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**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 skills and training I have acquired during my 2 years of shift supervisory experience, 6 years of customer service support experience, over 2 years of collective paid and volunteer IT internships experience, 6 months of IT consulting, and my education.

**Career Summary:**

* Strong analytical and problem solving skills while conducting business analysis, process streamlining, and system related activities
* Experience in requirements gathering; developing test plans, test cases, user training manuals, and quality guidelines; and developing standard operating procedures
* Experienced with Agile software development techniques and participated in daily SCRUM sessions
* Design and development of Websites with wire framing tools, Drupal, CSS, and HTML
* Comparative analysis of websites for content, traffic type, and Google ratings
* Strong communication skills and a good team player with experience in conducting meetings with different teams and escalating issues to the upper management.
* Highly motivated, detail oriented, self-starter, and self-learner with ability to develop proficiency and adapt to new technologies and methods quickly.

**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; July 2008-June 2011.

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

**Tools & Languages:**

Microsoft Windows XP/Vista/7/8 and Linux; Microsoft Suits 2007/2010/2013 (Word, ACCESS, Excel, Power Point, SharePoint, Visio, and Projects); SQL/Plus & PL/SQL, and Oracle Enterprise manager; most Browsers; Web Design (XHTML, Basic Adobe, Flash, Drupal, basic CSS, basic PHP, and Dreamweaver), Photoshop; Fireshot; Bug Tracking (SmartSheet, Godzilla, and Jira), Git, Go ToMeeting, and Survey Monkey.

**Recognitions:**

-Alpha Chi Nation Honor Scholarship Society (Strayer University)

-Honors List (Strayer University)

-Exceptional Customer Service Recognition (Strayer University)

-Recognized at GPO for excellence

**Work Experience:**

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 development and testing of USDA’s Food and Nutrition Services new web site (FNS.usda.gov).
* The task involved requirements gathering for the target site and developing requirements traceability matrix; developing UML based Use Cases, Activity Diagrams, and Sequence Diagrams; and content migration (design layout, clean up, reformatting, and testing).
* Utilized Drupal 7 as a platform to design and migration of contents from the USDA’s legacy site to USDA’s target site.
* Utilized Agile development techniques 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, such as,  PDFs, DOC,XLS, PPTs, etc. This validated the target pages were in compliance with the user requirements.
* Jira program was utilized by users to report bugs and issues. The development team worked with the users to prioritized bugs/issues needing immediate attention. Used various PHP, CSS and HTML codes to solve issues with the site.
* Tested the bug fixes on the local environment before using Git program to push the changes to the Git repository.
* Tasked to set up, administer, and promote various in-house Brown Bag presentations using Go ToMeeting. Conducted post-meeting assessment through Survey Monkey.

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 all site [(www.sfova.org](http://www.sfova.org)) related activities as assigned by the Site manager
* As required, interviewed with various SFV Board members to gather new requirements, analyze requirements, translate 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.
* Using Drupal (Version 7) Content management tool to maintain the web site.
* Promote content on the website, as well as on social media(Facebook and Twitter)
* Have full control to manage site contents, Drupal Calendar, forms, and organization events’ promotion and publicity. Administer site users, site email lists, and site generated alerts.
* Resolve problems and issues by conducting necessary research
* Conduct full functional and regression testing of the SFV site to ensure all requirements have been incorporated and meet the required quality.
* Utilizing QR scanner, provided capability to mobile enable the SFV site.
* Selected the ISP provider for the temple and set up a secured hybrid LAN.
* Helping SFV in various programs such as youth Jeopardy competition, registering students for the Summer Camp, preparing and serving food for the homeless, and volunteering at the local area food bank.

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
* Communicated with users and technical staff while developing website blueprints
* Documented and presented improvements to existing Online Bookstore business processes as part of business process streamlining process.
* Perform application testing (beta site) to ensure program changes are functional and are in compliance with various standards. Developed test cases, 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 document 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.
* Utilized basic Cascading Style Sheet (CSS) and HTML for site content and functionality.
* 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. Gathered data to conduct business information analysis and publications’ pricing comparisons. Validated data quality and updated SharePoint databases with publications inventory, pricing, and metadata.
* Performed data analysis and required research for the data entry effort to support eBooks ISBN format conversion.
* Developed required reports from external legacy data present on the Mainframe.
* As required, performed user level SharePoint administration.

Strayer University

2730 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.
* 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):

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

Fairfax County Electoral Board - 2004 – Present

Election Officer (Once or twice a year)