# **Sikander Soomro** | Sr. Director Level • IT/QA

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***Software Development & Project Management • Release Management • Quality Assurance • Process Management \* Risk Management • IT Infrastructure***

Goal-driven Sr. IT Director with over 14 years of experience in Information Technology. Self-motivated leader with expertise in all phases of the Software Development Life Cycle (SDLC), Database Management and IT infrastructure. Innovative spirit, strong leadership skills and a profound commitment to organizational growth. Proven track record of productivity and diversity. Accustomed to managing multiple projects and priorities in fast-paced environments. Proficient in developing project management, communication, and presentation to key stakeholders at all levels, developing project metrics, and negotiations, with great analytics and customer service skills with a strong team commitment. Proficient problem-solver who envisions business and technical perspectives to develop workable solutions. Well regarded by peers and managers for resourceful problem-solving abilities, great team player with the ability to work independently.

**Agile & Waterfall methodologies Development • Database design and management • Business process improvement/ Business Requirement Management • Machine Learning • Data Analysis and Visualization • AWS • Microsoft Azure DevOps• Microsoft Azure Portal • Microsoft Azure Active Directory • Angular • Python • Web Development • Modern React, Hooks and Redux Development • Mainframe Testing • Web Services & API SOAP, RESTful, SOA, EAI, ESB WebSphere MQ, and Middleware testing • Defect Management • HP Quality Center / Application Management • automation framework • Selenium WebDriver • Appium • Resource Planning • Project Forecasts • Project Planning • Test Estimation • End-to-End Testing • Systems Development Life Cycle (SDLC)**

**Certification Summary**

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| --- | --- |
| * Microsoft Certified Azure Fundamentals (AZ-900) * Microsoft Certified Azure Administrator Associate (AZ-104) * Microsoft Certified Azure Solutions Architect Expert (AZ-305) | * AWS Certified Cloud Practitioner (CLF) * AWS Certified Solutions Architect Associate (SAA-C03) * AWS Certified Solutions Architect Professional (SAP-C02) |

**Professional Summary**

* Proficient In QA resource management, project management, and software development and testing utilizing Agile/Scrum, Waterfall, and DevOps methodologies.
* Well experienced with leading testing efforts in all phases of the Software Development and Testing Life Cycles (SDLC/STLC).
* Demonstrated excellent cross-functional leadership in high-pressure, challenging, and deadline-driven environments.
* Proficient in developing, building, and optimizing a Management Framework for all aspects of people management like performance tracking based on facts and figures, training and personal development plans, recruiting high-skilled talent, working on the attractiveness of jobs and work location, retention plans, etc.
* Demonstrate project management skills utilizing Agile/Scrum software development practices, and effective work collaboration with Product Owners and Scrum Masters. Managed complex projects with global implementation, and rapidly evolving requirements.
* Influence the continuous improvement of the software development process to ensure high-quality, robust software development work products via metrics and software processes.
* Manage budgeting, forecasting, planning, and deployment for advancing Service Management including Databased management, incident management, production support management, and change management capabilities.
* Technically strong with deep familiarity with software engineering, product management, and product design best practices, including but not limited to business requirements, Application development, database design, data privacy standards, Testing QA best practices, etc.
* Experience in earning trust in internal and external relationships, and at all levels of the organization. Challenges the status quo to improve a team's productivity, effectiveness, and culture without burning bridges.
* Proficient in capacity planning in Waterfall and Agile development methodologies. Hands-on experience in Developing, Test automation frameworks and manual QA testing best practices.

Healthteam Advantage, greensboro nc (Remote) **Jan 22, 2019- Present**

**Sr. Director of IT-QA**

Sr. Director IT accountable for communicating, planning and providing leadership for the company’s information technology, which includes providing direction on the design, Development, Testing, implementation, and maintenance of information systems, network architecture, and security that supports the core functions of the company’s needs and goals

