Job Announcement Number: 14-1164190-TM

**Shaan S. Taneja**

8615 Cross Chase Ct., Fairfax Station, Virginia 22039

[Shaan.Taneja@yahoo.com](mailto:Taneja@yahoo.com)

(703) 899-1955 (Cell) (703) 690-7258 (Home)

**Objective:** Seeking a professional career position in an organization where I can grow and utilize the organizational, planning, collaboration, communicational, researching, team building, social media, web site development, and other technical skills I have acquired during my 6 years of customer service support experience, over 3 years of collective paid and volunteer technical internships experience; designing and publishing multimedia web content; 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); most Browsers (IE, Firefox, and Chrome); Web Design (XHTML, Basic Adobe, Flash, Drupal, basic CSS, JAVA, Eclipse, basic PHP, Dreamweaver, XAMPP and Wamp Servers, Vagrant, and Aquia Dev Desktop), Photoshop; Fireshot; 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**

Opus Group LLC  
8251 Greensboro Drive

Mclean, VA, 22102

Associate Technical Consultant April 2014-Current

Currently receiving on hands training while supporting various OPUS Group projects, such as, researching, gathering, validating, and publishing data both in written and visual forms on the Citizen Service Center Solution 311 project. Also, coordinating and collaborating with OPUS employees and management, a research and reporting task to gather and validate data that triggers a nightly database update to communicate and publish a report showing user visit counts to selected web sites. Microsoft Office and Google API tools are being used to support this task.

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

Volunteer Drupal Developer/Business Analyst February 2014 – Present

* Researching, gathering, cleaning, and validating data for the Drupal based Hope One Source website
* Migrating researched and validated data content from Original Hope One Source Site to the target site. Task requires coordination and collaboration to firm up the content resizing and new location of the target web page.
* Creating and editing the logo
* Researching and publishing embedding videos on the web site
* Gathering user requirements to design Contact Us module to facilitate 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

Assisted in the tasks to upgrade USDA’s Food and Nutrition Services web site (FNS.usda.gov)

Main activities involved:

* Interviewed users to gather and clarify requirements for the target site. Communicated requirements to web site developers by populating the traceability matrix.
* Performed content migration. Drupal 7 was used and task required design layout, data clean up, web page reformatting, and page testing. Agile development techniques were practiced with daily Scrum sessions to coordinate, collaborate, and demonstrate site development progress, overall status, issues, and resolutions.
* Published and communicated outcomes of the bug fixes testing. 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.
* Tasked to 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 ([(www.sfova.org](http://www.sfova.org)) site manager in performing various site related public relations activities such as:

* Interact with temple board members to assist in preparing and distribution, on as needed basis or periodic religious content via printing, networked projectors, televisions, Facebook, and web site (www.sfova.org).
* Assisted in remotely administered link set up to publish daily messages and alerts on temple TVs and web site.
* Manage content including, Calendar, forms, and events’ promotion and publicity

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 Bookstore 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.
* Populated Google database to hold Online Bookstore publications. The task required cleaning and resizing pictures and publishing pictures.
* 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.
* Communicate verbally, in writing, and visually through social media and other meeting tools with various financial institutions to discuss student loans related requirements, issues, and resolutions.
* Planning, promoting, and coordinating various student information programs. It involved meetings and electronic forums organized to communicate and publish financial aid related school and government policies, helping students in streamlining their financial-aid application process, and supporting admission office activities. All published materials and communications were edited and proof read prior to submission.
* Assisted in preparation of weekly and monthly management communications to be shared university-wide.
* Create reports and other communication products to inform school administration officials and students of changing financial aid policies, notices, events, programs, news, etc.

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