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08-0626

THE STATE OF TEXAS §
 §
COUNTY OF HARRIS §

1. PARTIES

A. Address

THIS AGREEMENT FOR ON-CALL STAFF AND PROJECT SUPPORT SERVICES FOR THE CITY'S INTEGRATED LAND MANAGEMENT SYSTEM ("Agreement") is made on the Countersignature Date between the **CITY OF HOUSTON, TEXAS ("City")**, a municipal corporation, and **JEFFERSON ASSOCIATES, INC. ("Contractor")**, a Texas corporation.

The initial addresses of the parties, which one party may change by giving written notice to the other party, are as follows:

<u>City</u>	<u>Contractor</u>
City Purchasing Agent City of Houston P.O. Box 1562 Houston, Texas 77251	Jefferson Associates, Inc. 17045 El Camino Real, Suite 100 Houston, TX 77058

The Parties agree as follows:

B. Table of Contents

This Agreement consists of the following sections:

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EXHIBITS

- A. Scope of Service
- A-1 Resume's of Contractor's On-Call Staff
- A-2 List of Reports To Be Developed
- B Standard Hourly Rates and Long Term Hourly Rates For On-Call Staff
- C. Equal Employment Opportunity
- D. MWBE Subcontract Terms
- E. Drug Policy Compliance Agreement
- F. Drug Policy Compliance Declaration
- G. Certification of No Safety Impact Positions

C. Parts Incorporated

The above described exhibits are incorporated into this Agreement.

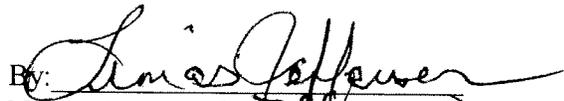
D. Controlling Parts

If a conflict among the sections and exhibits arises, the sections control over the exhibits.

E. Signatures

The Parties have executed this Agreement in multiple copies, each of which is an original.

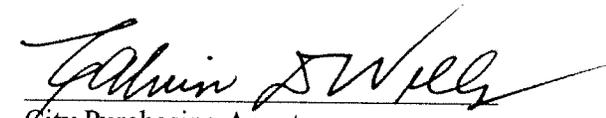
JEFFERSON ASSOCIATES, INC.

By: 
Name: LINA S. JEFFERSON
Title: Chairman & CEO

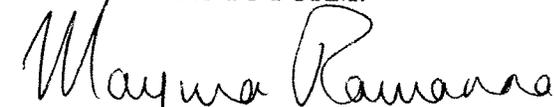
ATTEST/SEAL (if a corporation)
WITNESS (if not a corporation)

By: _____
Name: _____
Title: _____

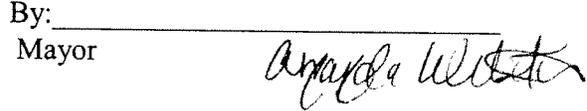
APPROVED:


City Purchasing Agent

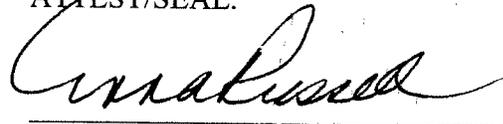
APPROVED AS TO FORM:

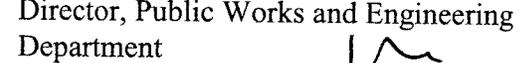

Assistant City Attorney
L.D. No. 0640800031001

CITY OF HOUSTON, TEXAS

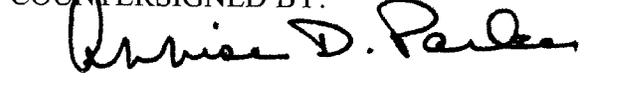
Signed by: 
By: _____
Mayor 

ATTEST/SEAL:


City Secretary


Director, Public Works and Engineering
Department 

COUNTERSIGNED BY:


City Controller 

DATE COUNTERSIGNED:

7-21-08

II. DEFINITIONS

As used in this Agreement, the following terms have the meanings set out below:

“Acceptance” means approving the software program developed for each Deliverable for use by City after testing the software to ascertain that the Deliverable works according to Contractor’s Documentation and the requirements set out in the design document approved by the Director for that Deliverable as set out in Section IV(F) of this Agreement.

"Agreement" means this contract between the Parties, including all exhibits and any written amendments authorized by City Council and Contractor.

"City" is defined in the preamble of this Agreement and includes its successors and assigns.

"Contractor" is defined in the preamble of this Agreement and includes its successors and assigns.

"Countersignature Date" means the date shown as the date countersigned on the signature page of this Agreement.

"Deliverables" mean all reports, web-applications or products developed and all tasks performed by Contractor for the City’s ILMS system or subsystems under this Agreement.

"Director" means the City Purchasing Agent and the Director of the Public Works and Engineering Department, or their designee.

"Documents" mean notes, manuals, notebooks, plans, computations, databases, tabulations, exhibits, reports, underlying data, charts, analyses, maps, letters, models, forms, photographs, the original tracings of all drawings and plans, and other work products (and any modifications or improvements to them) that Contractor prepares or provides under this Agreement.

“Documentation” means the manual approved by Contractor detailing the design, operation

and instructions for using the Deliverable to obtain the desired results from the software operating system and hardware on which it is used.

“Include” and “including”, and words of similar import, shall be deemed to be followed by the words “without limitation”.

“Integrated Land Management System” or ILMS means the City’s computerized system, subsystems and database housed in the City’s Public Works and Engineering Department, used by the City to enforce City building codes by issuing building permits or citations for violations and to store all relevant data regarding such permits.

“Long Term Hourly Rate” means the hourly rates listed in Exhibit “B” for the professionals whose resume’s are listed in Exhibit “A-1” for assignments of 41 hours or more.

"Notice to Proceed" means a written communication from the Director to Contractor instructing Contractor to begin performance.

“Parties” mean all the entities set out in the Preamble who are bound by this Agreement.

“Standard Hourly Rate” means the hourly rates listed in Exhibit “B” for the professionals whose resume’s are listed in Exhibit “A-1” for assignments of 40 hours or less.

III. DUTIES OF CONTRACTOR

A. Scope of Services

In consideration of the payments specified in this Agreement, Contractor shall provide all labor, material, and supervision necessary to perform the services described in Exhibit "A.”

B. Coordinate Performance

Contractor shall coordinate its performance with the Director and other persons that the Director designates. Contractor shall promptly inform the Director and other person(s) of all

significant events relating to the performance of this Agreement.

C. Payment of Subcontractors

Contractor shall make timely payments to all persons and entities supplying labor, materials, or equipment for the performance of this Agreement. CONTRACTOR SHALL DEFEND AND INDEMNIFY THE CITY FROM ANY CLAIMS OR LIABILITY ARISING OUT OF CONTRACTOR'S FAILURE TO MAKE THESE PAYMENTS. Contractor shall submit disputes relating to payment of MWBE subcontractors to arbitration in the same manner as any other disputes under the MWBE subcontract.

D. RELEASE

CONTRACTOR AGREES TO AND SHALL RELEASE THE CITY, ITS AGENTS, EMPLOYEES, OFFICERS, AND LEGAL REPRESENTATIVES (COLLECTIVELY THE "CITY") FROM ALL LIABILITY FOR INJURY, DEATH, DAMAGE, OR LOSS TO PERSONS OR PROPERTY SUSTAINED IN CONNECTION WITH OR INCIDENTAL TO PERFORMANCE UNDER THIS AGREEMENT, EVEN IF THE INJURY, DEATH, DAMAGE, OR LOSS IS CAUSED BY THE CITY'S SOLE OR CONCURRENT NEGLIGENCE AND/OR THE CITY'S STRICT PRODUCTS LIABILITY OR STRICT STATUTORY LIABILITY.

E. INDEMNIFICATION

CONTRACTOR AGREES TO AND SHALL DEFEND, INDEMNIFY, AND HOLD THE CITY, ITS AGENTS, EMPLOYEES, OFFICERS, AND LEGAL REPRESENTATIVES (COLLECTIVELY THE "CITY") HARMLESS FOR ALL CLAIMS, CAUSES OF ACTION, LIABILITIES, FINES, AND EXPENSES (INCLUDING, WITHOUT LIMITATION,

ATTORNEYS' FEES, COURT COSTS, AND ALL OTHER DEFENSE COSTS AND INTEREST) FOR INJURY, DEATH, DAMAGE, OR LOSS TO PERSONS OR PROPERTY SUSTAINED IN CONNECTION WITH OR INCIDENTAL TO PERFORMANCE UNDER THIS AGREEMENT INCLUDING, WITHOUT LIMITATION, THOSE CAUSED BY:

- (1) CONTRACTOR'S AND/OR ITS AGENTS', EMPLOYEES', OFFICERS', DIRECTORS', CONTRACTORS', OR SUBCONTRACTORS' (COLLECTIVELY IN NUMBERED PARAGRAPHS 1-3, "CONTRACTOR") ACTUAL OR ALLEGED NEGLIGENCE OR INTENTIONAL ACTS OR OMISSIONS;**
- (2) THE CITY'S AND CONTRACTOR'S ACTUAL OR ALLEGED CONCURRENT NEGLIGENCE, WHETHER CONTRACTOR IS IMMUNE FROM LIABILITY OR NOT; AND**
- (3) THE CITY'S AND CONTRACTOR'S ACTUAL OR ALLEGED STRICT PRODUCTS LIABILITY OR STRICT STATUTORY LIABILITY, WHETHER CONTRACTOR IS IMMUNE FROM LIABILITY OR NOT.**

CONTRACTOR SHALL DEFEND, INDEMNIFY, AND HOLD THE CITY HARMLESS DURING THE TERM OF THIS AGREEMENT AND FOR FOUR YEARS AFTER THE AGREEMENT TERMINATES. CONTRACTOR'S INDEMNIFICATION IS LIMITED TO \$500,000 PER OCCURRENCE. CONTRACTOR SHALL NOT INDEMNIFY THE CITY FOR THE CITY'S SOLE NEGLIGENCE.

F. INDEMNIFICATION - PATENT, COPYRIGHT, TRADEMARK, AND TRADE SECRET INFRINGEMENT

CONTRACTOR AGREES TO AND SHALL DEFEND, INDEMNIFY, AND HOLD HARMLESS THE CITY, ITS AGENTS, EMPLOYEES, OFFICERS, AND LEGAL REPRESENTATIVES (COLLECTIVELY THE "CITY") FROM ALL CLAIMS OR CAUSES OF ACTION BROUGHT AGAINST THE CITY ALLEGING THAT THE CITY'S USE OF ANY EQUIPMENT, SOFTWARE, PROCESS, OR DOCUMENTS CONTRACTOR FURNISHES DURING THE TERM OF THIS AGREEMENT INFRINGES ON A PATENT, COPYRIGHT, OR TRADEMARK, OR MISAPPROPRIATES A TRADE SECRET. CONTRACTOR SHALL PAY ALL COSTS (INCLUDING, WITHOUT LIMITATION, ATTORNEYS' FEES, COURT COSTS, AND ALL OTHER DEFENSE COSTS, AND INTEREST) AND DAMAGES AWARDED.

CONTRACTOR SHALL NOT SETTLE ANY CLAIM ON TERMS WHICH PREVENT THE CITY FROM USING THE EQUIPMENT, SOFTWARE, PROCESS, AND DOCUMENTS WITHOUT THE CITY'S PRIOR WRITTEN CONSENT.

WITHIN 60 DAYS AFTER BEING NOTIFIED OF THE CLAIM, CONTRACTOR SHALL, AT ITS OWN EXPENSE, EITHER (1) OBTAIN FOR THE CITY THE RIGHT TO CONTINUE USING THE EQUIPMENT, SOFTWARE, PROCESS, AND DOCUMENTS OR, (2) IF BOTH PARTIES AGREE, REPLACE OR MODIFY THEM WITH COMPATIBLE AND FUNCTIONALLY EQUIVALENT PRODUCTS. IF NONE OF THESE ALTERNATIVES IS REASONABLY AVAILABLE, THE CITY MAY RETURN THE EQUIPMENT, SOFTWARE, OR DOCUMENTS, OR DISCONTINUE THE PROCESS, AND

CONTRACTOR SHALL REFUND THE PURCHASE PRICE.

G. INDEMNIFICATION - SUBCONTRACTOR'S INDEMNITY

CONTRACTOR SHALL REQUIRE ALL OF ITS SUBCONTRACTORS (AND THEIR SUBCONTRACTORS) TO RELEASE AND INDEMNIFY THE CITY TO THE SAME EXTENT AND IN SUBSTANTIALLY THE SAME FORM AS ITS RELEASE AND INDEMNITY TO THE CITY.

H. INDEMNIFICATION - PROCEDURES

(1) Notice of Claims. If the City or Contractor receives notice of any claim or circumstances which could give rise to an indemnified loss, the receiving party shall give written notice to the other party within 10 days. The notice must include the following:

- (a) a description of the indemnification event in reasonable detail,
- (b) the basis on which indemnification may be due, and
- (c) the anticipated amount of the indemnified loss.

This notice does not estop or prevent the City from later asserting a different basis for indemnification or a different amount of indemnified loss than that indicated in the initial notice. If the City does not provide this notice within the 10 day period, it does not waive any right to indemnification except to the extent that Contractor is prejudiced, suffers loss, or incurs expense because of the delay.

(2) Defense of Claims

(a) Assumption of Defense. Contractor may assume the defense of the claim at its own expense with counsel chosen by it that is reasonably satisfactory to the City. Contractor shall then control the defense and any negotiations to settle the claim. Within 10 days after receiving written

notice of the indemnification request, Contractor must advise the City as to whether or not it will defend the claim. If Contractor does not assume the defense, the City shall assume and control the defense, and all defense expenses constitute an indemnification loss.

(b) Continued Participation. If Contractor elects to defend the claim, the City may retain separate counsel to participate in (but not control) the defense and to participate in (but not control) any settlement negotiations. Contractor may settle the claim without the consent or agreement of the City, unless it (i) would result in injunctive relief or other equitable remedies or otherwise require the City to comply with restrictions or limitations that adversely affect the City, (ii) would require the City to pay amounts that Contractor does not fund in full, (iii) would not result in the City's full and complete release from all liability to the plaintiffs or claimants who are parties to or otherwise bound by the settlement.

I. Insurance

Contractor shall maintain in effect certain insurance coverage and shall furnish certificates of insurance, in duplicate form, before beginning its performance under this Agreement. All policies except Professional Liability and Workers' Compensation must name the City as an additional insured. The issuer of any policy (1) shall have a Certificate of Authority to transact insurance business in Texas or (2) shall be an eligible non-admitted insurer in the State of Texas and have a Best's rating of at least B+ and a Best's Financial Size Category of Class VI or better, according to the most current edition Best's Key Rating Guide. Contractor shall maintain the following insurance coverages in the following amounts:

- (1) Commercial General Liability insurance including Contractual Liability insurance:

\$500,000 per occurrence; \$1,000,000 aggregate

- (2) Workers' Compensation including Broad Form All States endorsement:

Statutory amount

- (3) Professional Liability

\$1,000,000 per occurrence; \$1,000,000 aggregate

- (4) Automobile Liability insurance

\$1,000,000 combined single limit

Defense costs are excluded from the face amount of the policy.

Aggregate Limits are per 12-month policy period
unless otherwise indicated.

All insurance policies must require on their face, or by endorsement, that the insurance carrier waives any rights of subrogation against the City, and that it shall give 30 days written notice to the City before they may be canceled, materially changed, or nonrenewed. Within the 30 day period, Contractor shall provide other suitable policies in lieu of those about to be canceled, materially changed, or nonrenewed so as to maintain in effect the required coverage. If Contractor does not comply with this requirement, the Director, at his or her sole discretion, may

- (1) immediately suspend Contractor from any further performance under this Agreement and begin procedures to terminate for default, or
- (2) purchase the required insurance with City funds and deduct the cost of the premiums from amounts due to Contractor under this Agreement.

J. Warranties

- (1) Contractor's performance shall conform to the professional standards prevailing in Harris County, Texas with respect to the scope, quality, due diligence, and care of the

services and products Contractor provides under this Agreement.

- (2) Software Warranty: Contractor warrants that the software it develops and delivers under this Agreement for each Deliverable requested by the Director will be free of any defects in workmanship or materials for a period of one year starting from the date of Acceptance of that Deliverable.

K. Confidentiality - Protection of City's Interest

Contractor, its agents, employees, contractors, and subcontractors shall hold all City information, data, and documents (collectively, "the Information") that they receive, or to which they have access, in strictest confidence. Contractor, its agents, employees, contractors, and subcontractors shall not disclose, disseminate, or use the Information unless the Director authorizes it in writing. Contractor shall obtain written agreements from its agents, employees, contractors, and subcontractors which bind them to the terms in this Section.

