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| **Shaan S. Taneja**  8615 Cross Chase Ct., Fairfax Station, Virginia 22039  [ShaanPaul86@yahoo.com](mailto:ShaanPaul86@yahoo.com)  (703) 899-1955 (Cell) |

**Objective:**  As a recent college graduate, seeking an Information Technology (IT) related position where I can expand upon my 2 years of shift supervisor, 6 years of customer support, and paid IT internship positions.

Career Summary

* Two years of experience working in all aspects of Systems Development Life Cycle.
* Two years of experience in Project Coordination requiring capturing new business requirements, conducting requirements analysis, business process analysis, design to upgrade website pages, modified website pages and back-end databases, tested pages and associated databases, and published web sites.
* Experience in downloading, configuring, and administering Oracle 10g and 11g.
* Experience in developing standard office procedures, quality check guidelines, and user training manuals.
* Experience in conducting meetings with different teams and escalating issues to the upper management.
* Able to identify and implement improvements to enhance system accuracy, consistency and efficiency.
* Excellent in time management and ensuring deadlines are met.
* Excellent understanding of PMBOK prescribed project management guidelines.
* Excellent communication skills and a good team player.
* Highly motivated, self-starter, and self-learner with ability to develop proficiency and adapt to new technologies and methods quickly.

**Education**:

Strayer University, Alexandria, Virginia, October 2011- Current (Completion – June 2013)

Masters of Science in Software Engineering

Strayer University, Alexandria, Virginia; July 2008-June 2011

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

Northern Virginia Community College; August 2005-June 2008

            Major: Information Technology

**Tools and Languages:**Microsoft Windows XP/Vista/7/8 and Linux Operating Systems; Microsoft Suits 2007/2010 (Word, ACCESS, Excel, Power Point, SharePoint, Visio, and Projects); SQL/Plus & PL/SQL, and Oracle Enterprise manager; IE Browser (Version 9/8/7) and Firefox xx/19; Web Design (XHTML, Basic Adobe, Flash, Drupal, and Macromedia Dreamweaver), Photoshop; Fireshot; and Bug Tracking (SmartSheet and Godzilla)

**Recognitions:**

           Honors List (Strayer University)

           Exceptional Customer Service Recognition (Strayer University)

           Recognized at GPO for excellence

**Work Experience:**

Sikh Foundation of Virginia

7250 Ox Road

Fairfax Station, VA 22039 April 2013-current

Intern:

* Assisting the SFV site manager in performing all site related activities
* Helping in selection of Internet service for the organization and establishing organization Wi-Fi network
* Using Drupal (Version 7) Content management tool to maintain the web site (sfova.org)
* Meet with SFV Board members to gather new requirements, analyze requirements, translate these requirements into technical specifications, and develop a plan to design, code, and implement changes to the web site. The plan with associated design artifacts is shared with SFV site manager and upon his concurrence the work starts.
* Utilize Cascading Style Sheet (CSS) and HTML for site content and functionality
* Have full control to manage site, Calendar, site forms, organization events’ promotion and publicity, site users, site email lists, and site generated alerts

United States Government Printing Office

732 North Capital Street

Washington, DC  20002         May 2012 – September 2012

  December 2012 – January 2013

May 2011 – September 2011

Student Intern:

* Gathered data to conduct business information analysis and publications’ pricing comparisons. Validated data quality and updated SharePoint databases with publications inventory, pricing, and meta data.
* Performed required research and data entry effort to support ISBN format conversion.
* Developed test scripts and test scenarios. Coordinated the testing activity. Tested the consistency and analyzed quality of mainframe resident publications data. Tracked UAT issues/bugs and prepared reports. Used SmartSheet to locate bugs (issues) with the GPO testing site and coordinated fixes with the contractor. All identified changes were submitted to Configuration Management for proper Change Management and Change Control Board approval process.
* Leveraged web design tools to prototype the GPO Online Bookstore Website pages. Utilized Adobe Dreamweaver and Frankenstein Model/Wire-framing to develop the blueprints. These artifacts helped in communications with users, system architects, and project manager. Utilized Agile strategy to help users visualize how Online Bookstore users will experience the site interaction.
* Utilized Drupal to create the website improvements to show improved functionality. Tasks involved daily interaction 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.
* Also utilized tools such as, Fireshot, Microsoft SharePoint, Visio, Dia, Access, MS Projects, Excel. Scanned Images to be inserted on the GPO Bookstore Testing site. Resize to be published images using photo editing tools, such as Adobe ® Photoshop, Paint.NET, and other open source software.
* Developed required reports from external legacy data present on the Mainframe.
* As required, performed user level SharePoint administration.

BuzzGarage        October 2011-January 2012

Intern:

* Conducted numerous web searches to research and compare features, traffic patterns, and website ratings of competitive sites.
* Utilized Microsoft Excel to populate the collected data and model scenarios to facilitate comparisons.
* Followed the UML based methods using Visio to create: Use Cases, Activity Diagrams/State Chart Diagrams, Sequence Diagrams, and Collaboration Diagrams.
* Documented monthly status reports for enhancement and modification requests for the development team to assist them in efficient tracking and monitoring of open issues of the project

Strayer University

2730 Eisenhower Avenue

Alexandria, Virginia 22314                                                               July 2008- July 2010

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

* Served as a Financial Aid Officer and a Veteran Certifying Official by assisting veterans and other students applying for admissions and financial aid.
* Researched, wrote, and edited information to be communicated to the Department of Veteran Affairs regarding veterans’ GI Bill benefits, certification, compensation, and delinquency issues.
* Responsible to maintain, organize, and analyze financial and tax data.
* 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.
* Maintained and complied with all University policies and procedures to maintain integrity in students' confidential information.

Pizza Hut

Northern Virginia Stores                                                                      2003 – October 2007

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

* Order taking, resolving customer Issues, supervise, dispatch, and train employees
* Manage money and inventory
* Trained new employees

Fairfax County Electoral Board

Office of Elections

12000 Government Center Parkway, Suite 323

Fairfax, Virginia 22035                    2004 – Present Election Officer (Once or twice a year):