, through stock shares, partnership agreements or other means, **own or control 10% or more of the entity**. If no individual or organization owners exist, please check the appropriate box to indicate why and skip to the **Senior Managers** section. If the entity is owned by other companies that control 10% or more of the entity, those companies must be listed. If an owner was identified on the previous page, fill in his/her name and write "See above." If the entity is filing a Change Form, list any individuals or organizations that are no longer owners at the bottom of this section. If more space is needed, attach additional pages labeled "Additional Owners."

There are no owners listed because (select one):

The entity is not-for-profit The entity is an individual No individual or organization owns 10% or more of the entity

Other (explain) _____

Individual Owners (who own or control 10% or more of the entity)

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

Organization Owners (that own or control 10% or more of the entity)

Organization Name _____

Organization Name _____

Organization Name _____

Remove the following previously-reported Principal Owners

Name _____ Removal Date _____

Name _____ Removal Date _____

Name _____ Removal Date _____

Senior Managers

Please fill in the required identification information for all senior managers who oversee any of the entity's relevant transactions with the City (e.g., contract managers if this form is for a contract award/proposal, grant managers if for a grant, etc.). Senior managers include anyone who, either by title or duties, has substantial discretion and high-level oversight regarding the solicitation, letting or administration of any transaction with the City. At least one senior manager must be listed, or the Data Form will be considered incomplete. If a senior manager has been identified on a previous page, fill in his/her name and write "See above." If the entity is filing a Change Form, list individuals who are no longer senior managers at the bottom of this section. If more space is needed, attach additional pages labeled "Additional Senior Managers."

Senior Managers

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

Remove the following previously-reported Senior Managers

Name _____ removal date _____

Name _____ removal date _____

Certification

I certify that the information submitted on these two pages and 0 additional pages is accurate and complete. I understand that willful or fraudulent submission of a materially false statement may result in the entity being found non-responsible and therefore denied future City awards.

Name IRENE INOCENCIO Title DIRECTOR

Entity Name MAESTRO TECHNOLOGIES INC. Work Phone # 908-458-8601

Signature [Signature] Date 10/2/2025

Doing Business Data Form

Update Form

A Doing Business Data Form must be completed by an entity when an individual who is or was affiliated with that entity requests to be removed from the Doing Business Database, or when an entity wants to update its information. Please either type responses directly into this fillable form, or print answers by hand in black ink. For all submissions, please be sure to fill out the certification box on the last page, and return the completed Data Form (along with the Request for Removal) to Doing Business Accountability, Mayor's Office of Contract Services, 255 Greenwich Street, 9th floor, New York, NY 10007 or via email to DoingBusiness@mocs.nyc.gov. **This Data Form is separate from that used to collect information from entities receiving, applying for or proposing on an award, agreement or solicitation.**

This Data Form requires information to be provided on principal officers, owners and senior managers. The name, employer and title of each person identified on the Data Form will be included in a public database of people who do business with the City of New York, as will the organizations that own 10% or more of the entity. No other information reported on this form will be disclosed to the public. **This Data Form is not related to the City's PASSPort registration or VENDEX requirements.**

Please contact Doing Business Accountability at DoingBusiness@mocs.nyc.gov or 212-298-0600 with any questions regarding this Data Form. Thank you for your cooperation.

If you are completing this form by hand, please print clearly.

Entity Information

Entity EIN/TIN _____ Entity Name _____

Filing Status

NEW: Data Forms submitted now must include the listing of **organizations**, as well as individuals, with 10% or more ownership of the entity. Until such certification of ownership is submitted through a change, new or update form, a no change form will not be accepted.

(Select One)

- Entity has never completed a Doing Business Data Form. Fill out the entire form.
- Change from previous Data Form dated _____. Fill out only those sections that have changed, and indicate the name of the persons who no longer hold positions with the entity.
- No Change from previous Data Form dated _____. Skip to the bottom of the last page.

Entity is a Non-Profit Yes No

Entity Type Corporation (any type) Joint Venture LLC Partnership (any type) Sole Proprietor Other (specify) _____

Address _____

City _____ State _____ Zip _____

Phone _____ E-mail _____

Provide your e-mail address in order to receive notices regarding this form by e-mail.

Principal Officers

Please fill in the required identification information for each officer listed below. If the entity has no such officer or its equivalent, please check "This position does not exist." If the entity is filing a Change Form and the person listed is replacing someone who was previously disclosed, please check "This person replaced..." and fill in the name of the person being replaced so his/her name can be removed from the *Doing Business Database*, and indicate the date that the change became effective.

Chief Executive Officer (CEO) or equivalent officer

The highest ranking officer or manager, such as the President, Executive Director, Sole Proprietor or Chairperson of the Board.

This position does not exist

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

This person replaced former CEO _____ on date _____

Chief Financial Officer (CFO) or equivalent officer

The highest ranking financial officer, such as the Treasurer, Comptroller, Financial Director or VP for Finance.