L. Use of Work Products

Contractor conveys and assigns to the City its entire interest and full ownership worldwide in and to any work, invention, Documents, and other work products, and the System, and any modifications or improvements to them, and the copyrights, patents, trademarks, trade secrets, and any other proprietary rights therein (collectively "Proprietary Rights") that Contractor, its agents, employees, contractors, and subcontractors (collectively "Authors") develop, write, or produce under this Agreement (collectively "Works"). The System includes computer programs, source code, object code, enhancements and modifications, files, input and output materials, media on which these computer programs, files, and documentation are located (including tapes, disks, and other storage media), and all related material and documentation.

The Authors shall not claim or exercise any Proprietary Rights related to the Works. If requested by the Director, Contractor shall place a conspicuous notation on any Works which indicates that the City owns the Proprietary Rights.

Contractor shall execute all documents required by the Director to further evidence this assignment and ownership. Contractor shall cooperate with the City in registering, creating, and enforcing Proprietary Rights arising under this Agreement. If Contractor's assistance is requested and rendered under this Section, the City shall reimburse Contractor for all out-of-pocket expenses it incurs in rendering assistance, subject to the availability of funds.

The Works and all rights are being sold in their entirety to the City and do not constitute a mere license or franchise to the City. On termination of this Agreement, and without regard to whether the Works are completed, Contractor shall deliver all Works to the City.

All Works developed, written, or produced under this Agreement for use as a contribution to a collective work; a part of a motion picture or other audiovisual work; a translation; a supplementary work; a compilation; an instructional text; a test; answer material for a test; or an atlas, are "works made for hire."

Contractor shall obtain written agreements from its agents, employees, contractors, and subcontractors performing work under this Agreement which bind them to the terms in this Section.

M. Licenses and Permits

Contractor shall obtain, maintain, and pay for all licenses, permits, and certificates including all professional licenses required by any statute, ordinance, rule, or regulation. Contractor shall immediately notify the Director of any suspension, revocation, or other detrimental action against his or her license.

N. Compliance with Laws

Contractor shall comply with all applicable state and federal laws and regulations and the City Charter and Code of Ordinances.

O. Compliance with Equal Opportunity Ordinance

Contractor shall comply with the City's Equal Employment Opportunity Ordinance as set out in Exhibit "C."

P. Drug Abuse Detection and Deterrence

(1) It is the policy of the City to achieve a drug-free workforce and workplace. The manufacture, distribution, dispensation, possession, sale, or use of illegal drugs or alcohol by contractors while on City Premises is prohibited. Contractor shall comply with all the requirements and procedures set forth in the Mayor's Drug Abuse Detection and Deterrence Procedures for Contractors, Executive Order No. 1-31 ("Executive Order"), which is incorporated into this Agreement and is on file in the City Secretary's Office.

(2) Before the City signs this Agreement, Contractor shall file with the Contract Compliance Officer for Drug Testing ("CCODT"):

- (a) a copy of its drug-free workplace policy,
- (b) the Drug Policy Compliance Agreement substantially in the form set forth in Exhibit "E," together with a written designation of all safety impact positions and,
- (c) if applicable (e.g. no safety impact positions), the Certification of No Safety Impact Positions, substantially in the form set forth in Exhibit "G."

If Contractor files a written designation of safety impact positions with its Drug Policy Compliance Agreement, it also shall file every 6 months during the performance of this Agreement or on completion of this Agreement if performance is less than 6 months, a Drug Policy Compliance Declaration in a form substantially similar to Exhibit "F." Contractor shall submit the Drug Policy Compliance Declaration to the CCODT within 30 days of the expiration of each 6-month period of performance and within 30 days of completion of this Agreement. The first 6-month period begins to run on the date the City issues its Notice to Proceed or if no Notice to Proceed is issued, on the first day Contractor begins work under this Agreement.

(3) Contractor also shall file updated designations of safety impact positions with the CCODT if additional safety impact positions are added to Contractor's employee work force.

(4) Contractor shall require that its subcontractors comply with the Executive Order, and Contractor shall secure and maintain the required documents for City inspection.

Q. Minority and Women Business Enterprises

It is the City's policy to ensure that Minority and Women Business Enterprises ("MWBEs") have the full opportunity to compete for and participate in City contracts. The objectives of Chapter 15, Article V of the City of Houston Code of Ordinances, relating to City-wide Percentage Goals for contracting with MWBEs, are incorporated into this Agreement.

Contractor shall make good faith efforts to award subcontracts or supply agreements in at least 24% of the value of this Agreement to MWBEs. The City's policy does not require Contractor to in fact meet or exceed this goal, but it does require Contractor to objectively demonstrate that it has made good faith efforts to do so. To this end, Contractor shall maintain records showing

(1) subcontracts and supply agreements with Minority Business Enterprises,

- (2) subcontracts and supply agreements with Women's Business Enterprises, and
- (3) specific efforts to identify and award subcontracts and supply agreements to MWBEs. Contractor shall submit periodic reports of its efforts under this Section to the Affirmative Action Director in the form and at the times he or she prescribes.

Contractor shall require written subcontracts with all MWBE subcontractors and suppliers and shall submit all disputes with MWBE subcontractors to binding arbitration in Houston, Texas, if directed to do so by the Affirmative Action Director. All agreements must contain the terms set out in Exhibit "D." If Contractor is an individual person (as distinguished from a corporation, partnership, or other legal entity), and the amount of the subcontract is \$50,000 or less, then the subcontract must also be signed by the attorneys of the respective parties.

R. Pay or Play Policy

The requirements and terms of the City of Houston Pay or Play program, as set out in Executive Order 1-7, are incorporated into this Agreement for all purposes. Contractor has reviewed Executive Order No. 1-7 and shall comply with its terms and conditions as they are set out at the time of City Council approval of this Agreement.

S. Personnel of Contractor

Contractor shall replace any of its personnel or subcontractors whose work product is deemed unsatisfactory by the Director.

IV. DUTIES OF THE CITY

A. Payment Terms

Subject to the allocation of funds as set out in Section IV (E) of this Agreement and

upon Acceptance of each Deliverable as set out in Section IV (F) along with the delivery of its source code to Director, City shall pay and Contractor shall accept the applicable Long Term Hourly Rate or Standard Hourly Rate for that professional listed in Exhibit "B" who provided the professional services to create that Deliverable or the estimated project costs approved by the Director for that Deliverable.

In the event the Director makes a written request to Contractor to provide the on-call services of a professional identified by the Director in the written request, then City shall pay and Contractor shall accept the applicable Long Term Hourly Rate or the Standard Hourly Rate for that professional listed in Exhibit "B" for the actual number of hours of professional services provided by that professional to City. The Long Term Hourly Rates and the Standard Hourly Rates for the various job classifications set out in Exhibit "B" remain in effect for the Initial Term of this Agreement.

B. Taxes

The City is exempt from payment of Federal Excise and Transportation Tax and Texas Limited Sales and Use Tax. Contractor's invoices to the City must not contain assessments of any of these taxes. The Director will furnish the City's exemption certificate and federal tax identification number to Contractor if requested.

C. Method of Payment

The City shall pay Contractor on the basis of invoices submitted by Contractor and approved by the Director showing the hours worked on a project or to provide a Deliverable or to provide on-call services requested by the Director and the applicable Long Term Hourly Rate or the Standard Hourly Rate for the professional who provided the services. The City shall make payments to Contractor at its address for notices within 30 days of receipt of an approved invoice.

D. Method of Payment - Disputed Payments

If the City disputes any items in an invoice Contractor submits for any reason, including lack of supporting documentation, the Director shall temporarily delete the disputed item and pay the remainder of the invoice. The Director shall promptly notify Contractor of the dispute and request remedial action. After the dispute is settled, Contractor shall include the disputed amount on a subsequent regularly scheduled invoice or on a special invoice for the disputed item only.

E. Limit of Appropriation

(1) The City's duty to pay money to Contractor under this Agreement is limited in its entirety by the provisions of this Section.

(2) In order to comply with Article II, Sections 19 and 19a of the City's Charter and Article XI, Section 5 of the Texas Constitution, the City has appropriated and allocated the sum of \$500,000.00 to pay money due under this Agreement (the "Original Allocation"). The executive and legislative officers of the City, in their discretion, may allocate supplemental funds for this Agreement, but they are not obligated to do so. Therefore, the parties have agreed to the following procedures and remedies:

(3) The City makes a Supplemental Allocation by issuing to Contractor a Service Release Order, or similar form approved by the City Controller, containing the language set out below. When necessary, the Supplemental Allocation shall be approved by motion or ordinance of City Council.

NOTICE OF SUPPLEMENTAL ALLOCATION OF FUNDS

By the signature below, the City Controller certifies that, upon the request of the responsible director, the supplemental sum set out below has been allocated for the purposes of

the Agreement out of funds appropriated for this purpose by the City Council of the City of Houston. This supplemental allocation has been charged to such appropriation.

\$ _____

(4) The Original Allocation plus all supplemental allocations are the Allocated Funds. The City shall never be obligated to pay any money under this Agreement in excess of the Allocated Funds. Contractor must assure itself that sufficient allocations have been made to pay for services it provides. If Allocated Funds are exhausted, Contractor's only remedy is suspension or termination of its performance under this Agreement, and it has no other remedy in law or in equity against the City and no right to damages of any kind.

F. Acceptance of Deliverables

Beginning promptly after the installation of each Deliverable, the City shall operate the Deliverable for a 30-day Trial Period, with Contractor providing support services as requested by the Director.

If during the Trial Period, the tests the City conducts indicate that the Deliverable is not performing in accordance with Contractor's Documentation or the requirements of this Agreement, Contractor will have 30 days to correct the problem(s), at which time the City will have an additional 15 days to retest the corrections.

The City shall notify Contractor of any non-conformity between the Deliverable and the Documentation and provide documentation of the non-conformity to Contractor as soon as practicable after discovery.

The City shall accept the Deliverable when: (i) the Deliverable and related Documentation have been completely delivered and installed, and (ii) the Deliverable has, by the end of the 30-

day Trial Period, successfully operated in accordance with Contractor's Documentation and the requirements of this Agreement. The City shall reject the Deliverable if at the end of the 30-day Trial Period (plus any time the City provides to Contractor to correct defects), the Deliverable has not performed in accordance with Contractor's Documentation and Contractor is unable to correct the deficiency.

If the City rejects the Deliverable, it will be returned to Contractor at no cost to the City and the City will not pay for the use of that Deliverable or any other applicable goods or services under this Agreement. Contractor shall return to City all sums paid to it under this Agreement for that Deliverable within 30 days of rejection of the Deliverable. The City reserves all other available rights at law or in equity.

V. TERM AND TERMINATION

A. Contract Term

This Agreement is effective on the Countersignature Date and remains in effect for three years unless sooner terminated under this Agreement (the "Initial Term").

B. Renewals

Upon expiration of the Initial Term, and so long as the City makes sufficient supplemental allocations, this Agreement will be automatically renewed for two successive one-year terms on the same terms and conditions. If the Director or the City chooses not to renew this Agreement, the Director shall notify Contractor of non-renewal at least 30 days before the expiration of the then-current term.

At the end of the second successive one-year term, if the Director extends this Agreement to permit Contractor to complete its performance, then, the Director may in his or her sole

discretion extend the time so long as such extension does not exceed 90 days. The 90-day extension of time does not require an amendment of the Agreement and Contractor is not entitled to damages for delay(s) regardless of the cause of such delay(s).

C. Termination for Convenience by City

The Director may terminate this Agreement at any time by giving 30 days written notice to Contractor. The City's right to terminate this Agreement for convenience is cumulative of all rights and remedies which exist now or in the future.

On receiving the notice, Contractor shall, unless the notice directs otherwise, immediately discontinue all services under this Agreement and cancel all existing orders and subcontracts that are chargeable to this Agreement. As soon as practicable after receiving the termination notice, Contractor shall submit an invoice showing in detail the services performed under this Agreement up to the termination date. The City shall then pay the fees to Contractor for services actually performed, but not already paid for, in the same manner as prescribed in Section IV, A unless the fees exceed the allocated funds remaining under this Agreement.

TERMINATION OF THIS AGREEMENT AND RECEIPT OF PAYMENT FOR SERVICES RENDERED ARE CONTRACTOR'S ONLY REMEDIES FOR THE CITY'S TERMINATION FOR CONVENIENCE, WHICH DOES NOT CONSTITUTE A DEFAULT OR BREACH OF THIS AGREEMENT. CONTRACTOR WAIVES ANY CLAIM (OTHER THAN ITS CLAIM FOR PAYMENT SPECIFIED IN THIS SECTION), IT MAY HAVE NOW OR IN THE FUTURE FOR FINANCIAL LOSSES OR OTHER DAMAGES RESULTING FROM THE CITY'S TERMINATION FOR CONVENIENCE.

D. Termination for Cause

If Contractor defaults under this Agreement, the Director may either terminate this Agreement or allow Contractor to cure the default as provided below. The City's right to terminate this Agreement for Contractor's default is cumulative of all rights and remedies which exist now or in the future. Default by Contractor occurs if:

- (1) Contractor fails to perform any of its duties under this Agreement;
- (2) Contractor becomes insolvent;
- (3) all or a substantial part of Contractor's assets are assigned for the benefit of its creditors; or
- (4) a receiver or trustee is appointed for Contractor.

If default occurs, the Director may, but is not obligated to, deliver a written notice to Contractor describing the default and the termination date. The Director, at his or her sole option, may extend the termination date to a later date. If the Director allows Contractor to cure the default and Contractor does so to the Director's satisfaction before the termination date, then the termination is ineffective. If Contractor does not cure the default before the termination date, then the Director may terminate this Agreement on the termination date, at no further obligation of the City.

VI. MISCELLANEOUS

A. Independent Contractor

Contractor is an independent contractor and shall perform the services provided for in this Agreement in that capacity. The City has no control or supervisory powers over the manner or method of Contractor's performance under this Agreement. All personnel Contractor uses or provides are its employees or subcontractors and not the City's employees, agents, or subcontractors for any purpose whatsoever. Contractor is solely responsible for the compensation

of its personnel, including but not limited to: the withholding of income, social security, and other payroll taxes and all workers' compensation benefits coverage.

B. Force Majeure

1. Timely performance by both parties is essential to this Agreement. However, neither party is liable for reasonable delays in performing its obligations under this Agreement to the extent the delay is caused by Force Majeure that directly impacts the City or Contractor. The event of Force Majeure may permit a reasonable delay in performance but does not excuse a party's obligations to complete performance under this Agreement. Force Majeure means: fires, interruption of utility services, epidemics in the City, floods, hurricanes, tornadoes, ice storms and other natural disasters, explosions, war, terrorist acts against the City or Contractor, riots, strikes, court orders, and the acts of superior governmental or military authority, and which the affected party is unable to prevent by the exercise of reasonable diligence. The term does not include any changes in general economic conditions such as inflation, interest rates, economic downturn or other factors of general application; or an event that merely makes performance more difficult, expensive or impractical. Force Majeure does not entitle Contractor to extra Reimbursable Expenses or payment.

2. This relief is not applicable unless the affected party does the following:
- (a) uses due diligence to remove the effects of the Force Majeure as quickly as possible and to continue performance notwithstanding the Force Majeure; and

(b) provides the other party with prompt written notice of the cause and its anticipated effect.

3. The Director will review claims that a Force Majeure that directly impacts the City or Contractor has occurred and render a written decision within 14 days. The decision of the Director is final.

4. The City may perform contract functions itself or contract them out during periods of Force Majeure. Such performance is not a default or breach of this Agreement by the City.

5. If the Force Majeure continues for more than 10 days from the date performance is affected, the Director may terminate this Agreement by giving 7 days' written notice to Contractor. This termination is not a default or breach of this Agreement.

CONTRACTOR WAIVES ANY CLAIM IT MAY HAVE FOR FINANCIAL LOSSES OR OTHER DAMAGES RESULTING FROM THE TERMINATION EXCEPT FOR AMOUNTS DUE UNDER THE AGREEMENT UP TO THE TIME THE WORK IS HALTED DUE TO FORCE MAJEURE.

C. Severability

If any part of this Agreement is for any reason found to be unenforceable, all other parts remain enforceable unless the result materially prejudices either party.

D. Entire Agreement

This Agreement merges the prior negotiations and understandings of the Parties and embodies the entire agreement of the Parties. No other agreements, assurances, conditions, covenants (express or implied), or other terms of any kind, exist between the Parties regarding this Agreement.

E. Written Amendment

Unless otherwise specified elsewhere in this Agreement, this Agreement may be amended only by written instrument executed on behalf of the City (by authority of an ordinance adopted by the City Council) and Contractor. The Director is only authorized to perform the functions specifically delegated to him or her in this Agreement.

