STATE OF CALIFORNIA
STANDARD AGREEMENT
STD 213 (Rev 06/03)

AGREEMENT NUMBER
08-140
REGISTRATION NUMBER

1. This Agreement is entered into between the State Agency and the Contractor named below:
   STATE AGENCY'S NAME
   State Board of Equalization
   CONTRACTOR'S NAME
   International Network Consulting, Inc.
2. The term of this Agreement is: January 5, 2009, through June 30, 2010
3. The maximum amount of this Agreement is: $ 1,386,180.00
   One Million Three Hundred Eighty Six Thousand One Hundred Eighty Dollars and no cents.
4. The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the Agreement:

Exhibit A – Scope of Work	5 pages
Exhibit A-1 - Resumes	26 pages
Exhibit B – Budget Detail and Payment Provisions	2 pages
Exhibit C –*General Provisions - Information Technology, 10/03/05,	10 pages
-Information Technology Software Special Provisions,1/21/03,	3 pages
-Information Technology Personal Services Special Provisions, 1/21/03,	5 pages
Exhibit D – Special Term and Conditions	2 pages

Items shown with an asterisk (*) may be viewed at www.pd.dgs.ca.gov/modellang/generalprovisions or www.pd.dgs.ca.gov/modellang/ITmodules

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		CALIFORNIA **Department of General Services** Use Only
CONTRACTOR'S NAME *(If other than an individual, state whether a corporation, partnership, etc.)*		
International Network Consulting, Inc.		
BY *(Authorized Signature)*	DATE SIGNED *(Do not type)*	
PRINTED NAME AND TITLE OF PERSON SIGNING		
ADDRESS		
P.O. Box 254620, Sacramento, CA 95865		
STATE OF CALIFORNIA		
AGENCY NAME		
State Board of Equalization		
BY (Authorized Signature)	DATE SIGNED *(Do not type)*	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Suzan Bills, Manager, Contract Unit		☐ Exempt per
ADDRESS		
450 N Street, MIC: 24; Sacramento, CA 95814		

Pending Approval

EXHIBIT A
Scope of Work
Page 1 of 5

A. **Scope and Description:**

1. The purpose of this Agreement is for International Network Consulting, Inc. (Contractor) to provide information technology consulting services to the Board of Equalization (BOE), Technology Services Division (TSD) located at 450 N Street, Sacramento, CA 95814. The services shall be performed by the Contractor for the BOE for the E-Services 08-10 Expansion Project.

   Under the direction of the BOE Application Development Manager, the E-Services 08-10 System Analysts (5 positions) shall provide services to BOE providing functionality in the Intergrated Revenue Information System (IRIS) as identified in the E-Services 08-10 requirements documents. The System Analyst will also perform maintenance and testing of current system test modules and documentation, as needed, in order to resolve other system problems. These services are included in paragraph B. Contractor Key Tasks and Responsibilities and paragraph C. Contractor Deliverables below.

2. The services, terms, and conditions shall be provided in accordance with Exhibit A, Scope of Work, and Master Service Agreement (MSA) number 5-06-70-76, which is hereby incorporated by reference.

3. The services shall be performed between the hours of 7:00 a.m. and 5:00 p.m., Monday through Friday, except on State holidays.

4. The Project Coordinators during the term of this Agreement will be:

Board of Equalization	International Network Consulting, Inc.
Mark Peletta	Fred Sutarjo
450 N Street, MIC 26	P.O. Box 254620
Sacramento, CA 95814	Sacramento, CA 95865
Phone: (916) 323-1089	Phone: (916) 213-3387
Fax: (916) 327-3483	Fax: (916) 914-2209
E-mail: Mark.Peletta@boe.ca.gov	E-mail: Fsutarjo@my2inc.com

Direct all Agreement inquiries to:

Board of Equalization	International Network Consulting, Inc.
Contracts Unit	Fred Sutarjo
450 N Street, MIC: 24	P.O. Box 254620
Sacramento, CA 95814	Sacramento, CA 95865
Phone: (916) 322-2107	Phone: (916) 213-3387
Fax: (916) 322-3184	Fax: (916) 914-2209
	E-mail: Fsutarjo@my2inc.com

Pending Approval

EXHIBIT A
Scope of Work
Page 2 of 5

5. This contract may be amended for time or money upon mutual written consent of the parties at the rate of pay stated in this agreement for up to one additional year. Amendments shall be in accordance with the provisions outlined in MSA number 5-06-70-76.

B. **Contractor Key Tasks and Responsibilities:**

Provide technical expertise in the following areas:

- Facilitate Joint Application Development (JAD) Sessions.
- Develop and manage System Requirement Specification document.
- Participate in developing and updating the Project Plan/Schedule.
- Coordinate testing with business and technical staff.
- Manage all issues identified during testing and ensure all issues are resolved timely.
- Develop and update System Test Scripts/Plans.
- Develop and update user Acceptance Test Scripts.
- Document and track issues found during testing.
- Execute and document Regression testing.
- Execute System Test Scripts/Plans.
- Execute user acceptance Test Scripts/Plans.
- Technical writing.

1. Required Skills:

   a. Formal System Requirement Specification writing experience.
   b. Experience testing internet/web based applications.
   c. Experience with testing JCL scripts.
   d. Understanding of Object Oriented Design principles and methodologies.
   e. Formal testing experience (system and user acceptance).
   f. Strong documentation and written communication skills.
   g. Familiarity with full suite of Microsoft Office tools.
   h. Ability to work with both business and technical staff in a team environment.
   i. Technical writing experience.

2. Desired Skills:

   a. Familiarity with BOE's Integrated Revenue Information System (IRIS).
   b. Familiarity with BOE's Application Life Cycle (ALC) methodology.
   c. Familiarity with IEEE standard documentation.
   d. Familiarity with large-scale taxation systems.
   e. Familiarity with ISO 9000.
   f. Experience with Adabas/Natural programming in a mainframe/CICS environment.
   g. Experience with Java programming in a windows environment.

Pending Approval

Exhibit A
Scope of Work
Page 3 of 5

3. Contractor's Resources:

Resource Name	MSA Labor Classification	Offer Rate
Robert H. Morrison	IIB - Senior Programmer	$79.00
Trina L. Arjil	IIB - Senior Programmer	$75.00
Demetrius Brown	IIB - Senior Programmer	$77.00
Michael Castro	IIB - Senior Programmer	$77.00
Bhishma Pardhan	IIB - Senior Programmer	$77.00
Alternate:		
Dawn Worley	IIB - Senior Programmer	$77.00

Pending Approval

C. Contractor Deliverables:

All deliverables provided under this SOW shall be in accordance with the criteria outlined under "Scope of Work" and "Contractor Deliverables" herein. This contract shall be complete when the deliverables identified in this SOW are completed, within time frame and budget. Additional time may be negotiated as needed.

The System Analyst shall provide the following work products ("Deliverables") at the direction of the BOE Application Development Manager:

- Work Breakdown Schedule for project.
- System Requirements Specification documentation.
- Weekly Status Reports.
- Issues Log.
- Corrective Action Plan for all issues identified.
- Risk and Mitigation documentation.
- System Test Scripts.
- System Test Plans.
- User acceptance Test Scripts.
- Implementation Plans.
- Traceability Matrix.
- Product deliverable metrics.

Exhibit A
Scope of Work
Page 4 of 5

D. Acceptance Criteria:

It shall be the State's sole determination as to whether a deliverable has been successfully completed and acceptable to the State.

Acceptance criteria shall consist of the following:

- Reports on written deliverables are completed as specified and approved.
- All deliverables must be in a format that can be used by the State.
- If a deliverable is not accepted, the State shall provide the rationale in writing within five (5) days of receipt of the deliverable or upon completion of acceptance testing period.

E. Other Reporting Requirements:

The Contract Manager in BOE's Technology Services Division (TSD) and the E-Services 08-10 Application Development Manager will monitor the Contractor's time and approve each time sheet submitted monthly by the Contractor. Contractor shall use TSD's time reporting system and time sheet for approval of time reported.

Invoices shall be submitted monthly for approval for the actual hours and dollars incurred. The Contractor's contract period is as stated on the Purchase Order. This work is full time for the length of the contract.

The contractor shall designate a person to whom all project communications may be addressed and who has the authority to act on all aspects of the E-Services 08-10 Project. The contractors shall comply with all applicable BOE, and State Chief Information Officer policies and procedures, including but not limited to policies regarding Sexual Harassment Prevention, IT Security, Workplace Violence Prevention, and Emergency Preparedness. If you would like to review these documents and policies, please contract James Hutchinson at (916) 322-0665.