This position does not exist

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

This person replaced former CFO _____ on date _____

Chief Operating Officer (COO) or equivalent officer

The highest ranking operational officer, such as the Chief Planning Officer, Director of Operations or VP for Operations.

This position does not exist

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

This person replaced former COO _____ on date _____

Principal Owners

Please fill in the required identification information for all individuals or organizations that, through stock shares, partnership agreements or other means, **own or control 10% or more of the entity**. If no individual or organization owners exist, please check the appropriate box to indicate why and skip to the **Senior Managers** section. If the entity is owned by other companies that control 10% or more of the entity, those companies must be listed. If an owner was identified on the previous page, fill in his/her name and write "See above." If the entity is filing a Change Form, list any individuals or organizations that are no longer owners at the bottom of this section. If more space is needed, attach additional pages labeled "Additional Owners."

There are no owners listed because (select one):

The entity is not-for-profit The entity is an individual No individual or organization owns 10% or more of the entity

Other (explain) _____

Individual Owners (who own or control 10% or more of the entity)

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

Organization Owners (that own or control 10% or more of the entity)

Organization Name _____

Organization Name _____

Organization Name _____

Remove the following previously-reported Principal Owners

Name _____ Removal Date _____

Name _____ Removal Date _____

Name _____ Removal Date _____

Senior Managers

Please fill in the required identification information for all senior managers who oversee any of the entity's relevant transactions with the City (e.g., contract managers if this form is for a contract award/proposal, grant managers if for a grant, etc.). Senior managers include anyone who, either by title or duties, has substantial discretion and high-level oversight regarding the solicitation, letting or administration of any transaction with the City. At least one senior manager must be listed, or the Data Form will be considered incomplete. If a senior manager has been identified on a previous page, fill in his/her name and write "See above." If the entity is filing a Change Form, list individuals who are no longer senior managers at the bottom of this section. If more space is needed, attach additional pages labeled "Additional Senior Managers."

Senior Managers

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

First Name _____ MI _____ Last _____ Birth Date (mm/dd/yy) _____

Office Title _____ Employer (if not employed by entity) _____

Home Address _____

Remove the following previously-reported Senior Managers

Name _____ removal date _____

Name _____ removal date _____

Certification

I certify that the information submitted on these two pages and _____ additional pages is accurate and complete. I understand that willful or fraudulent submission of a materially false statement may result in the entity being found non-responsible and therefore denied future City awards.

Name _____ Title _____

Entity Name _____ Work Phone # _____

Signature _____ Date _____



Appendix 5. PASSPort Verification (Screenshot)

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
Youth Development (OSYD) Phase 2 (G0018)
New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov

PASSPortCentral
Profile
Tasks
RFx
Contracts
Ordering
Catalogs

Irene I.

Financials
Performance
Support

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☆
Vendor MAESTRO TECHNOLOGIES INC - Filed
 Search

»

Save and Refresh
Create a change request

ⓘ Fields marked by an asterisk * are mandatory
✖

📅 Expected date format: M/d/yyyy

Basic Company Info

Supplier ⓘ	MAESTRO TECHNOLOGIES INC	EIN ⓘ	731673091
PASSPort Vendor Status	Filed	Corporate structure	Business Corporation
Doing Business As		DUNS ⓘ	139817469
Annual gross revenue	\$5,000,000 or more	FMS Vendor Code ⓘ	VC00109944
Business category	Professional Services	Click here to visit the Paye	
Date this business was formed	7/9/2003	Web Site	maestro.com
Country in which business was formed ⓘ	UNITED STATES	Twitter	
State in which business was formed	New Jersey	Facebook	
County in which business was formed	Somerset	Other social media	
National or regional stock exchange or NASDAQ listing ⓘ			

Business Address

Primary Place o

Property Type	Rented/Leased
---------------	---------------

[\[Site map\]](#)
[\[Legal mentions\]](#)
PASSPort v6.2 ©



Appendix 6. W9 Form

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
Youth Development (OSYD) Phase 2 (G0018)
New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov

TYPE OR PRINT INFORMATION NEATLY. PLEASE REFER TO INSTRUCTIONS FOR MORE INFORMATION.

Part I: Vendor Information

1. Legal Business Name: (As it appears on IRS EIN records, IRS Letter CP575, IRS Letter 147C -or- Social Security Administration Records, Social Security Card) MAESTRO TECHNOLOGIES INC.	2. If you use DBA, please list below: (As it appears on Certificate of Assumed Name from State Department of State -or- Business Certificate from the county clerk)
N/A	

3. Entity Type (Check one only):	<input type="checkbox"/> Church or Church-Controlled Organization	<input type="checkbox"/> Personal Service Corporation			
<input type="checkbox"/> Non-Profit Corporation	<input checked="" type="checkbox"/> Corporation/ LLC	<input type="checkbox"/> Government	<input type="checkbox"/> City of New York Employee	<input type="checkbox"/> Individual/ Sole Proprietor	<input type="checkbox"/> Trust
<input type="checkbox"/> Joint Venture	<input type="checkbox"/> Partnership/ LLC	<input type="checkbox"/> Single Member LLC (Individual)	<input type="checkbox"/> Resident/Non-Resident Alien	<input type="checkbox"/> Non-United States Business Entity	<input type="checkbox"/> Estate