F. Applicable Laws

This Agreement is subject to the laws of the State of Texas, the City Charter and Ordinances, the laws of the federal government of the United States, and all rules and regulations of any regulatory body or officer having jurisdiction.

Venue for any litigation relating to this Agreement is Harris County, Texas.

G. Notices

All notices to either party to the Agreement must be in writing and must be delivered by hand, facsimile, United States registered or certified mail, return receipt requested, United States Express Mail, Federal Express, Airborne Express, UPS or any other national overnight express delivery service. The notice must be addressed to the party to whom the notice is given at its address set out in Section I of this Agreement or other address the receiving party has designated previously by proper notice to the sending party. Postage or delivery charges must be paid by the party giving the notice.

H. Captions

Captions contained in this Agreement are for reference only, and therefore, have no effect in construing this Agreement. The captions are not restrictive of the subject matter of any section in this Agreement.

I. Non-Waiver

If either party fails to require the other to perform a term of this Agreement, that failure does not prevent the party from later enforcing that term and all other terms. If either party waives the other's breach of a term, that waiver does not waive a later breach of this Agreement.

An approval by the Director, or by any other employee or agent of the City, of any part of Contractor's performance does not waive compliance with this Agreement or establish a standard of performance other than that required by this Agreement and by law. The Director is not authorized to vary the terms of this Agreement.

J. Inspections and Audits

City representatives may perform, or have performed, (1) audits of Contractor's books and records, and (2) inspections of all places where work is undertaken in connection with this Agreement. Contractor shall keep its books and records available for this purpose for at least 4 years after this Agreement terminates. This provision does not affect the applicable statute of limitations.

K. Enforcement

The City Attorney or his or her designee may enforce all legal rights and obligations under this Agreement without further authorization. Contractor shall provide to the City Attorney all documents and records that the City Attorney requests to assist in determining Contractor's compliance with this Agreement, with the exception of those documents made confidential by federal or State law or regulation.

L. Ambiguities

If any term of this Agreement is ambiguous, it shall not be construed for or against any party on the basis that the party did or did not write it.

M. Survival

Contractor shall remain obligated to the City under all clauses of this Agreement that expressly or by their nature extend beyond the expiration or termination of this Agreement, including but not limited to, the indemnity provisions.

N. Publicity

Contractor shall make no announcement or release of information concerning this Agreement unless the release has been submitted to and approved, in writing, by the Director.

O. Risk of Loss

Unless otherwise specified elsewhere in this Agreement, risk of loss or damage for each Product passes from Contractor to the City upon acceptance by the City.

P. Parties In Interest

This Agreement does not bestow any rights upon any third party, but binds and benefits the City and Contractor only.

Q. Successors and Assigns

This Agreement binds and benefits the Parties and their legal successors and permitted assigns; however, this provision does not alter the restrictions on assignment and disposal of assets set out in the following paragraph. This Agreement does not create any personal liability on the part of any officer or agent of the City.

R. Business Structure and Assignments

Contractor shall not assign this Agreement at law or otherwise or dispose of all or substantially all of its assets without the Director's prior written consent. Nothing in this clause, however, prevents the assignment of accounts receivable or the creation of a security interest as

described in §9.406 of the Texas Business & Commerce Code. In the case of such an assignment, Contractor shall immediately furnish the City with proof of the assignment and the name, telephone number, and address of the Assignee and a clear identification of the fees to be paid to the Assignee.

Contractor shall not delegate any portion of its performance under this Agreement without the Director's prior written consent.

S. Remedies Cumulative

Unless otherwise specified elsewhere in this Agreement, the rights and remedies contained in this Agreement are not exclusive, but are cumulative of all rights and remedies which exist now or in the future. Neither party may terminate its duties under this Agreement except in accordance with its provisions.

T. CONTRACTOR DEBT

IF CONTRACTOR, AT ANY TIME DURING THE TERM OF THIS AGREEMENT, INCURS A DEBT, AS THE WORD IS DEFINED IN SECTION 15-122 OF THE HOUSTON CITY CODE OF ORDINANCES, IT SHALL IMMEDIATELY NOTIFY THE CITY CONTROLLER IN WRITING. IF THE CITY CONTROLLER BECOMES AWARE THAT CONTRACTOR HAS INCURRED A DEBT, SHE SHALL IMMEDIATELY NOTIFY CONTRACTOR IN WRITING. IF CONTRACTOR DOES NOT PAY THE DEBT WITHIN 30 DAYS OF EITHER SUCH NOTIFICATION, THE CITY CONTROLLER MAY DEDUCT FUNDS IN AN AMOUNT EQUAL TO THE DEBT FROM ANY PAYMENTS OWED TO CONTRACTOR UNDER THIS AGREEMENT, AND CONTRACTOR WAIVES ANY RECOURSE THEREFOR.

EXHIBIT "A"

SCOPE OF SERVICES

1. During the term of this Agreement and at the request of the Director, Contractor warrants that it can provide the on-call professionals whose resume's were submitted by Contractor in response to City's RFP S37-22738 and are attached to this Agreement as Exhibit "A-1" at the Standard Hourly Rates and Long Term Hourly Rates set out in Exhibit "B."
2. Contractor warrants that the professionals listed in Exhibit "A-1" meet the City's requirements for professionals with the skill sets listed below to support the continued conversion and deployment of UNIX/LINUX web-based applications for the City's ILMS system:
 - a. **Business Intelligence Systems Analyst**

General Duties: Develop reports and reporting applications for ILMS;

Level of Effort: On-call as needed, may involve some night and weekend work, when required by the Director;

Minimum Qualifications: Two years experience analyzing business requirements for regulatory agencies, construction firms or medium-sized businesses;

Experienced in writing business intelligence application reports using the WebFocus product suite, working with extract load & transfer tools and GUI Iway Data Migrator;

Must have worked with conversion projects on Oracle and/or DB2 open, platform operating systems with 64 bit architecture in a UNIX, HP-UX or LINUX environment.

b. **Senior Business Intelligence Systems Analyst**

General Duties: Analyze business processes and develop reporting applications.

Level of Effort: On-call as needed, may involve some night and weekend work, when required by the Director.

Minimum Qualifications: Five years experience analyzing business requirements for regulatory agencies, construction firms or medium-sized businesses;

Experienced in writing business intelligence application reports using WebFocus product suite, working with extract load & transfer tools and GUI Iway Data Migrator;

Must have worked with conversion projects on Oracle and/or DB2 open platform operating systems with 64 bit architecture in a UNIX, HP-UX or LINUX environment.

c. **Business Application Designer**

General Duties: Analyzes business processes between multiple business units and develops interfaces, applications and reporting models.

Level of Effort: On-call as needed, may involve some night and weekend work, when required by the Director.

Minimum Qualifications: Must have three years experience analyzing business requirements for regulatory agencies, construction firms or medium-sized businesses;

Experienced in writing business intelligence application reports using the WebFocus product suite, working with extract load and transfer tools and GUI Iway Data Migrator;

Must have worked on conversion projects on Oracle and/or DB2 open platform operating systems with 64 bit architecture in a UNIX, HP-UX or LINUX environment.

d. **Programmer Analyst**

General Duties: Develops programs and applications in Microsoft Access, Linux, HP-UX, Oracle, DB2, SQL.

Level of Effort: On-call as needed, may involve some night and weekend work, when required by the Director;

Minimum Qualifications: Must have two years experience analyzing business requirements for regulatory agencies, construction firms or medium-sized businesses;

Experienced in writing business intelligence application reports using WebFocus product suite, working with extract load and transfer tools and GUI Iway Data Migrator;

Must have worked with conversion projects on Oracle and/or DB2 open platform operating systems with 64 bit architecture in a UNIX, HP-UX or LINUX environment; and

Must be able to develop programs and applications in Microsoft Access, LINUX, HP-UX, Oracle, DB2 and SQL.

e. **System Support Analyst**

General Duties: Analyzes and develops plans and applications for system integration to include web applications and portals.

Level of Effort: On-call as needed, may involve some night and weekend work, when required by the Director.

Minimum Qualifications: Must have five years experience working with DB2, Oracle and SQL in a UNIX, HP-UX and/or LINUX environment; Must be experienced in analyzing business requirements for regulatory agencies, construction firms or medium-sized businesses;

Must be familiar with and have practical experience in working with the WebFocus suite of products; and

Must be experienced in designing and implementing wireless system applications and web applications.

f. **Web/Portal Application Analyst**

General Duties: Installs and maintains web applications.

Level of Effort: On-call as needed, may involve some night and weekend work, when required by the Director.

Minimum Qualifications: Must have three years experience analyzing and designing web-portals; and

Must be experienced working with HTML, JAVA and .NET.

g. **Wireless Application Designer/Analyst**

General Duties: Installs, implements, integrates and maintains wireless applications.

Level of Effort: On-call as needed, may involve some night and weekend work, when required by the Director.

Minimum Qualifications: Must have three years experience supporting hand-held mobile devices in an Oracle, DB2 or SQL environment;

Must have three years experience deploying wireless applications and training personnel; and

Must have two years experience designing wireless applications.

3. Upon receiving a written request from the Director, Contractor shall provide professionals with the education, skill-sets and experience required to perform the jobs specified in the Director's letter for a fixed period or for a short-term project as specified by the Director in the written request.
4. Contractor shall provide trained professionals who are capable of performing the work described in the Director's written request. In the event Contractor has to have its personnel trained on-site at a City location, then Contractor shall be solely responsible for arranging, scheduling and supervising its personnel at its own expense. The Director, at his or her sole discretion, shall determine whether to

accept the level of proficiency of professionals provided by Contractor in response to a written request from Director for the various categories of jobs described in (2) above.

5. Contractor understands that it will have to provide the services of the professionals with the applicable skill-sets upon receiving a written request from the Director on an "on-call" as needed basis within the time period specified by the Director in the written request.
6. During the term of this Agreement, in the event the Director makes a written request for Contractor's professionals listed in Exhibit "A-1" and the professionals identified by the Director are no longer employed by Contractor, then Contractor shall submit for the Director's approval, the resume's of replacement professionals with the same level of education, technical skill sets and work experience as the professionals being replaced. Upon the Director's approval of the resume's submitted, Contractor shall provide the services of the replacement professionals in response to the Director's written request.

SPECIAL SERVICES

7. In the event the Director sends a written request to Contractor for special services to complete projects for the ILMS system, then Contractor shall:
 - i) submit for the Director's approval a schedule and cost estimate for the completion of each such special project;
 - ii) proceed to implement such a project once the Director has approved the schedule and cost estimate and issued Contractor a Notice to Proceed;

- iii) complete the project within the approved schedule and cost estimate or with any changes to the schedule or cost estimate agreed to by the parties; and
 - iv) bear the cost of completing the project at no further cost to the City in the event Contractor does not complete its performance within the schedule approved by the Director or exceeds the cost estimate approved by the Director for that project.
8. Prior to the commencement of each project, Contractor shall submit for the Director's approval an abbreviated project plan with major milestones and a brief report on how the following issues will be addressed:
- i. Documentation and approval of requirements;
 - ii. Creation and approval of the Design Document;
 - iii. Methodology and objectives of the Test Plan;
 - iv. Implementation of project deliverables into production; and
 - v. Post-implementation support.
9. While implementing a project, Contractor shall provide the Director with status reports at regular intervals and at upon reaching specified project milestones as mutually agreed to by the Director and Contractor at the time when the design specification for the project are agreed to and approved by both parties by means of a signed project plan document.
- 10) Upon Acceptance of each Deliverable by Director as set out in Section IV, (F) of the Agreement, Contractor shall transfer title to City to the software developed for

that Deliverable by Contractor's on-call staff under this Agreement. Along with the transfer of title, Contractor shall also provide the Director with one complete copy of the most current version of the source code and applicable Documentation for all software that was installed, modified, tested and Accepted for that Deliverable and one complete copy of the Job Control Language of the software that was developed for that Deliverable.

Contractor shall also provide the Director with at least one complete copy of the most current version of the executable code and applicable Documentation for all software that was installed, modified, tested and Accepted by the City for that Deliverable under this Agreement.

REPORTS TO BE DEVELOPED

11. i. Upon written request from the Director, Contractor shall develop the following reports:
 - a) conversion of the legacy business paper report to WebFOCUS 7.6;
and
 - b) the list of reports set out in Exhibit "A-2."
- ii. The specifications for each report to be developed under this Agreement is as follows:
 - a) each report should allow end-users to select five fields by which to generate reports;
 - b) the choice of fields should include selection by date;
 - c) each report should allow end-users to select three key items;

- d) each report should contain a summary page followed by an option to print detailed records under each item contained on the summary page;
- e) each report should be available to the end-user in various formats, including HTML, PDF and EXCEL.
- f) each report must include complete documentation, including:
 - i. identifying the business owner of the report;
 - ii. a summary of the client's needs and the report's approach to addressing that need; and
 - iii. a graphical design of the report.
- g) reports to be created under this Agreement may be classified by the degree of their complexity in the following manner:
 - i. 15 reports or 21% of the reports contain simple tables along with a hold table file;
 - ii. 25 reports or 36% of the reports contain two tables along with one hold table file; and
 - iii. 30 reports or 43% of the reports contain three tables along with two hold table files.
- h) each report shall be redeveloped in WebFOCUS 7.6 in 120 days from the date the Director holds the first Joint Application Design meeting with Contractor;

- i) for each report, the Director shall require Contractor to meet with the business unit at least once to gather their current needs before developing that report;
- j) the Director will provide Contractor a copy of the ILMS System DB2 9 or higher version of the database program with WebFOCUS 7.6 to enable Contractor to install the program on its computers in order to develop the reports requested by the Director and to submit the finished reports to the Director for approval and Acceptance.
- k) the Director may request Contractor to:
 - i. Design and develop 12 standard web-based reports using WebFOCUS 7.6 software, that may be accessed as self-service reports by end-users;
 - ii. Correct, repair or delete incorrect database records in 86 tables in the Legacy Image database;
 - iii. Convert 25 reports developed in WebFOCUS 5.3 to WebFOCUS 7.6 version; and
 - iv. Design, develop and deploy an Interactive Web portal for the City's Code Enforcement Division to allow the business unit to extend services, including the ability to disseminate information to the general public and the construction industry in particular.

EXHIBIT A-1
RESUME'S OF CONTRACTOR'S ON-CALL STAFF

5.5 Resumes

Jefferson's resources in support of the project are significant. In addition to extensive, unequalled knowledge in existing legacy system components, Jefferson also brings to the project expansive expertise in the WebFOCUS and iWAY product suites. This section of our response provides resumes of both executive and production level personnel for this project:

Limas Jefferson

President / Chief Executive Officer

Designated Project Contact

Jefferson Associates, Inc.

17045 El Camino Real, Suite 100

Houston, Texas 77058

Office: (281) 286-4000

Fax (281) 286-1048

Email Ljefferson@jefferson-usa.com

Limas Jefferson is President and Chief Executive Officer (CEO) of Jefferson Associates, Inc. Mr. Jefferson founded the Corporation in 1974 to provide Information Management and General Technical Services to private corporations and government agencies. Since founding of the corporation over 30 years ago, Mr. Jefferson has developed the company into one of the most respected and successful small businesses in the State of Texas. During the late 70s and early 80s, he successfully acquired and implemented technical services contracts for 15 years involving the NASA/Johnson Space Center, Rockwell International, Krug Life Sciences, McDonnell Douglas, GE Government Services and the IBM Federal Systems Division. Under his leadership, the corporation was awarded in 1983 the 8(a) contractor of the year by the U. S. Small Business Administration.

In later years, Mr. Jefferson expanded his business to include numerous successful contracts involving Management and Technology Consulting, Technical Support Operations, and Professional Staffing Services for the City of Houston, Anderson Consulting, KPMG Peat Marwick, and related private corporations. Under his leadership, JEFFERSON was the first corporation to install Document Imaging solutions for a Human Resources Management application for the City of Houston, NASA, and the Rockwell Corporation. As a result, the corporation was awarded from a total of 1400 competing companies, the City of Houston Minority/Woman Enterprise Contractor of the Year award in 1992.

In more recent years, due to a record of personal integrity, outstanding performance, an excellent reputation, extensive experience and financial stability, Mr. Jefferson has developed strategic business relationships and partnerships with such public agencies and private corporations as the Houston Independent School District, Electronic Data Systems (EDS), HEB Pantry, PeopleSoft, American Management Systems (AMS), City of Houston, IBM Global Services, and the MAXIMUS corporation.

Mr. Jefferson has a passion for minority entrepreneurship, small business enterprises, volunteerism, and Self Help. He has developed and owned other small businesses, such as Limas Construction Co., The Spearhead Group, and J.D. Building & Maintenance Co.

