*Executive Summary*

* 20 plus years of IT Experience in ECM/BPM Space Analyzing Customer Requirements and Designing and Architecting Solutions
* Experience in a variety of ECM, BPM & RM products including a number of Capture products like IBM Datacap and Kofax
* Customers include 30+ Fortune 500 Companies, State and Local Government Agencies and Department of Defense

*Verticals*

* Banking & Finance (Consumer Loan Straight Through Processing, Accounts Payable, COE, Investment Processing)
* Insurance (Wholesale Insurance Services, Discrepancy Process Reengineering, Claims Processing)
* Healthcare (Claims Processing, Satisfaction Scorecard, Revenue Cycle Analytics)
* Department of Defense (Content, Records and Process Management, Benefits Administration)
* State Governments (Benefits Administration, Foster Care Licensing, Authorization Management, Nursing Homes Management, Labor Dockets Management)
* Manufacturing (Retiree Benefits Administration)
* Dealership (Business Process Reengineering)

*Horizontals*

* Enterprise Content Management & Records Management
* Business Process Management
* Business Process Reengineering
* IT Service Management and Administration
* Data Warehousing
* Offshore Processing Centers
* Shared Resource Centers

*Technical Skills*

* IBM Content Manager and FileNet P8 Suite of Products, including:
  + WebSphere Application Server (Base and ND)
  + Business Process Management (FileNet P8 5.1 Process Engine & IBM BPM 7.5)
  + Enterprise Content Management (FileNet P8 5.1 Content Engine, IBM CM & OnBase)
  + FileNet Datacap Taskmaster 8.x
  + Enterprise Records (IBM IER)
  + FileNet eForms
  + FileNet BPF and IBM Advanced Case Manager
  + IBM Content Collector, IBM Classification Module
  + IBM Case Analyzer
* Capture Products:
  + Datacap Taskmaster 8.1
  + Kofax Ascent Capture 7.5, 8.0, 9.5
  + Kofax Transformation Module (KTM) 5.5
  + Indicius 5.5 now KTM
  + Captiva
  + Encapture
* Other:
  + Microsoft Project, Visio, SSIS,.NET, SharePoint , SQL Server 2012, 2008 & 2005
  + Oracle 9i
  + Erwin Data Modeler,
  + PVCS,
  + Familiarity with a variety of Thin Client and Object Oriented Development Methodologies
  + Familiar Operating Systems including Linux

*Non-Technical Skills*

* Requirements Gathering and Analysis
* Detailed Functional Requirements Documentation
* Detailed Technical Requirements Documentation
* Project Management:
  + Project Cost Estimating and Budgeting
  + Detailed Project Plan Development
  + Scope Definition
  + Work Distribution
  + Tracking and Managing Resources

*Employment History*

1. Mar’09 – Present CPM Consulting Services, Inc Self Employed

2. Aug’03 – Mar’09 Crowe Horwath, Oakbrook, IL Senior Manager

3. Nov’01 – Jul’03 IDM Consulting Services, Inc Self Employed

4. May’00 – Oct’01 IBM Technical Lead

5. May’97 – May’00 Software Consulting Group, PA Architect

6. Nov’92 – Apr’97 Prism Consulting, NJ Senior Developer.

*Certifications*

* Certified Project Management Professional (Expired)
* Kofax Ascent Capture Certification
* Kofax Indicius Certification
* FileNet BPM Certification

*Education*

* Bachelor of Science – 1986 – Mumbai University, India

***Project Details***

**June’14 – Present’14 Capricorn –**

**Client: Synovus Financial Columbus, GA CCM – General Correspondence Implementation Strategy Kofax/ECM Architect**

Synovus Financial brought me back to work on a number of initiatives:

