

## Resume No 1: Project Manager (PM)

**M. M. TARIQUL HASAN**

<b>Professional Summary</b>	<ul style="list-style-type: none"> <li>Hasan embraces change as an inevitable force and remains receptive to opportunities for improvement, demonstrating humility and a hunger for positive organizational impact in safety, security, and stakeholder satisfaction.</li> <li>As a business strategist, Hasan orchestrates multi-million-dollar projects, aligning technological solutions with business objectives to enhance processes, competitiveness, and overall profitability.</li> <li>With exceptional communication skills, Hasan effectively liaises between technical teams and client executives, ensuring seamless coordination of project activities and adherence to established timelines.</li> <li>A diligent project/program manager, Hasan holds certifications in PMP, MBA, Lean Six Sigma, and utilizes data analysis and financial expertise to drive project success from initiation through execution to closure.</li> <li>Hasan excels in Agile and Waterfall methodologies, tailoring approaches to project requirements and client objectives, while consistently delivering high-quality results within budgetary and timeline constraints.</li> <li>He is adept at creating comprehensive project roadmaps, plans, schedules, and reports, facilitating clear communication and alignment of project deliverables with stakeholder expectations.</li> <li>Renowned for his ability to deliver top-notch results within designated timelines and budgets, Hasan consistently exceeds project objectives and client satisfaction metrics</li> </ul>
<b>Technical Skills</b>	<p><b>Various Software &amp; Internet Application:</b> Dreamweaver  HTLM  Microsoft FrontPage  Microsoft Project  Smart Sheet  Microsoft VISIO  Microsoft Office  Crystal Report  Visual Basic  'C'  C++  SQL  Selenium Web drive  Adobe Photoshop  LANDESK  Salesforce  ADP  HR1  Service Core and Lenel</p> <p><b>Hardware:</b> Ethernet  Switch  Router  Access Point  Modem  Server  Workstation  DVR  CCTV  Printer  Scanner and Projector etc  configuration  installation  troubleshooting and repairing</p> <p><b>Networking Protocols:</b> TCP/IP  UDP  POP3  Point to Point  SNTP  IPSec/VPN  SMTP  FTP etc.</p> <p><b>Operating System:</b> DOS  Windows 10  Server 2016 &amp; Linux.</p> <p>Professional database software: Azure DevOps  JIRA  Oracle  SAP  WMS  ERP  Fleetio and POS etc.</p>
<b>Position Requirements</b>	<ul style="list-style-type: none"> <li>Project Manager</li> </ul>
<b>Certificate</b>	<ul style="list-style-type: none"> <li>MI Certified - Project Management Professional (PMP)</li> <li>ISO Internal Auditor Internal Auditor ISO 9001:2015, 14001:2015</li> <li>Lean Six Sigma Green Belt, Agile Scrum Master, Project Risk Management, Microsoft Project and ITIL ,CompTIA Network+, A+, Security+</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>Master's in Business Administration from Darul Ihsan University - Bangladesh 2005</li> <li>Master's in Project Management 2022</li> </ul>