The contractor will make its best efforts to maintain staff continuity throughout the life of the project. The BOE will be notified, in writing, of any changes in the personnel assigned to tasks. If a contractor employee is unable to perform his or her duties due to illness, resignation, or other factors beyond the contractor's control, the contractor will make every reasonable effort to provide suitable substitute personnel. The substitute personnel must meet all requirements of this RFO and SOW and must be approved by the BOE Application Development Manager in writing prior to initiating work.

Pending Approval

Exhibit A
Scope of Work
Page 5 of 5

Pending Approval

F. State Responsibilities:

The State shall provide the Contractor with the following:

- Provide access to business and technical documents as necessary for the contractor to complete the tasks identified in the department's purchase document.
- An environment overview on the first day of work.
- Timely access to BOE staff and readily available information.
- Resource support, as required, to complete the above tasks and deliverables.
- Timely review of deliverables.
- Workspace, which includes a workstation configured with the appropriate hardware, software, and network connectivity as required performing job duties and ensuring the security of State data.
- Office equipment, including telephones, faxes, copy machines, and other resources as required, within reason, to perform job duties.
- Access to building during the Contractor's tenure with BOE as agreed upon between BOE and Contractor.

G. Travel:

Payment of travel time to the project's base of operations in Sacramento is not considered as a travel expense for this contract. However, if approved in advance by the Chief of TSD, travel expenses may be reimbursed according to the MSA terms and conditions not to exceed State per diem rates.

H. Contractor Time Reporting:

The Contract Manager in the BOE's TSD will monitor the Contractor's time and approve each time sheet submitted by the Contractor. Contractor shall use TSD's time sheet for approval of time reported and TSD's time reporting system.

I. Invoicing:

Invoicing shall be in accordance with Exhibit B, Budget Detail and Payment Provisions.

J. Amendment:

This agreement may be amended, by BOE's discretion, to extend the term of the agreement for 2 – 1 year options if the DGS MSA is also amended to extend their term.

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Robert H. Morrison

Pending Approval

SUMMARY OF QUALIFICATIONS

Systems Analyst offers over 20 years of systems experience in various mainframe and client server environments with a high level of proficiency using Mercury Interactive TestDirector and Natural/ADABAS. This well-respected manager also offers solid testing, Object Oriented Design, JCL, and system architecture skills. With several implementations on RDBMS and excellent documentation and management skills, experience has been gained designing a statewide retirement system for a California state agency. A reputation for being both dedicated and enthusiastic has resulted in a natural ability to lead as well as work with both technical and business units successfully.

PROFESSIONAL EXPERIENCE

July 2007 to present - Sacramento, California
Tester/Business Analyst
California Board of Equalization E-Services

Tester/Business Analyst responsible for implementing and tracking the system test effort for multiple Electronic Filing projects, including External Reporting Organizations. Provided single point of contact to the project managers for assessing the status of the testing effort. Designed and prepared weekly status reports showing progress, identifying risks, and possible mitigation strategies when necessary. Created test execution schedule to plan, assign, and track executions of test scripts by the testers. Worked with the business in a similar manner to facilitate the user acceptance test phase of the project. Liaison with technical staff on technical issues encountered during testing effort. Communicated with various stakeholders during the testing effort, including the business sponsor, project managers, business and technical leads. Developed new testing methodology used across all phases of testing and department-wide to replace antiquated testing tool.

July 2006 to July 2007 - Sacramento, California
Tester/Business Analyst
California Board of Equalization EISU

Tester/Business Analyst for tracking tax revenue sources via U.S. Customs programs. Responsible for assisting in the gathering and defining of business requirements during Joint Application Development sessions. Work with Enterprise Integration Support Unit for producing the system test flows, scripts and data preparation necessary to thoroughly system test the project. Develop the system test plan that determines the methodology, entrance, and exit criteria for the system test effort. Perform similar roles for projects to issue determination notices to non-bankrupt partners in a non-bankrupt partnership and to electronically file Non-Remittance and Partial Remittance Returns.

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

June 2004 to June 2006 - Sacramento, California
Business Analyst
California State Teachers Retirement System

Lead Business Analyst for multi-phase project to integrate a defined benefit program for part-time and qualifying teachers into the existing database system. Responsible for gathering and defining business requirements during Joint Application Development sessions. Successfully designed, implemented, and coordinated a User Acceptance Testing methodology for business area sign-off on the software. Represented the business area in various cross-business projects and planning sessions. Supported business area with ad hoc reports and Job Control Language execution.

May 2003 to May 2004 - Sacramento, California
System Test Execution Coordinator
California Board of Equalization

In charge of coordinating test execution effort of a fifteen-member team integrating a special taxes system with BOE's Integrated Revenue Information System (IRIS). Responsibilities include: plan and oversee test execution schedule; assign and balance workload of test team; and track and report execution metrics to senior management. Created methodology for multiple test execution in Mercury Interactive TestDirector.

December 2000 to May 2003 - Sacramento, California
Sr. Software Engineer (OOA/OOD)
Saracino-Kirby-Snow, Water Planning and Management

Lead Designer and Developer on Loan and Grant Application Tracking System for Department of Water Resources. Design was three-tier; object oriented, and had a normalized Access database. Developed business objects and GUI using Visual Basic 6. System implemented in a client-server environment. Developed user interface in Visual Basic 6 for government-funded optimization model (CALVIN) as part of the CALFED water project. Also acted as the Senior Security Officer in charge of all Microsoft Office installations and resolving performance issues and managed a Windows 2000 server installation, assuming responsibility for setting up Exchange and Active Directory environments.

November 1998 to December 2000 - Sacramento, California
Team Lead / Mentor
California State Teachers Retirement System Project

Lead developer for the conversion of IDMS records into ADABAS database using business objects developed in Natural with Construct tools. Project Lead for technology transfer of business objects developed in Natural to client's development staff. In charge of client's development staff and led QA of Natural code produced by staff. Published technical guides and coached team in testing techniques. Modified database structure using Predict to facilitate the development of reports. Facilitated migration of program objects via N2O migration software. Created JCL in TSO/ISPF environment to execute both conversion and report modules. Enhanced customized Construct models as needed. Lead developer for Acceptance Test phase of project.

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

May 1996 to November 1998 - Sacramento, California
Lead Architect / Developer
California State Teachers Retirement System Project

Lead developer of object-oriented Cash Balance system for new business unit of CalSTRS. Designed and developed on-line processes using Natural Construct tool and ADABAS database running in CICS environment. Developed batch processes using Natural, submitted via JCL in TSO/ISPF environment. Developed the subsystem, which facilitated mass letter generation by triggers within the entire suite of subsystems in the START project. In charge of training client staff and meeting with managers to provide project status and resolve issues.

December 1995 to May 1996 - Sacramento, California
Designer / Project Coordinator
California State Teachers Retirement System Project

Led Joint-Application Object-Oriented Design sessions with CalSTRS for new Cash Balance system. Design included ADABAS file architecture and business objects and GUI developed in Natural. Designed letter generation subsystem to facilitate all letters created in the entire START project. Analyzed business requirements and produced system documents in Microsoft Word and Visio to facilitate those requirements. As Project Coordinator, maintained Microsoft Project plan with over 1,400 sub-tasks. Negotiated out-of-scope work with client's project manager.

March 1995 to December 1995 - San Francisco, California / Rancho Cordova, California
Programmer / Analyst
Foundation Health

Developed a multi-tier claim object-oriented system in Visual Basic and built interface modules to extract flat files created in COBOL for letter generation.

December 1994 to March 1995 - San Francisco, California / Sacramento, California
Programmer / Analyst
California Board of Control - Victims of Crime

Designed and developed programs in Visual Basic to extract data from the mainframe and generate letters in MS Word mail merge.

October 1994 to December - San Francisco, California / Salt Lake City, Utah
Programmer / Analyst
Worker's Compensation Fund of Utah

Ported customer information system in Natural/ADABAS from VAX to IBM platform. Provided solution in CICS when invoking Natural to allow larger sized modules to run on the IBM machine. Responsibilities included close communication with the client.

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

March 1994 to October 1994 - Chicago, Illinois / Naperville, Illinois
Programmer / Analyst
Resource Information Management Systems

Designed and developed multi-tier object-oriented claim system in Dynasty (C-code generator) for a health care provider. Performed data analysis and created interfaces for Crystal Reports and input files from an IDMS/Cobol environment.

July 1993 to March 1994 - Chicago, Illinois / Lombard, Illinois
Programmer / Analyst
Waste Management, Inc.

Developed the international marketing system in Natural/ADABAS in CICS environment, which interacted with a flexible taxation system. Instituted database enhancements using Predict. Created batch reports in Natural/ADABAS and built JCL to execute modules in ISPF/TSO.