Part II: Taxpayer Identification Number & Taxpayer Identification Type

1. Enter your TIN here: (DO NOT USE DASHES)

7	3	1	6	7	3	0	9	1
---	---	---	---	---	---	---	---	---

2. Taxpayer Identification Type (check appropriate box):

Employer ID Number (EIN) Social Security Number (SSN) Individual Taxpayer ID Number (ITIN) N/A (Non-United States Business Entity)

Part III: Vendor Addresses

1. 1099 Address: No PO BOX	Number, Street, and Apartment or Suite Number 1 W STATE STREET, 2ND FLOOR	City, State, and Nine Digit Zip Code or Country TRENTON, NJ 08608
2. Account Administrator Address: No PO BOX	Number, Street, and Apartment or Suite Number 1 W STATE STREET, 2ND FLOOR	City, State, and Nine Digit Zip Code or Country TRENTON, NJ 08608
3. Billing, Ordering & Payment Address:	Number, Street, and Apartment or Suite Number 1 W STATE STREET, 2ND FLOOR	City, State, and Nine Digit Zip Code or Country TRENTON, NJ 08608

Part IV: Exemption from Backup Withholding and FATCA Reporting (See Instructions)

Exemption Code for Backup Withholding _____ Exemption Code for FATCA Reporting _____

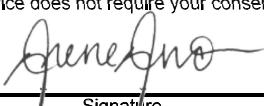
Part V: Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct Taxpayer Identification Number, and
2. I am not subject to Backup Withholding because: (a) I am exempt from Backup Withholding, or (b) I have not been notified by the IRS that I am subject to Backup Withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to Backup Withholding, and
3. I am a US citizen or other US person, and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

The Internal Revenue Service does not require your consent to any provision of this document other than the certifications required to avoid backup withholding.

Sign
Here:


Signature

IRENE INOCENCIO

Print Preparer's Name

(908) 458-8601

Phone Number

10/2/2025

Date

(908) 458-8601

IRENE@MAESTRO.COM

Contact's E-Mail Address:

FOR SUBMITTING AGENCY USE ONLY

Submitting Agency Code: _____	Contact Person: _____
Contact's E-Mail Address: _____	Telephone Number: () _____
Payee/Vendor Code: _____	_____

DO NOT FORWARD W-9 TO COMPTROLLER'S OFFICE. AGENCIES MUST ATTACH COMPLETED W-9 FORMS TO THEIR FMS DOCUMENTS.



Appendix 7. Signature Page (Attachment A)

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
Youth Development (OSYD) Phase 2 (G0018)
New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov

Attachment A – Signature Page

The Contractor Submission must be fully and properly executed by an authorized person. By signing you certify your express authority to sign on behalf of yourself, your company, or other entity and full knowledge and acceptance of this Mini-Bid (including any Questions/Answers or addendums), the GSA Contract and that all information provided is complete, true and accurate.

The Authorized User will not be held liable for any cost incurred by the Contractor for work performed in the preparation of a response to this Mini-Bid or for any work performed prior to the formal execution of an Authorized User Agreement. Responses to the Mini-Bid must be received as specified in Key Dates and Events. Contractor assumes all risks for timely, properly submitted deliveries of this Mini-Bid response. A Contractor is strongly encouraged to arrange for delivery of Mini-Bid responses prior to the date of the bid opening. LATE MINI-BID RESPONSES may be rejected. The received time of Mini-Bid responses will be determined by the clock at the Authorized User's location.

Contractor's Federal Tax Identification Number	DOE Vendor Identification Number (if have one)
73-1673091	1100240276
Legal Business Name of Company Responding (must match the OGS Centralized Contract): MAESTRO TECHNOLOGIES INC.	
D/B/A – Doing Business As (if applicable): N/A	
GSA Contract Number: 47QTCA24D007W	
Contractor's Signature: 	Printed or Typed Name: KAMAL BATHLA
Title: MANAGING DIRECTOR	Date: 10/30/2025
<input type="checkbox"/> CONTRACTOR DECLINES TO RESPOND TO THE MINI-BID for the following reasons:	
<input type="checkbox"/> Insurance Affirmation: All insurance forms as per Lot requirements, have been provided to OGS and are up to date.	
<input type="checkbox"/> Additional Incentives	

INDIVIDUAL, CORPORATION, PARTNERSHIP, OR LLC ACKNOWLEDGMENT

STATE OF **NEW JERSEY** }
} SS.:
COUNTY OF **MERCER** }

On the 30 day of OCTOBER in the year 2025, before me personally appeared
KAMAL BATHLA, known to me to be the person who executed the foregoing instrument, who, being duly sworn by me
did depose and say that he maintains an office at 1 W STATE ST, 2ND FLR, and further that:
TRENTON, NJ 08608

[Check One]

- If an individual): _he executed the foregoing instrument in his/her name and on his/her own behalf.

