

SAXTON & STUMP

LAWYERS AND CONSULTANTS

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March 26, 2026
VIA E-FILE SYSTEM

Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

RE: Application of Anand Vihar LLC
PA Corporation Bureau Entity ID Number 15164827 and 15237558
1618 Bethlehem Pike, Unit 2, Hatfield, PA 19440-1602

Dear Secretary Homsher,

Please accept this cover letter regarding our client, Anand Vihar LLC, and the above-referenced Application, which was filed before the Public Utility Commission on March 26, 2026.

I, Seth A. Mendelsohn, hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Thank you for your attention to this matter. As always, I am available to you for any further clarification.

Very truly yours,
SAXTON & STUMP



Seth A. Mendelsohn, Esquire

SAM/jm
Enclosure - Application

APPLICATION CHECKLIST **Motor Common Carrier of Persons in Paratransit Service**

Use this checklist to make sure you have enclosed all required items or your application will not be processed. You cannot operate in Pennsylvania until you receive a Certificate of Public Convenience from the Commission.

- The original Application with original signatures (unless e-Filed with the Commission's online e-Filing system at www.puc.pa.gov).
- Verified Statement of Applicant.
- A certified check, money order, or check from your attorney for \$350 made payable to "Commonwealth of Pennsylvania."
- IF application is being made as an individual or sole proprietor.
- IF application is being filed by a Partnership, provide a list of the names and addresses of ALL partners.
- IF application is being filed by a Limited Partnership, provide a list of names and addresses of ALL partners, and your PA Corporation Bureau Entity ID Number.
- IF application is being filed by a Limited Liability Partnership, provide a list of names and addresses of ALL partners, and your PA Corporation Bureau Entity ID Number.
- IF application is being filed by a Limited Liability Company, provide a list of the names and addresses of ALL members and the Title of each member, and your PA Corporation Bureau Entity ID Number.
- IF application is being filed by a Corporation for Profit, provide a list of ALL corporate officers and titles, the name of each shareholder, distribution of shares, and your PA Corporation Bureau Entity ID Number.
- IF application is being filed by a Corporation Non-Profit, provide a list of ALL corporate officers and titles and those serving on the Board of Directors, and your PA Corporation Bureau Entity ID Number.

ALL Parties to proceedings pending before the Commission must open and use an e-filing account through the Commission's website, OR you may submit your filing by overnight delivery. If a filing contains confidential or proprietary material, the filing is required to be submitted by overnight delivery.

If not e-Filed, mail your application and attachments to: SECRETARY PA PUBLIC UTILITY COMMISSION, 400 NORTH STREET, 2ND FLOOR, HARRISBURG, PA 17120

Corporate entities (corporations, LPs, LLPs, and LLCs) and fictitious trade names must be registered with the PA Department of State. Companies incorporated in other states must register as a foreign business corporation. Individuals acting as sole proprietors and partnerships do not have to register.

If you are not registered with the PA Department of State, you can apply at its website at www.dos.state.pa.us/corps on how to do business in Pennsylvania as:

PA Corporations (Profit and Non-Profit) – apply for Articles of Incorporation

Foreign Corporations – apply for a Certificate of Authority

PA Limited Partnerships (LPs), Limited Liability Partnerships (LLPs), and Limited Liability Companies (LLCs) – apply for an Application of Registration

Fictitious Name Registration – File ONLY IF Trade Name will be different than the business name you register with the PA Department of State.

General Information for Preparing and Filing the Application for Motor Common Carrier of Persons in Paratransit Service.

1. This application is required to request a Certificate of Public Convenience to operate as a commercial carrier of people, when providing transportation on a nonexclusive, advance reservation basis. Service includes, but not restricted to:

- Transportation of people whose personal convictions prevent them from owning or operating motor vehicles.
- Transportation of people to correctional facilities for visitation.
- Transportation of people in wheelchair and stretcher vans.

