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## Summary of Qualifications

Twenty-four years of experience in the IT field, with extensive knowledge in managing multiple projects, teams, and personnel.

Strengths:

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| --- | --- | --- |
| **Technical Skills** | **Project Management Skills** | **People Management/Soft Skills** |
| * Creativity and Innovation * Critical thinking * Strategic planning * Streamline processes * Develop road-maps * Evaluate and plan migration strategies to Cloud * Communicate technical ideas in simple terms * Troubleshooting Techniques * Hands-on Solaris, Linux * Data mining (Power BI) | * Project Management (Agile, Waterfall and Hybrid) * PMP and ITIL framework * Planning (Project and Budget) * Schedule Management * Communications * Stakeholder Engagement * Meetings Management * Process Improvement * Decision Making * Attention to Detail * Business Process Automation * Vendor Management * Contract Transition | * Leadership * Develop and build teams (local and remote) * Collaboration * Conflict Management * Delegation * Negotiation * Listening * Motivation * Mentoring * Problem solving * Accountability * Employee recognition * Employee retention |

**Education:**

M.S. Computer Science, University of San Francisco, USA

M.S. Statistics, University of Madras, India

**Certifications and Recognitions:**

PMP, ITIL v4, AWS Solutions Architect Associate

Twice awarded prestigious, company-wide recognition for Outstanding Individual achievement (NASA HQ, NCI)

**Clearance:**

Both DOD and VA Public Trust (Active); TS (Expired)

**Work Experience:**

**LEIDOS [Sep 2020 – Present]**

***Innovation Solutions Architect, McLean, VA [Jan 2022 – Present]***

**DOD Healthcare Management System Modernization (DHMSM)**

As a Solutions Architect, the primary responsibility is to review existing processes, procedures, status of system applications and provide/prepare recommendations for improvements and/or suggest innovation/ideas to DHMSM team for execution. One of my innovative ideas is to design and implement an automated and interactive System Dependency Dashboard showing upstream and downstream sub-systems impacted by outages, data loss, etc., with pop-up windows listing any open tickets associated with outages to provide a single pane of glass view. Other key projects are to track the federal mandated milestones under 21St Century Cures Act and Zero Trust Architecture adoption initiative and map out actions required to comply and meet the mandated deadlines.

***Technical Project Manager/Solutions Architect (Military & Veterans Health Group), McLean, VA [Sep 2020 – Dec 2021]***

**Veterans Affairs (VA) - Electronic Health Record Modernization (EHRM) Performance Monitoring**

As an EHRM Performance Monitoring Lead/Program Manager, managed team personnel, provided oversight/directions to meet customer expectations in a timely manner, solve problems, ensure effective management of milestones, contract compliance, and served as the principal customer interface for program related activities. Some of the key responsibilities of the team were to (1) constantly update the service decomposition and revise the KPIs to setup appropriate thresholds for the EHRM-related applications supported under Splunk Dashboard, and (2) automate the creation of alerts/tickets to Event Management team, when the services degrade.

**DOD and VA joint - Federal Electronic Health Record Modernization (FEHRM) Enterprise Operations Center (EOC)**

As part of FEHRM EOC support team, the primary responsibilities were to gather, analyze, provide, and improve joint reporting and analysis transparency (heavy use of Power BI) for major events and incident management impacting Federal partners (VA, DOD, Cerner, etc.) using a single, common EHR, through repeatable and evolving processes, as the Federal Enclave progresses over time.

**SAIC, Inc. [Aug 2018 – May 2020]**

***Data Center Operations Manager (HHS NGITS), Rockville, MD***

Ensured that all services of the Data Center were up and running efficiently to support approx. 11,000 HHS users.

*Key responsibilities*:

* Implemented effective Configuration management for Solaris, Linux, Windows, VMWare servers, load balancers and infrastructure applications
* Maintained Service Level Agreements (SLAs) on servers and services availability, data retention, speed of recovery, and network availability
* Facilitated and oversaw the implementation of the backups, patches and disaster recovery schedule of the infrastructure servers, applications, and laptops
* Made recommendations to improve the processes/practices to optimize and automate to cut costs
* Managed and guided various teams that supported Infrastructure Servers, Email/eDiscovery Systems, Platform/EndPoint Operations, O365 migration efforts, and SharePoint/ServiceNow workflow initiatives
* Coordinated and managed the delivery of projects from Engineering to Operations

In addition, I had hands-on experience providing technical services to include, maintenance and patching of RedHat servers using Satellite server.

**CSRA/GDIT [Aug 2017 – Aug 2018]**

***Infrastructure Engineering Team Lead­/Enterprise Architecture Manager (Acting) (Securities and Exchange Commission (SEC)), Washington, DC***

As an Enterprise Architecture Manager, supervised the enterprise level infrastructure projects and managed Infrastructure Engineering, Enterprise Architecture, Enterprise Data Warehouse, and Release Engineering teams.