July 1992 to July 1993 - Chicago, Illinois
Lead Developer
GATC/GATX

Developed a mileage-tracking system in Natural/ADABAS for rail-car leasing company. Developed batch processes with elaborate restart/recovery and process flow logic. Created JCL in TSO/ISPF environment to execute batch processes. Lead developer for quality assurance and user acceptance testing.

May 1991 to July 1992 - Chicago, Illinois / Lombard, Illinois
Lead Developer
Waste Management, Inc.

Developed flexible taxation system in Natural/Construct/ADABAS and was the lead developer for quality assurance and user acceptance testing.

July 1990 to May 1991 - Chicago, Illinois / Louisville, Kentucky
Lead Developer
Brown and Williamson Tobacco Company

Lead developer on METRO project, an international marketing system in Natural/ADABAS. Designed and developed batch processes to facilitate marketing information being available 24/7 between the U.S. and Japanese offices.

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

July 1988 to July 1990 - Chicago, Illinois
Lead Developer / Technical Writer
Continental Distributing Company

Developed interface and conversion programs in Natural/VSAM to interact with customized inventory control system. Authored customized user guide for inventory control system and led training of staff.

EDUCATION

BS, Decision Science/Quantitative Business Analysis
Indiana University
Bloomington, Indiana

Project Management Professional certification, May 2004
Project Management International, Sacramento Valley Chapter

TECHNICAL EXPERIENCE

Software

Microsoft Project, Mercury Interactive TestDirector, Microsoft Office, Microsoft Visual Studio, Visio, Rational, UML, Predict, N2O, Crystal Reports, Install Shield

Programming Languages

Natural, Natural Construct, JCL, Visual Basic, Excel (VBA), Active X, SQL, COBOL

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Trina L. Arjil

Pending Approval

SUMMARY OF QUALIFICATIONS

- Efficient scribe for Joint Application Development (JAD) Sessions.
- Proficient in writing System Requirements based upon decisions made during JAD Sessions.
- Knowledgeable in developing and updating the Project Plan/Schedule.
- Effective in coordinating testing with business and technical staff.
- Adept in tracking and documenting all issues identified during testing and ensuring all issues are resolved timely.
- Execute and document Regression testing.
- Successful in the development and execution System Test Scripts/Plans.
- Knowledgeable in writing Help Text.
- Proficient in technical writing.
- Proficient with BOE's Integrated Revenue Information System (IRIS).
- Familiar with BOE's Application Life Cycle (ALC) methodology.
- Familiar with large-scale taxation systems.
- Experience testing internet/web based applications.
- Experience with testing JCL scripts.
- Formal testing experience (both system and user acceptance).
- Familiar with Object Oriented Design principals and methodologies.
- Excel in the ability to establish a successful team environment.
- Ability to work with both business and technical staff in a team environment.
- Possess exceptional documentation skills and communication skills in oral and written expression.
- An effective listener.

PROFESSIONAL EXPERIENCE

INFORMATION SYSTEM TEST ANALYST. **KearnFord Application Systems Design**
Elk Grove, CA, 6/2006 – Present
Contract assignment with the California State Board of Equalization. Responsible for creating System Lifecycle Methodology project deliverables and artifacts, including System Test Plans, User Acceptance Plans, System Test scripts, process flows and data worksheets. Support quality assurance efforts that support information technology projects and technical teams. Responsible for meeting project management deadlines. Assisted with testing applications during System Testing while working closely with BOE staff to record application errors and retest modifications prior to production implementation. Utilize the system development lifecycle methodologies as guidelines for system development and testing. Ensure that all technology standards are met, and the quality assurance processes are applied. Quickly achieved success working with a variety of technical staff and teams that support automated systems and information technology development projects performing quality assurance and data administration activities.

ASSISTANT PROPERTY MANAGER. **Hines**
Rancho Cordova, CA, 2005 - 2006.
Was recruited by this industry leading global development and property Management Company to plan, organize and deliver a wide array of tenant services for over 532,000 square feet of commercial space. Quickly achieved substantial successes in implementing, managing and evaluating marketing programs and related special events and activities; structuring and presenting individual and group tours for prospective tenants; and creating, drafting and editing textual and graphic materials for all corporate presentations. Successful in sourcing and developing vendor

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

relationships for acquisition of all equipment, supplies and services; liaising with and monitoring performance of vendors for multiple properties.

PROJECT COORDINATOR. **Visionary Integration Professionals, Inc.**
Folsom, CA, 2004 (six month contract position)
Contract assignment with the California State Board of Equalization. Designed MS Visio process flow diagrams. Prepared and tracked progress of pending deliverables for the Revenue Database Consolidation Project. Maintained and analyzed a project budget exceeding $12 million. Prepared and analyzed monthly and weekly project status reports.

DISTRICT MANAGER. **BP/ARCO,**
Sacramento, CA, 2002 - 2004.
Managed overall operations of ten ARCO AmPm convenience store facilities. Maximized sales by accurate implementation of effective merchandising and promotional programs. Analyzed and tracked market trends, shift performance, and inventories. Selected as primary recruiter and safety representative for the region. Shared responsibility for setting retail street prices for gasoline products. Established and augmented positive and profitable vendor, community and governmental relationships.

EDUCATION

B.S in Business Administration May 2002
California State University, Sacramento (CSUS), Sacramento, CA

IT Business Analysis Certification Program – *expected date of completion June 2009*
University of California, Davis (UCD), Davis, CA

TECHNICAL EXPERIENCE

Software
- Microsoft Office Suite
- Microsoft Visio
- Mercury Test Director

ACADEMIC & PROFESSIONAL ACHIEVEMENTS

- Graduated with CumLaude Honors – California State University, Sacramento, 2002
- Commencement Valedictorian - American River College, 1999
- Phi Theta Kappa International Honor Society
- Academic Dean's List (1997-2002)
- Golden Key Honor Society Public Affairs Director
- Received the BP/Arco Leadership Appreciation Award; BP/ARCO Make-A-Wish Foundation First Place Award; BP Helios Award

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Demetrius Brown

Pending Approval

SUMMARY OF QUALIFICATIONS

- Bachelor of Science Degree - Business Information Systems, 1990
- Extensive knowledge in the computer field (Quality Assurance, System Analysis, Business Analysis, Programming, Operating Systems, Database).
- Experience with various Project Management packages, Microsoft Office, Crystal Report and QA Testing Tools.
- Planning – Feasibility Study Reports/Advance Planning Documents
- Procurement – RFP/RFO preparation, release, evaluation, approval, management
- Ability to work well under pressure, independently, or with little supervision.

PROFESSIONAL EXPERIENCE

010/07 - Now Montridge
Independent Consultant
California Teachers Retirement System (CalSTRS)
As the Quality Assurance Specialist developed the User Acceptance Testing (UAT) strategy and prepared the UAT plan for the Accounting Re-engineering Project, maintained the Test Incidents Report (TIR), production incidents, and other changes to CalSTRS technology tools with impacts on accounting activities based on approved business requirements and functional specifications. The QA Specialist will engage Accounting subject matter experts to review UAT plans, define test scenarios, write test scripts, document expected test results, prepare data for testing (data conditioning), and schedule and execute UAT and regression testing.

03/06 - 06/07 System Resources Group, LLC – Folsom, CA
Independent Consultant
Office of System Integration (OSI)
System Analyst on the Interim Statewide Welfare System (ISAWS) project. Developed Request for Proposals (RFP) for ISAWS Mainframe & Database Support Services contract. Responsibilities included gathering technical requirements for the re-procurement of Interim Statewide Welfare System. Used Interwoven Document Management System for gathering business and technical requirements from Management and End Users.

10/04 – 02/06 System Resources Group, LLC – Folsom, CA
Independent Consultant
Sutter Health
System Analyst for Sutter Health Project Implementation Team. Team Lead responsible for implementing large scale Health Information Systems (HIS). Projects implementation involved replacing Hospital existing HIS with Sutter mandated HIS. Responsibilities included HL7 Interface development support, developed test plan, executed test scenarios and documented results of regression, unit and integration testing. Application development support activities involved data mapping, business process re-engineering, coordination with vendors and department managers, status reporting, SDLC. AS400 environment.