* Scanner refresh project – Synovus currently has a number of Cannon scanners used across three locations. These scanners are being replaced by Fujitsu scanners.
* Distiller migration project – A number of business units are using Distiller for capturing documents into Synergy. A project is underway to migrate these Capture processes to Kofax.
* Kofax upgrade project – A project is underway to migrate from Kofax 9.0 & KTM 5.5 to Kofax 10.0 and KTM 6.0
* Consumer Lending workflow automation project
* ECM platform selection project – A project is underway to select a different ECM platform to replace the current Synergy product

As Kofax/ECM Architect I play a key role in the above initiatives. Also involved in developing a prototype for Consumer Lending using IBM FileNet P8 5.2 and IBM Content Navigator 2.0.2

**April’14 – June’14 everis –**

**Client: New York Life NYC, NY CCM – General Correspondence Implementation Strategy Solution Architect**

Analyzing the requirements for 8 systems within General Correspondence and providing an Implementation Strategy complete with Product Selection, Architecture Diagrams, Implementation Roadmap, Data Governance, Guiding Principles, Rules Strategy and POC requirements

As part of the product roadmap:

* review ETL requirements and analyze IBM InfoSphere DataStage
* analyze compare and make recommendations on available Rules Engine in the market
* develop functional and technical architectural diagrams for the whole product stack
* provide thought leadership on Data Governance, Guiding Principles, Rules Strategy and POC requirements

**November’13 – April’14 Raw Data Inc –**

**Client: Synovus Financial Columbus, GA Kofax Kofax Architect**

Analyzing the current Kofax 9.0 and KTM 5.5 Setup and providing suggestions for improvements

* Analyzing current Kofax Setup
  + Infrastructure
  + Process
  + Batch Classes Setup and KTM Projects
  + Trainable Document Separators
* Designing Kofax solutions
* Providing suggestions for improvement
* Mentoring other team members
* Enabling capturing of new documents in new Business Areas, includes:
  + Creating Batch Classes
  + Creating KTM Projects
  + Creating Trainable Document Separator

**September’13 – December’13 Imagine Solutions – client: Union Bank of CA CA**

**IS to P8 Migration Technical/Functional Analyst**

Analyzing the technology stack for migration of over 10M images from IS to P8

* Analyzing the current technology stack
* Analyzing and re-engineering the business processes for the following LOBs:
  + Consumer Lending
  + Commercial Lending
  + Commercial Banking
  + Community Banking
  + Audit
  + Legal
  + Business Operations
  + Wealth / Trust
  + Customer Service Unit
* Analyzing the current Security and Archival requirements
* Working with the developers to develop the Migration code
* Setting up the new Object Store, creating the Workflows in P8

Software used:

* Datacap Taskmaster 8.1, SQL 2010, Visual Studio 2010, IIS

**September’13 – December’13 Imagine Solutions – client: Regional Bank in CA CA IS to P8 Migration Technical/Functional Analyst**

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* Analyzing the current Security and Archival requirements
* Working with the developers to develop the Migration code
* Setting up the new Object Store, creating the Workflows in P8

Software used:

* Datacap Taskmaster 8.1, SQL 2010, Visual Studio 2010, IIS

**July’13 – August’13 IBM – client: Wellpoint Thousand Oaks, CA**

**Datacap Debugging, Migration & Support Technical Architect**

Part of the IBM Team to migrate Datacap Application and Support.

As part of the IBM Team responsible for:

* Debugging and fixing existing Datacap Application
* Working with IBM in for product enhancements
* Migrating Datacap Application & Databases from Development to Test and Production environments
* Post production support
* Training users on Datacap

Software used:

* Datacap Taskmaster 8.1, SQL 2010, Visual Studio 2010, IIS

**November’12 – June’13 Wipro Technologies – client: Williams Tulsa, OK**

**IT Support Technical Architect / ECM Manager**

Part of the Wipro Technologies service team to support IT Services for Williams.