### Professional Experience:

**Badger Daylighting Corp, Brownsburg, IN**  
IT Project Manager

**June 2022 - Present**

- **Fleet Management System Implementation (FY2022-2024):** Managing the end-to-end implementation of Fleet Management System (Fleetio) budgeted for \$1.5M, including integration among multiple software Oracle, Fleetio, Auto Integrate, Geotab and Lytx System. This involved Project Discovery, Initiating, planning, executing, monitoring, Controlling and Closing. Implemented in various phases using the Systems Development Life Cycle (SDLC) process. Additionally, led organizational change management (OCM) initiatives to ensure smooth adoption of the new system among 400+ users across entire organization.
- **Project Planning:** Developed a comprehensive project plan outlining tasks, milestones, and deliverables. Established project timelines and resource requirements.
- **OCM:** Planned and executing change management strategies to facilitate organizational readiness. Conducted identifying stakeholder, Identifying Risk & it's mitigation strategy, End user training, Internal & External communication planning and measuring success.
- **Team Management:** Managing multiple vendors and multidisciplinary teams throughout the project life cycle. Managed project core team with 20+ FTE located both onshore & offshore who are involved in planning, requirements gathering, design, development, system integration & configuration, data migration, testing, training, and deployment.
- **Workshops and Meetings:** Facilitated business and technical workshops to gather requirements and align stakeholders. Conducting daily stand-up, sprint planning, retrospective & review. Prepare KPI, status update and Millstone reports and Present it to various stakeholders, Sponsor and Senior Leadership.
- **Scope, Cost, and Schedule Management:** Monitored and managed project scope, ensuring alignment with organizational objectives.
- **Controlling project costs,** tracking expenses, and maintaining adherence to budget constraints. Overseeing project schedule, adjusting as necessary to meet deadlines.
- **Cross-Functional Collaboration:** Coordinated efforts of cross-functional teams, including product management, developers, system analysts, data analysts, testers, and technical support. Ensured effective communication and collaboration among team members.
- **Results:** Successfully, Implemented Fleet Management system across the organization with budget and timeline. It is projected that the cost could be recouped within a year. Measuring benefit realization and Calculated a Cost benefit analysis that results in NPV=11m, IRR= 122% and ROI=550% projected over 5 years.
- **Cash Receipt (Lockbox, ACH/EFT & RPA) Implementation (FY2022-23):** Managed a \$170K Account receivable automation project to revolutionize cash receipt processes by implementing Oracle Lockbox Automation and ACH/EFT Automation using RPA (Robotic Process Automation). The initiative aimed to significantly improve the accuracy and timeliness of cash receipt applications, collaborating directly with TD Bank US & CA to optimize the systematic loading of cash receipts into Oracle, matching transactions, and applying receipts.
- **Key Responsibilities** were Manage Scope definition and project planning, execution, monitoring and controlling. Data migration and matching criteria, Automation implementation, Performance monitoring, Teams, and Vendor Management.
- **Results:** This project showcases my ability to leverage advanced technologies i.e., Lockbox & RPA, collaborate with external stakeholders (TD Back US & CA), and deliver tangible operational improvements through automation. The successful implementation of Oracle Lockbox Automation (@95%) and ACH/EFT Automation (@75%) reflects a commitment to innovation and efficiency in financial processes. This led to saving 1.5 FTE for Badger Account Receivable Department.

#### **Other Achievements**

##### **Financial Management and Collaboration with Badger IT Leadership**

- Collaborated with Badger IT leadership to effectively manage the Badger IT departmental budget of \$18.5M. Demonstrated financial acumen in budget planning, monitoring, and optimizing resource allocation, Statement of work (SOW) for IT projects and initiatives. Successfully aligned IT expenditures with strategic goals and ensured financial accountability.

##### **Establishment of Project/Program Management Templates and Processes**

- Teamed up with the Enterprise Project Management Office (EPMO) to establish various project and program management templates. Developed standardized processes for project initiation, execution, monitoring, Controlling and closure. Streamlined project and program management practices, enhancing efficiency and consistency across the organization.