05/00 – 09/04 System Resources Group, LLC – Folsom, CA
Independent Consultant

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Health and Human Services Data Center (HHSDC)
Consultant with **System Resources Group** at the Department of Health and Human Services Data Center (HHSDC). Team Leader for a custom development of a procurement application for HHSDC. This project involved developing Use Cases, determining the Web architecture, creating Quality Assurance plans, business process re-engineering and implementation of a Software Usage Tracking System IBM DB2, SQL, COBOL II, Changeman, FileAid, MVS, VSAM, Mainframe Batch, JCL/PROCs, CICS OS/390

4/98-04/00 IntegraTech Corporation – Folsom, CA
Independent Consultant
Health and Human Services Data Center (HHSDC)
Consultant with IntegraTech Corporation for the Health and Human Services Year 2000 project. Duties included System Analysis and Quality Assurance activities. Coordinated with end users to develop test plans and test scripts. Created test results summary reports and status reports for management. IBM DB2, SQL, COBOL II, FileAid, Changeman, MVS, VSAM, Mainframe Batch, JCL/PROCs, CICS OS/390

3/96 – 3/98 Excel Soft Inc. – Sacramento, CA
Independent Consultant
County of San Bernardino
Team Lead/System Analyst - Consultant with EXCEL SOFT Inc. for the County of San Bernardino, Team Leader on mainframe system Child Support conversion project. Duties included analysis, requirement gathering and performing quality assurance activities. Quality assurance task were major responsibility to ensure programs met child welfare disbursement and case management requirements. COBOL II, DYL280, VSAM, Mainframe Batch, DB2, QMF/SQL.

3/95 - 2/96 PRWT Services Inc. – Sacramento, CA
Independent Consultant
Yolo County
Team Lead/System Analyst Consultant with PRWT Services Inc. for Yolo County Child Support implementation. Duties involved system conversion, data mapping, developed program pseudo code and specifications for data conversion project. Performed quality assurance activities to ensure data integrity. COBOL II, DYL280, VSAM, Mainframe Batch, DB2, QMF/SQL.

12/93 - 2/95 BLUE SHIELD of CALIF – Sacramento, CA
Quality Assurance Analyst for BLUE SHIELD of CALIF. Analyzed system functions to determine Application, Integration and optimal use of EDP or manual systems. Develops models for system planning. Designs and documents approved system requirements, develop quality assurance test plans and procedures.

12/91 - 12/93 GTECH CORPORATION
Quality Assurance Analyst for GTECH CORPORATION. Coordinated Quality Assurance activities with Software, Firmware, Engineering and Operations. Assist in testing and in the coordination, preparation and presentation of software products for customer demonstration. Developed test plans, test scripts and reported test results to development team and management.

EDUCATION

BACHELOR of SCIENCE DEGREE - Business Information Systems
UTAH STATE UNIVERSITY Logan, Utah, 1990.
Emphasis: Computer Science.

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

TECHNICAL EXPERIENCE

Software

TSO/ISPF; DYL280, DB2, COBOL II, Changeman, FileAid, MVS, VSAM, Mainframe Batch, JCL/PROCs, CICS QMF/SQL, EC1 (ENDEVOR)

Programming Languages

COBOL II, D280, Java, VBscript, Javascript, XML, XSL, Active Server Pages

Hardware

AS400, Concurrent 3280, DEC 6630, IBM 30xx, 43xx,

Operating System

OS390, VAX/VMS, OS/2, VAX UNIX, HP UNIX

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Michael Castro

Pending Approval

SUMMARY OF QUALIFICATIONS

Over twenty (20+) years of experience in Business Analysis, Project Management, System Analysis, Testing and Business Process Re-engineering, Business and Systems Requirements documentation, Technical Writing, Work Flow Assessment and Design, Facilitation/Training, GAP Analysis, Data Conversion Analysis, Business Process Analysis, Feasibility/Opportunity/Impact Investigation and Analysis. Experience includes developing and tracking the system business requirements and interfaces, Risk Management, Cost Benefit Analysis, assisting Subject Matter Experts with the development and understanding of the business requirements, Joint Application Development Facilitation and coordination, and ensuring the final system meets all project requirements. I am experienced in all phases of the System Development Life Cycle (SDLC), Project Management, Application Support, Testing, and Implementation.

Excellent writing abilities and adept with office automation tools such as MS Project, Word, Excel, Outlook, as well as Visio to create and modify logic diagrams and process flow-charts for systems documentation. I have created deliverables and artifacts such as Systems Requirement Specifications Documents (SRSD) System and Interface Requirements Document, Requirements Specification Reviews, Systems Design Documents (SDD), Acceptance Test Plans, Test Cases, Test Data, and Test Results using standards like IEEE.

Experience with Medicaid & Medicare medical management information systems (MMIS) includes knowledge of all major subsystems, specifically, systems that perform claims processing. Knowledgeable of electronic (HIPAA X12 standards-270, 271, 275, 276, 277, 278, 835, 837, and 997) and paper claim forms such as UB04, HCFA-1500, CMS1500, etc., knowledge of various claim types such as physician claims, long term care (LTC) claims, pharmaceutical claims, vision claims, treatment authorization requests etc.; familiarity with various recipient eligibility waiver social programs; extensive experience maintaining programs within daily, weekly, monthly, etc. processing cycles, coordinating data flows between various MMIS subsystems; determining best practices for trading-partners' file transfer protocols, reports generation, etc.

PROFESSIONAL EXPERIENCE

March 2008 to Present - State of California
Department of Mental Health
Senior Business Analyst
Short Doyle/Medi-Cal project
Senior Business Analyst responsibilities included preparation of technical specifications, developing test plans, ensuring approval and signoff of deliverables for end users, facilitation and participation in Joint Application Design (JAD) and Joint Requirements Planning (JRP) sessions, development of use cases, electronic data interchange (EDI), Web portal claims transactions, coordination of User Acceptance Testing (UAT) for Short Doyle/Medi-Cal clients.

Duties include

- Coordinate preparation of system requirements and design documentation through data gathering and analysis of State requirements documents for the Short Doyle/Medi-Cal project. Support the development of the system requirements specification
- Manage State staff in support and development of system interface requirements

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

- Conduct review meeting to comment on requirements, design documents and deliverables with business analysts, operational personnel, State Subject Matter Experts (SME) and other stakeholders
- Facilitate and participate in Joint Application Design (JAD) and Joint Requirements Planning (JRP) sessions
- Assist in data gathering, research and analysis, as needed
- Assist State staff with formulating and understanding system and interface requirements via scheduled knowledge transfer meetings

January 2007 – March 2008 - Deloitte Consulting
Project Lead/Senior Business Analyst
Office of Systems Integration, State of CA
Interim State Automated Welfare System (ISAWS) project
Lead responsibilities included participation in SDLC projects, facilitation of joint requirements planning (JRP) and joint application design (JAD) sessions, and other working meetings, coordinating efforts of staff in developing requirements and use cases, assessing and approving technical specifications, developing test plans, tracking and monitoring of project to ensure actual progress reflects planned goals. Business Analyst responsibilities included facilitation and participation in Joint Application Design (JAD) and Joint Requirements Planning (JRP) sessions, assessing and approving technical specifications, developing test plans, ensuring approval and signoff of deliverables for end users, development of Use Cases, Electronic Data Interchange (EDI), web portal claims transactions, coordination of User Acceptance Testing (UAT) for CA-MMIS clients.

Duties included

- Coordinated preparation of system requirements and design documentation through data gathering and analysis of State requirements document on the Federal Deficit Reduction Act of 2005 (DRA) for Medicaid. Support the development of the system requirements specification
- Facilitated and participated in Joint Application Design (JAD) and Joint Requirements Planning (JRP) sessions
- Managed State staff in support and development of system interface requirements
- Conducted review meeting to comment on requirements, design documents and deliverables with business analysts, operational personnel, State Subject Matter Experts (SME) and other stakeholders. Affected systems include CALWORKS, Food Stamps, EBT and Medi-Cal
- Assist in data gathering, research and analysis, as needed
- Assist State staff with formulating and understanding system and interface requirements

November 2005 – December 2006 - EDS, Incorporated
Department of Health Services
Project Manager / Lead Analyst
Health Insurance Portability and Accountability Act (HIPAA) National Provider Identification (NPI) remediation of the California Medicaid Management System (CA-MMIS) SDLC project
Project management responsibilities required coordinating an SDLC project to successful implementation. Activities included, determining project scope, configuration of resources, development of work breakdown structure, establishment of project milestones and post-implementation activities, scheduled and conducted meetings with other managers and stakeholders, facilitated Joint Application Design sessions (JAD), prepared and presented progress status reports for clients, management, and stakeholders, performed issues management using MS Project and OA products to coordinate activities of allocated resources such as operations and job scheduling, infrastructure, and development personnel. Related duties included monitoring and tracking to ensure project goals were met.