Prior to founding JEFFERSON, Mr. Jefferson began his professional career as a Systems Engineer with NASA/Marshall Space Flight Center at Huntsville, Alabama. He later joined TRW Systems Group, a NASA Contractor in Houston, Texas. He also served with the City of Houston as Deputy Director and Manager in charge of Management Information Systems.

Mr. Jefferson has been recognized on numerous occasions for his achievements as an entrepreneur and for his participation and leadership as a volunteer in service to the Houston community. He has served on numerous advisory boards for the benefit of educational institutions, minority community organizations, economic development agencies, and business enterprise associations such as the following.

- Founder, Former Chairman, and existing Board Member of Unity National Bank (The only African-American owned bank in the State of Texas)
- City of Houston Mayor's Award for Outstanding Volunteer Service
- Board Member, City of Houston Clean Commission
- Vice Chair, TSU School of Technology Board of Advisors
- Former member of the Minority Enterprise Development Advisory Council for the Commerce Dept. Washington, DC
- Vice Chair, Bay Area United Way Advisory Board
- Vice Chair, 1990 Economic Summit of Industrialized Nations
- Board of Directors, Job Training Partnership Council
- Chair and President, Houston National Business League
- Chair of Finance Committee/Treasurer of the Houston NAACP
- Board Member, Sam Houston Area Council of Boy Scouts of America
- Governing Board, Texas Department of Economic Development
- Board of Directors/Secretary, Houston Minority Business Council
- Board of Directors/Secretary, Houston Technology Center
- Community Service Award, Houston Business and Professional Men's Club

Mr. Jefferson has a Bachelor's Degree in Mathematics from Southern University Baton Rouge, Louisiana. He was an Urban Fellow with the Urban Affairs Institute, Goddard College graduate Program at Los Angeles, California.

Laila Samawi-Utley

ResiliEnt Business Solutions - CEO and Managing Principal – ResiliEnt Business Solutions is an Enterprise Technology Solutions Provider that specializes in the delivery of enterprise information systems, ResiliEnt Business Solutions is committed to providing fast, efficient, and courteous professional services to our clientele that are of the highest quality. Our mission is to exceed client expectations, thus promoting a long-term client/vendor relationship.

ResiliEnt offers the following services:

- **Information System Delivery** – Development of New Business Intelligence Applications; Legacy Report Conversion to New Technologies; Development of Data Warehouses; Data Marts and Operational Data Stores; Enterprise Application Integration.
- **IT Project Assistance** - Full Project Outsourcing; Project Management; Staff Supplementation; Staff Mentoring; Training and Education.
- **Business Planning** - Vendor and Asset Management; Organizational/Infrastructure Design; Tactical and Strategic Solutions Design; Global IT Infrastructure Operations Assessment; Business Impact Analysis; Cost Reduction Assessment; ROI & TCO Analysis, Quantification, and Optimization.

Prior to founding ResiliEnt Business Solutions, Ms. Samawi-Utley was the CEO and Managing Principal of LSUnlimited. She leveraged her Senior Management experience with Financial Institutions such as SunTrust Banks, Bank of America, CompuBank, and NetB@nk to deliver professional services solutions that improved efficiency, increased ROI and reduced expenses for the financial services industry. She is a proven leader with a track record of delivering financial and technology organizations that enjoy national recognition and honors.

Ms. Samawi-Utley brings 18 years experience in organizational management, financial management and the delivery of technology solutions, serving as CIO, CTO, CFO and COO in both public and private industry. Her technical experience ranges from infrastructure development (establishing call centers and critical data processing centers), to extensive legacy and open system conversions, to designing and delivering complex IT solutions for real time transactional data warehouses, enhanced customer self service systems, risk mitigation, trends analysis, regulatory compliance, business continuity, e-commerce and customer retention management needs. Ms. Samawi-Utley approaches enterprise wide solutions, for both regulated and non-regulated industries in the same manner. She builds quality teams and fosters an environment that is dedicated to leveraging existing resources to achieve efficiencies through strict adherence to hybrid best of breed methodology.

Her distinguished career includes being a founding manager, COO and CTO of CompuBank, the first nationally chartered virtual bank and the CIO and EVP of Operations at NetB@nk. As COO and CTO of CompuBank Ms. Samawi-Utley took an investment concept and designed, delivered and managed the first nationally chartered virtual bank. CompuBank was named the number 1 online bank by SmartMoney magazine and "Best of the Web" by Forbes magazine and attracted second round funding from GE Finance, SoftBank, Goldman Sachs, and Marsh McLennan.

Ms. Samawi-Utley has an MBA with an emphasis in Finance from the University of Houston and a Bachelor of Arts in Business Administration.

Roger S. Panfil Jr.

ResiliEnt Business Solutions - President and Managing Principal – A highly motivated, aggressive senior executive with 27 years experience in technology and 17 years concentration in product sales and marketing and sales and marketing systems management. Experienced in the development, marketing, sale, and delivery of software and software-based solutions. Also experienced in the development and deployment of complex in-house applications. Proven track record directing large divisions, managing budgets, and leading domestic as well as international implementations. Stresses cost effective technology-current solutions. Equally adept at developing strategic business partnership with both internal and external clients and client organizations.

Prior to founding ResiliEnt Business Solutions, Mr. Panfil leveraged his 25 years of experience in the development, marketing, sale and delivery of software and software-based solutions to bring multiple products to market for a BI-Vendor recognized by industry analysts as one of the leading business intelligence and data integration companies.

During his 10 years at Information Builders Mr. Panfil held a number of impressive technical, sales and management positions and delivered multiple products to market. As GM of the IBI's Application development products division, he delivered IBI's RAD tool CATUS (now WebFOCUS Maintain) to market as well as the first generation of WebFOCUS Developer Studio. As VP/GM of the Data Warehouse Division, he delivered the following products: WorldMART, ETL Manager (now DataMigrator) and the iWay Mobile Application Suite.

In his role of VP of Marketing for iWay Software, an Information Builders company, Mr. Panfil was named to a select team of individuals that launched the integration startup as a subsidiary. Created February 2001, iWay was recognized as the "World's Leading Adapter Vendor". Mr. Panfil led the conception and launch of iWay's Bio-Terrorism Response Suite, one of four vertical solutions offerings brought to market for IBI in 2002. Developed from components installed at NYC Department of Health, the suite was named the #4 application in Info World's Top 100 Applications for 2002. He was also the architect behind a number of key partnerships for Information Builders such as Computer Associates, NCR, EMC, Metagenix, Group1 and Lakeview Technology.

As Director of Application Development at The Franklin Mint, Mr. Panfil implemented an Enterprise Data Warehouse to consolidate three versions of account, order, and promotion information. The ISP (Integrated Systems Plan) was the backbone of a new audience selection system that helped The Mint achieve a record of \$650m in annual sales.

Mr. Panfil has authored numerous White Papers and articles on Enterprise Business Intelligence and Data Warehousing and has spoken nationally and internationally on Service Oriented Architecture and Data Warehousing at conferences attended by experts in the industry.

Mr. Panfil has a degree in MIS from Indiana University of Pennsylvania and has attended select graduate courses at University of Pennsylvania's Wharton Business School.

Penny J. Lester

ResiliEnt Business Solutions - SVP Delivery Services – A seasoned professional with over 20 years experience in technology delivery services working in State and Local Government, IT Industry, Manufacturing, Healthcare, Insurance, and Bank and Finance. Over 15 years in the delivery of Enterprise Business Intelligence Solutions; Vast experience in the development and deployment of complex in-house applications; This ‘hands-on’ leader has a proven ability to develop and deliver strategic, technical solutions that provides exceptional performance and value.

This SVP of Delivery Services oversees all aspects of the delivery services provided by this consulting firm. She manages the teams of consultants on engagements of all sizes; She is responsible for developing and delivering training programs to keep the delivery team current on the latest technologies from Information Builders, including the entire WebFOCUS suite and iWay DataMigrator; She is an active member of the CarFUSE board; She is a regular speaker at Information Builders User Group Meetings including FIRE and Tech Summit.

Prior to co-founding ResiliEnt Business Solutions, Ms. Lester dedicated over 20 years in both the public and private sector delivering state of the art enterprise business intelligence (BI) systems. She possesses vast experience in the development and deployment of complex applications, and Ms. Lester excels in the delivery of “Best Practices” and “Architectural Assessments” in the enterprise business intelligence Domain.

During her tenure with Information Builders, a leading vendor in BI solutions, Ms. Lester wore many hats: as a regional emerging technology specialist she was charged with training systems engineers in the latest solutions for SAP, PeopleSoft and BAAN; as a Customer Experience Manager Ms. Lester was consistently relied upon to work with the companies new and premier customers to ensure successful implementations of products and services.

Ms. Lester is frequently asked to speak/present at technology user group meetings and technology conferences and in 2006 she was elected president of the CarFUSE board. She has led the ResiliEnt Business Solutions Delivery Services Organization in the development of methodologies across all areas of expertise and spearheaded the establishment of the ResiliEnt Consultant Certification Process. She is responsible for the quality of delivery at ResiliEnt Business Solutions, and she has excelled at developing strategic business partnerships with both internal and external clients and organizations. Ms. Lester is a ‘hands-on’ leader with a proven ability to develop and deliver strategic, technical solutions that provide exceptional performance and value.

Ms. Lester has a Bachelor of Science from Florida State University and a Technical Degree from Lively Vocational Tech in Tallahassee, Florida.

Robert P. Swinney

ResiliEnt Business Solutions - SVP Operations – Prior to founding ResiliEnt Business Solutions, Mr. Swinney's career has spanned more than 35 years in the areas of Operations and Customer Service in the Information Technology field. He has held several technical and management positions in his career proving himself to be a very capable organizer and leader.

Mr. Swinney's career began with Wang Laboratories as a Field Engineer and he quickly moved into management with roles as the Branch Service Manager for Kentucky and then Area Service Manager for the Mid-Atlantic Area. He was recognized on multiple occasions for financial performance and profitability as a Branch and then Area Manager. His Kentucky Branch was consistently in the Top 5 nationally for client satisfaction over a 5 year period. Mr. Swinney moved from Wang to Inacom Information Systems in 1995 where he was asked to start-up their Louisville, Kentucky Consulting Services Branch. He built one of the top performing Inacom Consulting Branches in three years with annual revenues exceeding 12 million dollars and was promoted to a corporate Program Manager and assigned to manage a 125 million dollar Y2K project for SunTrust Bank in 1998. This massive project involved a change-out of all 30,000 desktops, 2500 servers and the entire infrastructure at 1200 SunTrust locations over a 15 month period.

In 2000, Mr. Swinney went to work for SunTrust where he developed and transitioned all distributed system services from external vendors to an internal support model using SunTrust resources. This effort resulted in a yearly savings of 6 million dollars to SunTrust. He also developed, implemented and managed an internal SunTrust Depot/Warehouse support structure throughout the SunTrust footprint to support on-going projects. Mr. Swinney was asked to create a Vendor Management program at SunTrust for the IT division and successfully developed and implemented the program.

Mr. Swinney then moved to his current position as SVP Operations with ResiliEnt Business Solutions where he implemented and manages the Operations department. Mr. Swinney has taken on many large projects in his career and excels at difficult tasks while making them successful with his organization skills, creativity and leadership. He has been successful in every position and displays exceptional skill in recognizing and developing talented individuals that contribute to the success of the company. His experience in working for manufacturers, resellers and clients gives him a thorough understanding of business drivers and needs.

Mr. Swinney holds a Bachelor of Science degree in Technology from DeVry Institute

Consultant 5261 (Confidential)

Summary

- Over 9+ years of IT experience in Analysis, Design, Development, Testing and Implementation of Data Warehousing, Client/Server and Web applications for Windows and Unix platforms in Advertising, Pharmaceuticals, Pharmaceuticals, Insurance, Financial, Insurance, Communications, Educational applications.
- Extensive experience in Extraction, Transformation and Load (ETL) methodology using IBM Websphere DataStage, Informatica, Data Migrator , Data Integrator and DTS and Data Modeling (Erwin), and OLAP using Business Objects.
- Multi Tasked with large teams and Multiple Projects. Well versed with all phases of Software Development Life Cycle (SDLC) using ETL methodology for supporting Data Extraction, Transformations and Loading process in corporate-wide ETL solutions using Ascential DataStage. Proficient in Ascential Best Practices for ETL projects and standard naming conventions.
- Experience in converting business requirements into a feasible technical solution by applying Procedural and OOAD methodologies, client-server and database skills using DB2 UDB, Oracle, SQL Server, and MS Access in mixed OS environments.
- Expertise in understanding Use Cases, Sequence Diagrams, Collaboration diagrams, Activity Diagrams, Class Diagrams etc. and converting and documenting the same in to functional, technical and design specifications.
- 5+ years of experience working on Databases like Netezza, Oracle 10.2/9i/8i/8.0/7.0, SQL Server 2000/7.0/6.5, MySQL 7.3.3, IBM DB2/AIX64 8.2.3 DB2/UDB 8.0/7.0, Version control tool, Test Track Pro, TOAD, MySql and SQL Developer.
- Business Intelligence experience in generating various complex reports using Business Intelligence Tools like Business Objects, etc.
- Extensive Experience in back end Development including Database design, developing complex stored procedure, Database triggers, functions packages, views, indexes, Synonyms, Dynamic SQL using ORACLE PL/SQL, Tuning of SQL blocks using Explain Plan, TKPROF etc. applying Relational Database concepts, Entity Relation diagrams, Data Flow diagrams and Normalization concepts.

Skills/Tools:

Methodologies	Procedural and Object Oriented Analysis and Design, SDLC , QA Process Cycle, Product Life Cycle, SWOT Analysis, GAP Analysis, Cost Benefit Analysis, Cost Effect Analysis.
ETL/OLAP Tools /Data Warehousing	DataStage 7.x/6.x/5.x/4.x, Informatica 7.1, Data Migrator 5.x/7.x, iWay service manager 5.5, Data Integrator XI R2, DTS, Erwin 4.x, Business Objects XI.
Reporting Tools	Business Objects, Crystal Reports and MS Access Reports
Databases	Netezza, Oracle 10g/9i/8i/8.0/7.0, DB2/AIX64, DB2/UDB 8.0/7.0, IMS Data, Sybase, SQL Server 12.0/11.x, MS SQL 7.0, SQL Server 2000, MySQL, MS Access 7.0/97/2000
Database Tools	SQL* Plus, SQL * Loader, Import, Export, TOAD 8.x/9.x, Dbload, HPload, Mload.

Dimensional Data Modeling	Dimensional Data Modeling, Star Join Schema Modeling, Snow-Flake Modeling, FACT and Dimensions Tables, Conceptual, Physical and Logical Data Modeling, Data Profiling, Data cleansing, OLAP, Erwin, Visio 2003, Enterprise Architect.
Programming	PL/SQL, Universe Basic, SQL, UNIX Shell Script, C, C++, Java2.0, Visual Basic, Servlets, HTML, XML, JSP, JavaScript, Perl.
Miscellaneous	TOAD, MySQL, SQL Developer, SVN Version control, Test Track Pro, Surround SCM, OLTP, Autosys, Control M, Technical and functional experience in the customization and implementation of Peoplesoft Financials/HRMS/CRM. Use Cases, Sequence Diagrams, Collaboration diagrams, Activity Diagrams, Class Diagrams.
Environment	Sun Solaris 2.6/2.7, Win 95/98, Win NT 4.0, Windows 2000/XP, HP-UX 10.20/9.0, IBM AIX 4.2/4.3/3.5, IBM MVS OS/390

Experience:

Axiom Corporation

Industry Solutions Architect/ETL Lead/Technical Analyst

Phoenix, AZ

Duration: 8/2007 to Present

Responsibilities:

- Business Analysis and Requirements Collection, Interacted with the Users and Business Analysts to gather the requirements.
- Interacted with Subject Matter Experts, Program Managers, Developers, and participated in JAD sessions.
- Involved in discussions with Business Users and Subject Matter Experts to come up with the Requirements Prioritization. Eliminated false and redundant requirements.
- Identified Use Cases and wrote Use Case Narratives. Conducted Use Case Walk Troughs' with the development team to make them familiarized with the Use Cases.
- Wrote Shell scripts to automate the FTP process to transfer the files between the Linux and Windows.
- Actively involved in the design and development of the auditing of ETL jobs.
- Involved in documentation to describe program development, logic, coding, testing, changes and corrections.

Environment: Oracle 10g, IBM Websphere DataStage 7.5.1, PL/SQL, Orbiter, Nexus, SQL Developer, Erwin, Shell Scripting ,Windows XP, Linux

Advertising.Com (Acquired by AOL),

Lead ETL Datawarehouse Developer/Analyst

Duration: 8/2006 – 7/2007

Responsibilities:

- Involved in understanding the "As-Is" business process and the rules for managing ads, Reports and Search engines Processes. Studied the "To-Be" business processes and associated narratives and prepared the design processes.
- Responsible for collecting the business requirements and validating business logics by communicating and working with the Business Analysts.
- Coordinated and developed various Data Integrator jobs between source systems and various other systems for data migration.
- Used various Source Databases like (Oracle, Netezza, Sequential Files, and Complex Flatfiles, XML Files) to Read Data and Transformed in to Target Oracle tables using

various Transformation Rules (Business Rules) using Data Integrator and Oracle Packages.