****Important Note: Paratransit carriers may not render service to or from airports.***

2. Upon approval of the application, you will be notified that prior to providing service in Pennsylvania you must submit evidence of insurance to the Public Utility Commission. **Your permanent evidence of insurance will be a Form E for bodily injury and property damage insurance.** This form is mailed to the Commission directly from the home office of your insurance carrier. The name and address on your Form E must **exactly** match the name and address you have provided on your application. Your insurance company must subscribe to the NIC Insurance Filing website at www.nicinsurancefilings.com . You will request the insurance company (not the agent) to file the required insurance forms electronically through NIC. Mailed insurance forms are no longer acceptable. The minimum limits of insurance are as follows:

Minimum limit dependent upon manufactured rated seating capacity of the vehicle. Carriers operating any vehicle of

- | | | |
|------------------------|-----|--|
| 15 passengers or less: | (a) | \$35,000 to cover liability for bodily injury, death or property damage incurred in an accident (BIPD). |
| | (b) | \$25,000 first party medical benefits, \$10,000 first party wage loss benefits, and conforming to 75 PA C.S. §§1701 - 1798 (relating to Motor Vehicle Financial Responsibility Law). |
| | (c) | First party coverage of the driver of certificated vehicles shall meet the requirements of 75 PA C.S. §1711 (relating to required benefits). |

Secretary PA Public Utility Commission
400 North Street, Second Floor
Harrisburg, PA 17120
717.787.3834
www.puc.pa.gov

Application for Motor Common Carrier of Persons in Paratransit Service

THIS APPLICATION IS TO BE USED FOR COMMON CARRIER PASSENGER SERVICE WHEN PROVIDING TRANSPORTATION ON A NONEXCLUSIVE, ADVANCE RESERVATION BASIS.

1. **Legal Name of Applicant** (Individual, Partnership or Corporation)

Anand Vihar LLC (hereinafter "Anand Vihar")

- If you are an individual who has not formed any type of corporate entity, you should enter your name **as it will appear on your insurance documents.**
- If you are filing for a partnership, but **not a limited liability partnership**, the names of all partners must be entered on this line. Those names should be entered **as they will appear on your insurance documents.** This includes husbands and wives filing jointly.
- If you are filing for a corporate entity (corporation, limited liability company, or limited liability partnership), **even if you are the sole shareholder member**, you must enter the name **exactly as it appears on the registration papers from the Corporation Bureau of the Pennsylvania Department of State.**

2. **Trade Name** (Attach a copy of fictitious name registration if applicable)

N/A

This is any name which you will be operating under which differs from the **LEGAL NAME OF APPLICANT**. A **TRADE NAME** is considered a **FICTITIOUS NAME** if the identity of the applicant cannot be readily determined. *EXAMPLE: John Doe is the applicant and wants to use the name "Johnboy Vans" as his trade name. People cannot readily determine that John Doe is the actual operator; therefore, the name is fictitious and must be registered as such. Trade names such as "John Doe Vans" or "J. Doe Vans" are not considered fictitious and would not have to be registered.*

3. **Do you currently hold PUC Authority?** NO **Previous Authority?** NO

If YES, at PUC No. A- _____

4. **Are you a business entity registered with the PA Dept. of State?** ___NO

If NO, you must register (see checklist on how to register)

If YES, provide your PA Corporation Bureau Entity ID Number 15164827 and 15237558
(See checklist and indicate type of business entity registered)

5. **If either a corporation or limited liability company, please list members (LLC) or shareholders and officers (corporation).**

Manish G. Patel, Sole Member

6. **Mailing Address**

1618 Bethlehem Pike, Unit 2
Street Address

Hatfield, PA 19440-1602
City, State and Zip Code

Montgomery
County

215-900-2234
Telephone Number

manish314@icloud.com
E-mail Address

This is the e-mail address to which the Commission will send all official documents issued by the Commission until further notice.

7. **Physical Address** (If different than mailing address. Do not use a post office box.)

same as #6 above
Street Address

City, State and Zip Code

County

Telephone Number

E-mail Address

The address entered here should reflect the actual location of the business. This is the address the Commission needs in order to dispatch Enforcement Officers to inspect equipment. If left blank, it will be assumed that the **PHYSICAL ADDRESS** is the same as the **MAILING ADDRESS**

8. **Attorney** (if applicable)

Seth A. Mendelsohn, Esq. (717-941-1202)
Attorney's Name & Telephone Number for this Filing

Saxton & Stump
4250 Crums Mill Rd, Ste 201, Harrisburg, PA 17112 smendelsohn@saxtonstump.com
Attorney's Address E-mail Address

An attorney's name should only be entered if an attorney is filing the application for a client and the application is being sent under the attorney's cover letter.