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Lead Analyst duties

- Remediation of the HIPAA NPI CA-MMIS SDLC project
- Analysis of current system, assessing, identifying needed changes in preparation of system requirements, technical specifications and test run documents
- Participation in business modeling and requirements working sessions
- Responsible for coordinating development of project tasks, managing project status, adhering to standards, conducting meetings, holding to project scope, ensuring deliverables are met, preparing post implementation documents on all deliverables, and ensured knowledge transfer requirements met
- Support the development of the system requirements specification
- Participation in design and planning of test case data and scenarios, validation test procedures, acceptance and parallel test plan development and execution
- Facilitated Joint Application Design (JAD) approach developing specification and technical design documents
- Research mainframe queries, interviews with other Analysts, Operations Personnel and management to determine best practice solutions for assigned projects,
- Utilizing COBOL, CICS, VSAM, TSO/ISPF, Panvalet, Endevor, Easytrieve, SAS, DYL280, JCL, CA7

Environment: COBOL, SAS, CICS, VSAM, TSO/ISPF, File-Aid, Endevor, Easytrieve, DYL280, JCL, and CA7.

February 2005 – October 2005 - InfoTech Integrators, Inc.,
Senior Business Analyst
Participated on the mainframe side of designing mainframe-to-Web solutions. Assisted in documenting projects, reviewing project plans, participation in business modeling and requirements working sessions, validation of test procedures, acceptance and test plan development, and implementation.

As a business analyst, duties include

- Requirements gathering
- Facilitate Joint Application Design (JAD) and Joint Requirements Planning (JRP) sessions
- Clarify and refine system and interface requirements
- Test Procedures and Validation
- User Acceptance and Test Plan creation
- Creating Requirements Traceability Matrices

As a programmer, duties include

- Test planning, test case preparation, execution, and validation
- Preparing test cases and evaluating test results
- Identify and report test defects

January 1999 – December 2004 - County of San Diego, Health & Human Services
Senior Business Analyst / Programmer
As a Senior Business Analyst assisted in Joint Application Design approach gathering data, researching, developing specification and technical design documents WCDS, Food Stamps, EBT, and CALWIN. Research involved mainframe queries, interviews with State Subject Matter Experts, Business Analyst, Operations Personnel and management to determine best practice solutions for assigned projects.
Also responsible for the coding and maintenance of the Electronic Benefit Transfer, Foster Care and various Adhoc and Reporting applications of the Welfare Case Data System.
Duties include

- Participate in business modeling and requirements working sessions

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Pending Approval

- Define system and interface requirements
- Support the development of the system requirements specification
- Assist State staff with formulating and understanding system and interface requirements
- Review and comment on the deliverables
- Provide special expertise and perspective to reviews and product evaluations
- Assist in data gathering, research and analysis, as needed
- Review and approve user documentation
- Facilitated and participate in Joint Application Design (JAD) and Joint Requirements Planning (JRP) sessions
- Clarify and refine system and interface requirements
- Participate in test planning and design working sessions. This includes test case preparation, execution, and validation
- Guide State staff in preparing test cases and evaluating test results
- Participate in weekly project status meetings
- Identify and coordinate the resolution of project issues

Environment: COBOL DB2, CICS, FOCUS, VSAM, TSO/ISPF, File-Aid, Panvalet, DYL280, JCL, and CA7.

Union Bank of California **January 1997- December 1998**
Senior Programmer / Analyst

Assisted in Joint Application Design approach gathering data, researching, developing specification and technical design documents for Sales Tracking, Cash Drawer and Dealer Operating Plan Systems. Research involved mainframe queries, interviews with Subject Matter Experts, Business Analyst, Operations Personnel and management to determine best practice solutions for assigned projects. As a lead, managed contract programmers to implement year 2000 enhancements.

Duties include

- Assist in preparation of system requirements and design documentation through data gathering and analysis
- Support the development of the system requirements specification
- Assist staff in support and development of system interface requirements
- Review and comment on requirements, design documents and deliverables with business analysts, operational personnel, Subject Matter Experts (SME) and management
- Assist in data gathering, research and analysis, as needed
- Assist staff with formulating and understanding system and interface requirements
- Assigned to the Sales Tracking, Cash Drawer and Dealer Operating Plan projects
- Analysis of current system, assessing, identifying needed changes in preparation of system requirements, technical specifications and test run documents
- Participate in business modeling and requirements working sessions
- As a developer, responsible for coordinating development of project tasks, managing project status, adhering to standards, conducting meetings, holding to project scope, ensuring deliverables are met, preparing post implementation documents on all deliverables
- Support the development of the system requirements specification
- As a member of test team, participated in design and planning of test case data and scenarios, validation test procedures, acceptance and parallel test plan development and execution
- As member of team, involved in Joint Application Design (JAD) approach developing specification and technical design documents. Research involved mainframe queries, interviews with Business Analysts, Operations Personnel and management to determine best practice solutions for assigned projects

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

- Participate in design working sessions
- Clarify and refine system and interface requirements
- Participate in test planning and design working sessions
- Participate in System, Acceptance and Parallel test case plan development preparation, execution, and validation
- Guide staff in preparing test cases and evaluating test results
- Participate in business modeling and requirements working sessions
- Support the development of the system requirements specification
- Provide special expertise and perspective to reviews and product evaluations
- Assist in data gathering, research and analysis, as needed
- Review and approve user documentation
- Participate in design working sessions
- Clarify and refine system and interface requirements
- Participate in test planning and design working sessions. This includes test case preparation, execution, and validation
- Participate in weekly project status meetings
- Identify and coordinate the resolution of project issues

Environment: COBOL CICS, VSAM, TSO/ISPF, File-Aid, Panvalet, JCL, and CA7.

January 1994 – November 1996 - Foodmaker, Incorporated
Senior Programmer / Analyst

As Business Analyst assisted in Joint Application Design approach gathering data, researching, developing specification and technical design documents for Sales Distribution and Accounting Systems. Research involved mainframe queries, interviews with Subject Matter Experts, Business Analyst, Operations Personnel and management to determine best practice solutions for assigned projects.

Duties include

- Participate in business modeling and requirements working sessions
- Define system and interface requirements
- Support the development of the system requirements specification
- Assist staff with formulating and understanding system and interface requirements
- Review and comment on the deliverables
- Provide special expertise and perspective to reviews and product evaluations
- Assist in data gathering, research and analysis, as needed
- Review and approve user documentation
- Participate in design working sessions
- Clarify and refine system and interface requirements
- Participate in test planning and design working sessions. This includes test case preparation, execution, and validation
- Guide staff in preparing test cases and evaluating test results
- Participate in weekly project status meetings
- Identify and coordinate the resolution of project issues

Environment: COBOL IMS DB/DC, TSO/ISPF, File-Aid, Panvalet, MicroFocus Workbench, JCL, and CA7.

January 1994 – December 1994 - Kawasaki Motors Corporation

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Business Analyst

As Business Analyst assisted in Joint Application Design approach gathering data, researching, developing specification and technical design documents for Marketing Services and Monthly Retail Sales History Systems. Research involved mainframe queries, interviews with Subject Matter Experts, Business Analyst, Operations Personnel and management to determine best practice solutions for assigned projects.

Duties include

- Participate in business modeling and requirements working sessions
- Define system and interface requirements
- Support the development of the system requirements specification
- Assist staff with formulating and understanding system and interface requirements
- Review and comment on the deliverables
- Provide special expertise and perspective to reviews and product evaluations
- Assist in data gathering, research and analysis, as needed
- Review and approve user documentation
- Participate in design working sessions
- Clarify and refine system and interface requirements
- Test planning and design working sessions. Participate in System, Acceptance and Parallel test case preparation, execution, and validation
- Guide staff in preparing test cases and evaluating test results
- Participate in weekly project status meetings
- Identify and coordinate the resolution of project issues

Environment: COBOL CICS, FOCUS, VSAM, TSO/ISPF, File-Aid, Panvalet, DYL280, JCL, and CA7.

February 1991 – November 1993 - Sierra Pacific Power Company
Business Analyst / Systems Analyst

As Business Analyst assisted in Joint Application Design approach gathering data, researching, developing specification and technical design documents for Meter Reading Interface, Dissolved Gas Analysis, and Payroll and Personnel Systems. Research involved mainframe queries, interviews with Subject Matter Experts, Business Analyst, Operations Personnel and management to determine best practice solutions for assigned projects.

Duties include

- Participate in business modeling and requirements working sessions
- Define system and interface requirements
- Support the development of the system requirements specification
- Assist staff with formulating and understanding system and interface requirements
- Review and comment on the deliverables
- Provide special expertise and perspective to reviews and product evaluations
- Assist in data gathering, research and analysis, as needed
- Review and approve user documentation
- Participate in design working sessions
- Clarify and refine system and interface requirements
- Participate in test planning and design working sessions
- Participate in System, Acceptance and test case preparation, execution, and validation
- Guide staff in preparing test cases and evaluating test results

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

- Participate in weekly project status meetings
- Identify and coordinate the resolution of project issues

Environment: COBOL IMS DB/DC, VSAM, TSO/ISPF, File-Aid, Panvalet, JCL, CA7.