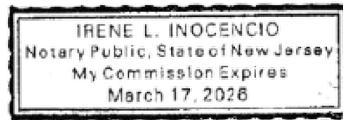
If a corporation): _he is the MANAGING DIRECTOR of MAESTRO TECHNOLOGIES INC., the corporation described in said instrument; that, by authority of the Board of Directors of said corporation, _he is authorized to execute the foregoing instrument on behalf of the corporation for purposes set forth therein; and that, pursuant to that authority, _he executed the foregoing instrument in the name of and on behalf of said corporation as the act and deed of said corporation.

If a partnership): _he is the _____ of _____ the partnership described in said instrument; that, by the terms of said partnership, _he is authorized to execute the foregoing instrument on behalf of the partnership for purposes set forth therein; and that, pursuant to that authority, _he executed the foregoing instrument in the name of and on behalf of said partnership as the act and deed of said partnership.

If a limited liability company): _he is a duly authorized member of _____ LLC, the limited liability company described in said instrument; that _he is authorized to execute the foregoing instrument on behalf of the limited liability company for purposes set forth therein; and that, pursuant to that authority, _he executed the foregoing instrument in the name of and on behalf of said limited liability company as the act and deed of said limited liability company.

Notary Public IRENE INOCENCIO

Registration No. 50034683





Appendix 8.

Certification by Insurance Broker form (Attachment E)

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
Youth Development (OSYD) Phase 2 (G0018)
New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov

Attachment E - Certification by Insurance Broker Form (continued)

NEW YORK CITY BOARD OF EDUCATION

CERTIFICATION BY INSURANCE BROKER OR AGENT

The undersigned insurance broker or agent represents to the New York City Board of Education and the City of New York that the attached Certificate of Insurance is accurate in all material respects.

Colleen Larson

[Name of broker or agent (typewritten)].

20 N Martingale Road Suite 100 Schaumburg IL 60173

[Address of broker or agent (typewritten)]

Colleen.Larson@MarshMMA.com

[Email address of broker or agent (typewritten)]

312.625.5674

[Phone number/Fax number of broker or agent (typewritten)]

Colleen Larson

[Signature of authorized official, broker, or agent]

Colleen Larson Sr. Client Service Representative

[Name & title of authorized official, broker, or agent (typewritten)]

State of NEW JERSEY)

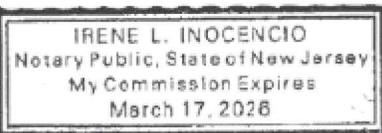
) ss.:

County of MERCER)

Sworn to before me this 3 day of OCTOBER 2025

Irene L. Inocencio

NOTARY PUBLIC FOR THE STATE OF NEW JERSEY





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
7/31/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERs NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Marsh & McLennan Agency LLC 20 North Martingale Road Suite 100 Schaumburg IL 60173	CONTACT NAME: Colleen Larson	
	PHONE (A/C, No, Ext): (312) 625-5674	FAX (A/C, No): (847) 440-9130
INSURED Maestro Technologies Inc. 1 West State Street / 2nd Floor Trenton NJ 08608	E-MAIL ADDRESS: Colleen.Larson@MarshMMA.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : Twin City Fire Insurance Compa	29459
	INSURER B : Hartford Insurance Company	38288
	INSURER C : Hartford Fire Insurance Compan	19682
	INSURER D :	
	INSURER E :	
INSURER F :		

COVERAGES

CERTIFICATE NUMBER: 123961482

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS			
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR			83SBAAF4807	4/6/2025	4/6/2026	EACH OCCURRENCE	\$ 1,000,000	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 1,000,000
							MED EXP (Any one person)	\$ 10,000	PERSONAL & ADV INJURY	\$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY <input checked="" type="checkbox"/> PRO- JECT <input checked="" type="checkbox"/> LOC						GENERAL AGGREGATE	\$ 2,000,000	PRODUCTS - COMP/OP AGG	\$ 2,000,000
	OTHER:							\$		
A	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY			83SBAAF4807	4/6/2025	4/6/2026	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000	BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$	PROPERTY DAMAGE (Per accident)	\$
								\$		\$
A	X UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input checked="" type="checkbox"/> CLAIMS-MADE			83SBAAF4807	4/6/2025	4/6/2026	EACH OCCURRENCE	\$ 5,000,000	AGGREGATE	\$ 5,000,000
	DED <input checked="" type="checkbox"/> RETENTION \$ 10,000							\$		\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N <input checked="" type="checkbox"/> N	N / A	83WECAN4XAS	9/1/2024	9/1/2025	X PER STATUTE	OTH-ER	E.L. EACH ACCIDENT	\$ 1,000,000
									E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
									E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
C	Cyber Liability			TE07229522401	12/27/2024	12/27/2025	Ea. Occ: \$ 1,000,000		Agg: \$ 2,000,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Proof of Insurance.