As a Technical Architect, responsibilities include:

* Manage Server Upgrades
* Define scope, manage requirements gathering
* Design and Architect new developments & implementations
* Manage developers and other resources
* Hands-on when it comes to implementing and configuring all applications included in the ECM Portfolio
* Work with other teams

As an ECM Manager, everyday responsibilities include:

* Ensuring the uptime of all the Servers and Applications
* Managing load distribution amongst all resources (3 Onshore and 5 Offshore resources)
* Monitoring and ensuring all SLAs are met for all Incident Tickets, Service Requests and Change Requests
* Prioritizing and managing delivery of new projects
* Attending Technical Assessment Board meeting and Change Assessment Board meeting
* Providing weekly reports
* Managing client and vendor relationship
* Working with other support Tower Leads
* Ensuring ITIL processes are followed
* Hands-on on various activities

Transition Responsibilities included

* Evaluating existing, infrastructure and applications
* Managing various Phases - Knowledge Acquisition Phase, Shadow Support Phase, Primary Support Phase and transition to Steady State
* Mentoring junior resources

ECM Portfolio included – FileNet, SharePoint, Kofax 9.0/KTM 5.0, RightFax, Billquick and Telemate

* 17 Servers in 2 Environments (Windows and Linux)
* 30+ Applications (Thick and Thin client)
* 12+ DBs (SQL and Oracle)
* Application Servers (WebSphere) & IIS

**July’12 – October’12 Client: Bank of the West San Francisco, CA**

**Commercial Lending IT Enablement Technical Architect / Project Manager**

Working as a Technical Architect/Project Manager on a project for Bank of the West to manage their Commercial Lending process. The process included capturing Deal information and managing the deal process through a workflow.

As a Technical Architect my responsibilities include:

* Understating client requirements,
* Developing a To-be process flow,
* Configuring the system,
* Configuring Document Hierarchy, Workflow and Rulesets in Datacap Taskmaster
* Working with developers for any customization required,
* Rolling-out the system to UAT,
* Working with end users to finish UAT,
* Working with technical team to roll this out in Production.

As a Project Manager my responsibilities include:

* Working with the client to finalize scope/requirements,
* Managing the development cycle
* Managing rollout to Dev, UAT and Production
* Managing System Test and UAT cycles
* Managing client expectations
* Communicating progress to client and Imagine Solutions

Technology used:

* WebSphere Application Server 7.0 (ND and Base)
* FileNet Content Engine 5.1, Process Engine 5.0
* IBM Datacap Taskmaster 8.1
* Workplace 1.1.4
* Oracle 10g

**February’12 – June’12 IBM: Client – US Department of Air Force – Enterprise Information System Kyser, WV**

**Enterprise Content and Records Management Implementation Technical Architect**

After successful Pilot at ACC, US Air Force decided to implement the Records Management solution at an enterprise level. This project involved deploying the system in four environments at an Enterprise Level.

As a Technical Architect I got involved in Architecting and Installing the systems. The Implemented architecture involved 4 different High Availability environments. Components installed included:

* WebSphere Application Server 7.0 (ND and Base)
* FileNet Content Engine 5.1
* FileNet Process Engine 5.0
* IBM Enterprise Records 5.1
* Workplace XT 1.1.5
* IBM Content Collector 2.2
* IBM Lotus Forms 4.0
* IBM HTTP Server
* IBM Case Analyzer
* IBM Cognos Real Time Monitoring tool
* DB2 Enterprise Database
* Installed on Red Hat Enterprise Linux 5.5 and Windows 2008

**Mar’10 – January’12 IBM: Client – US Department of Air Force – Air Combat Command Hampton, VA Enterprise Content and Records Management Implementation Lead Solutions Architect**

US Air Force – Air Combat Command (ACC) has undertaken a MAJCOM wide initiative to collect data from various sources (Email, SharePoint and Shared Drives) and automatically declare them as records with little or no user intervention.