* Overseeing whole IT Department, including budgeting and forecasting, and Managing IT resources DBA, BA, Dev, QA, and UAT Tester by organizing resources and establishing priorities to deliver better software and workable solutions.
* Provide leadership to the Organization to respond to business opportunities/challenges, new technologies, legislation, and other environmental factors. Oversee analysis of issues or needs and review recommended solutions. Assess the impact of strategic business and technical changes on the environment.
* Provide leadership and technical guidance to test teams and take accountability across multiple functions.
* Analyze and make specific recommendations on usability/functionality improvements that can be integrated into business processes.
* Develop and administer performance reviews with measurable goals. Provide opportunities for staff to maintain current industry knowledge.
* Creates a test approach, identifying the scope of testing with a risk-based approach for each feature or scope of work in a project effort identifying test environments, dependencies, and constraints, prioritizing test cases, and scheduling time for the testing.
* Deploy or execute job streams for creating test beds as appropriate, design test scenarios, author test scripts, execute tests, and track defects to certify that applications meet the approved system requirements.
* Build and maintain internal and external relationships at all levels from Vendors and IT teams to executives.
* Managing and maintaining the Defect management process by Defect Discovery, Categorization, Resolution, Verification, Prevention, Deliverable Baseline, Closure, Reporting, and Process Improvement
* Proactively select, develop, and retain technically strong and service-oriented staff and set Objectives and goals and, conduct performance reviews for each team member. Conducting Daily Stand-ups and Sprint Retrospectives
* Set realistic goals for team members in order for the project to be finished on time and provide guidance to team members to encourage work productivity.
* Ensure appropriate controls are in place to meet or exceed regulatory, compliance, and security requirements.
* Developing and driving programs or projects with aggressive schedules using Multiple SDLC methodologies such as Agile & Waterfall methodologies.
* Create a software Development Strategic Plan, monitor, and manage all developer, BA, and QA team members throughout the lifecycle of a project.
* Create Projects in Azure DevOps and manage Boards Work items, Bugs, Epic Features, Issue, Tasks, Test case, and user story creation with sprint oversight
* Microsoft Azure DevOps CI/CD to manage the project from start to finish. Create Branches, Pull requests and pushes in Repos Azure DevOps.
* Delivered against deliverables related to software development and data manage by establishing technical objectives, resource ramp-up/ramp-down decisions, resource allocation, capacity planning, estimation, assigning tasks, managing resource and execution goals.
* Planned and manage various types of application development-related projects from design to production and provide solutions for business needs.
* Develop an overall strategy for the business and technical applications to enable growth and ensure the compatibility of systems and strategy across the entire organization.
* Strong working knowledge of HIPAA, FDA regulation CFR Part 11, and Privacy rules and technical remediation for security incidences of non-permitted disclosures and potential breaches of member, provider, employee and vendor data.
* Creating and monitoring data security tools (Health Insurance Portability and Accountability Act (HIPAA) Security Rule), and secure data transfer protocols.

Gateway health Plan, Pittsburgh PA **July 2018-Jan 2019**

**Sr. IT Manager QA**

Overseeing and monitoring application software development management for Health Plan IT projects. Creates plans and manages activities, within an assigned unit/area. Assesses the viability of current direction/projects/operations and recommends strategies and tactics to satisfy current and future business needs. Foresees organizational impacts and understands the procedures associated with introducing new technologies. Leads team in the areas of scheduling, direction, future planning, and standard practices. Monitors and controls quality while actively seeking opportunities for improvement. Establishes and meets scheduled milestones for deliverables.