CERTIFICATE HOLDER

CANCELLATION

New York City Board of Education 52 Chambers St. New York NY 10007	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Jane Paljak</i>

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Appendix 9. Tax Affirmation Form (Attachment F)

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
Youth Development (OSYD) Phase 2 (G0018)
New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov

Attachment F – Tax Affirmation

AFFIRMATION

The undersigned prospective awardee/contractor affirms and declares that said prospective awardee/contractor is not in arrears to the City of New York upon debt, contract or taxes and is not a defaulter, as surety or otherwise, upon obligation to the City of New York, and has not been declared not responsible, or disqualified, by any agency of the City of New York, nor is there any proceeding pending relating to the responsibility or qualification of the prospective awardee/contractor to receive public contracts.

Full name of prospective awardee/contractor

MAESTRO TECHNOLOGIES INC.

Address 1 W STATE STREET, 2ND FLOOR

City TRENTON State NEW JERSEY

Zip 08608

CHECK ONE AND INCLUDE APPROPRIATE NUMBER:

() A Individual or Sole Proprietorship

SOCIAL SECURITY NUMBER _____

() B Partnership, Joint Venture or other unincorporated organization

Employer Identification Number _____

C Corporation

Employer Identification Number 73-1673091

By: Anne Jno

Signature

DIRECTOR - GOVERNMENT SALES

Title

(Must be signed by an officer or duly authorized representative.)

If a corporation, place seal here:

Under the Federal Privacy Act the furnishing of a Social Security Number by prospective awardees/contractor on City contracts is voluntary. Failure to provide a Social Security Number will not result in disqualification. Social Security Numbers will be used to identify prospective awardees/contractor to ensure their compliance with law and regulation and to assist the City in enforcement of these laws and regulations.



Appendix 10.

Iran Divestment Act Compliance Rider (Attachment H)

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
Youth Development (OSYD) Phase 2 (G0018)
New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov

Attachment H - Iran Divestment Act Compliance Rider

IRAN DIVESTMENT ACT COMPLIANCE RIDER FOR

NEW YORK CITY CONTRACTORS

The Iran Divestment Act of 2012, effective as of April 12, 2012, is codified at State Finance Law ("SFL") §165-a and General Municipal Law ("GML") §103-9. The Iran Divestment Act, with certain exceptions prohibits municipalities, including the City¹ from entering into contracts with persons engaged in investment activities in the energy sector of Iran. Pursuant to the terms set forth in SFL §165-a and GML §103-g, a person engages in

investment activities in the energy sector of Iran if:

- (a) the person provides goods or services of twenty million dollars or more in the energy sector of Iran, including a person that provides oil or liquefied natural gas tankers, or products used to construct or maintain pipelines used to transport oil or liquefied natural gas, for the energy sector of Iran; or
- (b) The person is a financial institution that extends twenty million dollars or more in credit to another person¹ for forty-five days or more, if that person will use the credit to provide goods or services in the energy sector in Iran and is identified on a list created pursuant to paragraph (b) of subdivision three of Section 165-a of the State Finance Law and maintained by the Commissioner of the Office of General Services.

A bid or proposal shall not be considered for award nor shall any award be made where the bidder or proposer fails to submit a signed and verified bidder's certification.

Each bidder or proposer must certify that it is not on the list of entities engaged in investment activities in Iran created pursuant to paragraph (b) of subdivision 3 of Section 165-a of the State Finance Law. In any case where the bidder or proposer cannot certify that they are not on such list, the bidder or proposer shall so state and shall furnish with the bid or proposal a signed statement which sets forth in detail the reasons why such statement cannot be made. The City of New York may award a bid to a bidder who cannot make the certification on a case by case basis if:

- (1) The investment activities in Iran were made before the effective date of this section (i.e., April 12, 2012) and the investment activities in Iran have not been expanded or renewed after the effective date of this section and the person has adopted, publicized and is implementing a formal plan to cease the investment activities in Iran and to refrain from engaging in any new investments in Iran; or
- (2) The City makes a determination that the goods or services are necessary for the City to perform its functions and that, absent such an exemption, the City would be unable to obtain the goods or services for which the contract is offered. Such determination shall be made in writing and shall be a public document.

Attachment H – Iran Divestment Act Compliance Rider

BIDDER'S CERTIFICATION OF COMPLIANCE WITH

IRAN DIVESTMENT ACT

Pursuant to General Municipal Law §103-9, which generally prohibits the City from entering into contracts with persons engaged in investment activities in the energy sector of Iran, the bidder/proposer submits the following certification:

I Please Check One!

BIDDER'S CERTIFICATION

By submission of this bid or proposal, each bidder/proposer and each person signing on behalf of any bidder/proposer certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief, that each bidder/proposer is not on the list created pursuant to paragraph (b) of subdivision 3 of Section 165-a of the State Finance Law.