As a Lead Solutions Architect my responsibilities include overall success of the project. On Functional side, I am responsible for the understanding and converting User Requirements into Functional Design. On Technical side, I am responsible for converting Functional Design into Technical Design and Implementation. On Project Management side I work closely with the PMO. My key contribution has been to provide thought leadership in designing the solution that can be easily rolled out to across all the MAJCOMs and across all the Bases without major changes.

My responsibilities include:

* Working with Records Professionals in defining an efficient File Plan and creating the File Plan in FileNet Records Manager including – Creating Triggers, Actions, Disposition Schedules, Records Management Workflows, Records Classes
* Configuring FileNet Objects including Marking Sets, Choice Lists, Property Templates, Document Classes, Security Policies, Document Life Cycles
* Creating Task Routes, Knowledge Bases and Decision Plans
* Roll out from Development to Testing to Production Environments
* Working closely with the User Teams on User Acceptance Testing (UAT)
* Monitoring P8 during UAT and Production
* Installing FileNet P8 stack on Development and Training Environments
* Prototyping using Datacap Taskmaster
* Developing Training Course Material and configuring Training Environment

Challenges faced on this project (just to name a few):

* A large organizations with 1000s of Records Professionals each responsible for a set of records
* Existing 100s of File Plans for each Location
* Very unstructured data for Classification
* Strict Security guidelines
* No custom development

Software Used:

* Windows 2003 and Windows 2008
* FileNet P8 Suite:
  + FileNet P8 4.5.1 (AE, CE, PE, RM)
  + ICC 2.2
  + ICM 8.7
* SQL Server 2008
* IBM Datacap Taskmaster 8.0.1 / 8.1
* Kofax Transformation Module 5.5
* WebSphere Application Server 7.0.0.19

**Nov’09 – Feb’10 US Department of Veterans Affairs Hine, IL**

**VBA – EIE Chapter 33 Capacity Assessment and Planning Systems Analyst**

Post 9/11 GI Bill expected to expand coverage under Chapter 33 to a wider range of Veterans.

The Assessment and Planning project involved analyzing the load on a dozen or so systems supporting Chapter 33. The project involved looking at the existing Capacity, estimating the future expected load and proposing upgrades to Hardware, Software, Applications and changes to their Business Processes to handle the expected increase in call volume.

As a Systems Analyst, my responsibilities included:

* Talking to the users of various programs and estimating the current volume and estimated growth over next 12 months and over next 5 years
* Talking to the IT Department and developing current Hardware Architecture Diagram for various systems
* Determining the current capacity of the systems
* Determining the current load on the systems and the expected load over next 12 months and over next 5 years
* Developing a delta between the current capacity and projected requirements
* Proposing a plan for Hardware / Software refresh
* Proposing process changes

**Mar’09 – Oct’09 Wells Fargo – Wholesale Insurance Services Bloomington, MN**

**Property & Casualty and Employee Benefits Insurance Processing Workflow Lead Solutions Architect**

The Pilot involved implementing Document Capture, Retrieval and Work Request Form Workflow for their Property & Casualty and Employee Benefits Line of Business. The pilot is being rolled out to two offices for now. This will form a base for future automation of their business process and for bringing in other LOBs to the FileNet platform.

As a Solutions Architect, my responsibilities included:

* Leading JAD Sessions with the users to determine their current business processes and determining their requirements for the future state
* Architecting the solution and finalizing the design with the users
* Configuring FileNet P8 including all the configuration required for setting up an Object Store, developing Workflows and configuring Isolated Regions
* System Testing and coordinating User Testing
* Function and Technical Documentation
* Coordinating System Rollout
* Help develop the Training Guides and Training the Trainer

Software Used: FileNet P8 4.5, Encapture, SQL Server 2005 and WebSphere Application Server 6.1

**Aug’09 – Mar’09 Crowe Horwath, LLP Oakbrook, IL**

**Capture and Validation of Dealership statements Lead Technical Architect**

Project involved capturing Dealership statements using Kofax, OCRing the statements to capture values, using Indicius for Verification and Validation of information and releasing the document and the data to a central repository.