* Managing team of 25 resources BA, Dev, QA, and UAT Tester by organizing resources and establishing priorities to deliver better software and workable solutions.
* Identify issues and recommend solutions and communicate effectively with all levels of the Organization.
* Plan, evaluate, and improve the efficiency of business processes and procedures to enhance speed, quality, efficiency, and output.
* Prepare written procedures, policies, reports and correspondence collaborate and negotiate with departments corporate-wide.
* Collaborate with company customers, staff, IT colleagues, and other stakeholders in identifying customer requirements, assessing impacts to other areas, considering available options, comparing costs and benefits, and recommending solutions.
* Create a presentation and present concept to clients, tailoring the presentation to audiences of varies levels, subject knowledge, and size.
* Implement recommendations solutions and ensure the client receives the necessary assistance to carry out solutions.
* Liaising with clients to keep them informed of progress and to make relevant decisions. Advise clients on options, risks, cost vs benefit, impact on other business processes and system priorities.
* Plan the testing approach, details, effort, and schedule on ecommerce Solutions Chase for Business.
* Create test strategy to make sure online business running smoothly with the experience and security of a leader in eCommerce payments processing for ecommerce’s business clients.
* Ensure continuous improvement of processes and delivery of results within the assigned unit/area. Organize, direct and coordinate cross-functional activities including staff not under direct managerial control.
* Encourage innovation and focus resources to ensure the successful delivery of desired results. Apply quantitative risk assessment to the team's assignments to understand potential threats and the probability they will occur.
* Lead team in mitigating risks and applying appropriate contingency plans to ensure minimal impacts to customers.
* Provide leadership to the Organization to respond to business opportunities/challenges, new technologies, legislation, and other environmental factors. Oversee analysis of issues or needs and review recommended solutions. Assess the impact of strategic business and technical changes on the environment.
* Hands on coding in JS, Ract, HTML, CSS and SQL database.
* Foresee organizational impacts and understand the procedures associated with introducing new technologies, while seeking ways to collaborate with other teams outside the area of responsibility to facilitate transitions.
* Optimize the utilization of resources by applying appropriate concepts, technologies, and workflows.
* Accept direction and provide leadership to develop/maintain a high-performance work team.
* Respond to feedback and champion process improvement initiatives by empowering their team to deliver quality services/products to internal and external customers. Implement solutions that are consistent with the organization strategic direction.
* Develop and provide input to skills assessment and oversee personal development plans as it relates to career development.
* Coach, manage and develop employees by establishing clear goals, expectations, and strategies for employee performance.
* Develop and administer performance reviews with measurable goals. Provide opportunities for staff to maintain current industry knowledge.
* Provide opportunities for employees to build collaborative relationships with customers. Conduct Departmental Management planning and administrative functions.
* Responsible for Departmental budgeting and fiscal responsibilities. Manage teams that span geographic areas or functional areas.
* Ensure compliance with corporate standards, policies, and regulations (SOX, SSP, DIACAP, PHPLC, etc.).
* Establish and use metrics as a tool to benchmark and improve operational excellence Develop and implement short-term and long-term departmental plans. Consult and evaluate vendor solutions where appropriate.
* Manage all system testing activities to validate the rollout of the new functionality of the system.
* Participate and direct change management procedures to support accurate data documentation and process flow supporting the reporting requirements.
* Plan, monitor, and manage all QC and testing activities throughout the SDLC of a project for the quality assurance analysts.
* Delivering against deliverables related to developing QC work plans, establishing technical objectives, resource ramp-up/ramp-down decisions, resource allocation, capacity planning, estimation, assigning tasks, managing resource and execution goals

*Environment*: Java, J2EE, IBM Mainframe, VB, and VB scripting Windows, HP Suite ALM, Toad, SQL Editor, FTP, SQL, DB2, SAS EG

The clearing house, Winston Salem NC **March 26, 2018 – Jun 29, 2018**

**Sr. QC Engineer**

Worked on the Mainframe Migration project, where legacy CHIPS and settlement systems are being migrated from mainframe to a new platform built-in java-based technology. Prepare test plans through characterization of testing evolutions - system, integration, functional, performance, regression, and user acceptance testing to improve product quality by implementing structured testing processes and tools.

* Plan the testing approach, details, effort, and schedule including the order and precedence for running application test scripts. developing timeline estimates for completing test cycles within a project plan.
* Plan, monitor, and manage all QC and testing activities throughout the lifecycle of a project for the quality assurance analysts.
* Delivering against deliverables related to developing QC work plans, establishing technical objectives, resource ramp-up/ramp-down decisions, resource allocation, capacity planning, estimation, assigning tasks, managing resource and execution goals
* Creating and maintaining a library of test scripts to validate the function of proprietary and third-party applications in **ALM**. Developing scripts from a combination of vendor documentation and / or internally developed specs.
* Track and verify defects and fixes across platforms, products, and releases. Working with the cross-functional groups to support User Acceptance Testing prior to production. Participate in the review of current operational issues and their resolution.
* Review application failures and update the testing scripts with the goal of preventing future production failures.
* Performing regular regression, failure, performance, capacity, and volume tests to ensure the applications and systems can adequately meet SLA criteria for uptime, accuracy, resiliency, and throughput.
* Participate in project team meetings, department meetings, status reporting, time tracking, estimating, and issue resolution efforts.
* Assisting in the timely administration and completion of QC-related ITSM requests.
* Participating in regular cross-functional meetings to review proposed implementations

*Environment*: Java, J2EE, IBM Mainframe, VB, and VB scripting Windows, HP Suite ALM, UFT, Toad, SQL Editor, SoapUi, Webservices, IBM Connect Direct, WebSphere/MQ Series, FTP, SQL, DB2, .Net, Linux, AIX

JP Morgan chase, Tampa FL **May 10, 2010 – March 23, 2018**

**Sr. QA Manager**

Worked on various projects such as Sanctions Firosoft, GSM, GFC, etc., As QA Test Manager to build a testing team of professionals with appropriate skills, attitude, and motivation and provided training and tools required for their professional growth. Improved product quality by implementing structured testing processes and tools through improved quality, reliability and system performance.