I am unable to certify that my name and the name of the bidder/proposer DOEs not appear on the list created pursuant to paragraph (b) of subdivision 3 of Section 165-a of the State Finance Law. I have attached a signed statement setting forth in detail why I cannot so certify.

Dated: NEW YORK, New York
OCTOBER 30, 20 25

SIGNATURE 
NAME KAMAL BATHLA
TITLE MANAGING DIRECTOR

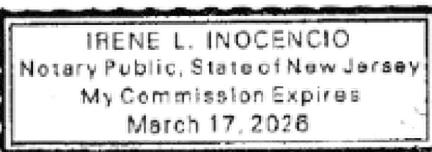
State of NEW JERSEY)

) ss.:

County of MERCER)

Sworn to before me this 30 day of OCTOBER 20 25


NOTARY PUBLIC FOR THE STATE OF NEW JERSEY





Appendix 11. Maestro's Capability Statement

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
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New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov



1 West State Street, 2nd Floor

Trenton, NJ 08608

+1 (908) 458-8600

info@maestro.com

<https://www.maestro.com/>

Capability Statement

Maestro Technologies Inc. is an IT solutions, consulting, and advisory firm that specializes in digital transformation and enterprise information management. Founded as one of the first ISPs in New York City, in the late 90's Maestro transformed into an IT solutions and consulting provider for various corporations. We focus on providing quality service and innovative solutions in this fast-paced transformational technology world.

Maestro specializes in digital transformation through big data analytics, custom software development, infrastructure management, and technical staffing. We have an extensive track record of successful partnerships across the public and private sectors providing everything from help desk support for county governments to the development of organization-wide data analysis solutions for multibillion dollar capital groups.

Core Competencies

- Application Integration and Cloud Migrations
- Data Management
- Infrastructure Management
- Technical, Functional, and Professional Skill Training
- Customized Management and Subject Matter Expert (SME) Training
- Onsite Development, Support, and Maintenance

Past Performance

- Regeneron Pharmaceuticals, NY
- Mallinckrodt Pharmaceuticals, NJ
- The County of Westchester, NY
- Regulatory Data Corporation, PA
- Robert Bosch LLC, CA
- OHL North America/ Judlau Contracting, NY
- JPMorgan Chase & Co., NY & NJ

Company Snapshot

Maestro Technologies Inc.

Est. 2003

DUNS No. 139817469

UEI: P7QJGP53KFG1

MAS Contract:

47QTCA24D007W

CAGE code:

452D8

Business Certifications:

Small Business WOSB

Small Disadvantaged Business

NAICS CODES:

- 541511 Custom Computer Programming Services
- 541512 Computer Systems Design Services
- 541519 Other Computer Related Services
- 541612 Human Resources Consulting Services
- 611420 Computer Training
- 611710 Educational Support Services

PSC CODES:

U001

U008

U009

U099

Contacts:

Irene Inocencio, (908) 458-8601

irene@maestro.com

Kamal Bathla, (908) 458-8699



Contract Holder



National Minority Supplier
Development Council





Appendix 12. Other Supplemental Information

**Request for Proposals:
RFP1782276S: Next Generation Office of Safety and
Youth Development (OSYD) Phase 2 (G0018)
New York City Department of Education**

Prepared for:

New York City Department of Education
Contracts and Purchasing
65 Court Street Room 1601
Brooklyn, NY 11201

Submitted via email to DCPTECH@schools.nyc.gov



M/WBE Certificate

Maestro Technologies, Inc.

This certificate acknowledges that this company has met the criteria as established by the M/WBE Program at the NYC Department of Small Business Services and is therefore certified as a Minority Women-Owned Business Enterprise (M/WBE).

Certificate Number

MWCERT2011-349

Expires on

2/28/2027

Eric Adams
Eric Adams, Mayor

Kevin D. Kim
Kevin D. Kim, Commissioner



NMSDC
National Minority Supplier
Development Council

THIS CERTIFIES THAT

Maestro Technologies, Inc.

* Nationally certified by the: **NEW YORK & NEW JERSEY MINORITY SUPPLIER DEVELOPMENT COUNCIL**

* NAICS Code(s): 541511; 541512; 541519; 541612; 611420; 611430; 561320; 561330

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

01/09/2025

Issued Date

NY04725

Certificate Number

A handwritten signature in black ink, appearing to read "Ying McGuire".

Ying McGuire
NMSDC CEO and President

01/09/2026

Expiration Date

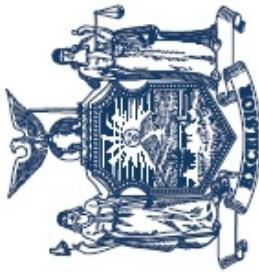
A handwritten signature in black ink, appearing to read "Terrence Clark".

