Job Announcement Number (VHA-688-14-1083052-LT)

**Shaan S. Taneja**

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**Objective:** Seeking a professional career position in an organization where I can grow and utilize the skills I have acquired during my 6 years of customer service support experience, over 2 years of collective paid and volunteer IT internships experience; building computers and installing operating systems and applications for a class room; and my education.

**Education**:

Masters of Science (MSIS) in Software Engineering Strayer University (GPA 4.0), Alexandria, Virginia, June 2013.

Bachelor of Science (BS) in Computer Information Systems, Summa Cum Laude (GPA 3.90)

Strayer University, Alexandria, Virginia, June 2011.

Northern Virginia Community College: August 2005-June 2008 (Information Technology).

**Tools & Languages:**

Microsoft Windows XP/Vista/7/8 and Linux; Microsoft Suites 2010/2013 (Word, ACCESS, Excel, Power Point, SharePoint, Visio, and Projects); SQL/Plus & PL/SQL, and Oracle Enterprise Manager; most Browsers (IE, Firefox, and Chrome); Web Design (XHTML, Basic Adobe, Flash, Drupal, basic CSS, basic PHP, Dreamweaver, XAMPP and Wamp Servers, Vagrant, and Aquia Dev Desktop), Photoshop; Fireshot; Networking protocols (TCP/IP) and DHCP; Bug Tracking (SmartSheet, Godzilla, and Jira), Git, Go ToMeeting, and Survey Monkey.

**Recognitions:**

-Alpha Chi Nation Honor Scholarship Society and Distinguished Degree Banner Carrier

(Strayer University)

-Exceptional Customer Service Recognition (Strayer and GPO)

**Work Experience**

Hope One Source (<http://www.hopeonesource.org/>)

Drupal Developer/Business Analyst February 2014 – Present

* Utilizing Drupal to upgrade the existing Hope One Source website
* Migrating content from Original Hope One Source Site to the target site
* Creating and editing the logo
* Embedding videos
* Designing Contact Us module to tackle users queries
* Utilizing the Language module designing pages to be displayed in English, François, and Haitian Creole
* Utilizing HTML, CSS, and PHP to control the look and functionality
* Testing site pages and using various Git tools to transfer the changes made from the local environment to the target site

Blackstone Technology Group

4601 N. Fairfax Drive, Suite 1010

Arlington, VA 22203

Associate Technical Consultant September 2013 – March 2014

Worked on the project team tasked to upgrade a large legacy government website

Main activities involved:

* Assisted in the tasks of development and testing of USDA’s Food and Nutrition Services web site (FNS.usda.gov).
* Administer Drupal user accounts, privileges, and roles
* Interviewed users to gather and clarify requirements for the target site. Populated requirements in the traceability matrix. Developed UML Use Cases, Activity Diagrams, and Sequence Diagrams; and performed content migration. Content migration required design layout, data clean up, page reformatting, and page testing.
* Utilized Drupal 7 as a platform in design and migration of contents from the USDA’s legacy to target site. Agile development techniques were practiced with daily Scrum sessions to demonstrate site development progress, overall status, issues, and resolutions.
* Testing of the page to be published in the new environment entailed simulating the presence of new content in Drupal and insuring the target Drupal site contained the fully functional links as well as all content files were in the approved formats. Tested the bug fixes and utilized Git program to push the changes to the Git repository.
* Was tasked to set up, administer, and promote various in-house Brown Bag presentations using Go ToMeeting and conducted post-meeting assessments through Survey Monkey.
* Install Windows OS (7/8), Office Software, Web browsers, Ticket reporting software, UML diagramming tools, Web Development software, MySQL Database Management System, and monitored status of servers, web applications, and databases.

Sikh Foundation of Virginia

7250 Ox Road

Fairfax Station, VA 22039 March 2013 - Current

Volunteer:

Assisting the Sikh Foundation of Virginia (SFV) site manager in performing various site [(www.sfova.org](http://www.sfova.org)) related activities such as

Providing outstanding customer service and technical support

* Coordinating incident/problem solving efforts between customers and remote site personnel
* Providing Software support , investigating and analyzing product issues
* Solving desktop issues relating to information systems including issues with hardware, Operating systems and configuration
* Troubleshooting and conducting research to ensure help in customer productivity

Meeting with the SFV Board members to gather new requirements

* Utilize Drupal to change and test new web pages and add required functionality
* Administer the site, User accounts, and configure printers
* Manage content including, Calendar, forms, and events’ promotion and publicity
* Mobilizing the site by using a QR Scanner
* Selected the ISP provider for SFV, designed and configured a secured WiFi LAN Utilized Anti/Virus software and firewall configurations to secure the network

United States Government Printing Office

732 North Capital Street

Washington, DC 20002

Paid Student Intern: December 2012 – January 2013

May 2012 – September 2012

May 2011 – September 2011

* Gathered website requirements and developed requirements traceability matrix
* Utilized Drupal to create the website improvements to show improved functionality. Tasks involved daily interaction (Agile approach) with users while capturing user requirements, developing a basic requirements traceability matrix, and designing initial database tables and spreadsheets. Work Breakdown Structure assisted in tasks’ sequencing coordination.
* Developed test cases to perform the application testing (beta site) to ensure program changes are functional and are in compliance with provided 508 standards.
* Leveraged web design tools to prototype the GPO Online Bookstore Website pages. Developed models to communicate with users, system architects, and project manager.
* Gathered data to conduct business information analysis and publications’ pricing comparisons. Performed data analysis to support eBooks ISBN format conversion.
* Backed up daily data and performed recovery when needed.

Strayer University

1. Eisenhower Avenue

Alexandria, Virginia 22314 July 2008- July 2010

Financial Aid Representative/VA Certifying Official (Full Time employee):

* Assisted veterans and other students in applying for admissions and financial aid and resolving all financial aid related issues.
* Researched and communicated Veterans’ GI Bill benefits, certification, compensation, and delinquency issues to the Department of Veteran Affairs.
* Communicated with various financial institutions providing student loans.

Pizza Hut

Northern Virginia Stores 2003 – October 2007

Customer Service Representative/Shift Manager (20 – 50 hours/week):

* Acted as a Coach, Counselor, and trainer for the team in achieving sales goals
* Contacted vendors to reorder inventory and handled deposits of large volumes of cash