- Coordinated various Data Integrator jobs by implementing the required business logic and populated various dimension and fact tables by extensively using all the transformations in Data Integrator to load ODS, Warehouse and Data Mart.
- Coordinated and developed ETL Jobs to load Aggregate Tables and extensively used most of Data Integrator Transformation methodologies. Actively involved in the design and development of the auditing of ETL applications to implement the gaps between As-Is and To-Be business.
- Technical support to business teams, application teams, development teams and QA/Testing on ETL as well as trouble shooting issues with the tool.
- Used various Transforms like Date_Generation, Effective_Date, Key_Generation, Query, SQL, and Table Comparison.
- Involved in documentation to describe ETL program development, Source to Target logic, coding, testing, changes and corrections.
- Extensively used PL/SQL programming for complex backend Functions, Procedures, and Packages to implement business logics/rules using advanced features like UTL_FILE, Dynamic SQL etc.

Environment: Oracle 10g, PL/SQL, Netezza 3.0, Data Integrator XI R2, Business Objects XI, Erwin 4.1.4, TOAD 9.2, Windows XP. Siebel, SQL Server 11.x, MS Access, Flat Files, XML, MS Project 2003, Visio 2003, Enterprise Architect, SQL Developer, Unix Shell Scripting, Sun Solaris and NZ Loader.

Intermec Technologies Corporation
Senior ETL Developer/Analyst

Everett, WA
Duration: 4/2006 – 7/2006

Responsibilities:

- Extensively using ETL (Extraction, Transformation & Loading) to load data using Data Migrator and iWay service manager from source systems like Flat Files, and XML files into staging tables and load the data into the target SAP 5.0.
- Responsible for collecting the business requirements and validating business logics by communicating and working with the Business Analysts.
- Actively involved in the design and development of the auditing of ETL jobs.
- Extracted Vendor master data, Customer master data, Equipment master data, and Material master data from Flat files and loaded into suspension database SQL Server.
- Identified and addressed the data quality issues.
- Extracted data from XML files using iWay service manager and loaded into SQL Server tables by extensively using all the transformations and complex expressions, and other transformations in iWay Service manager.

Environment: DataMigrator 7.1.3, iWay service manager 5.5, DTS, MS SQL Server 2000, Altova XMLSpy, TOAD, Windows XP

Independence Blue Cross
DWH/Senior ETL Developer / Analyst

Philadelphia, PA
Duration: 7/2005 – 3/2006

Project Description:

Independence Blue Cross and its subsidiaries are the Philadelphia region's largest health insurers with more than 2.6 million members locally, and 3.4 million overall. The Products and services

to name few are Managed Care, Traditional Indemnity, Medicare, and Medicaid. The primary area of working is with the Marketing Reporting Data Mart (MRDM). The MRDM is used to generate the Web based Reports facility for the end users a more flexible, adaptable and scalable reporting methodology.

Responsibilities:

- Responsible for collecting the business requirements and validating business logics by communicating and working with the Business Analysts.
- Analyzed, Designed, Documented and Coordinated with developing teams to implement the functional and technical specifications for the better generation of Web Based reports for the end clients.
- Coordinated and developed the Source Targer Mapping documents which were used in ETL (Extraction, Transformation & Loading) process to load data using Data Migrator from source systems like Flat Files(IMS Source), DB2, and Oracle into staging tables and load the data into the target database Oracle.
- Analyzed, Designed and Implemented the extraction of Claims data, Members data, Providers data and Pharmacy data from various source systems like Oracle, DB2, and Flat files and channeling in to the various targets in MRDM.
- Involved in performance tuning of the Data migrator stored procedures and Data flows to optimize the run time.

Environment: DataMigrator 5.3.4, iWay service manager, IMS Data, DB2/UDB, Oracle 9i, Business Objects, XFocus 5.x, TOAD, Windows XP, SUNOS

Fifth Third Bank

Senior ETL Developer/Tech Lead

Cincinnati, OH

Duration: 10/2004- 6/2005

Responsibilities

- Technical supported to the team as the lead ETL developer. Addressed best practices and productivity enhancing issues.
- Constantly identified and created common components to be used across projects and standardized the code implementation.
- Actively involved in the design and development of the auditing of ETL jobs.
- Identified and addressed the data quality issues.
- Created more than 100 jobs/ routines to load database tables.
- Administrated the DataStage environment. Cleaned up of projects, increased the performance and identified the bottlenecks in the environment.
- Trained other ETL developers on the best practices as well as performance improvement techniques.
- Accessed DataStage internal files to retrieve information not available through traditional means of the tool. This information was helpful for the diagnosis of jobs.
- Created scripts to backup projects everyday, there by creating a failsafe system in case of server crashes.
- Wrote SQL queries and created ad-hoc reports with high query performance.

Environment: DB2 DUB, Ascential DataStage 7.0, Ascential Version Control, AQT, Universe, Business Objects, UNIX Shell Scripting, Windows XP, IBM OS/390, UNIX.

Fortis Insurance
ETL Developer

Milwaukee, WI

Duration: 7/2003 – 9/2004

Responsibilities

- Created DataStage jobs to build business rules to load data.
- Developed various jobs using DataStage Designer to load data from various source systems to target database.
- Designed, developed and unit tested the ETL jobs.
- Involved in quality assurance of data, automation of processes.
- Development of test cases for the DataStage Jobs.
- Monitored jobs those are running, scheduled, completed and failed.
- Worked with various stages like Sequential Stage, OCI stage, DB2 Stage, Aggregator Stage and Hash File Stages.

Environment: DB2 UDB, IBM Websphere Datastage Enterprise Edition (Parallel Extender), Windows NT, UNIX-AIX, IBM OS/390, SunOS, Oracle 9i, K-Shell, SQL, PL/SQL, ERwin 4.0, TOAD 7.6.

Verizon Wireless
ETL Developer

Wandhum, WA
Duration 3/2002 – 6/2003

Responsibilities

- Used DataStage ETL tool to extract data from sources systems to Target System.
- Data warehouse was implemented using sequential files from Mainframe System, Oracle and DB2 UDB.
- Designed complex DataStage mappings between sources (external files and Databases) to operational staging targets using Oracle as the target database in Data Warehouse.
- Used DataStage Designer and developed extracted, cleansed, transformed, Integrated and loaded data into data warehouse database.
- Developed several transformations in the process of building Data warehouse, Worked and retried data from different legacy systems.
- Used DataStage Manager and imported metadata from repository, new job Categories and creating new data elements. Worked on Universe Database and created Hash Files, Intermediate files while ETL

Environment: DB2 UDB, PL/SQL, SQL Loader, Business Objects 5.0, Lotus Notes 5.0, Shell Scripting, IBM Websphere Datastage 6.0 (Server edition), Oracle 9i, Windows NT, UNIX AIX and IBM OS/390

University of Dayton
ETL Developer

Dayton, OH
Duration: 4/2001 – 2/2002

Responsibilities

- Requirement gathered and analyzed in support of data warehousing efforts.
- Managed the access, manipulation, analysis, interpretation and Presentation of information from both internal and secondary data sources.
- Designed, developed and tested the jobs (DataStage) to maintain the data
- Marts (Extract data, Transform data, and Load data).
- Created reusable stages and jobs.
- Defined the program specifications for the data migration programs.
- Used UNIX shell scripts for DataStage ETL tool to run the Jobs.

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- Developed Reports using Business Objects.
 - Interacted with end-users and business analysts to identify and develop business requirements and transform it into technical requirements and Solutions.

Environment: DB2 UDB V6.1, Erwin 4.0, Business Objects, IBM Websphere Datastage (Server edition), Oracle 8i, Windows NT, Unix-AIX

University of Pittsburg – Graduate School of Public Health Pittsburg, PA
Programmer / Analyst Duration: 4/2000 – 3/2001

Responsibilities

- Involved in developing different forms using HTML and performing client side validations with JavaScript.
- Implemented oracle database accesses through JDBC Drivers at server end.
- Involved in coding and development of different forms with JSP, Servlets at server end.
- Analyzed total structure and developed new classes using core java.

Environment: Java (JDK1.1.3), HTML, JavaScript, AWT, Oracle and Windows NT

State Government of A.P. India
Programmer / Analyst Duration: 8/1999 – 3/2000

Responsibilities

- Designed and Developed the GUI using Visual Basic 6.0.
- Developed of Stored Procedures in Oracle 7.x.
- Developed Reports module using Crystal Reports.

Environment: Visual Basic 6.0, Crystal Reports, and Oracle 7.x, UNIX, Windows NT.

A.P State Cooperative Bank India
Programmer / Analyst Duration: 5/1998 – 7/1999

Responsibilities

- Gathered user requirements, analyzed and participated in designing the structure of the backend Oracle database tables for the Application.
- Developed user interface guidelines.
- Communicated with end users at multiple levels for data and business requirements.
- Created database packages for each module, contains related Stored procedures and functions.
- Written database triggers, which are used to maintain audit information of Borrowers and defaulters.

Environment: Visual Basic 5.0, Crystal Reports, Oracle, and Windows 98.

Education:

- Masters in Computer Science
- Bachelors in Science
- Certified in Data Warehouse Concepts

Consultant 11982 (Confidential)

Summary

This consultant has 10 plus years experience in software development and management at various capacities as Technical architect, technical consultant, technical leader, developer/Programmer, etc. Highly motivated, result oriented professional with a short learning curve and excellent communication skills. Versatile team player with strong programming and problem solving skills.

Skills/Tools:

- 6 plus years of experience using Oracle Warehouse Builder 9.2, Oracle Warehouse Builder 10g and 10R2 for extraction of data and in the Reporting structure from a data warehouse using BI and OLAP tools.
- Experience in Data modeling using Kimball methodology for Dimensional Data Modeling, Star Schema Modeling, Fact and Dimensions Tables, Physical and Logical Data Modeling.
- Experience in Cognos ReportNet and Cognos 7.3 OLAP tools like PowerPlay Transformer, PowerPlay Enterprise Server for implementing Business Intelligence.
- Extensive experience in designing and developing Business Intelligence Solutions in Data warehousing/Decision Support Systems using ETL tools Informatica Power Center 6.0, Informatica Power Mart 5.1, AbInitio GDE 1.13/CO>OS2.12, Data Stage 7.1/6.0 (Manager, Designer ,Administrator Director, Server and Parallel Extender.
- Experience on different databases like Oracle 10g/9i/8i, Teradata, DB2.
- Experience using OLAP Tools Cognos 7.1/Oracle discoverer Reports and generating the reports.
- Expertise in ER-Diagrams, Granularity, Cardinality, Entity and Associations and experience using the Data Modeling Tools like Erwin 3.1/4.0 and MS Visio.

Data Warehousing: Oracle Warehouse Builder 9.2,10gR2; Design Repository and Runtime repository and audit browsers, workflows, AbInitio GDE 1.13/CO>OS 2.12,Informatica Power mart6.0, Informatica Power center 7.1 (Informatica Designer,Workflow Manager, Workflow Monitor), Ascential DataStage 7.5.1/6.0 (Data Stage Manager, DataStage administrator, DataStage Designer, DataStage Director,Parallel Extender), OLAP, OLTP, SQL*Plus.

Databases: Teradata ,Oracle 9i/10g, DB2, MS Access

Development Tools: Cognos Report Net, Framework Manager, Access Manager, Power Play Transformer, SQL, PL/SQL, and Oracle Discoverer. UNIX Shell Scripting, SQL, PL/SQL. REXX, CLIST, SPUFI, QMF, JCL, VSAM, Easytrieve, PL/I, Model 204(M204), VS COBOL ILCICS,SAS, Assembler

Operating Systems: Win NT 4.0, Linux, UNIX - Sun Solaris 2.x, OS/390, MVS/ESA

Software Engineering

Methodologies/Tools: ERwin 3.1/4.0, MS Visio

Experience:

Bank of America – CMS System
Senior Architect/Designer

Jacksonville, FL
January 2006 to June 2007

- Involved in JAD (Joint application design) sessions with clients (Business team) to finalize the requirements
- Assessing the requirements and defining the strategies.
- Create Functional Requirement Specification CMS.
- Involved in Design of over all data warehouse Architecture for this project.
- Define the technical and data architectures. Created Technical requirements specifications
- Design and develop the ETL process, including data quality and testing.
- Define and direct the implementation of security requirements for the data warehouse
- Involved in Logical and Physical modeling.
- Define Meta data and ETL standards for the project.
- Design and Develop OWB ETL mapping, PL/SQL procedures s and load the data in to data warehouse.
- Assisted during the User acceptance testing.
- Define production release requirements and implementation process.

Environment: Oracle Warehouse Builder 10gR2, Informatica, Discoverer, Cognos Framework, Cognos Report net 7.1, Powerplay transformer, Oracle 10g, PL/SQL, Teradata, UNIX sun Solaris 8.0,TOAD

Bank of America
Senior ETL Designer

Jacksonville, FL
July 2005 to Dec 2006

- Assisted Requirement Analysis and Design (RAD) team for General designs.
- Analyzed Functional Requirements (FRS) and identified processes / programs.
- Involved in JAD (Joint application design) sessions with clients (Business team) to finalize the requirements. Developed the Business requirement documents, High-level designs, and low-level designs.
- Design over all data warehouse Architecture for this project.
- Define the technical and data architectures.
- Involved in Logical and Physical modeling.
- Design and develop the ETL process, including data quality and testing.
- Define and direct the implementation of security requirements for the data warehouse
- Define Meta data and ETL standards for the project.
- Design and Develop OWB ETL mapping, PL/SQL procedures s and load the data in to data warehouse.
- Assisted during the User acceptance testing.
- Define production release requirements and implementation process.

Environment: Oracle Warehouse Builder 10g, Informatica, Discoverer, Cognos Framework, Cognos Report net 7.1, Powerplay transformer, Oracle 10g, PL/SQL, Teradata, UNIX sun Solaris 8.0,TOAD.

Fedex
Senior ETL Developer

Memphis, TN
July 2004 to January 2005

- Was involved in Requirement Analysis and Client Communication.
- Successful Mapping of business requirements into system functionality.
- Designing of the ETL processes as per the business requirement.
- Data modeling and developing mappings in Oracle Warehouse Builder for ETL part.
- Developed Shell Scripts for automating different ETL process.
- Developed Multi Dimensional Cubes in Cognos for better analysis on the data with security implementation using access manager.
- Involved in the Performance Tuning across all the modules.
- Guiding the team in migration of reports from Oracle Discoverer to Cognos Report Net and Migrating of existing reporting layer in Oracle to Cognos.
- Designed test cases for Unit testing, Component testing and Integration testing of ETL routines.

Environment: OWB 10g, Sun Solaris 8-SPARC-n32, Oracle 10g, UNIX Shell scripting, clear case, Putty, TOAD and Windows 2000, Cognos 7.

Tata Teleservices
Senior ETL Designer

India
July 2003 thru June 2004

- Involved in the Design, Development, Testing of the Data Warehouse.
- Involved in preparing technical design/specifications for Data Extraction, Transformation and Loading.
- Played an important role for ETL Design and DQAR activities.
- Involved in preparing HLD & LLD Documents for Business areas like POS, BP, CRM, IN Prepaid.
- Designed & implemented the mappings for data loading and data cleansing rules.
- Maintaining the documentation of System development Process.
- Developed and designed the application using Informatica Power center pertaining to Business Rules.
- Designed & implemented many UNIX Shell Scripting Programs.
- Designing and Developing PL/SQL Procedures and functions.

Environment: Sun Solaris (UNIX), Windows 2000, Informatica Power Center 6.1, Cognos Power Play 6.0, Cognos Report Net, ERWIN 4.0. Oracle 9i, Edit Plus 3.1, Toad 7.4.

Bank of America
Technical Lead

Jacksonville, FL
April 2002 to June 2003

- Working as a Technical leader on a team size of 12.
- Analyzed Functional Requirements (FRS) and identified processes / programs.
- Involved in JAD (Joint application design) sessions with clients (Business team) to finalize the requirements. Developed the Business requirement documents, High-level designs, and low-level designs.
- Developed Teradata SQL's, Stored procedures, Macro's and Structured COBOL, SAS programs to extract the data from IMS, DB2, VSAM.