Terrence Clark, President & CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.[®]



NEW YORK STATE **MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE ("MWBE")** CERTIFICATION

Empire State Development's Division of Minority and Women's Business Development grants a

Minority Business Enterprise (MBE)

pursuant to New York State Executive Law, Article 15-A to:

Maestro Technologies Inc.

Certification Awarded on: December 24, 2024

Expiration Date: December 24, 2029

File ID#: 55267

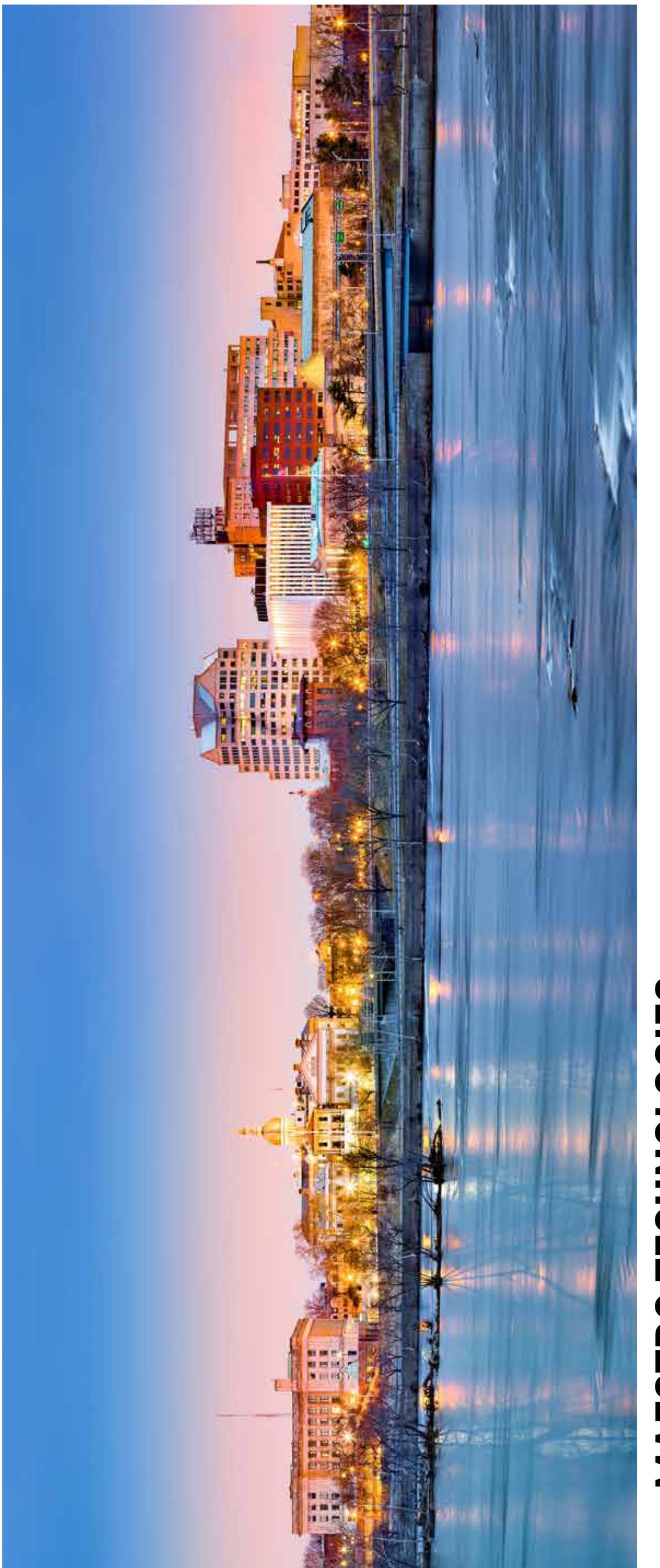


A Division of Empire State Development



to help companies grow independently and obtain the solutions they need to be successful. Since moving its HQ to Trenton, Maestro Technologies has helped welcome the new Mayor Reed Gusciora, to the Capital City, organized various technology events, conferences, and hosted monthly meetups for the community.

This past October of 2018, efforts of Maestro's efforts to drive technology companies to Capital City were recognized when CompTIA (world's leading technology association) ranked Trenton as 18th "Tech Town" in the nation. The resurgence of Trenton and surrounding areas is led by Maestro Technologies and its team of innovators. The Company's mission is to build a better Tech community in the state of New Jersey by attracting and retaining world class talent, while developing unique solutions and inventive tools. This approach continues to create long standing relationships between Maestro and customers.



MAESTRO TECHNOLOGIES

DEVOPS AS SERVICE IN TRENTON NJ

ELEVATOR PITCH

The Onshore Insourcing DevOps as a Service model provides savings to the client while maintaining the client dictated Service Level Objectives. We create avenue of proximity to talent and resources here in Trenton, NJ. Our socially conscious and innovative culture continually explores value add to our commitment towards service to our clients.