As a Technical Architect was responsible for:

* Developing the overall solution
* Mentoring a team of technical people on the product
* System testing
* Implementing the solution for a couple of dealerships

Used Kofax and Indicius (Kofax Transformation Module)

**Jun’08 – Nov’08 ODJFS Department of the State of Ohio Columbus, OH**

**Foster Care Licensing (FCL) Lead Technical Architect**

The FCL Application that was developed allowed the Foster Care Licensing Unit of ODJFS (Ohio Department of Jobs and Family Services) to track and monitor the Licensing Requests for Foster Care. FCL Application also triggered automatic reminders for renewal of Licenses for both Public and Private agencies.

As a Lead Technical Architect, my responsibilities included:

* Conduct JAD Sessions to analyze current business process and design future-state processes.
* Developing Functional Design Document
* Developing Technical Architecture
* Setup FileNet Components, including:
  + Process Engine Isolated Region and Workflow
  + Content Engine – Object Store, Document Class, Security, …
  + BPF – Meta Store and Layout,
  + Records Manager – File Plans, Disposition Schedules and Triggers
* Manage the design and development activities of the application. Tasks included:
  + Managing resources, timeline and development budget
  + Providing technical expertise and mentoring development leads to take more responsibilities
  + Overseeing the progress through Software Development Life Cycle.
  + Project closure activities

Software used: FileNet P8 4.5 – Application Engine, Content Engine, Process Engine, eForms, Business Process Framework and FileNet Capture. WebSphere Application Server 6.1,

**Jan’08 – Jun’08 ODJFS Department of the State of Ohio Columbus, OH**

**Automated Authorization Request Processing (AARP) Lead Technical Architect**

The AARP Application allows ODJFS to:

* Provision & De-provision new and existing users to various applications
* Enable and Disable user from various application
* Move users, execute user name changes and automatically renew user privileges

As a Lead Technical Architect, my Role and responsibilities included:

* Conduct JAD Sessions to analyze current business process and design future-state processes.
* Developing Technical Architecture
* Developing Functional Design Document
* Setup FileNet Components, including:
  + Process Engine Isolated Region and Workflow
  + Content Engine – Object Store, Document Class, Security, …
  + BPF – Meta Store and Layout,
  + Records Manager – File Plans
  + FileNet Capture Batches
* Manage the design and development activities of the application. Tasks included:
  + Managing resources, timeline and budget development
  + Managing risks and ensuring quality
  + Managing stakeholder expectations and reporting on the status of the project.
  + Providing technical expertise and maintaining the ownership of the solution
  + Managing release from development to UAT to Production environments
  + Coordinating System Testing and UAT tasks
  + Monitoring the defect log
  + Project closure activities

Software used: FileNet P8 4.5 – Application Engine, Content Engine, Process Engine, eForms, Business Process Framework and FileNet Capture. WebSphere Application Server 6.1,

**Nov’07 – Dec’08 State of Illinois, Bureau of Benefits Springfield, IL**

**Benefits Claims Processing**

The Application allows the Bureau of Benefits to process and track the Benefits Claims more efficiently. More importantly the Application provides a secured environment for all the Benefits Claims and a secured repository for storing all the Claims related content. The repository allows the department to share relevant content across various units within the department.