January 1985 – December 1990 - County of Los Angeles
Welfare Department of Social Services (DPSS)
Business Analyst

As Business Analyst assisted in Joint Application Design approach gathering data, researching, developing specification and technical design documents for Foster Care, Welfare, and Food Stamps. Research involved mainframe queries, interviews with State Subject Matter Experts, Business Analyst, Operations Personnel and management to determine best practice solutions for assigned projects. Documented core business processes as necessary in order to understand how the required business events will be handled and how the system will support the business process.

Duties include

- Participate in business modeling and requirements working sessions
- Define system and interface requirements
- Support the development of the system requirements specification
- Assist State staff with formulating and understanding system and interface requirements
- Assist in data gathering, research and analysis, as needed
- Review and approve user documentation
- Participate in design working sessions
- Clarify and refine system and interface requirements
- Participate in test planning and design working sessions
- Participate in System, Acceptance and Test Plan Development
- Guide State staff in preparing test cases and evaluating test results
- Identify and report test defects
- Participate in weekly project status meetings
- Manage requirements changes
- Identify and coordinate the resolution of project issues

EDUCATION

B.S., Business Management
University of Phoenix
Sacramento, California

Certificates: VB.Net; ASP.Net; Oracle 9i:SQL and PL SQL; Java Programming
San Diego Centers for Education and Technology
San Diego, CA

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Bhishma Pradan

Pending Approval

SUMMARY OF QUALIFICATIONS

- Over 8 years of experience as a Business Analyst using System Development Life Cycle (SDLC) utilizing Unified Modeling Language (UML) and Rational Unified Process (RUP)
- In depth knowledge of Project Management using PMBOK approach
- Managed project scope, project plan, work breakdown structure (WBS), schedule, budget, risk and mitigation plan as per the Project Charter
- Highly skilled in Feasibility Studies, SWOT Matrix Analysis and Cost Benefit Analysis including Return on Investment (ROI)
- Expert in requirement gathering including Joint Application/Requirement Development (JAD/JRD) and requirement analysis including Business Process Re-engineering (BPR)
- Proficient in developing Business Requirement Document (BRD) and Software Requirement Specification (SRS)
- Expertise in developing Use Cases Diagrams, Sequence and Activity Diagrams
- Skill in developing complex, canned & ad-hoc reports using functionalities like: combined queries, Slice & Dice, Drilling using different business intelligence tools
- Actively participated in different quality tests including User Acceptance Test (UAT) and facilitated User Interface (UI) prototype sessions with system users
- Very good understanding of Relational Database, Object Oriented Programming, Data Modeling, Data Mapping, Data Warehousing, data mart
- Extensive knowledge of Service Oriented Architecture (SOA) and Business Process Management (BPM)
- Excellent understanding of financial services, insurance, labor market & tourism
- Knowledge on Sarbanes-Oxley Act (SOX), & Capability Maturity Model Integration (CMMI) Levels
- Exceptional organizational, interpersonal, communications, teamwork and leadership skills with proven skill to interact across multiple levels of organization

PROFESSIONAL EXPERIENCE

January 2007 – Present TCF Bank, Minneapolis, MN/Denver, CO
Bulk Pricing System
Sr. Business Analyst /Project Coordinator
The goal of the project was to develop Bulk Pricing System of a financial application designed, developed at TCF Bank on Windows to extract and process data from the SQL Server for specific application and transforms the same to Decision Support System with specific tools and generates financial reports
Responsibilities:

- Understood the **long-term goals** and suggested technical strategies for those goals
- Managed **project scope, project plan, WBS, schedule, budget, risk** and **mitigation plan** as per the **Project Charter for the SWIFT component**
- Developed several **matrix report** for the project
- **Coordinated** SWIFT component of the project with other component of the system
- Collected, understood, and transmitted the **business requirements** for the project, and translated these into **functional specifications**
- Conducted **JAD sessions** with different user group, stakeholders and developers
- Documented **workflow** & **results** of **business analysis** and obtained sign-off from client

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

- Supported **Swift** component of the project and **Business Intelligence** part of the project
- Further integrated both Swift Alliance workstation for batch processing and Swift Alliance web station for doing queries for SWIFTnet Accord
- Documented the **AS-IS processes** and redesigned the optimal **To-Be processes**
- Communicated the **business directives, goals, and needs** to the technical team and served as **client interface** from managing user expectations and client satisfaction
- Created and modified **Universes** with Classes, Objects and Conditional objects
- Setup **Aggregate Awareness** to enhance the performance of **SQL transactions**
- Developed hierarchies on **Multidimensional Analysis** & drill down & drill by features
- Created several customized **audit reports**
- Scheduled several reports using Infoview & distributed them as PDF documents to users
- Assisted the technical team in translating **Business Architecture** into application architecture and the production of a **System Functionality document**
- Coordinated and participated in **review, revisions, changes, enhancements, testing, and documentation** of product enhancements and/or business opportunities
- Executed **test plans** along with testing team to ensure that **business requirements** and **functional specifications** were tested and fulfilled

Environment: Oracle 9i/10g, Unix, Windows 2003 Server, Rational RequisitePro, Rational Rose, ClearCase, ClearQuest, Quality Center, SWIFT, Business Object XI, Crystal Report XI and UML

October 2005 – December 2006 First Bank, Denver, CO
Online Credit Card Application System
Lead Business Analyst
This was a re-engineering project to provide better services in following areas: open a new user account, view their account balances, transfer funds to different accounts, manage payments to other institutions by quick pay or recurring payments, view the most recent transactions, view the transaction history of checking and saving accounts, send and receive messages, integrated with ADP payroll component, change user information, order checks and order brochures

Responsibilities:

- Utilized **RUP** to configure and develop **process, standards, and procedures**
- Analyzed operating procedures and policies on an ongoing basis and understood **core processes** of the departments to provide input on **re-engineering**
- Developed and managed **project scope, project plan, WBS, schedule, budget, risk** and **mitigation plan** as per the **Project Charter**
- Developed several **matrix reports** for the project
- Coordinated ADP team to integrate requirement of payroll system with online application
- Interviewed different user and subject matter experts (SME)s
- Conducted **JAD sessions** with different stakeholders and developers
- Created different **Traceability views** to maintain the Traceability of the requirements
- Analyzed **business requirements** and developed **Use Cases**, **Use Case Diagrams, Sequence Diagrams, Activity Diagrams, site map and wire frame**
- Designed and updated the existing **Universes** and linked to **Master Universe**
- Exported the Universes to the **Repository** to make resources available to the users
- Created **reports** for various Portfolios using the Universes as the main Data Providers
- Developed Production **Reports** and developing Various Report formats
- Deployed Business Objects Reports on web by using **Webi** and **Broadcast Agent**
- Created and Administered Business Objects **users, groups** using **Supervisor** Component

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

- Supported QA team to develop **Test Plans** and **Test Cases**
- Participated in **System Testing** to ensure that the compiled software components of the Applications adhere to Project Standards, Performance Criteria and Functional specifications that helps organization's content management system
- Frequently updated the **requirement** and **defect status** as per the current status of the testing project

Environment: VB, JAVA, Oracle 9i, 10g, Unix, Windows 2003 server, RequisitePro, Rational Rose, ClearCase, ClearQuest, RAVEN, RAVEN Express, Test Director, QTP, Win Runner, Wireframes, Business Objects 6 5, Webi, Crystal Report and UML

January 2005 – September 2005 Wells Fargo, Houston, TX
Integrated Multi-channel Banking System (IMBS)
Business Analyst
This project enabled banks to provide an integrated financial services portal to both retail and corporate customers This application includes the **multi-channel integration framework** that supports the **Internet, mobile phones** using Wireless Application Protocol (**WAP**) and Short Message Service (**SMS**) and **call centers**. The key features include providing the banks with a unified view of customer interactions across channels, enabling them to deliver key value-added products and services to their corporate clients, and personalization of screens for retail users using **SOA**

Responsibilities:
- Acted as a **liaison** between business users and technical teams at all levels
- Identified business needs to determine solutions using **BPM** approach
- Conducted user **interviews** to gather requirements to create various reports
- Organized **JAD** sessions gather specific requirements
- Conducted **Requirements Analysis** and **Gap Analysis**
- Designed and developed **use cases, use case diagrams, UI, Data model**
- Coordinated with QA team helping them understand Use Cases and **functional requirements** in **SRS**
- Created Cardinalities, **Contexts**, **Joins**, and **Aliases** for resolving **Loops** and checked the Integrity of the **Universes**
- Created reports for various Portfolios using the Universes as the main **Data Providers**
- Worked on Production Reports using BO Report formats to develop **canned reports**
- Used **Slice and Dice**, **Drill Down**, **Filters**, **Conditions**, **Cross Tab**, **Master Detail** and Formulas and developed Hierarchies to support drill down reports
- Created the reports using Business Objects functionalities like: **Queries**, **Slice and Dice**, **Drill Down**, @Functions, Cross tab, Master-Detail and Formulas
- Deployed **Business Objects Reports** on web by using Webi and Deski
- Scheduling Reports by using **Broadcast Agent**
- Responsible for writing SQL * Plus Queries to test the Reports
- Assisted QA team to develop **Test Plan,** Test Cases, Test Data and participated in **UAT**