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- Developed JCL's to unload data from Teradata tables using Fast export and then applied minimal transformations and loaded into the W using **MULTILOAD, FAST LOAD, T-PUMP, BTEQ, INMOD, OUTMOD** utilities.
 - Extensively used Queryman/ Teradata SQL Assistant is an information discovery/query tool.
 - Generated SAS reports using SAS programs and Teradata.
 - Multi tasking and assign priorities to tasks in hand.

Environment: Teradata, Queryman, Data Stage, Oracle, Informatica,OWB, TOAD, COBOL II, SAS, DB2, IMS DB, VSAM, JCL, SDF, Intertest, OLAP tool COGNOS Reprotnet, Cognos Power Play Transformer, MQ series, Oracle, DF sort, TSO/ISPF, File-Aid, Endeavor, MS Excel and MS Word, Test Director, IBM3090, MVS/ESA.

Experian, Business Information Systems
Technical Lead

United Kingdom
May 2000 to May 2002

- Worked as a Technical Lead with a team size of 10.
- Analyzed Functional Requirements (FRS) and identified processes / programs.
- Designed and developed functional specifications and detailed design for the programs.
- Performed coding and unit testing.
- Prepared system test and acceptance test environment.
- Served as a member of the Integration Testing Team, and tested the completed functionality of the system.
- Coordinated the project with team working from off-site.

Environment: OS390, CICS, SDF, SAS, VS COBOL II, JCL, M204, VSAM, Intertest, TSO/ISPF and File-Aid, CA7- Scheduling.

Credit Susie First Boston
Team Lead

London
August 1998 to April 2000

- Worked as a Team Lead with a team size of 8.
- Analyzed Functional Requirements (FRS) and identified processes / programs.
- Designed and developed functional specifications and detailed design for the programs.
- Performed coding and unit testing.
- Prepared system test and acceptance test environment.
- Served as a member of the Integration Testing Team, and tested the completed functionality of the system.
- Coordinated the project with team working from off-site.

Environment: IBM ES/9000, MVS/ESA, HPS, DB2, CICS, QMF, VS COBOL II, JCL, File-Aid, Endeavor, TSO/ISPF, and PL/I

HSBC Bank
Lead Developer

Chester, UK
June 1997 to July 1998

- Worked as a Lead Developer
- Analyzed Functional Requirements (FRS) and identified processes/programs.

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- Designed and developed functional specifications and detailed design for the programs.
 - Performed coding and unit testing.
 - Prepared system test and acceptance test environment.
 - Served as a member of the Integration Testing Team, and tested the completed functionality of the system.
 - Coordinated the project with team working from off-site.

Environment: IBM ES/9000, MVS/ESA, DB2, CICS, QMF, VS COBOL II, JCL, File-Aid, Endeavor, and TSO/ISPF.

Bank of Scotland
Programmer Analyst

Scotland, UK
January 1996 to May 1997

- Worked as a programmer analyst.
- Prepared test plans, test cases and test data.
- Performed coding and unit testing.
- Documenting of Programs and Process
- Prepared test data and supported system test environment.
- Provided production implementation.

Environment: IBM ES/9672-RY5, MVS/ESA, VS COBOL II, CICS, EASYTRIEVE, ASSEMBLER, JCL, EASYTRIEVE, DB2, File-Aid, Endeavor, and TSO/ISPF

Education

B.S in Technology-India

Other career related training

- Project management Professional, PMP
- Teradata certified professional.
- Cognos Reportnet product user certified.
- Cognos Reportnet product Professional certified.
- Oracle university certified OWB 9.2 Professional.

Consultant 13700 (Confidential)

Summary

35+ years of professional information technologies experience. 9 years of experience as a DB2 DBA in a UDB (EEE/ESE) environment. Adept at database administration and performance tuning with 25+ years as a DBA (DB2, Oracle & SQL Server). Extensive computer, client server, multi-tier, application and Internet skills. Proven "on hands" producer. Roles have included IT management, application / database designer, developer (coder) and overall problem solver. Major strengths are project management, application systems design/development, database design/development, including performance design and tuning. Exceptional interpersonal and strong communication skills. Designing applications and databases 25+ years using every application language and all variations of databases (DB2 ZOS, DB2 UDB AIX, Oracle, SQL Server, Access, MySQL, SYBASE, etc....). All experience on this resume is consulting since 1987.

Experience:

MedSynergies
Consultant

Dallas, TX

Duration: 11/2007 to Present

DB2 DBA ESE 8.2 AIX (Unix)

- Performance tuned their Imaging Database. OLTP processing went from minutes to seconds.
- Created additional indexes, enlarged buffer pools, revised contained layout for performance, converted application data from SMS to DMS storage.
- Re-configured DBM, DB & DB2 performance configurations.
- Projected disk requirements over the next year and sized the DB2 SAN containers accordingly.
- Built entire imaging test platform, including the installation of DB2 & DB2 Content Manager for application modification testing.
- 24/7 support of their Production Imaging Application for U.S., and other countries.
- Wrote many shell scripts for ongoing maintenance for AIX Imaging and DB2 UDB.

State of Florida

Consultant

Tallahassee, FL

Duration: 7/2005 – 9/2007

DB2 DBA ESE 8.2 AIX (Unix) AWI (Agency of Workforce Innovations)
Unemployment Claims

- Installed DB2 UDB ESE Version 8.2 also migrated from fixpak 7 to 10.
- Installed DB2 UDB DWE (Data Warehouse Edition) along with Version 9.1
- Installed Imaging application on Database Server / Application Server with ".tif, .pdf & html" images. Designed and implemented document tracking system to audit daily transmissions of images from locations across the state.
- Migrated Mainframe DB2 database to AIX DB2 UDB using DB2 the DB2 Federated feature.
- Data Warehouse Evaluation Member. Migrating from Mainframe to AIX DB2 UDB ESE for the State of Florida.
- Use command line whenever possible. AIX 5.2
- Developed centralized backup mount point for all databases so the directory/sub directories could be backed up to tape from one location.

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- Installed Cognos which included DB2 UDB, UNIX user setup, Web connection installation.
 - Created Instance(s)/Databases on different AIX platforms for development, test & production
 - Perl & Korn shell scripts where applicable.
 - Used DB2's Version 8.2 health monitor and paging for most of these functions when applicable.
 - Used AIX, topas, db2mtrk, etc..., for memory AIX configuration.
 - Used DB2 Configuration Assistant's / Wizards when applicable.
 - Used Erwin for Data Architecture of all databases including the Data Warehouse.
 - Researched & fixed DB2 UDB Vendor Web Imaging Application which started experiencing "major" performance problems approximately 8 months after the install. Located the SQL statement which was doing a large table scan and convinced the vendor to make a few changes to the applications SQL code to regain the online performance back to seconds instead of minutes.
 - Performed DB2 UDB Runtime Client Install (Silent/Unattended) with the DB2 Profile response file for over 1000 users Statewide.
 - Managed/Converted Microsoft Access application to use the Microsoft Access "front-end" with Microsoft SQL Server 2000 Database "Links".
 - Managed/Converted Oracle 9i ASP.NET application to DB2 UDB ESE V8.2. Oracle database tables, views, stored procedures, functions, sequences, constraints, Foreign Keys, etc. This ASP.NET application contained C# Functions & Procedures.

State of Florida – Continued
Consultant

Tallahassee, FL
Duration: 7/2005 – 9/2007

Data Warehouse Staging / Data Warehouse Development

- Data Architect reviewed and modified IBM's original logical design, for Florida's Data Warehouse. Architected the Data Warehouse Staging area, Target and Summary tables using Erwin.
- Designed and implemented the Staging cleansing process and the Target population process.
- Designed and implemented the Mainframe VSAM to AIX DB2 UDB ESE synchronization process.
- Designed and implemented the Data Warehouse complete refresh process. If an out of synchronization condition occurs due to the daily population of incremental data to the Data Warehouse a "Full Refresh" is performed over the weekend and ready for users on Monday morning.
- One VSAM file contained 128 different record types with each type having re-occurring VSAM fields.
- IBM Global was involved in the first three months of the Data Warehouse project in which they completed the logical design only. IBM produced an Erwin file (Logical Design) then was no longer involved in the project.
- Moved a technical team of three forward to completing the entire Data Warehouse project for the State of Florida. This "successful completion" was signed off by the State of Florida sponsor on 06/27/07.
- IBM Websphere II Classic Federation used to stage mainframe VSAM, flat files & Relational Databases to a Data Warehouse Staging area on AIX DB2 UDB 8.2 (ESE). This simulates the VSAM files as a relational structure for pulling data from the Mainframe.

- Worked over the phone with the IBM developers of IBM Websphere II Classic Federation to re-design the MVS capability of mass data movement which ran in MVS batch, not the CICS transaction processing mode of query type information.
- IBM made some modifications to the MVS/ZOS Websphere II Classic Federation code which greatly enhanced the throughput at the batch MVS batch level. The VSAM data types were separated using Mainframe “Syncsort”, mapped to the flat files using Websphere II, setup AIX scripts to run concurrently to transfer flat file data to the AIX data Server in flat file delimited format, and then concurrently loaded the Data Warehouse Staging tables with the DB2 load.
- ETL data cleansing was performed on the AIX flat files using AIX Korn Shell scripts “fixing bad data” using the DB2 Data Warehouse Staging “DB2 Catalog for data typing”. The corrected flat file data was then loading into the DB2 Staging Tables. The DB2 Catalog played a large part in data validation used in the Shell Scripts for column typing. The table, schema & database were parameters and the column typing were retrieved from the “DB2 catalog”.
- Cognos was used for end user retrieval of Data Warehouse information in a web format...
- A synchronization process was implemented to verify the Mainframe data with the Data Warehouse. Only changes, daily transaction logs were migrated unless a total “refresh of all data” was needed.

MBNA Bank
DBA - Consultant

Dallas, TX
Duration: 3/2005 – 7/2005

DB2 DBA ESE 8.2 AIX (Unix)

- DB2 UDB ESE Perl 5.0 / Korn Shell scripts on UNIX AIX.
- Performance and application SQL tuning DB2 ESE AIX 8.2 using Control Center, Command Center, Visual Explain, Quest, on AIX (Unix) Platforms.
- Command Line Unix & DB2 (AIX).
- Roles include standard DBA duties: Backup/Recovery, Performance Tuning (Both DB2 system and Application), Physical Design., Development Roles, Partitioning, Partition Groups, Triggers, Stored Procedures, Tivoli, Indexing, Tablespace & Table Creation with correct buffer pooling, Db2 db/Instance Cfg (Parameters), Problem Resolution using Logs, Monitor, Snapshots, Replication (Dprop.), Clustering, DB2 Command line like db2icrt, db2look, etc, DB2 Prompt Unix Command Line, SQL Application tuning,
- DB2 UDB DBA ESE 8.2 Mainframe (Development): MVS/ESE, SPUFI, EXTRA, Explains, PDS, TSO,ISPF, BMC For DB2 (Create Run lists, etc), Reorgs, Backups, Recovery, Runstats, Tablespace, Tables, Index, Logs, Run Lists, CLIST
- REXX
- Standard DBA Duties
- SUB SYSTEMS
- DB2 Install
- Create SUB Systems

SQL Server 2000 DBA NT/WIN2000 (Development & Production)

- Enterprise Manager.
- Over 200 databases monitored daily with e-mail and pager event notification.
- T-SQL, Explains, Application / Database Tuning, etc.
- Standard DBA Duties (Backup/Recovery, Table, Index, etc...)

Oracle 9i DBA NT/WIN2000 (Development & Production)

- Enterprise Manager (Console & Standalone), SqlPlus
- Command line (oemctl start OMS), agentctl stop, tnsping, shutdown immediate, startup, etc...., Event/Report coding using Oracle's user defined .tcl scripts with OEM Console. Backup/Recovery, Performance Tuning, Install from scratch, setting up connectivity, OEM, Agent, Discover, etc., Pager on call., Standard production duties override any development, PL/SQL stored procedures.

Scheduling Tools (AIX, NT, Win2000)

- Maestro
- Crontab
- Win 2000 Scheduler

Environment: DB2 ZOS Mainframe, DB2 ESE 8.2 AIX (Unix), Oracle 9I, SQL SERVER 2000
Home Depot Atlanta, GA
Consultant – Chief Systems Engineer Duration: 5/2004- 3/2005

DB2 UDB DBA

- 27 terabytes across 20 nodes along with production DB2 UDB DBA on call duties.
- Along with very tight application demands, precise scheduling is a must for the successful operation of this very large database.
- Worked with DB2 UDB EEE Version 7 vendor's package, both batch and on-line processing, to gain a 50+% decrease in batch runtimes and a sub-second online responses. (Performance Tuning).
- Tuning "vendors package" DB2 SQL stored procedures. Were running 60 hours. Reduced to 25 hours.
- Interface with Abinitio ETL mapping tools.
- Developed numerous Korn Shell scripts on AIX platform.
- Supported Java Application servers in conjunction with the database server. Made application design recommendations which the Vendor implemented, for performance.
- Supported application servers running IBM Websphere production support.
- Used Maestro for Home Depot's Unix scheduling along with "crontab".
- Liaison between Vendor, Application and DBA group to aid with application production/development issues. Vendor made numerous recommended changes to improve their product.
- Used Erwin for Development purposes and application flow.

Illinois State Dept. of Human Services
Consultant

IL
Duration: 2003 – 5/2004

- Contracted to assist the agency in resolving conflicts, system and application performance tuning, table design and tweaking for DB2 UDB EE/EEE V7.2 (both MVS and AIX).
- DB2 UDB EE/EEE V7.2 (Both MVS and AIX).
Wrote shell script to take extracted application SQL from a flat file, run explains on each SQL stmt, and produce output files with the "cost" as part of the file name. This was parameter driven such as cost, database, etc. The output was then used to identify SQL with high cost and to make any adjustments either to the database or the SQL before migrating into production.

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- Erwin Data Modeler both Logical and Physical, Quest for DB2 (Windows 2000 to AIX/Unix), Extra mainframe connection (Windows 2000 to MVS), File Aid(MVS/OS), AbendAid (MVS/OS), TSO/ISPF/SAS(MVS/OS), JES2 JCL MVS/OS), DB2-Xpert (MVS/OS), DB2-Utilities (MVS/OS), SPUFI (MVS/OS), Reflection (Windows 2000 to AIX/Unix), REXX/CLIST (MVS/OS), Expeditor (MVS/OS), Replication (DPROP), Data Sharing, Data Connect , Lots & Lots of “RI” (Referential Integrity MVS & AIX), Unix Korn Shell (AIX/Unix), Perl Scripts (AIX/Unix) , Performance tuning (Both MVS/Unix AIX)
 - Large partition tables (MVS/Unix AIX)
 - Performance tuning 40 – 90 % performance improvements. In one case a 10+ Million-row table went from 300 million hits to 30 million hits per day, which noticeably improved overall system performance.
 - Maintained both MVS and AIX platforms
 - Assembler Language Routines
 - 3+ Terabyte Partitioning and performance, across multiple database servers.
 - Ongoing application performance problem investigations, both systems and applications.
 - Monitored production application “Mainframe/AIX” databases performance, making “DB2/UDB Extended Enterprise Edition” database changes when appropriate and application SQL code suggestions to the appropriate teams.
 - Coded and implemented Triggers, Stored Procedures, Constraints to aid development the teams.

Metro Software
Consultant

Duration 2001 – 2003

DB2 UDB (EE/EEE) DBA Designer/Coder

- Interfaced with end users to gather custom requirements. Led in the design and coding of a financial web application using Visual Studio Enterprise .NET.
- Oracle 8i DBA, SQL Server 2000 DBA.
- Microsoft Agent used C# to create and use animated characters that interacted with end users. Also supported the Microsoft Speech API, which allowed the character to speak with the user. The characters are floating type, and can be placed or moved anywhere on the screen by the user.
- User interaction in Windows Forms using C# accomplished with events. Provided event sources, such as mouse movement, position, and button clicks. These were functions called by a standard form of delegate, which means there are no message maps of which to keep track.
- Data Administration using Erwin(DA), DB2 UDB EE/EEE DBA (MVS/AIX).
- Designed and coded various applications relating to auto dealerships, retail and manufacturing companies, Direct Mail.
- Designed/Coded web application using ASP.NET, VB Script, JavaScript.
- Custom e-mail systems & database design using Microsoft SQL Server, T-SQL.
- Auto service reminders and coupons e-mailed by dealerships ASP.NET.
- Wrote in C language, for “ATM System” (approx 3000 across Southern Florida), dial up clearing house for approval, print receipts, ability to dispense different denominations of cash, and automated notifications when individual units low on cash.
- MS Visual. net, Delphi, C++, C#, Interbase, Oracle8i, Visual Basic, VB Script, ADO, Access, DB2 UDB EE/EEE, MS SQL Server, Visual Interdev, Front Page, Windows NT/98/2000/XP/ME, Excel, VB with Excel interfaces.