Maestro Technologies Inc. originally started as an ISP in 1993 in NYC by two Wall Street friends and through series of transformations turned into a company that provided innovative Software Solutions to diverse clients. Currently headquartered in Trenton, New Jersey, Maestro has been helping clients implement game changing technology solutions in the Big Data space since

2011. The speed of change in technology and data experienced by the market does not always translate into similar transformation speed that companies often resort to. Market could bring in new ideas, but companies go through their own cycle of adoption. Maestro builds that bridge between the new market trends, business needs and drives it through execution of progressive thought leadership guided by its ability to construct the relevance for its clients.

Kamal Bathla, co-founder and Managing Director of Maestro Technologies has built the company that uses Data, Science and Engineering to navigate and bridge the "gap" between need, trend, budget and timelines. Maestro provides a robust menu of IT solutions ranging from development of intelligent process optimization to building infrastructure, dashboards and custom products to enhance efficiency and productivity in the ever-growing need for Big Data specialization and landscape.

The detailed offerings include data management services from needs assessment to design, development and management, infrastructure maintenance and

deployment of IT solutions, project management, and cloud migration, to digital transformation, marketing, and web services.

With their specialized approach to client relationships and personalized service, Maestro executes upon the most diverse and complex requirements. Maestro's creed is old fashioned: Achieve success through a combination of innovation and automation inculcating the culture of integrity and respect. The competence is built in house with the highest standards keeping great emphasis on emerging trends in the industry.

Maestro does the heavy lifting

Beyond the work ethic, the subject matter experts, and the solution consulting, Maestro and its team works towards (re)building a community and (re)vitalize the technology footprint in New Jersey's capital. In 2018 Maestro moved offices to Trenton, New Jersey, where the new 85,000-square foot headquarters stand. The SMART Applications Innovation (SAI) Center, is fast becoming the Innovation "hub" of the Capital City, run by an accomplished team of technologists who serve private and public sectors and the communities in which they operate.

This year; Maestro delivers a facility built for training, advancement and product development. The goal; To empower local and state agencies offer creative ways



migrate data and Apps to Cloud. Integration and Analytic Tools are used to manage workflow.

Once a common application platform is created, multiple clients can be hosted and treated as different lines of businesses. As the platform matures, DevOps as a Service can be offered across other Industries with captive resources in New Jersey. The Service innovation can continue DevOps as a Service mushrooms across other lines of business and across other industries and economies of scale can provide another level of financial innovation.



**11305 4 Points Dr., Suite 300
Austin, TX 78726
Tel: (512) 865-4500**



www.maestro.com



Exchange back in the day. We partnered with Cloudera, a leading provider of Big Data Application Support, to bring Big Data Solutions to Fortune 500 and Mid-Size corporations in East Coast (back in the day).

While competition has been trying to catch-up, Maestro Technologies has been innovating in providing integrated set of tools to support DevOps as a Service.

The Onshore Insourcing DevOps as a Service model provides savings to the client while keeping the jobs local to New Jersey. Solution Centric Innovation offers agreed upon SLAs with known fixed cost per service to the client. DevOps Solutions are customized based on understanding customer pain points and priorities while offering full control of delivery.

We leverage tools for success based on the projects and use our experience to customize DevOps Solution for each client. Day-to-day Management is offered using Standardized processes and practices. Standard practices are used to



For over 16 years, Maestro has been a vital partner to major organizations like Microsoft, Oracle, Cloudera, IBM, and Google. They have shared technologies' passion and commitment to finding the right solution that moves organizations forward. Maestro wishes to become a known and preferred provider of big data, cloud services and solutions. The Maestro team strives to foster long term relationships and a culture of integrity and mutual trust.

ACCOLADES

Maestro was listed as one of the top 500 fastest growing companies in United States by Inc magazine with 3-year revenue growth averaging over 2200%. Maestro was also named a finalist in 2017 NJBIZ Business of The Year, which celebrated New Jersey's most dynamic businesses and their leaders who share a commitment to professional excellence, business growth, and support for the community. Recently, Kamal Bathla, Managing Director of Maestro Technologies, was honored as the 2018 Immigrant Entrepreneur of the Year by the Asian Indian Chamber of Commerce (AICC).

As Maestro Technology grows... so does opportunity in the state of New Jersey. Bathla is guiding the transformation of this company, applying its leading-edge expertise in software architecture to big data, Machine learning, block chain, IoT, and cybersecurity solutions. Bathla is passionate about transforming Trenton to the Innovation capital of New Jersey with technology centric programs.

At the center of Bathla vision is this new downtown HQ. The building is known as "Corner Historic" is popular for being the site of the first public reading of the Declaration of Independence on July 6th, 1787. This site also hosted George Washington and his family when he was inaugurated as our nation's

Innovation Story: DevOps as a Service
Maestro has been offering Technology development solutions ranging from application management services to custom product development. We specialize in data management from sourcing to analytics.

Maestro has always been on the lookout for the next big thing been on the forefront of the Technology innovation. We were one of the first Internet Service Providers in downtown Manhattan opposite the New York Stock