Environment: Requisite Pro, Rational Rose, ClearCase, ClearQuest, Rational Test Manager, MS Project, MS SQL Server 2000, Oracle, Business Objects 5 0, Windows 2000 Server

April 2004 – December 2004 GEICO, Baltimore, MD
Online Billing System
Business Analyst
This project goal is to develop and enhance web based application where existing customers could review policies, print an auto evidence of insurance, view billing and payment history, review claims, request policy changes online

Responsibilities:
- Gathered **user requirements** by interviewing stakeholders and system owners

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Pending Approval

- Coordinated **JAD sessions** with business stakeholders
- Developed **business process flow** with UML for **work flow** and **use case diagrams**
- Defined **functional specifications** for breaking down the mortgage into core cash flow components using **Use Cases, Use Cases Diagrams, Activity diagrams, Sequence diagrams, site map and wire frame**
- Work with Architect to develop E-R Diagram using data modeling tool
- Partnered with Project Manager and Technical Designers **to assess and document** that impact managing project requirements
- Obtained **sign off** from Business Stakeholders
- Assisted QA team to develop **Test Plans**, **Test Cases** and help improvised processes and incorporated user feedbacks to ensure a smooth scalable rollout
- Developed **training manuals**, job aids and process aids to meet **SOX compliance**

Environment: Unix, Windows 2000 server, Rational Rose, Requisite Pro, ClearCase & ClearQuest, Rational Test Manager, DOORS, ERWin, Visio, MS Project Server, Oracle 8i, MS SQL, MS Office package

January 2003 – March 2004 National City Bank, Fair Fax, VA
Commercial Market Loan Origination System (CMOS)
Business Analyst
This project is designed to book loans in commercial banking, middle market and small business administration in North America CMOS allows inputting all the information about businesses and individuals in the main application form that tied up with number of other forms which are in a précised workflow **Loans** are approved and then **Annuities** are set if all the requirements are fulfilled This system has the ability to auto email National City Bank officials of any changes made to CMOS and records all the activities in database
Responsibilities:

- Functioned as the **primary liaison** between the business line, operations, and the technical areas throughout the project cycle
- Facilitated and managed meeting sessions with committee of SMEs from various business areas including **Loan Servicing and Loan Monitoring**
- Conducted **user interviews**, **gathered requirements**, **analyzed**, and **documented Business requirements** based on the analysis of **loan processing workflow model**
- Reviewed **Charter Documents** and **BRD** for tagging and **tracing** to **Use-Case Specifications**, and **UI** functional specification documents
- Used standard Business Analysis methodology centered on **RUP**
- Designed and developed **Use Cases, Activity Diagrams, Sequence Diagrams**
- Clarified Quality Analyst (QA) team issues and reviewed **test plans** and **test cases** developed by QA team to make sure that all requirements will be covered in scripts and tested properly
- Assisted with **UAT** of systems, **developing** and **maintaining quality procedures**, and ensuring that appropriate documentation was in place
- Assisted client in developing **content and training materials**; recommended enhancements and identified **new business requirements**

Environment: Rational Rose, RequisitePro, ClearCase, ClearQuest, DOORS, Oracle 8i, UML, RUP, ERWin, MS Project

January 2001 – December 2002 International Labor Organization (ILO), Nepal
Labor Market Information System (LMIS)
Business Analyst/ Project Manager
This project was joint initiative of ILO, United Nation Development Program (UNDP) and Ministry of Labor. This project developed information system that gives both quantitative and qualitative labor market information to job

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

seekers, employers, government, researchers, and general public. It also gives employment and training information using web-portal

Responsibilities:

- Managed project from **initializing, planning, implementing, controlling and closing**
- Managed **project scope, plan, work breakdown structure (WBS), schedule, budget, and risk** as per the **Project Charter**
- Gathered **business requirements**, **generated business models** and **use cases**
- Interviewed different user groups and SMEs to derived business requirement
- Conducted **JAD** session with business and technical units
- Conducted Feasibility Studies, **GAP Analysis**, **SWOT Analysis**, **Cost Benefit Analysis** including Return on Investment **(ROI)** and **Financial Justification**
- Involved in documenting various **phases of SDLC**
- Developed **Use Cases** and other UML diagram
- Developed various stage of data model from conceptual to physical data design together with system architect
- Coordinated the **Test Plans** for quality assurance based on functional requirements
- Coordinated with test team to run **Performance/Regression/Integration testing**
- Interact with the developer and tester to **verify requirements** are properly tested
- Involved in the documentation of the **complete testing process** and performed **UAT**
- Developed **periodic status reports**
- **Trained** key stakeholders to use LMIS system

Environment: Rational Rose, Rational RequisitePro, MS SQL, RUP, Visio, ERWin, Windows 2000, Business Objects, MS Project, Niku

January 1999 – December 2000 Nepal Tourism Board (NTB), Kathmandu, Nepal
Tourism Information System
IT and Research Consultant

This project developed Information System that gives exact information of demand and supply situation of tourism in Nepal. This facilitates the NTB staffs to keep track of the tourist arrival, departure, revenue generation through tourist spending, demographic profile and psychographic profile of tourist

Responsibilities:

- Conducted **user interviews** to gather **requirements and customize** the existing system to suite the specific needs of the customer using **BPM** approach
- Conducted **market research and product research** to understand **demographic and psychographic profile** of customer
- Documented the **scope, requirements, business rules, and functional specifications**
- Conducted Feasibility Studies, **GAP Analysis**, **SWOT Analysis**, **Cost Benefit Analysis** including Return on Investment **(ROI)** and **Financial Justification**
- Designed **use cases** and **use case diagrams** using MS Visio and MS Word
- Prepared **UI prototypes** with user specific fields
- Performed **UAT** to validate the application meets user requirements
- Made presentations to clients explaining about software system we developed
- Assisted in managing IT side of the projects from **initializing, planning, implementing, controlling to closing**

Environment: Visual Basic, Oracle, MS Visio, MS Windows NT, SWOT analysis, GAP Analysis, Financial Analysis

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

EDUCATION

MSM, Information Technology and Project Management, USA
MBA, Business Management and Corporate Strategy, Philippines
BS in Computer Engineering, Philippines

Certifications

SYSTEM ANALYSIS AND INTEGRATION CERTIFICATE, USA
DATABASE MANAGEMENT SYSTEM CERTIFICATE, USA
PROJECT MANAGEMENT CERTIFICATE, USA
NETWORKING AND TELECOMMUNICATIONS CERTIFICATE, USA

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Dawn Worley

Pending Approval

SUMMARY OF QUALIFICATIONS

- Areas of expertise include training, conversion management, and testing.
- Participating in system/business analysis, design work sessions, system enhancement design document(s), status briefings and reports to management.
- UAT testing, Beta testing, data clean up and validation for pre and post conversions, training and development of procedures that outline specific workflow strategies for application users.
- Participated with the financial interpretation of State and Federal regulations.
- Provided Fiscal monitoring of Collections, including balancing of Trust Fund Accounts, for Control and Analysis, with reporting documentation to County Auditor's office.
- Prepared and verified accuracy of State reports.
- Assisted in department budget requests and calculations and gathered statistics for staffing requests.

PROFESSIONAL EXPERIENCE

April 2008 to Present – Eclipse Solutions, Inc. – Sacramento, CA
Business Analyst
State of California, Department of Alcohol and Drug Program

Participating in system analysis and design work sessions
Reviewing system enhancement design document(s)and release notes
Participating in status briefings and providing status reports to management
Creating user acceptance testing strategy and test plans
Writing test scripts and data sets necessary to execute created test scripts
Populating the test beds with test data
Executing test scripts and documenting the results
Validating test results and identifying any issues, defects and/or anomalies
Recording identified issues into an issue tracking system
Performing Regression testing overall application to confirm no impact to key functionality
Preparing final test reports

November 2005 to March 2008 - Eclipse Solutions, Inc. – Sacramento, CA
Senior Business Analyst
State of California, Department of Child Support

Provide triage of issues submitted to CCSAS Business Problems for resolution.
Assist and facilitate with training needs for LCSAs and State Staff and supported the CCSAS project as a subject matter expert, providing knowledge of LCSA business process on both child support and health and human service programs, provide strategic planning, organizational assessments, and feasibility studies.
Provided triage of complex issues with SDU, SWS, ARS and CASES (LCSAs local systems).
Reviewed all issues submitted to CCSAS Business Problems state email box and determined what department(s) to contact for resolution.
Report the status of system data validation activities associated with CCSAS testing, including FAQs for the LCSAs to reference.