* Analyzed current business processes
* Designed future-state processes
* Wrote detailed technical design document
* Planed and managed the development effort
* Involved in day-to-day project management activities
* Planed the deployment and implementation of the application

Software used: IBM Content Manager v8.3, FileNet Business Process Manger 4.0, WebSphere Application Server 6.1, Crowe Straight Through Processing Framework, Kofax

**May’07 – Dec’07 Oppenheimer Funds Denver, CO ECM Center of Excellence ECM Architect**

Setting up a COE allowed Oppenheimer Funds to:

* Host and Manage the ECM Servers in-house
* Respond to the needs of the Business Community more efficiently
* Implement methodologies to address different types of requests
* Implement a self serving model for the Business Community

As an ECM Architect, I was responsible for:

* Studying their portfolio of IT offerings to the Business Community– Developing and Analyzing Alternatives
* Help conduct Cost Benefits Analysis
* Help prioritize projects using Impact/Effort quadrant
* Work with the infrastructure team to develop the requirements for Hardware / Software to be acquired
* Pilot projects
* Train and Mentor Staff
* Hire Architects
* Search for quick wins
* Help roll-out in couple of departments
* Help develop methodology

FileNet P8 Suite, WebSphere Application Server and Oracle 9i

**Feb’07 – Apr’07 Tempurpedic Louisville, KY**

**Demand Planning Tool ETL Architect**

Application developed to forecast the demand for various products. The system captures data along the way. It looks at 20 different parameters and estimates the demand for the product, calculates projected and targeted days of supply and host of other numbers that helps the company to schedule manufacturing, stocking and release of products at various locations around the country.

* Analyzed and documented the requirements.
* Participated in Data Model design.
* Wrote detailed technical design
* Planned and managed the tool development
* Participated in the User Acceptance Testing and tool release

Tools Used: SQL Server, Microsoft SharePoint and Microsoft Office

**Sep’06 – Jan’07 Advocate Healthcare Oakbrook, IL**

**Patient Satisfaction Scorecard ETL Architect**

Advocate Health Care has eight hospitals and about 20 offices in the area.  Measuring patient satisfaction has been a top priority over the years.  Deploying a Patient Satisfaction Scorecard gave them the ability to measure satisfaction of the patients by over two dozen measures.

* Analyzed the requirements and documenting the Measures and Dimensions spreadsheet
* Participated in Data Model design
* Created the EDW and ETL Architecture documents
* Planned and managed the development of ETL packages
* Planned and managed the data initial load

Tools Used: SQL Server 2005, SharePoint, SSIS

**Apr’06 – Aug’06 St. Vincent Hospital Indiana, IN**

**Revenue Cycle Analytics ETL Architect**

**Arch Chemicals Danbury, CT Wal-Mart Fill-rate Scorecard**

**Hill-Rom Charlotte, NC Field Services Scorecard**

Various Data Warehousing / Business Intelligence projects that I was involved in.

Used: SQL Server 2005, SSIS, Microsoft Business Scorecard Manager

**May’05 – Dec’05 M & T Bank Buffalo, NY Accounts Payable Process Reengineering Lead Technical Architect**

Automated the Accounts Payable system that was rolled-out company-wide to approximately 18,000 employees.

* Project Solution Owner
* Responsible for conducting requirements gathering and design sessions
* Responsible for the creation of the deliverables
* Responsible for the design and development of the Kofax Module
* Responsible for setting up the FileNet P8 environment, including setting up the Content Engine and Process Engine and also designing and developing the Worklfow
* Coordinated and tracked development and implementation activities
* Participated in User Acceptance Testing and User Training
* Responsible for implementation of the application on various environments
* Coordinated load testing
* Worked with Java Developers for the development of STP Framework

Tools Used: FileNet P8 3.5.2, Kofax Ascent Capture, SQL Server, Crowe Straight Through Processing Framework

**May’05 – May’06 M & T Bank Buffalo, NY**

**Consumer Loan Straight Through Processing Lead Technical Architect**

Consumer Loan Straight-Through Processing allowed M & T Bank to streamline their lending processes, which shortened the loan processing time by approximately 50%.