9. **Does applicant have a USDOT Number?**

No Yes, at No. _____

10. **Describe the service area proposed by this application.**
(Use the space below or attach additional sheet if space provided is not sufficient).
-

To transport, as a common carrier, by motor vehicle, persons in Paratransit service, from points in the city and county of Philadelphia, and in the counties of Berks, Bucks, Chester, Delaware, Lehigh, and Montgomery, to points in Pennsylvania, and return.

Examples:

- *To transport people whose personal convictions prevent them from owning or operating motor vehicles from points in Lancaster County to points in PA, and return.*
- *To transport people from the city and county of Philadelphia to correctional facilities in PA, and return.*
- *To transport people in wheelchair and stretcher vans from points in the city of Pittsburgh to points in Allegheny County, and return.*
- *To transport people between points in Northumberland County.*

11. **Certification:**

Applicant certifies that it is not now engaged in unauthorized intrastate transportation for compensation between points in Pennsylvania and will not engage in said transportation unless and until authorization is received from the Pennsylvania Public Utility Commission.

Applicant further certifies that it understands the requirements of the Pennsylvania Public Utility Commission, especially as they relate to safety and insurance and that it may be subject to civil penalties, suspension or cancellation of the Certificate for failure to comply with Commission requirements.

Applicant further certifies that it understands that it is subject to an annual assessment based upon its reported gross Pennsylvania intrastate revenues; said assessment to help defray expenses incurred in regulating Motor Common Carriers of Persons in Paratransit Service; and acknowledges that failure to report revenue and pay its annual assessment may result in civil penalties, suspension or cancellation of the certificate.

VERIFIED STATEMENT OF APPLICANT

THE FOLLOWING INFORMATION IS REQUIRED BY THE COMMISSION TO DETERMINE THE APPLICANT'S FITNESS TO OPERATE. STATEMENTS SHOULD BE TYPED OR PRINTED. ILLEGIBLE STATEMENTS WILL DELAY YOUR APPLICATION.

Anand Vihar LLC (hereinafter "Anand Vihar")

Legal Name of Applicant

N/A

Trade Name, if any

1618 Bethlehem Pike, Unit 2, Hatfield, PA 19440-1602

Street Address (principal place of business)

City or Municipality

State

Zip Code

The Verified Statement of the Applicant factual details about your proposed transportation service. Your Verified Statement must answer all of the items listed below and on the following pages. Provide as much information as possible to prevent delay in processing your application. If you need more space to provide your answer, please attach additional pages identifying the appropriate item number.

- 1. Identify the person making the Verified Statement on behalf of the applicant. If an employee/officer of applicant is making the statement, give name, title, business address and telephone number.

Manish G. Patel, Sole Member
1618 Bethlehem Pike, Unit 2
Hatfield, PA 19440-1602
Phone: 215-900-2234

- 2. List the applicant's affiliation (owner, manager, controls) with any other carrier, with the description of affiliation.

None

- 3. Describe the applicant's business experience, particularly any experience relating to the operation of a transportation service. If practical experience is lacking, please provide an explanation and description of any education or training that you believe may be relevant.

See attached page for answer to question 3.

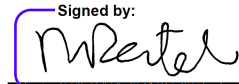
Verification of Application

I/We hereby state that the statement(s) made in this application is/are true and correct to the best of my/our knowledge and belief.

The undersigned understands that false statements herein are made subject to the penalties of 18 Pa. C.S. Section 4904 relating to unsworn falsification to authorities.

Manish G. Patel, Sole Member

(Print Name)

Signed by:

CC2CA5B071CD4C5...
(Signature)

3/26/2026

(Date)

The verification of the application must be completed by the applicant appearing on Line 1 of the application by the named individual, all partners if a partnership, a member (if a limited liability company), or by the President or Secretary (if a corporation).