**Public Consultant Group/Vespa Group, Indianapolis, IN**
**Mar 2020 - Jun 2022**
**Project Manager & Testing Lead**

- To support the mission of First Steps, Public Consulting Group, Inc. (PCG) is implementing a web-based solution (budgeted for IN FSSA: \$10M and NYS DOH: \$50M), EI-Hub, with both case management and claims processing components. This includes service logging, provider enrollment, and robust billing components as well as extensive reporting capabilities to meet all State and Federal reporting requirements. The First Steps Early Intervention (EI) System is utilized as the system of record for all activities impacting the lifecycle of early intervention within Indiana Family Social Service Administration and New York Department of Health.
- Administratively responsible for 11 employees. Also team up with 48+ FTE to execute operation of the Projects.
- Managing teams and partners or 3rd party vendors who are located on site, out of state and offshore.
- Leading teams across broad technical, operational, and business disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
- Organize and facilitate Daily standup, Triage, sprint planning, retrospective & review, and other team meetings.
- Playing leading role on establishing a Hybrid process between Waterfall and Agile for system and product development. The Hybrid model allows the advantage of traditional waterfall methods and agile methods for high-level planning while allowing the delivery of software in on an iterative basis (via two-week sprints) which provides continuous visibility for clients, developers, and users, yielding greater volume of Epics, Features, and functions with complete alignment to business needs.
- User stories are elaborated enough to meet PCG's "Definition of Ready" which coincides with industry best practice of "INVEST" principle. User Stories that don't meet the Definition of Ready are assigned back to the creator requirements will be assigned back to the creator as bug or issue for clarity.
- For planning and reporting on feature development status, PCG has utilized a more traditional work item planning by pre-planning feature-based User Stories into current and future sprints. As each User Story is created and elaborated to a state of "Ready", it is given a Tee-Shirt size of development hours associated to it based on relative complexity. User stories are planned and placed into sprints based on available capacity and team velocity. If any changes are needed for a User Story currently schedules in an upcoming sprint, it is placed in "Blocked" status and assigned back to the submitter until any changes are reviewed, documented, and approved. Once approved the User Story is then changed back to Ready for Development.
- Once User stories developed, Facilitate various testing per STLC among Teams and clients. Prepare, review, and certify Test result and deploy version release on Dev, Sandbox, QA, UAT, Training and Prod Environment appropriately.
- Review client contract agreement and requirement and create RACI, WBS, RTM and schedule using Microsoft Project.
- Review requirement document, User Story, Bug & product backlog and perform sprint planning. Monitor performance, manage escalation, and provide weekly, ad-hoc & Milestone status reports as well as key metrics to stakeholders.
- Liaise with client executives to project delivery for support and enhancement areas.
- Mitigated risk factors through careful analysis of safety, financial and statistical data. Anticipated and managed change effectively in rapidly evolving global business environments.
- Manage portfolio leads comprising of Lead developer, Lead tester, Lead software Architects, Senior consultant, Scrum master and delivery manager.

- Establish Policy, process and procedure, train and enforce team to follow organizational policy and Government regulation.
- Results: Ensured minimum to defect-free releases through careful planning, testing and QA efforts. Achieved seamless Data migrations from legacy system to new system and integrations among 4 Core modules.

#### **Environment**

- AWS, Azure DevOps, Salesforce, .Net, C#, HTML, JavaScript, SQL, Eclipse, Maven, test runner, Bitbucket, Jenkins CI/CD Pipeline, Selenium Web Drive, Cucumber Tests, BDD etc.

#### **Bell TechLogix - Plainfield, IN**

**Sept 2006 - Mar 2020 Project**

##### **Manager**

- Enterprise Implementations (FY2019-2020): Managed multiple process improvement and software integration projects:
- SAP ECC Integration for client's Kit Sort Department: Organizes and facilitates project planning, stand-up meetings, sprint and release planning and budget. Assists teams on story selection and task definition. Manage scope, cost, schedule, and deliverables. Monitor and manage efforts of cross functional team's product management, developer, system analyst, data analytics, software quality analyst and technical supports.
- Results: Client (Epson America Inc.) has recouped the cost within 3-4 months and would be saving \$2.5m in 5 years.

##### **Technical Rework Project (FY2018-19)**

- Managed \$8.5M Technical rework project for our client Epson America. From Initiating through Closing, I managed project team of 60 Techs, 6 Team Leads, 3 Technical Supervisors, 14 Associates, 1 project Coordinator and 1 Project Supervisor. Establish process and streamline Web contains, Service Procedures and Repair Operation. My duties included: Identify Stockholders, define scope, create WBS & schedule. Managed Procurement, team and change requests. Maintain Key Performance Index/Matrix, Negotiate & Manage vendor, verified & accept deliverable. Communicate status to stakeholder and update OPAs.

##### **Results**

- Improved team efficiency from 79.11% to 98.96% and reduce defect rate from 3.80% to 1.76% which led to Increased rework qty 30% per day and completed the project on time and under budget (\$310K).

##### **Network infrastructure Upgradation (FY2017-18)**

- Identified stakeholders & Risks, defined scope, created & updated schedule & budget (2.1M), managed team & procurement. Presented progress reports to stakeholders and documented lessons learned.

##### **Results**

- faster PoE switches, Access Points, UPSs, VOIP system, CC Camera, RF guns etc. and reorganized MDFs/IDFs, Key deliverables were gain 50% space in IDFs/MDFs, relocate disaster recovery system, faster & secure data process time for users and optimized wi-fi signal strength. Accomplished with no unscheduled downtime and delivered by as much as \$210K under budget.