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

Develop training materials, plan, coordinate, and provided training for LCSA and DCSS staff performing CCSAS data validation activities, including on-going data quality management.
Participate in CCSAS Problem Resolutions Teams (PRT), Production Incident Teams (PIT), Implementation team meetings, as a subject matter expert providing program and county knowledge, as necessary to identify, resolve, and provide feedback on data related issues, and provided input to defect reporting and tracking in ClearQuest.

July 2005 to November 2005 – First Data Government Solutions – Sacramento, CA
Exceptions Supervisor
Associated with State of California, Department of Child Support Services

Provide oversight to staff researching payment transactions receipted at the State Disbursement Unit (SDU) that cannot be processed due to incomplete or illegible information.
Responsible for supervising up to 20 exceptions clerks, provide training, coaching and support developments.
Follow up and attention to detail required.
Ability to meet multiple deadlines in short timeframes.

May 2004 to June 2005 – Eclipse Solutions, Inc. – Sacramento, CA
Business Analyst
KIDZ Joint Powers Authority, Associated with State of California, Department of Child Support Services

Responsibility of providing on-site support to the 10 California county offices of Child Support Services presently on the KIDZ system and converting to CASES.
Provided onsite support for data clean up for Placer County's conversion to CalWIN.
Evaluated data clean up reports pre conversion to identify potential errors in their data that would cause problems if not addressed.
Develop and execute testing scripts to test financial/accounting enhancements and modifications to the KIDZ application. Assist in detail design of future releases.
Prepare new training material for releases. Assess business needs and confirm that programmatic changes meet the county and or federal requirements and are released without errors into production.
Identify, debug and recommend solutions to the system issues that occur during testing.
Test enhancements and modification to interfaces, reports and conversion utilities as part of conversion planning for the upcoming migration to the CASES child support application.
Provide enhancements to internal QA processes and procedures to improve the QA process on the KIDZ project.

March 1990 to May 2004 – Placer County Department of Child Support – Auburn, CA
Financial Supervisor

Fiscal Coordinator for Data Conversion on the Change Management Team for the Placer County conversion to CASES, including pre conversion implementation planning and post conversion implementation. This included organization of clean up reports and development and implementation of procedures to correct and prevent creation of further errors. Developed data validation testing scripts and necessary scenarios to insure the best financial conversion possible. Provided Fiscal monitoring of Child Support Collections, including balancing of Trust Fund Accounts, for Control and Analysis. Prepared and verified accuracy of State reports. Assisted in department budget requests and calculations and gathered statistics for staffing requests. Train users on how to validate data for both UAT and beta testing. Conducted Beta and UAT testing for both KIDZ and CalWIN Interface systems.

Pending Approval

International Network Consulting, Inc.
P.O. Box 254620, Sacramento, CA 95865, U.S.A. www.my2inc.com Phone: (916) 213-3387 Fax: (916) 914-2209

EDUCATION

Healds Business and Technology College, Sacramento, CA
August 1979 to March 1980

48 units of Accounting Principles, Payroll Records, Income Tax – Individual and Business, Computer Operations, Business Math I & II, Business Law and Business Psychology.

TECHNICAL EXPERIENCE

Software

TOAD for Oracle, Test Director, MS Word, MS Excel, MS PowerPoint, MS Outlook, Internet Explorer, Symantec PC Anywhere, Learn Linc, Rational Clear Quest, ManageNow R1

Pending Approval

EXHIBIT B
Budget Detail and Payment Provisions
Page 1 of 2

Pending Approval

BUDGET DETAIL AND PAYMENT PROVISIONS

1. **Invoicing and Payment:**

   A. For services satisfactorily rendered and upon receipt and approval of the invoices, the BOE agrees to compensate the Contractor for actual expenditures incurred in accordance with the rates specified herein.

		Phase I FY 2008/09	Phase II/Phase III FY 2009/10	Total All Phases
Systems Analyst	08-140	$ 807,570	$ 578,610	$ 1,386,180

The contractor will invoice for the time to produce the deliverables identified in the Scope of Work. This will commence with Phase I and continue until funds are expended and then to Phases II.

   B. Invoices shall include the Agreement Number and be submitted in duplicate not more frequently than monthly in arrears to:

Board of Equalization
Accounting Section
450 N Street, MIC: 23
P. O. Box 942879
Sacramento, CA 94279-0023

   C. Labor Rates shall correspond with the following Contractor staff and hourly labor rates:

Resource Name	MSA Labor Classification	Offer Rate
Robert H. Morrison	IIB - Senior Programmer	$79.00
Trina L. Arjil	IIB - Senior Programmer	$75.00
Demetrius Brown	IIB - Senior Programmer	$77.00
Michael Castro	IIB - Senior Programmer	$77.00
Bhishma Pardhan	IIB - Senior Programmer	$77.00
Alternate:		
Dawn Worley	IIB - Senior Programmer	$77.00

EXHIBIT B
Budget Detail and Payment Provisions
Page 2 of 2

2. **Budget Contingency Clause:**

   A. It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this Agreement does not appropriate sufficient funds for the program, this Agreement shall be of no further force and effect. In this event, the State shall have no liability to pay any funds whatsoever to Contractor or to furnish any other considerations under this Agreement and Contractor shall not be obligated to perform any provisions of this Agreement.

   B. If funding for any fiscal year is reduced or deleted by the Budget Act for purposes of this program, the State shall have the option to either: cancel this Agreement with no liability occurring to the State, or offer an Agreement Amendment to Contractor to reflect the reduced amount.

3. **Prompt Payment Clause:**

   Payment will be made in accordance with and within the time specified in Government Code, Chapter 4.5 (commencing with Section 927).

Pending Approval

EXHIBIT D
Special Terms and Conditions
Page 1 of 2

SPECIAL TERMS AND CONDITIONS

1. **Potential Subcontractors:**

   Nothing contained in this Agreement or otherwise shall create any contractual relation between the State and any subcontractors, and no subcontract shall relieve the Contractor of its responsibilities and obligations hereunder. The Contractor agrees to be as fully responsible to the State for the acts and omissions of its subcontractors and of persons either directly or indirectly employed by any of them as it is for the acts and omissions of persons directly employed by the Contractor. The Contractor's obligation to pay its subcontractors is an independent obligation from the State's obligation to make payments to the Contractor. As a result, the State shall have no obligation to pay or to enforce the payment of any moneys to any subcontractor.

2. **Computer Software Copyright Laws:**

   Contractor certifies that it has appropriate systems and controls in place to ensure that state funds will not be used in performance of this Agreement for the acquisition, operation or maintenance of computer software in violation of copyright laws.

3. **Ownership of Data/Ownership in Data:**

   The State owns data filed with or collected by the Contractor in both hardcopy, electronic and internet formats. Data, in all forms, is the property of the State of California and copyrights, trademarks, service marks, or patents will not be filed that infringe on the exclusive ownership by the State. Contractor may use said data for academic research and possible publication with written approval of the Executive Director of the BOE or Designee.

4. **Licensees and Permits:**

   The Contractor shall be an individual or firm licensed to do business in California and shall obtain at his/her expense all license(s) and permit(s) required by law for accomplishing any work required in connection with this contract.

   If you are a Contractor located within the State of California, a business license from the city/county in which you are headquartered is necessary; however, if you are a corporation, a copy of your incorporation documents/letter from the Secretary of State's Office can be submitted. If you are a Contractor outside the State of California, you will need to submit to the BOE a copy of your business license or incorporation papers for your respective State showing that your company is in good standing in that state.

Pending Approval

EXHIBIT D
Special Terms and Conditions
Page 2 of 2

In the event, any license(s) and/or permit(s) expire at any time during the term of this Agreement; Contractor agrees to provide the BOE a copy of the renewed license(s) and/or permit(s) within 30 days following the expiration date. In the event the Contractor fails to keep in effect at all times all required license(s) and permit(s), the State may, in addition to any other remedies it may have, terminate this Agreement upon occurrence of such event.

5. **Contractor Evaluation:**

In accordance with Public Contract Code 10369, within sixty (60) days after the completion of this Agreement, the BOE shall complete a written evaluation of Contractor's performance under this Agreement. If Contractor did not satisfactorily perform the work, a copy of the evaluation will be sent to the Department of General Services, Office of Legal Services. The BOE shall send a copy of the unsatisfactory evaluation to the Contractor within fifteen (15) working days of the completion of the evaluation.

6. **Confidentiality Statement:**

All Contractor staff must sign and return a Confidentiality Statement, Form BOE-4.

Pending Approval