Page 5 – Answer to question 3.

Mr. Patel comes to the Commission with a great amount of business experience primarily in the pharmaceutical industry as shown on the attached resume.

He also started this year in learning directly about the paratransit industry by accepting a position as the lead driver for company, **Golden Dove Transit, Furlong, February 2026 to present**, utility code A-6422980. Among his duties include:

- Overseeing the daily operations of a transportation service that provides safe, reliable, and accessible transportation for seniors, individuals with disabilities, and passengers requiring special mobility assistance.
- Ensures compliance with transportation regulations, supervises drivers, maintains vehicles, and provides high-quality customer service.

Mr. Patel is an entrepreneur who has started a number of businesses in Eastern PA as listed below. In these businesses, he interacts with customers and manages employees. He also has taken a hands-on approach to making sure these businesses are successful in their operations and has taken a long-term approach to their growth, longevity, and success.

Convenience Store with Gas Station – Sunoco, Souderton

March 2013 to present

- Responsibilities include fuel sales management, retail store operations, alcohol sales compliance, employee supervision, inventory control, financial oversight, customer service, and compliance with local, state, and federal regulations. The owner ensures safe, efficient, and profitable operations while maintaining a high level of customer satisfaction. Strong Profit & Loss business understanding
- Ensure compliance with local, state, and federal business regulations.
- Follow laws related to alcohol, tobacco, lottery, and fuel sales.
- Maintain safety equipment including fire extinguishers and emergency procedures.
- Ensure staff follow ID verification policies for alcohol and tobacco purchases.
- Developed standard operating procedures and processes for daily activities to comply with State and Local Compliance requirements

Anandam Foods Restaurant, Hatfield

Feb 2025 to present

SaladWorks Restaurant, Horsham

March 2008 to Oct 2018

- Responsible for overseeing all aspects of restaurant operations including food service, staff management, financial performance, customer satisfaction, and regulatory compliance. Ensures the restaurant operates efficiently, maintains high food quality and service standards, and remains profitable while providing a positive dining experience for customers.
- Developed standard operating procedures and processes for daily activities to comply with State and Local Compliance requirements
- Food Delivery Services Planning and Management.

4. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to including office machines that will be utilized, and the facility to house vehicles. As a carrier of household goods in use, applicant should include a description of storage facilities, if applicable. Please include an explanation of your plan to maintain records required by the PUC, as well as normal business records. In regard to your communication network, please explain how you will receive customer requests for transportation, how you will dispatch the vehicles to fulfill the request, and how you will maintain continuous communication with your drivers.

I own a property at 1618 Bethlehem Pike, Unit 2, Hatfield, PA 19440, that will serve as the headquarters of Anand Vihar. There is on-site parking for company vehicles at this location. Inside, there is an office where I have room for general equipment that include filing cabinets, computer, printer, scanner, fax machine, and a desk on which to work. Calls will come to my cell phone or via email/text and will be tracked via computer software and will be dispatched from this location. I will also have a hard copy available of my schedule. All rides will be confirmed. All records will be kept via electronically, via a secure network, and via hard copy. Our operations will be gradually initiated, and everything will continuously be tracked. At all times, I will have my cell phone with me and GPS available. Right now, I will be the sole driver employed by Anand Vihar.

5. Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain:
 - a. Your hiring standards for drivers;
 - b. Your system for conducting criminal background checks;
 - c. Your driver training program;
 - d. Your system for conducting driver license checks;
 - e. Your policies regarding alcohol and drug use by your drivers.

See attached page for answer to question 5.

6. Please state the number of vehicles you plan to use in your business and why that number is appropriate to provide reasonable and efficient service to the territory you will be serving. If you have already obtained vehicles for your business, please list them in the chart below.

<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	<u>SEATING CAPACITY*</u>	<u>VEHICLE ID #</u>	<u>MILEAGE</u>

*Vehicles with seating capacity of more than 15 passengers, including driver, can't be used in paratransit service.

See attached page for answer to question 6.

Page 6 – Answer to question 5.

Anand Vihar will have a primary driver being its sole member, Manish G. Patel. Once demand grows, we will likely need to hire an additional driver; however, such growth will be gradual and taken with great care.

