**Job Announcement Number:** 14-1210519-DE-BL

**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 1/2 years of collective paid and volunteer IT internships experience; designing, building and testing web sites 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,MySQL, Basic Adobe, Flash, Drupal, basic CSS, JAVA, Eclipse, 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**

Independent Web Developer

June 2014-Current

* Utilize Drupal 7 to design and develop and host websites for retail business using Linux based operating system
* Develop Standard Operating Procedures as documentation to hand out to stakeholders
* Trained stakeholders on how to navigate through the site

Opus Group LLC  
8251 Greensboro Drive

Mclean, VA, 22102

Agile Tester April 2014-Augest 2014

* Working on the United States Citizenship and Immigration Services (USCIS) project to conduct immigration databases using Agile methodology. Tools used for this task involve GEMS and Basic SQL through Oracle Database Developer. Work entails creating test cases, test scenarios (scripts), and executing test cases.
* Collaborated on a task which entailed use of web metrics. Conducted analysis and reporting of how frequently users were visiting certain web sites. Eclipse, Java code, and Google API were used to capture and record traffic to a CSV extension file.
* Supported Denver 311 Web site utilizing Oracle Ready Now tool

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

Volunteer on Web site development team 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
* Participate in the design of the 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

Under the guidance of the USDA program manager and Blackstone’s project manager, worked on the project team tasked to upgrade USDA’s legacy Food and Nutrition Services website.

Main activities involved:

* Assisted in the tasks of planning, development, and testing of USDA’s web site pages (FNS.usda.gov) to support USDA’s information dissemination programs for its Food and Nutrition Services.
* Utilizing the provided templates and guidelines to interview, discuss, gather, and clarify user requirements, test scenarios, test cases, and testing outcomes to be achieved for the target site. Populated requirements in the traceability matrix.
* Utilized Drupal 7 as a platform in design and migration of contents from the USDA’s legacy to target site.
* Utilized XAMPP and MySQL to store media and content related files for the target website.
* Agile development techniques were practiced with daily Scrum sessions to demonstrate site development progress, overall status, issues, and resolutions.
* Performed content migration which entailed verification of design layout, data cleanup, and page reformatting.
* Developed UML Use Cases, Activity Diagrams, and Sequence Diagrams to design testing strategy. Testing of the page to be published in the new environment also 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, such as,  PDFs, DOC, XLS, PPTs, etc. This validated the new page is in compliance with the user requirements as well as meets 508 standards where required.
* Tested the bug fixes and utilized Git program to push the changes to the Git repository.
* Administered Drupal user accounts, privileges, roles, and etc.
* 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.
* Installed 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 – July 2014

Volunteer:

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

* Meeting with the SFV Board members to gather new requirements
* Utilize Drupal to change and test new web pages and add required functionality
* Manage content including, Calendar, forms, and events’ promotion and publicity
* Mobilizing the site by using a QR Scanner
* Other activities included - selected the ISP provider for SFV and designed and configured a secured WiFi LAN that utilized Anti/Virus software and firewall configurations to secure the network
* Configured laptops for special events
* Troubleshot computer problems

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 Online Book Store (OBS) website improvement requirements, developed requirements traceability matrix, and documented and presented how proposed OBS web site improvements will streamline business process as well as improve user’s interaction with the site.
* Leveraged web design tools to prototype the GPO OBS website pages. Utilized Adobe Dreamweaver and Frankenstein Model/Wire-framing to develop the blueprints. These artifacts helped in enhancing communications with users, project manager, and OBS contractor.
* Utilized Drupal to prototype the website improvements and utilized basic Cascading Style Sheet (CSS) and HTML for site content and functionality.
* Scanned, cleaned, and resized images to be inserted for publishing on the GPO Bookstore Testing site.
* Utilized photo editing tools, such as Adobe ® Photoshop, Paint.NET, and other open source software. Other tools that assisted in this process included Fireshot, Visio, Access, MS Projects, Excel.
* Utilized Agile strategy to help users visualize how improved OBS users will experience the site interaction. Performed application testing (beta site) to ensure program changes are functional and are in compliance with various standards included 508 standards. Developed test cases, test scripts and test scenarios. Tracked UAT issues/bugs and prepared reports. Used SmartSheet document bugs (issues) with the GPO testing site and coordinated fixes with the contractor.
* Performed data analysis and required research for the data entry effort to support eBooks ISBN format conversion.
* Gathered data to conduct business information analysis and publications’ pricing comparisons. Validated data quality and updated SharePoint databases with publications inventory, pricing, and metadata.
* Developed required reports from external legacy data present on the Mainframe.
* As required, performed user level SharePoint administration and 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.
* Was the focal point for students to get all their financial aid questions and inquiries done, and problems resolved.
* Researched and communicated Veterans’ GI Bill benefits, certification, compensation, and delinquency issues to the Department of Veteran Affairs.
* Created and maintained student logs of various actions and issues. As required contacted students to assist them in completion of the application or problem resolution.
* Securely filed veterans and other students’ financial aid documents and constantly organized these documents for faster physical searches.
* Communicated with various financial institutions providing student loans.
* Logged, organized, and maintained necessary data and prepared weekly financial aid reports providing student and financial metrics. Communicated such reports to the management.
* Maintained and complied with all University policies and procedures to maintain integrity in students' confidential information.
* Researched and communicated Veterans’ GI Bill benefits, certification, compensation, and delinquency issues to the Department of Veteran Affairs.
* Responded to customer calls for any questions or concerns they had about their Financial Aid/GI Bill Benefits
* Participated in the design of user interface for the new Oracle based Strayer University web pages.

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