As an Infrastructure Engineering Lead, established a team of engineers and managed the portfolio of multiple overlapping projects. The team was responsible for developing solutions to support enterprise IT infrastructure integrating multiple disciplines (Windows, Linux, VMware, Cloud, NetApp, EMC, etc.).

*Key responsibilities*:

* Provided guidance and mentored the team members to improve services through automation of systems provisioning/management and application deployment processes
* Participated in the service development lifecycle including requirements analysis, evaluation, design, development, testing and transition into enterprise architecture
* Worked directly with senior Federal staff, architects, and engineers to develop better enterprise IT solutions

One significant achievement was introducing a workflow that cut down the Server Provisioning process from 25 to 4 days.

**CHICKASAW NATION INDUSTRIES [Oct 2016 – Aug 2017]**

***Technical Project Manager (FDA and IRS), Rockville, MD***

Served as the Project Manager for both FDA Drug Quality and Compliance (DQC) project and Section 508 Compliance Support for IRS.

The DQC project supported the FDA Center for Drug Evaluation and Research (CDER) that provides a web-based electronic registration and listing submissions interface for industry users to enter data, which then got verified and validated against the repository of FDA regulated product information and offered an interactive dashboard that listed all the registered establishments, active products, labeler codes, etc..

As the PM for Section 508 compliance support team, I oversaw a dozen people whose primary responsibilities were to advise website developers, documentation specialists, MS Office applications users, and others on 508 technical standards and WCAG 2.0 to help them incorporate accessibility during development. The team also provided manual testing on assistive technology products, such as JAWS, ZOOM TEXT, DRAGON, and WINDOWS EYES.

**LEIDOS BIOMEDICAL, INC. (FORMERLY SAIC-Frederick) [May 2008 – Oct 2016]**

***[Sep 2013 - Oct 2016]***

***COTR/Technical Project Manager (National Cancer Institute), Rockville, MD***

Played a dual role as a COTR and Technical PM for The Cancer Genome Atlas (TCGA) Data Coordinating Center (DCC) project. Successfully oversaw the day-to-day activities of a dozen PhD/MS level bioinformaticians, engineers, and quality assurance personnel, with a budget of $20M.

*Key responsibilities*:

* Designed and optimized detailed project plans for every release including milestones and tasks.
* Monitored and tracked target vs. actual dates of completion.
* Collaborated with multiple Cancer Working Groups to gather scientific, business and system level requirements to plan tasks/activities.
* Aligned and prioritized technical requirements with customer expectations to solve complex issues.
* Recruited, developed and mentored the talented team.

*Key Achievements*:

* Released DCC software approximately every 8 weeks and had project plans for the subsequent three releases.
* Collaborated with key leaders in cancer research from academia, industry, and the Federal government.
* Awarded company’s top “Outstanding Achievement Award” for managing a cohesive and productive group of personnel and sub-contractors.
* TCGA Project won “2015 Samuel J. Heyman Service to America Medal People’s Choice award” (equivalent to Oscar in the federal arena)

***[May 2008 - Nov 2013]***

***COTR/TPM/Director of Validation Engineering (National Cancer Institute), Rockville, MD***

Worked on caBIG initiative and managed goals, schedules, deliverables, and budgets (approx. $50M) for 25 active projects, as well as established a team of 3 dozen Quality Assurance engineers including multiple sub-contractors for a BioIT Group. Effectively allocated resources to maintain projects timelines and budget goals. Continuously optimized Quality Assurance processes and infrastructure by developing QA automation roadmaps. Built and mentored a highly versatile team of Quality Assurance Engineers in both agile and waterfall development environments.

*Key Achievements:*

* Accomplished at writing Statements of Work, acquisitions plans, procurement plans, market surveys, Independent Government Cost Estimates (IGCE), Vendor proposals evaluation, and participated in Change Control Board (CCB).
* Monitored and collaborated with multiple sub-contractors to ensure performance and compliance with the Statement of Work. Negotiated conflicts and modifications to Contracts.

**SAIC, Inc., [July 1999 – Apr 2008]**

***[Jun 2006 – Apr 2008]***

***Project Manager/Senior Systems Engineer (U.S. NAVY), Washington, DC***

Managed the migration and implementation of 4 critical Oracle Financial Applications from legacy systems to the SAN based environment for Military Sealift Command (MSC). Promoted practical, cost-effective solutions to complex business problems. Coordinated and aligned target architecture for multiple products and methodologies including Veritas, Oracle, SUN and EMC. Successfully collaborated with key business stakeholders and multiple contractors, vendors and consultants to ensure project goals and milestones remain on target and within budget.

*Key Achievements:*

* Designed, built, secured and maintained Unix servers and architecture in order to maintain aggressive project schedule.
* Introduced fault tolerant with real time failover for high-availability.

***[Sep 2001 - May 2006]***

***Lead UNIX Administrator (NASA Headquarters) Washington, DC***

***[July 1994 – Aug 2001]***

*Prior Positions (Details will be provided upon request)*