* Manage and Develop a team of 20 Dev, BA and QA Analysts, geographically distributed teams (including offshore), and collaborated effectively with a wide variety of technical, functional and management staff and delivered end-to-end technology implementation solutions.
* Plan, monitor, and manage all Dev, BA and SQA with business requirement gathering and testing activities throughout the lifecycle of a project.
* Proactively select, develop and retain, technically strong and service-oriented staff and setting Objectives and goals and conduct performance reviews for each team member. Conducting Daily Stand-ups and Sprint Retrospectives
* Delivered against deliverables related to developing QA work plans, establishing technical objectives, resource ramp-up/ramp-down decisions, resource allocation, capacity planning, estimation, assigning tasks, managing resource and execution goals
* Leading review sessions of business requirements and design documents to ensure that software changes are understood to facilitate testing.
* Work with Product Owners and Business Customers to define Conditions of Satisfaction and Specifications with examples that are then used throughout the Testing lifecycle to ensure requirements are met. Day-to-day management of project automation resources and activities including identification of new and modification of existing test automation tools/deliverables/processes, assignment and leading all test automation activities, oversight of all automation initiatives.
* Monitor and advise on how the quality management system is performing and publishes data and reports regarding company performance against set indicators.
* Validated Sanction screening data using FIrcoSoft Filtering applications Fircosoft Message Filter (FMF), FFF Classic, Fircosoft File Filter (FFF), Fircosoft Online (FOL), FofTest Automation (FOF) FMM and FML Fircosoft Utilities)
* Validated FFF application Data transfer via Connect Direct for Processing on the Fircosoft.
* Validated GFP, FTS, MHS, IACH, LVB, ACH transactions over the MQ (ISO 20022) to Firco Message Filter FMF for sanctions filtering
* Ensure the team has the right tools to develop and support the quality product. As well as test planning, test creation, test and defect management, automation, Performance and audit trail.
* Define scope, objectives, manage test schedules, track and monitor the distribution of work & effectively communicate test progress. Work with application support, software developers, and project managers to implement best practice testing methodologies. Coordinate the use of testing environments, including setting priorities and resolving conflicts. Promote quality achievement and performance improvement throughout the organization.
* Ensure the team has the right tools to develop and support the quality product. As well as test planning, test creation, test and defect management, automation, Performance and audit trail. Consult and collaborate with Configuration Management on QA current and future technological needs.
* Interact with Product Owners and Business Analysts to develop business level customer-facing tests scenarios.
* Ensure comprehensive test coverage exists by understanding the test scope and approach of dependent QA groups.
* Prepare test plans through characterization of testing evolutions - system, integration, functional, performance, regression testing, and user acceptance. Provide technical expertise, training, and mentoring to the Software Quality Assurance delivery team. Collect and analyze performance data and charts against defined parameters. Implementation of the automation framework for the regression suites.
* Ensure tests and procedures are properly understood, carried out and evaluated and that product modification are investigated if necessary. Created Projects, manage users, requirements, and scripts along with the daily status report in HP ALM. Monitor performance through gathering relevant data and producing statistical reports via custom real-time metrics available for all project initiatives in HP ALM. Created Test Case based on User stories and execute sprints. Manage the automation team in carrying out performance/load tests and checks.
* Enhanced UFT automation scripts with synchronization points, data table, parameterization and functions and executed regression automation scripts in UFT using HP ALM.
* Leveraging automation for business by replacing manual effort with automated solutions
* Created BPT Component for automation scripts in HP ALM to connect UFT for test execution.
* Setup Selenium automation framework
* Created automation scripts for UI validation in Selenium Web driver.
* Developed ETL test scripts based on technical specifications/Data design documents and Source to Target mappings. Worked with ETL groups and Acquisition team and business analyst for understating mappings for dimensions and facts
* Extracted source date and loaded to the target database in the ETL process.
* Used MS SQL Server Management Studio for Creating & executing SQL queries for testing the conversion & ETL process.
* Analyzed Source to Stage and Stage to Target mapping document based on Facts & Dimensions and validating the DDL, Counts, Not Nulls, Duplicates, PK & FK validation, business rules to be applied on target tables.
* Extensively used and developed SQL scripts/queries in the backend testing of Databases. Extracted data from various sources like Oracle, flat files and DB2 server. Perform backend validation by writing SQL statements on Oracle and SQL server databases.
* Developed Test Cases using WSDL, Schema files that define Web Service Request, Response, methods/operations, End Point of web service to be tested.
* Identify and mitigate project and/or test risks with escalation/delegation of issues to appropriate members of the project team.