TXU Electric (Nuclear Power Plant)
Consultant

Duration: 1999 – 2001

Lead Designer/Developer / DBA

Worked as the Lead Applications Designer/Developer for a “large” database conversion/migration effort from Mainframe MVS/OS DB2 using replication services to Unix/AIX Oracle databases. Converted the replicated data in the Oracle database to the new databases for the purchased package in which interfaces had to be designed and coded, sometimes using the package supplied API’s when applicable to convert the data into the required structure. During this massive data migration to Oracle (Unix AIX) many shell scripts, triggers, and PL/SQL Stored Procedures (Approx 100 Stored Procedures written and tested). Used Toad for much of the PL/SQL coding and testing.

- Tested all programs, stored procedures, Unix shell scripts, etc.
- Performed performance tuning and optimization, production load testing of all code.
- Due to the nature of a nuclear power plant the documentation had to be very accurate and precise.
- Reported to management in weekly meetings regarding the migration efforts progress.
- Found and corrected bugs by test team and performed peer code reviews.
- Wrote a real-time Web application using PL/SQL Stored Procedures and triggers, Shell scripts & Visual Interdev.
- Led in the design and writing of a work order migration program in Visual Basic 6.0, VBScript using ADO SQL accessing several Oracle8 databases to eliminate the need of a large data entry task.
- Wrote a paging and e-mail notification for plant events using PL/SQL Stored Procedures, triggers & Unix shell scripts.
- Wrote “C++” programs to synchronize data pointers in the oracle database with some .tif flat files in order to re-establish user pointer integrity with the oracle database and optical storage unit.
- Wrote Nuclear Document applications using Oracle Forms and Reports.
- Oracle/DBA supporting several database servers on an AIX UNIX platform running multiple instances, mostly Oracle 7.3.4, 8.1.5.
- Made recommendations to the logical model when asked to develop the physical structure. Usually table design including primary/foreign keys and clustering / indexing were issues.
- Used performance monitor to identify the areas in which production database performance problems existed, recommended solutions to the team/management and aided in the team effort to implement many of them.
- Used Toad & Enterprise Manager for Oracle DBA version.
- Used replication services from “Mainframe MVS/ZOS DB2 ” DPROP to Oracle Servers, also data warehousing, PL/SQL, AIX Unix Shell Scripts, Perl Scripts.
- On call 24x7x365.
- Performed data extraction and loading to create test platforms.
- Wrote numerous Korn Shell / Perl scripts to support the Oracle DBA activities.
- Some MS SQL 2000 Server was involved on WIN/NT.
- Production migrations from development.
- Documentation on everything with tight approval structures.

Web/Applications/Designer/ Developer/Oracle DBA

- Led migration from previous “SFF” user written application to “BPCS” Oracle based supply chain manufacturing package. This is a three-tiered network on HP9000’s using UNIX & NT 4.0, ORACLE 7.3 with Windows 95 clients, and multiple Oracle databases. Used ODBC for database server connections.
- Used Oracle Warehouse builder for designing and deploying data warehouses. As Oracle 7.3 DBA, using stored procedures and triggers in PL/SQL, which interfaced with the web development using JAVA, Microsoft Visual Interdev, and Microsoft SQL/Server DBA 6.5. Worked with the users for custom requirements to the logical model. Translated logical models to physical structure with recommendations for physical restructure if needed. Database performance was always one of the main design factors. Also used referential integrity to minimize programming effort.
- Responsibilities included design and development to enhance the non-web BPCS package to a web based interface using Visual C++ 6.0, Microsoft Access 97, Oracle 7.3.4, Oracle DBA 7.3.4, Unix, MFC, COM, IIS, ODBC, DCOM, Windows NT 4.0, Visual Interdev 6.0, JAVA, DHTML, PL/SQL, Stored Procedures, Triggers, Microsoft Source Safe 6.0, DAO, XML, OOP, ORACLE Enterprise Manager, Visual Basic 6.0, TCP/IP, IE4.01, IE 5.0, ASP, HTML, DCOM, Unix Shell Script, Crystal reporting, Brio, Oracle Forms and Reporting.
- Aided in the design, development and implementation of Active Server Pages utilizing a three-tiered design with ADO connections to Live Corporate databases (Oracle 7.3.4) utilizing Visual InterDev, Visual Basic 6.0 (ActiveX DLL’s, ActiveX documents, and ActiveX controls. Designed and implemented DCOM objects for Win95/NT/Internet Clients, Microsoft environment with COM objects, VB & MS Access executables for Server Side environment. Also utilized Windows API calls to various foundation classes and libraries), IIS, IE4.01, IE 5.0, ASP, DHTML, HTML, XML, MTS and MSMQ for remote retrieval of sales information and expense check requests for clients (salespersons and brokers). Utilized MS SQL/Server 6.5 in tandem with Microsoft Transaction Server (MTS) for transaction committing and rollbacks. Created various user interfaces for Win95-98 Intranet clients to data residing on HP9000.
- Coordinated all team development efforts through the use of MS SourceSafe. Created Winsock DLL’s and communicated to various applications through COM objects. Developed various flat file generator programs to produce files for download to trading partners in the trucking and storage business. Developed purchase order transfer applications for electronic data transmittal to various trading partners. Provided various report generators for accounting, customer service and sales departments.
- “Setup”/Maintained Oracle databases. Used ODBC for database server connections on Unix HP9000.
- Used Oracle Warehouse builder for designing and deploying data warehouses. As Oracle 7.3 DBA, using stored procedures and triggers in PL/SQL, which interfaced with the web development using JAVA, Microsoft Visual Interdev, and Microsoft SQL/Server DBA 6.5. Worked with the users for custom requirements to the logical model. Translated logical models to physical structure with recommendations for physical restructure if needed. Database performance was always one of the main design factors. Also used referential integrity to minimize programming effort.
- Designed the proper primary and foreign key structure along with correct clustering and partitioning for maximum performance.
- Interfaced in BPCS Manufacturing package with Data Mart Design.

Education:

Texas Wesleyan College, Fort Worth, TX
Business Administration/Psychology

Richland College, Dallas, TX
Information Technology

- IBM: Assembler Language Coding; MVS Mainframe Internals; Bill Of Material Design; Point of Sale Design; Material Requirements Planning; Advanced multithreaded coding techniques; DB2 Database Administration; DB2 SQL Coding;
- BMC: BMC/DB2 Software Education;
- Campbell Taggart (Anheuser Busch): PACBASE Online Case language, PACBASE Batch Case Language;
- Computer Knowledge: DB2 coding, tuning, modeling, Data Base Administration;
- CompuEdge Technology: UNIX (SCO) System Administration, UNIX (AIX) System Administration, UNIX (SUN) System Administration, UNIX (HP9000) System Administration, Advanced C Language Programming, Network Administration Unix;
- Just Technical Associates: CICS Command & Macro Level coding and internals, COBOL;
- Microsoft Corporation: SMS, Network Administration NT, HTML, Visual Basic, Microsoft Agent, ODBC, SQL Server, SQL Server Administration, Visual Source Safe, SDLC, Windows NT & NT Server, Advanced C++ Coding, Visual C++ Coding/MFC/OOP/COM, Visual J++, Visual Interdev (WEB), TCP/IP, SNA;
- Oracle Corporation: ORACLE tuning, modeling, Database Administration, Database design; Data Warehousing/Data Mart, PL/SQL

FBI Fingerprint Security Clearance for (FDIC) Federal Banking System as of July 2005.

Consultant 13701 (Confidential)

Summary

Senior DBA with over 24 years of industry experience specializing in the Database Administration, architecture and Database Engineering of the DB2 UDB on AIX/Solaris/Linux/Windows (8 years), MS SQL Server (10 years), Sybase on AIX/Solaris/Windows (3 years) and DB2 for z/OS (10 years) databases which includes data modeling, logical and physical database design, database architecture, developing stored procedures and triggers, capacity planning, performance tuning and optimization, troubleshooting, production support, backup and recovery, disaster recovery planning and implementation, database servers installation and upgrade, shell scripting, third party vendors tools evaluation, installation and implementation, multi-tier systems, VLDB database support, federated database design and implementation, SAN technology, expertise in support of Web based applications, high availability systems including IBM HACMP clusters, Sun clusters, Veritas VCS and Windows 2000/2003 clusters, replication and log shipping in the large complex environments including mission critical databases. Has experience with financial firms including banking, investment banking, securities, investment and insurance. IBM Certified Solution Expert - DB2 UDB Database Administration for Linux, Unix, Windows and OS/2.

Skills/Tools:

RDBMS: DB2 UDB v9/v8/v7, MS SQL Server 2005/2000/7.0, Sybase ASE 12.x/11.x, DB2/OS/390 v8/v7

DISTRIBUTED SOFTWARE: DBArtisan, BMC Change Manager, BMC Patrol, NetIQ, Veritas Storage Foundation, Veritas Cluster VCS, Informatica, BMC Perform/Predict, Quest Central for UDB DB2, Quest Spotlight on UDB DB2 LUW, Spotlight on SQL Server, Spotlight on UNIX/Linux, TSM, SQL Server DTS, SQL Profiler, Windows Perfmon, TSM/TDP for SQL Server, BMC Control-M, NetIQ, OpManager, WebSphere, WebMethods, DB2 Connect, Shadow Direct Gateway, Maestro, Exceed, DameWare, SMS, Backup Exec for Windows, Quest Light Speed for SQL Server, Cognos Impromptu, MS Access, MS Office 2003, MS Mail, MS Exchange, Lotus Notes

MAINFRAME SOFTWARE: DB2 Utilities, QMF, BMC DB2 Utilities, DB2PM, Insight for DB2, Omegamon, Tmon, Quest Central for DB2 z/OS, BMC Change Manager, BMC DASD Manager, BMC Catalog Manager, Platinum RC/Migrator, Platinum Database and Plan Analyzer, Platinum Detector, Strobe, CICS,

DATA MODELING: Erwin, Bachman, LBMS

REPOSITORIES/DATA DICTIONARIES: Brownstone Repository/Data Dictionary

LANGUAGES: SQL, Transact SQL, Shell Scripting, Perl, C, Cobol

CLUSTERING: MS clusters (MSCS) 2000/2003, IBM HACMP, Veritas VCS

OPERATING SYSTEMS: MS Windows 2003/2000/NT, Unix Solaris, Unix AIX, Linux Red Hat, Linux SUSE, OS/390

HARDWARE: SUN Enterprise 6800, 10000, SUN Fire 15000; IBM S/80, IBM RS/6000 SP2; IBM p690 (Regatta); IBM i570; Compaq Proliant servers; IBM x350 Netfinity servers; IBM x365 servers; IBM mainframes; EMC Symmetrix SAN; Hitachi SAN

Experience:

DIA

Senior DBA

Duration: 4/2006 - Present

Responsibilities:

- Participated in the logical and physical database design, development, implementation, monitoring, maintenance, capacity planning, installation of DB2 UDB software and fix packs, performance tuning and optimization, troubleshooting and production support of the large UDB DB2/AIX v8.2 64 bit federated database in HACMP cluster environment on IBM i570 servers utilizing Hitachi SAN and UDB DB2 v8.2 64 bit databases on Linux SUSE 64 bit on HP servers, DB2/OS 390 v7/v8 databases and MS SQL 2000/2005 servers and databases .
- Worked with infrastructure team to architect Linux UDB DB2 servers and databases in Veritas Cluster server (VCS) environment using Veritas Storage management on Hitachi SAN. Used Quest Central for DB2 UDB for database maintenance, analysis and SQL tuning and Spotlight for UDB DB2 LUW and Spotlight for Unix/Linux for performance monitoring and tuning.
- Participated in the migration databases from mainframe DB2 OS/390 to the UDB DB2 v8.2 on Linux SUSE 64 bit platform. Informatica v8.x were used to migrate and replicate data from mainframe DB2 z/OS v8 databases to the DB2 UDB v8.2 databases on Linux. Installed DB2 UDB v8.2 and v9.1 and Fix Packs on the Linux SUSE servers and migrated v8.2 database to v9.1.
- Implemented DB2 UDB databases monitoring and e-mail / pager alert notifications using db2 Health monitor. Created Unix/Linux Shell scripts for database reorg/runstas jobs and monitoring. Worked with IBM support on resolving complex issues sometimes involving known APAR's and special builds.
- Performed installation and configuration of the MS SQL 2000/2005 Servers and Service packs on Windows 2000/2003 servers.
- Participated in the logical and physical database design, creation, maintenance, troubleshooting, production support, performance tuning and optimization of SQL Server databases. Participated in the Disaster Recovery planning and implementation for MS SQL servers/databases for the critical financial application OpManager was used to monitor MS SQL 2000 servers.
- Used Erwin for logical and physical data modeling.

Morgan Stanley

Senior DBA, Consultant

Duration: 4/2005 – 4/2006

- Participated as part of DBA team in the logical and physical database design, development, monitoring, capacity planning, performance tuning, troubleshooting and production support of over 100 production, development, QA, failover and disaster recovery MS SQL 2000 Servers and UDB DB2 and DB2 Connect servers. That included

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- setting up and supporting clustering, log shipping and replication for MS SQL Server 2000.
- Performed installation and configuration of the MS SQL 2000 and Service packs on Windows 2000/2003 servers including Microsoft clusters.
 - Participated in the hardware refresh of the Windows NT/2000 servers with the new Windows 2003 servers for the MS SQL 2000 and UDB DB2 database servers. For that project installed and configured MS SQL2000, UDB DB2 v8.2 and DB2 Connect servers, installed Service packs/ Fix packs/ hot fixes on the new Windows 2003 servers, migrated databases and set up Log Shipping.
 - Participated in the Disaster Recovery and Business Continuity planning and implementation for MS SQL servers for the critical Web based application.
 - Participated in the logical and physical database design, creation, maintenance and performance tuning using SQL Profiler/Windows Perfmon and support of the large SQL 2000 financial datamart (500 GB) in Hitachi SAN environment.
 - Worked with users to identify database and processing requirements, set up procedures, which included ftp and DTS packages to load this datamart with data from mainframe files and UDB DB2 data warehouse.
 - Recommended and implemented partitioning of the datamart database using partitioned views to improve queries performance.
 - Participated in the development and support of SQL 2000 databases for the Web based applications that used Web Services, .Net, XML and Java. NetIQ was used to monitor MS SQL 2000 servers and clusters
 - Participated in the physical database design, development and production support of the large UDB DB2 datamart database that utilized Hitachi SAN storage. It was populated with extracts from the large UDB DB2 data warehouse on Solaris and DB2/OS 390 on mainframe using Informatica ETL tools.
 - Wrote scripts to automate datamart daily load and database maintenance (backups, reorgs and runstats).
 - Participated in installation of UDB DB2 v8.2 and Fix packs on the database, application and Web servers (WebSphere) and migration of the UDB DB2 databases from UDB v7 to UDB DB2 v8.2 and setting up UDB Log Shipping or HADR to the fail-over servers for the financial applications.
 - Participated in the migration of UDB DB2 v8.2 database from Windows to Linux environment. Involved in the troubleshooting complex production problems that sometimes involved Microsoft support for MS SQL 2000 and IBM support for UDB DB2.

MetLife

Senior DBA/Database Engineer

Duration: 11/1999 – 4/2005

- Responsible for the architecting, designing, capacity planning, performance tuning, server installs and upgrades, production support, disaster recovery planning and implementation of MS SQL 2000 databases on the MS 2000 cluster for the Financial Repository datamart. These databases supported WEB portal for Enterprise Financial reports and cubes. The environment included IIS and Cognos servers and MS Windows 2000 active/passive cluster for high availability. Tivoli Tape Management System (TSM) was used for the database backups and Tivoli and BMC Patrol were used for the 24X7 production environment monitoring.
- Responsible for the logical and physical database design, capacity planning, development, performance tuning, troubleshooting and production support of the large MS SQL 2000

databases for the enterprise mission critical applications. These applications had 3-tier architecture and used MS SQL 2000 on Windows 2000/2003 servers. The Citrix Terminal servers were used for the transaction load balancing. Log shipping was used to maintain fail-over servers, TSM for database backups and DTS for Data Extraction and Transformations.