* Responsible for the Content Engine technical design and Process Engine components of FileNet P8
* Responsible for the development and set-up of the Content Engine and the Process Engine components, including the design and development of the Workflow
* Coordinated the system and application regression test
* Responsible for the design and development of the Corticon Business Rules
* Responsible for the design and development of the Kofax Module
* The system was implemented using STP Framework over FileNet P8
* Worked with Java Developers to develop the STP Framework

Software Used: FileNet P8 3.5.2, Kofax Ascent Capture, SQL Server, Crowe Straight Through Processing Framework

**Feb’05 – Aug’06 Crowe Horwath Oakbrook, IL**

**Straight Through Processing Framework ECM Architect**

Straight-Through Processing Framework (STP) allows clients to jump-start their implementation of an ECM/BPM Project. The Framework provides 80% of the functionality out of the box that is configurable. The Framework integrates CM/BPM with eForms, Business Rules Engine and Integration. The Framework is product agnostic, meaning that it can be implemented with any product in the background. The Framework integrates FileNet CE and FileNet BPM with eForm, Business Rules Engine and Integration.

* Participated in core architecture design sessions
* Provided technical input to the team
* Participated in the design and development of the methodology for the implementation of the Framework

Developed using FileNet P8 3.5.2, and J2EE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **November 1993 to April 2005** | | | | |
| **AutoNation** | **Fort Lauderdale, FL** | **Business Analyst** | **Business Process Reengineering for Shared Resource Center** | |
| Implemented a Shared Resource Center (SRC) in the Texas region that allowed the nation’s largest dealership to process the all the deals in the region in a Shared Resource Environment thus cutting the number of people required to process the deals. | | | | |
| **AON Corporation** | **Glenview, IL** | **P8 Architect** | **Accounting Service Center Discrepancy Process Reengineering** | |
| Enabled AON Corporation to streamline their Claims Discrepancy Processing in their Accounting Service Center. It also allowed AON Corporation to shorten the time required to process the renewals of insurance.  Software Used: FileNet Content Engine and FileNet Business Process Workflow | | | | |
| **PA Dept of Public Welfare** | **Harrisburg, PA** | **P8 Architect** | **Nursing Home Management System** | |
| Allowed PA Department of Public Welfare to manage the resources at their Nursing Homes across the state. The system allowed them to better process the applications for Nursing Homes, and better track and manage the utilization of the beds across all the Nursing Homes in the state. | | | | |
| **Accenture** | **Hartford, CT** | **System Architect** | **Off-shore paperless claims eligibility system** | |
| **US Bank** | **Minneapolis, MN** | **Lead Architect** | **Loans Image Rebuild Project** | |
| **American Cancer Society** | **Atlanta, GA** | **Architect / PM** | **Implementation of a Shared Service Center** | |
| **Cigna Healthcare** | **CT** | **Technical Architect** | **Claims Process Reengineering** | |
| **Allstate Insurance** | **Northbrook, IL** | **Technical Lead** | **Claims Processing System** | |
| **Vanguard** | **Malvern, PA** | **Technical Lead** | **Investment Processing** | |
| **Honeywell** | **Morristown, NJ** | **Lead Developer** | **Retiree Benefits Administration** | |
| **PWC Kwasha** | **Secaucus, NJ** | **Developer / PM** | **Scanning and Indexing** | |
| **NJ Department of Labor** | **Trenton, NJ** | **Lead Developer** | **DOJ Dockets Administration** | |
| **Law School Admission Council** | **Newtown, PA** | **Lead Developer** | **LSAT Administration** | |
| **Avis** | **Long Island, NY** | **Developer** | **Scanning and Indexing** | |
| **Mercedes Benz** | **Hartford, CT** | **Developer** | **Dealer Relationship System** | |
| **Long Island Rail Road** | **Long Island,NY** | **Developer** |  | |
| **GE Capital** | **Danbury, CT** | **Developer** | **Credit Card Application Processing** | |
| **Bankers Trust** | **New York, NY** | **Developer** | **Senior Developer** | |
| **Jun’86 – Nov’93** | **Manufacturing Company** | **Mumbai, India** | **Various Application** | **Senior Developer** |