- a. At all times, our plan is to employ the highest standards for hiring drivers. Specifically, all necessary paperwork for Applicant's drivers will be completed prior to hiring. All drivers will complete a driver's application, including front and back photocopies of driver's licenses. All drivers will be 21 years of age or older, and their age will be confirmed via driver's license and an additional form of photo identification. HIPAA Medical Release Authorization Forms must be signed for each driver's background check. We also will follow the criminal background check requirements as set forth in 5(b).
- b. We will obtain and review comprehensive criminal history records for each driver from the Pennsylvania State Police and every other state in which the driver has resided for the last 12 months. In addition, we note that Anand Vihar will obtain and review criminal history for each driver from the Pennsylvania State Police every two years from the date of the last criminal history check. Per Pa. Code § 29.505(a)(4), the criminal background checks will be kept for a minimum of three years. We will follow the provisions of Title 52 Pa. Code § 29.505(a)(3) and will not hire an individual to operate a vehicle in the service of Anand Vihar who was convicted of a felony or a misdemeanor under the laws of the Commonwealth or under the laws of another jurisdiction, to the extent the conviction relates adversely to that person's suitability to provide service safely and legally. This individual would be disqualified from employment as a driver at Anand Vihar. Anand Vihar also will follow the Commission's Policy Statement, 52 Pa. Code §41.14(6), and will apply it and will not employ any driver convicted of a felony or crime of moral turpitude and remains subject to supervision by a court or correctional institution.
- c. Drivers must complete driver's training prior to employment, including Defensive and Distracted Driving Course, Red Cross First Aid training, OSHA Bloodborne Pathogen training, and CPR training. We also will make sure that they know how to safely operate and secure a wheelchair in the vehicle. We will follow all of the PASS training program and will have in-person training for wheelchair vehicles.
- d. Drivers must sign and return Motor Vehicle Record Release Form DL-503. We will obtain and review drivers histories for each driver for the preceding three years and will obtain new driver histories at least once every 12 months from the date of the last report. Pa. Code § 29.504(a)(3), Anand Vihar will maintain a copy of the driver license check for each driver for at least two years.
- e. Drivers must complete a consent form for urinalysis drug testing with random urinalysis conducted as needed. Anand Vihar has a zero-tolerance policy on the use of unlawful drugs by its drivers.

Page 6 – Answer to question 6.

At the present time, we are evaluating vehicles for purchase. Our plan is to start with one to two vehicles, most likely 12 to 15 passenger vans, and we are aware of the Commission's requirements. At this time, we suggest this purchase is appropriate because it would permit us to start slowly and to begin our operations methodically. Once business picks up, we would add to our fleet accordingly. However, this is not the case right now and that is why we would only purchase a limited number of vehicles.

- 7. Describe your vehicle safety program. Please include the following in your explanation:
 - a. Your periodic vehicle maintenance plan
 - b. Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

See attached page for answer to question 7.

- 8. Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums.

I have spoken with an insurance broker who specializes in securing coverage in the paratransit market and have discussed my business plan. Based upon this conversation and my market analysis research, I am confident that Anand Vihar will be able to provide coverage to meet and exceed the state limits.

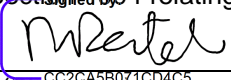
- 9. State whether the applicant has been convicted of a misdemeanor or felony. If applicant is partnership, limited liability partnership, corporation, or limited liability company this question applies to all members, officers, and/or shareholders. If "YES", explain.

_____ YES NO

- 10. Financial Data. Complete the "Statement of Financial Position", which follows this page. Please feel free to also provide additional information explaining why you believe you have sufficient funds to ensure your transportation business can provide reliable service to the public in a safe manner.

Verification of Statement

The undersigned deposes and says that he/she is authorized to and does make this verification and that the facts set forth therein are true and correct to the best of his/her knowledge, information, and belief. The undersigned understands that false statements herein are made subject to penalties of 18 Pa. C. S. Section 4904 relating to unsworn falsification to authorities.



 (Signature)
 Manish G. Patel, Sole Member

 (Name and Title, printed or typed)

3/26/2026

 (Date)

Page 7 – Answer to question 7.