*Environment*: Java, J2EE, SQL2005, XML, VB, and VB scripting Windows, HP Suite ALM, Teradata, UFT, Toad, SQL Editor, Mainframe, CA LISA, SoapUi, WinSCP, Webservices, Mirco Focus Reflection Desktop, RIT Pro ver.16, Selenium, GIT, JENKINS, Puppet

Bank Of America, Charlotte NC.(Mitchell Martin Inc) **April 04, 2010 – May 07, 2010**

**Sr. QA/BA Analyst**

The goal of the project was to enable BOA customers to use Merrill Lynch application using Bank of America SSO and Merrill Lynch Customer to use the BOA application using Merrill Lynch SSO login, a provided customer had an account in both.

* Initiate requirement gathering sessions with Business and functions users to create BRD and FR.
* Create a requirement traceability matrix to ensure the software development and testing coverage.
* Review business requirement and functional requirement with Developer, QA, UAT and all other stakeholders.
* Created high-level Test Conditions, Test Plans, Test Strategy documents per FRD, BRD, UI Spec, and Tech Design Doc
* Coordinated test execution and monitor test execution progress created weekly status reports
* Extensively used and developed SQL scripts/queries in the backend testing of Databases. Extracted data from various sources like Oracle, flat files and DB2 server. Perform backend validation by writing SQL statements on Oracle and SQL server databases.
* Managed requirements, Test Scripts and defects using HP Quality Center. Helped ensure resources are appropriately trained on testing tools and applications Attended daily status calls and defect calls Created test data and Execute test scripts document actual execution results in QC
* Assisted developers with defect resolution Performed Functional Testing on MME application. Attended project meeting Weekly provided test summary report.

*Environment*: C, C++, Java, J2EE, SQL2005, XML, VB, and VB scripting Windows, Mercury Quality Center

Gilbarco Veeder-Root, Greensboro NC (Systemtec Inc) **Sep 2009 – March 18, 2010**

**Sr. SQA Data Engineer Team Lead**

The project was aimed to implement Passport POS (Point of Sale) application.

* Worked as QA lead managing QA team size of 13 resources.
* Analyzed system requirements and involved in developing test plans, test cases and test schedules based on high-level and detailed designs.
* Involved in Business rules and use case documents review of different modules of the application.
* Involved in preparation of test data using Excel Sheet for End-to-End Scenario-based testing.
* Overall status reporting to all stakeholders (Internal & External)
* Follow and support Engineering processes with an emphasis on Kaizen Install and configure the software to be tested.
* Performed Functional Testing on the Passport POS application.
* Set-Up typical test sites and supporting equipment, Identify and track abnormal software/system behaviors within the tracking system.
* Performed Regression Testing after fixing a defect review documentation (user manuals, installation instructions, etc.)
* Extensively used and developed SQL scripts/queries in the backend testing of Databases. Extracted data from various sources like Oracle, flat files and DB2 server. Perform backend validation by writing SQL statements on Oracle and SQL server databases.
* Participate in spec and design reviews carried Out Knowledge Transfer Sessions on SQA
* Updated the test cases using TFS which acted as a repository. Created Reports using SQL Queries for negative and positive testing and data analysis. Participate in SQA planning of product feature coverage. Defects logged and Tracked by the TFS (Team Foundation Server) and Managed the reports through the Quality Center. Participates in a defect review meeting

*Environment*: C, C++, Java, J2EE, SQL2005, XML, VB, and VB scripting Windows, TFS, Quality Center9.2,

Wachovia, Winston Salem NC (FirstPlace Division Wachovia) **May 01, 2008 – Aug 2009**

**Sr. QA Analyst**

The project would enable customers of WACHOVIA Financial Institutions can transact deposits at ATMs. Also, enable customers to make WACHOVIA Home Mortgage, Home Equity, PCM and Wealth Management payments at Wachovia banking locations.