##### **System Integrations/Migrations (FY2015-16)**

- managed large-scale initiatives involving the transition of programs (ex: Windows, MS Office, Conveyor System, Security System and Servers etc.) to new platforms and the merger of disparate systems from acquired client companies.

##### **Results**

- Achieved seamless migrations and integrations that were transparent to client customers, accomplished with no unscheduled downtime and delivered by as much as \$115K under budget.
- Managed IT operation in Epson America Inc (Plainfield Facility), supporting over 500+ workstations (Notebook, PC, and Printer), RF guns, Server, Security System, Networking and Telecommunication system etc. By Initiating process improvement, setting proper priority & schedule, and motivating team members, In FY2016-17 IT department had completed approximately 3000 service tickets, which was almost double (x1.8) that of FY2015-16 and the on-time service tickets completion rate was 99.10% which was 11%

higher than FY2015-16. Worked with Epson Executives to complete IS Budget for Fiscal Year by forecasting upcoming projects and projected EAI Indy IS operation cost.

- Enterprise Implementations (FY2013-2014): Managed roll-outs of SAP ECC software and improve process for Epson America Inc.
- Results: Ensured defect-free releases through careful planning, testing and QA efforts.

#### **Rewards**

- In 2014 honored with Epson America Inc “COO Award” in recognition of outstanding process improvement, Cost Savings of 640k and SAP Integration and projects results.
- In 2018 honored with Epson America Inc “CIO Award” “a week of paid vacation at Huntington Resort at CA, USA”, in recognition of outstanding result of project and operation management.
- In my 13+ yrs. of career at our client Epson, I have been awarded 7 different positions whereas 5 of them were considered as promotion and 2 of them were lateral transfer where my job was mitigating challenges, implement new business strategy and take the departments into next level.

## Resume No 2: Information Systems Coordinator

**GLENN HOWELL**

<b>Professional Summary</b>	<ul style="list-style-type: none"> <li>Glenn Howell is a seasoned system engineer adept at designing, implementing, and maintaining intricate technological systems. With over 15 years of industry experience, he boasts a track record of delivering efficient, reliable, and scalable solutions tailored to meet diverse business needs. Known for his collaborative spirit, Glenn thrives in team environments, contributing effectively to collective success.</li> </ul>
<b>Technical Skills</b>	VmWare ESXi VMware vSphere Windows Server Active Directory SQL O365 Exchange PowerShell SCCM Veeam Backups Vmware Horizon Druva Backups Mobile Support Azure System Maintenance Microsoft Intune Meraki AP Aruba AP GPO SOP
<b>Position Requirements</b>	<ul style="list-style-type: none"> <li>Information System Coordinator</li> </ul>
<b>Certificate</b>	<ul style="list-style-type: none"> <li>Certificate in Networking</li> </ul>

### Professional Experience:

**HealthNet Inc Indianapolis  
Systems Engineer**

**Dec 2019 - Present**

- Healthcare Achievements/Tasks
- Manage VMware server deployment and virtual desktop infrastructure for Horizon, vSphere, and ESXi appliances.
- Monitored and troubleshooted Active Directory replication, DNS configurations, and authentication issues to ensure high availability and reliability.
- Managed and maintained Active Directory infrastructure, including user and group account creation, modification, and deletion. Developed and implemented PowerShell scripts to automate routine tasks and improve Active Directory management efficiency. Monitor security risks for Tenable infrastructure.
- Configured and managed Group Policies to enforce security policies and ensure compliance with industry standards.
- Streamlined and maintain backups for Veeam and Druva. Support and manage the O365 environment.
- Provide technical support for all Tier 3 tickets.

**Your Encore, Indianapolis,IN  
Systems Administrator**

**Oct 2018 – Dec 2019**

- Talent Services Achievements/Tasks
- Implemented and tested large enterprise and business-critical server deployment in Azure.
- Enhanced and managed Intune mobile device application.
- Managed and maintained O365 environment, processes, procedures, and Meraki WAP and Firewall. Resolved tier 2/3 ticket issues and escalated problems with knowledgeable support and quality service. Standardized job tasks and trained junior team members on industry best practices and standards.