- Used SQL Profiler for SQL queries tuning, Perfmon and Quest Spotlight for performance monitoring. Participated in the migration of these applications and SQL 2000 servers to the SAN (EMC) storage and setting up Log Shipping for the fail-over servers. PMC Patrol was used to monitor MS SQL 2000 servers and clusters and UDB db2 databases.
- Involved in the server consolidation project where MS SQL databases were migrated from the individual servers to the MS SQL 2000 instances on MS Windows 2000/2003 clusters. BMC Patrol\Predict was used to measure capacity utilization of individual servers in order to estimate capacity requirements for MS SQL instances.
- Responsible for installation, configuration and support of MS SQL 2000 instances on MS Windows 2000/2003 active/active clusters. These clusters utilized EMC SAN storage and TSM for database backups.
- Performed MS SQL Server, Service packs and hot fixes installation for MS SQL instances. Involved in the capacity planning, resource and performance monitoring and troubleshooting for MS SQL instances and the entire cluster. BMC Patrol was used to monitor MS SQL instances and clusters.
- Involved in the troubleshooting of complex MS SQL and cluster related issues with OEM vendor(HP) and Microsoft.
- Participated in the maintenance and support of the Sybase databases for the Sales Automation system and Sales Reporting Data Mart, which utilized Sybase ASE 12.5 databases on multiple NT servers and in the consolidation of these databases on the Sun 6800 server platform and UNIX Solaris environment and conversion them to the Sybase ASE 12.5 on Solaris. Supported Sybase ASE 12.5 databases on the AIX for the Reserves Repository application.

AIG

Senior DBA, Consultant

Duration: 4/1999 – 11/1999

- Participated in the development and support of the databases in the distributed multi platform environment including mainframe DB2/OS/390, MS SQL Server 6.5/7.0, Sybase 11.x and DB2 UDB v5/v6 databases.
- Responsible for a production and development support for MS SQL Server 7.0, SYBASE 11.x and DB2/OS/390 databases for the mission critical Worker's Compensation system. The architecture of this distributed large system included one central and 40 local MS SQL 7.0 servers and mainframe DB2 databases. FTP was used to transfer data from the mainframe to the MS SQL central server using Shadow Direct Gateway. MS SQL Server DTC (Distributed Transaction Coordinator) capabilities were used to coordinate 2-phase commit of distributed transactions running on the central and local servers. MS SQL 7.0 Server replication was used to replicate reference data from central server to the 40 local servers. Supported SYBASE 11.9.2 databases on UNIX Sun Solaris for Internet WEB based reporting application.
- Participated in the logical and physical database design, development and implementation of the UDB EE v5.2 databases on UNIX Sun Solaris in the Java development environment for the E-commerce WEB based Commercial bond system, which utilized

WebSphere, Cognos Impromptu server and Java. Responsibilities included: creating and configuring UDB instances, databases and database objects, backup/recovery, database monitoring, performance tuning and troubleshooting.

Chase Manhattan Bank

Senior DBA/Data Architect

Duration: 6/1998 – 4/1999

- Participated in the logical and physical database design, development and implementation of the large DB2 mainframe databases for the high availability, high volume DDA/Funds Transfer and Advising applications and maintenance and production support of other DB2 databases. Participated in the disaster recovery planning and testing, performance tuning, monitoring of DB2 plans/packages in production, DB2 buffer pools utilization monitoring, DASD utilization, partitioning of the large tables.
- Assisted application programmers in performance tuning of SQL's. Used OMEGAMON for DB2, PLATINUM DETECTOR, PLATINUM SUBSYSTEM ANALYZER, PLATINUM PLAN ANALYZER, STROBE and EXPLAIN for performance monitoring and tuning. Used PLATINUM RC/MIGRATOR for database maintenance.
- Participated in the user interviews, data modeling, logical and physical database design of the Investment Products database utilizing CAYENNE GROUNDWORKS/TERRAIN and Erwin data modeling tools, created logical and physical data models and generated DDL scripts to create new databases.

AIG

Senior DBA

Duration: 12/1995 – 5/1998

- Participated in the development and support of multiple databases in the distributed multiplatform environment including mainframe DB2, MS SQL SERVER 6.5 and SYBASE 11.x databases.
- Participated in the development and production support of the multiple DB2 databases including large Corporate data warehouse (1 TB) and DB2 databases for Worker's Compensation, Casualty and Property applications. Used BMC DB2 utilities, BMC Change Manager for DB2 for database maintenance and TMON for DB2 for performance monitoring and tuning. Shadow Direct Gateway was used as middleware by client/server applications to access DB2 mainframe data.
- Participated in the architecting, capacity palling, design and the development of databases for the new Worker's Compensation system which had 40 MS SQL Servers in the offices across the country and mainframe DB2 reporting datamart. Supervised 3 DBA's on this project.
- Participated in the development and production support of MS SQL Server and Sybase databases for Reinsurance department applications.
- Responsible for creation of databases, database devices, database objects including stored procedures and triggers, writing and tuning stored procedures, backup and recovery, setting up SQL Server replication, performance tuning and production support.
- Participated in the logical and physical database design utilizing ERWIN/ERX and LBMS CASE tools, created logical and physical data models and generated DDL scripts to create DB2, SQL Server and Sybase databases.

Phizer

Consultant

Duration 3/1995 – 5/1998

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- Participated in the development, maintenance and production support of the various DB2 databases.
 - Administered BROWNSTONE REPOSITORY/DATA DICTIONARY as a mainframe based repository to store metadata about database objects.
 - Participated in the development and maintenance of the departmental data warehouse database using Oracle 7.2 on Sun Solaris.

UPS

Consultant

Duration: 9/1994 – 2/1995

- Participated in the maintenance and production support of the very large DB2 database (over 1 Terabyte) with 24 X 7 availability in the distributed database environment.
- Involved in performance related issues involving SQL and program tuning, monitoring of DB2 plans and packages in production, buffer pool utilization, DASD utilization, partitioning of the large tables and DASD placement of the DB2 datasets.
- Used BMC DB2 utilities and BMC ALTER for database maintenance and OMEGAMON for DB2, DB2PM, STROBE and RMF reports for performance tuning.

Chase Manhattan Bank

DBA, Consultant

Duration 1/1994 – 8/1994

- Participated in the development and maintained the various DB2 databases for the Global Securities Systems.
- Responsibilities included: design reviews of SQL accesses to DB2, performance tuning of SQL's, database denormalization for performance, backup and recovery procedures, production support and performance tuning using OMEGAMON for DB2, DB2PM and PLATINUM PLAN ANALYZER

Guardian Life Insurance

DBA/Data Analyst, Consultant

Duration 7/1993 – 1/1994

- Participated in the development of the Group Insurance database.
- Responsibilities included: user interviews, logical and physical database design, database normalization and denormalization issues, Forward and Reverse Engineering using BACHMAN CASE tools, creation of databases in the DB2, DB2/2 and XDB environments. Used BACHMAN and ERwin/ERX for data modeling

Chemical Bank

DBA, Consultant

Duration 4/1992 – 7/1993

- Participated in user interviews, logical and physical database design, development, and tuning and production support of the Customer Marketing database for Retail Banking division.
- Used EXPLAIN, DB2PM and OMEGAMON for DB2 for performance tuning.
- Participated in the design and implementation of Middle Market Customers database on MS SQL Server v 4.21. Used SYSTEM ARCHITECT for data modeling.

MetLife

DBA, Consultant

Duration: 12/1989 – 4/1992

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- Participated in the development and production support of the large Personal Insurance and Marketing DB2 databases.
 - Stored information about database objects into BROWNSTONE REPOSITORY/DATA DICTIONARY. Used EXPLAIN, DB2PM and INSIGHT for DB2 performance monitor for performance tuning.

Pershing

DBA, Consultant

Duration: 7/1989 – 12/1989

- Participated in the development of a Customer Information system.
- Responsible for logical and physical database design, creation of DB2 objects.
- Used EXCELERATOR for data modeling.

Kidder, Peabody

Consultant

Duration: 5/1988 – 7/1989

- Managed the development of the International Capital Movement system utilizing CICS and DB2.
- Acted as application DB2 DBA on the project.
- Supervised 5 programmers on this project.

Shearson, Lehman

Consultant

Duration 11/1986-4/1988

- Participated in the analysis, architecture, design, project management and programming of the of the Customer Profile Information system.
- Acted as a project leader supervising 7 programmers on this project.

Depository Trust Company

Consultant

Duration 7/1986 – 11/1986

- Participated in the analysis, design, programming and implementation of the Automated Call Lottery system. The system was implemented using CICS and DB2.

Manufacturers Hanover Trust

Consultant

Duration: 7/1985 – 7/1986

- Participated analysis, design, programming and implementation of the Affirmation subsystem for the Institutional Delivery system. The system was implemented using CICS and VSAM.

Chase Manhattan Bank

Senior Programmer/Analyst

Duration: 3/1984 – 7/1985

- Participated in the analysis, design, programming and implementation of the Domestic Bank Reconciliation system. The system was implemented utilizing CICS and VSAM.

CitiBank

Senior Programmer/Analyst

Duration: 6/1982 – 3/1984

- Participated in the design, programming and implementation of the Commercial Loan

system. The system was implemented using CICS and VSAM.

ADP

Senior Programmer / Analyst

Duration: 5/1980 – 6/1982

- Participated in the design, programming and implementation of a Portfolio Advisory Information system. The system was implemented using CICS and VSAM files.

Education:

MS in Physics. BS in Computer Science.

Certification: IBM Certified Solution Expert - DB2 UDB Database Administration for Linux, Unix, Windows and OS/2.

Training:

- IBM: Fast Path to DB2 UDB for Experienced DBAs, DB2 UDB EEE Administration, DB2 UDB Performance and Tuning, DB2 UDB v8 Transition, DB2 UDB Advanced Administration, DB2 UDB v9.1 for Experts, DB2/OS/390 database administration, DB2/OS/390 performance and tuning, DB2/OS/390 application design
- AIX System Administration, Perl Programming
- Sybase: Fast Track to SQL Server, Sybase System 11 Administration, Sybase System 11 Performance & Tuning, Sybase System and Database Administration: ASE 12.5
- Microsoft: System Administration for Microsoft SQL Server, Implementing a Database on Microsoft SQL Server
- Learning Tree International: Microsoft SQL Server 2000 Database Administration, Developing High-Performance SQL Server 2000 databases, Microsoft SQL Server 2005 Database Administration
- Hands-On Windows 2000, Hands-On Windows 2003
- Oracle University: Oracle9i Database Administration Fundamentals

Conferences: Participated in the Microsoft PASS and IBM IDUG Conferences

Sayed Khan

SUMMARY

- 8+ years of experience in Information Technology
- 6+ years of experience as an WebFOCUS Configuration Engineer / Developer / FOCUS
- Worked on full life cycle of Projects having ability to implement projects with demanding Objectives
- Experienced in Managed Reporting Environment (MRE), DeveloperStudio, ReportCaster, RealmDriver, DashBoard and familiarity with other components of WebFOCUS/iWay such as DataMigrator, iWay Service Manager and Maintain
- Experienced in multiple Operating Systems like Sun Solaris, HP-UX, IBM-AIX, Linux, Redhat, AS400 and Windows NT/2000
- Hands on experience in developing and implementing Web applications using WebFOCUS/iWAY/EDA, JAVA, JSP, Servlets, .NET, CGI-PERL, XML, HTML, Java Script and UNIX Shell Script
- Experienced in developing Server-side technologies such as Servlets and Java Beans
- Experienced in configuring Web Servers (iPlanet, Sun One, Apache), Servlet Engines (Tomcat) and Application Servers (BEA WebLogic, IBM WebSphere)
- Experienced in OOP using Java, ASP.NET, C#.NET and C++
- Experience using CMVC and Clearcase
- Developed Internet / Intranet based applications with Java, .NET, Perl and html
- Excellent communication and interpersonal skills. Proven ability to work with teams of any size

Education

Bachelor of Computer Science (CCNY, 12/2001)

Language: Fluent in Bangla,

Honors/Activities: Chi Alpha Epsilon Honor Society, Inducted Spring, 2001; Golden Key National Honor Society, Inducted Spring, 2000; Arista Honor Society, Inducted Spring, 1997

IT Training

- Debugging WebFOCUS and Developer Studio (IBI Internal, 11/2005)
- Customer Support Representative Training(Service Strategies, 10/2005)
- WebFOCUS 5.3.3 (iSource by Information Builders, inc., 5/2005)
- Developer Studio, MRE, Report Assist, Report Painter, Report Caster, Dashboard,
- Dialogue Manager, Relational Databases, WebFOCUS Administration
- .NET (TCS, 4/2005)
- Developing web and windows application, SQL Server

Professional Experience

August 2007 to December 2007

Client: Resilient Business Solutions / Eagle Global Logistics, Houston Texas
Sr. WebFOCUS Consultant / Administrator, Corporate Reporting

Environment: WebFOCUS764, iWay 764, Report Caster 764, Oracle, SQL Server, Tomcat and IIS

OS: Win, Solaris

Description: My first task was to install WebFOCUS 764 in a split tier environment with Windows and Solaris. Then I had to migrate all apps and test them thoroughly through MRE,

DevStudio, Dashboard and ReportCaster. Then I had to implement better security method with IWA and RealmDriver. Now the user does not have to put in a userid/password when he/she tries to access WebFOCUS. Also the user is automatically added when the company hires a new employee and deleted when he/she leaves the company.

Role:

- Upgrade WebFOCUS 713 to 764
- Migrate all apps, repositories to WebFOCUS 764
- Configure Windows Authentication for WebFOCUS (IWA), Single Sign-On
- Configure Realm Driver (Oracle) Authorization for WebFOCUS
- Implement report development standardization to track parameter being passed, report user, output, etc.
- Provide first level Webfocus support to developers, management, and end users
- Day to day WebFOCUS Admin duty

July 2007 to July 2007

Client: TechSolutions Corp. / American Shipping and Logistics, Montville New Jersey
Sr. WebFOCUS Consultant, Information Technology

Environment: WebFOCUS762, iWay 762, Oracle, Tomcat and IIS

OS: Win 2000

Description: I was involved in creating shipping and revenue related reports to mimic their existing system. I have also created PDF forms to match their existing business forms.

Role:

- Developed parameter driven WebFOCUS reports
- Develop Pixel Perfect PDF forms

June 2007 to July 2007

Client: Bearingpoint / Schawk, Chicago Illinois
Sr. WebFOCUS Consultant, Integration Solutions

Environment: WebFOCUS761, iWay 761, SQL Server, Universe, Tomcat and IIS

OS: Win 2000

Description: I was involved in creating complex reports for Schawk and its clients. I was responsible for writing reports for project tracking called Safeway. This was deployed in a dashboard environment for proof of concept. The success of this project led to utilization of WebFOCUS as the primary Business Intelligence tool for the company and a budget increase.

Role:

- Developed parameter driven WebFOCUS projects, reports, charts, and graphs
- Help gather report requirements from clients
- Install / administer iWay reporting server
- Create data adapter connection, metadata, access files and join tables as needed for reporting
- Review existing systems, networks, and activities and make technical recommendations for improvements
- Create P flow with iWay Service Manager
- Load data to SQL Server from excel with iWay DataMigrator
- Create forms with Maintain so that data can be updated on Excel and SQL Server

August 2006 to May 2007

Client: Bearingpoint / Hawaiian Telecom, Denver Colorado

Sr. WebFOCUS Consultant, Network / EPM

Environment: WebFOCUS713, iWay 713, Oracle, Informix, Tomcat and IIS

OS: Solaris, Win 2000

Description: Involved in creating complex reports for Hawaiian telecom in EPM and Network team. In EPM team, I was responsible for writing reports to track multi year performance in sales/revenue, getting/losing customers, etc. Responsible for writing reports to track field technicians. This included daily activity of the technician, GPS data for his truck, etc.

Role:

- Help gather report requirements from clients
- Create/design datawarehouse with help of the DBA
- OLAP and multidimensional reporting
- Mentor other WebFOCUS developers
- Organize and manage related system testing
- Install / administer iWay reporting server
- Developed parameter driven WebFOCUS projects, reports, charts, and graphs using excel
- Create dashboard for the reports
- Organize and manage related UAT and Unit testing
- Create data adapter connection, metadata, access files and join tables for reporting

March 2006 to August 2006

Client: Revenue Technology Services Corporation, Dallas TX

Business Intelligence Engineer / Architect, Business Intelligence

Environment: WebFOCUS, iWay, FOCUS, JavaScript, SQLServer, IIS, Tomcat and ServletExec

OS: Win2003

Description: I was involved in designing and creating a Profit Optimization application with WebFOCUS for the Airline/Cruise Ferry Industry. The application determined sale price of the ticket based on multi year data and complex calculations. The goal of this product was to maximize profit for ticket sales based on availability of seats, demand, previous year data, etc.

Role:

- Create guidelines for Business Intelligence Department to follow
- Develop detailed implementation plans based on the architecture developed and supervise implementation
- All administration duty relating to WebFOCUS
- Manage user accounts with Realm Driver
- Implementing new releases and patches
- Review existing systems, networks, and activities and make technical recommendations for improvements
- Troubleshoot WebFOCUS, Developer Studio, WebServer, Application Server and Database related issue
- Mentor other WebFOCUS developers
- Organize and manage related system testing
- Coordinate and manage related projects with emphasis on Business Intelligence
- Develop and assess migration specifications