* Led a QA team of 7 resources coordinating activities on multiple projects, maintaining status reports, Issues Log.
* Coordinated the testing activity between client onsite team and off-site team.
* Involved in Business rules and use case documents review of different modules of the application.
* Reviewed and analyzed the requirement document for creating Test scenarios and Test cases.
* Worked closely with Business users, Business Analyst and developers.
* Determined test cases based on requirements and technical design and Develops and executes test cases/scripts
* Performed Functional testing on the Mainframe application using TPX, CICS, IMS, ADI, CDI and CSI.
* Used Share Point for FRD, BRD and traceability matrix.
* Performed Functional and SIT “System Integration testing” on the Mainframe Application using TPX, CICS, TSO IMS, CSI, ADI, CDI and VDRJWAC.
* Performed User acceptance testing to make sure the application works as per requirement specification.
* Performed Production Verification in CICS in order to validate product quality.
* Analyzed, reported and kept track of defects using Mercury Quality Center.
* Provided testing results and weekly status reports to the QA lead.

*Environment*: Mainframe, Mercury Quality Center and Windows Operating system

**Areas of Expertise**

***Banking:***

* Global Payment Application / Global Sanction/ Sanctions Fircosoft
* Admin Center/Global Fund Control (GFC)
* CIF Customer Inquire Facility/Customer Inquiry System (CIS)
* Quick Pay/Mobile Banking/Book Transfer
* Automated Clearing House (ACH)/Fedwire, CHIPS
* AML LCTR

***Medicare:***

* Appeals and Grievances
* Agents and Broker Commission
* Coordination of Benefits (COB)
* Drug Benefits and Covered Drug formularies
* LIS, Out-of-Pocket (OOP) and TrOOP (True Out-of-Pocket) medical expenses.
* Medicare Plan Benefits
* Medicare Secondary Payer (MSP)
* Member Eligibility, Coverage Profile, and Drug Usage Profile
* PBM (Prescription Benefit Manager) audits
* Plan-to-Plan (P2P) Reconciliations
* RAPS (Risk Adjustment Processing System)

***Medicaid:***

* CDJ (Cash Disbursement Journal)
* Provider Contracts (FFS, Delegated Vendors, and Capitation)

***Industrial:***

* POS (Point of Sale)
* Gas Pumps validation

**professional experience**

**Education & credentials**

SINDH University – Jamshoro Pakistan **2004**

**Bachelor of Computer Information Technology**

**Technical Acumen**

**Operating System:** Windows 7/2008/2003/XP

**Testing Tools:**

Mercury Quality Center, HP ALM, QTP Business Intelligence TFS (Team Foundation Server)

RequisitePro, ClearQuest, Selenium Web driver, Selenium ID, Rational Robot, RIT, Test Manager,

VMware, Bugzilla, IBM RIT Symantec, Ghost, LISA

**Web Servers:** MS IIS 7.0/6.0

**Programming Language:** C, C++, Java, Python, J2EE, SQL, XML, VB,

VB scripting

**Web Technologies:** ASP.net (4.0, 3.5, 3.0, 2.0 and 1.1), ADO.net, Web services, XSD, XML, CSS, ASP.net AJAX, AJAX Control Toolkit 4.x/3.x/2.x/1.x

**Mark-Up Language:** HTML5, CSS

**Statistical Analysis Tools:** SAS EG 5.1/4.x and SAS 9.2 for Unix

**Data Visualization:** Tableau 9.x

**Data Import Tools:** SQL Server Integration Services 2008/2005,

**Database Access tools:** SQL Server Management Studio, Toad for Oracle 10.6 and Toad for Data Analysts 2.7

**Database:** SQL Server 2008/2005/2000, Microsoft Access and Oracle 10g/9i/8i

**Packages:** MS Office 95 to 2014

**Networking:** TCP/IP, IPSec, VPN, Active Directory, User policy, DNS

**Document Methodologies:** UML, Rational Unified Process (RUP), Spiral model, Rapid Application Development (RAD), Waterfall model, LEAN