**Ehob Inc Indianapolis, IN  
Systems Administrator**

**Apr 2018 – Nov 2018,**

- Manufacturing Achievements/Tasks

- Provide Tier 2/3 support to system users, educating employees on troubleshooting and problem-solving protocols.
- Propose technical feasibility solutions for new system designs and suggested options for performance improvement of technical. Communicate status updates to affected parties while patching servers monthly or as needed.
- Complete technical reviews to maintain servers in VMware and the O365 environment Deployed Servers 2012 and 2016 adhering to company guidelines and employee preferences.
- Streamlined system administration processes and procedures improving system support and enhancing communication between.

**Weston Foods Indianapolis, IN**  
**Systems Administrator**

**Aug 2017 – Apr 2018**

- Food Manufacturing Achievements/Tasks
- Package applications for SCCM and deployed to users.
- Oversaw IT activities to maintain O365 environment.
- Created patches and solutions to fix bugs in existing applications. (monthly or as needed) Managed and troubleshooted to effectively support Blackberry UEM application.
- Coached and mentored service desk employees offering constructive feedback for performance improvement. Handled Tier 2/3 support tickets.

**State Of Indiana Indianapolis, IN**  
**Systems Administrator**

**Oct 2016 – Jan 2017**

- State Of Indiana Achievements/Tasks.
- Resolved issues and escalated problems with knowledgeable support and quality service during office 365 migration.
- Maintain 40,000 mailboxes in hybrid office 365 environment
- Collaborated with external agencies to ensure effective incident ticket and change request system management to support the state's enterprise messaging.
- Managed Microsoft Exchange 2003/2007/2010 system administration via PowerShell and GUI. Daily support of three identity models in Office 365: Cloud, Synchronized and Federated.

## **Resume No 3: Training Development Manager**

Hillary Evans, PMP®

### **Summary of Qualifications**

Hillary Evans has 30+ years of experience in project management, instructional design, and adult education. She excels at visualizing a project with the organizational skills to see how pieces fit and understands the perceptions of others to effectively communicate. She is considered an expert at converting instructor-led training into Web-based and computer self-learning, greatly speeding her clients' return on investment in training.

### **Professional Experience**

#### **Briljent, Fort Wayne, Indiana**

**1998 - Present**

##### ***Instructional Design Manager, Senior Project Manager, Senior Learning Consultant, and Technical Writer***

- Manages a group of thirteen instructional designers
- Monitors and controls project timelines, budgets, and expenses
- Oversees the design and delivery of an assortment of training programs for a variety of clients throughout the United States
- Oversees design and deployment of leading-edge online training and adult learning programs, including redesign of previous instructor-led programs to blended and virtual approaches of Web-based and Webinar programs that reduce training expense for clients
- Oversees technical writing projects to document procedures, policies, and systems for clients
- Conducts needs assessments for a host of firms and organizations and provides performance enhancement training programs
- Manages multiple projects with diverse resources and deliverables

#### **Lincoln Life (Lincoln Financial Group), Fort Wayne, Indiana**

**1992 - 1998**

##### ***Training Consultant and Training Coordinator***

- Designed and conducted a range of technical, behavioral, and insurance product and procedure classroom trainings
- Deployed training into many areas of the company to produce process improvement initiatives, document best practices and procedures, and perform audits

#### **Corporate Benefit Systems, Inc., Fort Wayne, Indiana**

**1986 - 1992**

##### ***Systems Control Manager***

- Performed a variety of one-on-one and classroom training
- Created the first departmental procedure manual for the company and developed audit procedures for insurance processing
- Developed a training program to transition the company from Dallas, Texas to Fort Wayne, Indiana

### **Education**

#### **Indiana University, Fort Wayne, Indiana**

M.S. Adult and Continuing Education – Graduated 2000

#### **University of Texas, Arlington, Texas**

B.S. Sociology – Graduated 1986

Teaching Certificate, Secondary Education



**Certifications**

- Project Management Professional (PMP®), Project Management Institute
- Blackboard Certification, online and virtual training
- Certificate in Distance Learning, Indiana University
- Certified Instructor, Six Thinking Hats
- Certified Instructor, Direct Attention Thinking Tools
- Certified Instructor, DISC
- Associate, Customer Service, LOMA