**Shaan S. Taneja**

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**Objective:** Seeking a responsible professional career position in Information Technology where I can expand upon my 2 years of shift supervisory experience, 6 years of customer service support experience, 2 years of paid and volunteer IT internships experience, and my MSIS degree (4.0 GPA).

**Career Summary:**

* Experience in working with a team (of 4-5) members
* Ability to apply strong analytical and problem solving skills to any assigned task.
* Utilize various resources to find solutions to problems.
* Experience in developing standard operating procedures, test plans, test cases, user training manuals, and quality guidelines identifying improvements to enhance business process and, system efficiency.
* Two years of full-time experience as a Financial Aid and Veterans Certifying official with full accountability while helping students in all aspects of their financial aid process from application to completion along with resolving any issues.
* Excellent 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; and Bug Tracking (SmartSheet and Godzilla)

**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:**

Sikh Foundation of Virginia

7250 Ox Road

Fairfax Station, VA 22039 March 2013-current

Intern:

* 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
* 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)
* As required, meet with 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.
* Have full control to manage site. It includes all site contents, Drupal Calendar, site 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
* Testing all parts of the website to ascertain the modules functions properly.
* Conduct full functional and regression testing of the SFV site to ensure all end users requirements have been included and required quality is achieved.
* Analyzed requirements to mobile enable SFV site by developing a QR code to present content on the mobile devices. A prototype has been completed and presented for approval on the Beta site.
* Tasked to assist in bringing broadband network connectivity. Presently considering and communicating with Dish Network, COX Cable, HughesNet, Verizon, and other various Cellular service providers. After a provider has been selected, an organizational Wi-Fi network will be set up.
* 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

Student Intern: December 2012 – January 2013

May 2012 – September 2012

May 2011 – September 2011

* 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.
* 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.
* 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.
* Utilize basic Cascading Style Sheet (CSS) and HTML for site content and functionality.

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 status reports 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):
* 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.
* Utilized office equipment in support of Financial Aid office activities. Had to troubleshoot technology & equipment problems or communicated with equipment vendors for an expeditious maintenance.

Pizza Hut

Northern Virginia Stores 2003 – October 2007

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

* Acted as a Coach, Counselor, trainer, and a Motivator for the team in achieving sales goals
* Prepared team schedule (employees/drivers) and monitored employees
* Build relationships with new and existing customers
* Investigate and resolved customer problems/complaints
* Set up monthly goals for the team
* Contacted vendors to reorder inventory
* Conducted inventory and recorded it in the store’s inventory system
* Handled deposits of large volumes of cash

Fairfax County Electoral Board - 2004 – Present

Election Officer (Once or twice a year)