- a. Each vehicle will be subject to preventative maintenance checks each day before operation including, but not limited, to an exterior, visual inspection.

In addition, the company will take the following steps:

- It will make sure all lights including headlights, taillights, brake lights, turn signals, and hazard lights are operational.
 - It will make sure that windshield wipers are in good working condition and washer reservoir fluid is filled.
 - Tires will be checked to make sure they are properly inflated.
 - All safety equipment will be checked to make sure it is in working order.
 - Any warning lights on the vehicle will be investigated.
 - An interior inspection will confirm that the vehicle's interior is clean and that all trash is removed before transporting any clients.
 - Doors: Operate smoothly, seal properly, and open and close securely.
 - Seats and restraints: All seats securely anchored and not damaged; seatbelts and restraints present, operable, and undamaged.
 - All first aid equipment is fully stocked and a fire extinguisher is present. A flashlight is also available.
 - The company will follow all recommended manufacturers' schedules for maintenance.
- b. Anand Vihar has a system in place to make sure that every vehicle will be tracked to have passed inspection by a facility licensed by PennDOT for annual state safety and emissions inspections. The company will follow all recommended manufacturers' schedules for maintenance and tracks any recalls.

Statement of Financial Position (Balance Sheet)
As of (date) March 19, 2026
(Must be less than 6 months old)

ASSETS

Current Assets		
Cash	70,000	
Other Current Assets (specify)	<u>0</u>	
Total Current Assets		<u>70,000</u>
Tangible Assets		
Motor Vehicle Equipment	<u>0</u>	
Property (buildings, land, etc.)	<u>0</u>	<u>0</u>
Office Equipment		<u>1,500</u>
TOTAL ASSETS		<u><u>71,500</u></u>

LIABILITIES

Current Liabilities (Due within one year of date)		
Loans	<u>0</u>	
Credit cards/revolving credit	<u>0</u>	
Other Liabilities (Attach schedule)	<u>0</u>	
Total Current Liabilities		<u>0</u>
Long Term Liabilities (Due after one year of date)		
Mortgage	<u>0</u>	
Long term commercial loan	<u>0</u>	
Other Liabilities (Attach Schedule)	<u>0</u>	
Total Long-Term Liabilities		<u>0</u>
TOTAL LIABILITIES		<u><u>0</u></u>

See bank statement on next page

BANK STATEMENT – HARLEYSVILLE BANK

Harleysville

SINCE 1915 **BANK**

03-06-2026

RE: Anand Vihar LLC DBA Bliss Ride

1618 Bethlehem Pike Unit 2

Hatfield PA 19440

To Whom It May Concern:

Manish G Patel has a business account under Anand Vihar LLC DBA Bliss Ride at Harleysville Bank. The account # is [REDACTED] 47 and the bank routing # is [REDACTED] 61. The current balance is \$70000.01 If you need further assistance, please contact me on 215-723-5700.

Sincerely,



Dhruva Shah

Assistant Vice President

Souderton Branch Manager

215-723-5700

N.M.L.S # 801132

RESUME – MANISH G. PATEL

Manish G. Patel

228 Sumner Ct. Harleysville, PA 19438 || Contact: (215) 900-2234 or manish314@gmail.com

OBJECTIVE: To secure a challenging position in the field of Clinical Data Management where clinical & diverse technical skills, innovations and problem solving will bring accelerated growth and add value to a Pharmaceutical industry.

REQUISITE SKILLS:

- Strong Project Management, cross functional coordination, problem solving and presentation skills.
- Experience in various Medical Device and Therapeutic Area such as Infectious disease, Metabolics, CV, Oncology, Diabetes, Immunology, GMs, Respiratory. Strong understanding of ICH-GCP guidelines.
- Experience in leading the outsourcing and off-shoring of work to CROs/FSPs – locally & globally.
- Experience with clinical systems, regulatory requirements, standards, staff/CRO training and mentoring.

EDUCATION:

- **Computer Information Systems, M.S.** Jun 2002
Drexel University, Philadelphia PA
- **Medical Technologist, B.S.** Aug 1999
Hahnemann University, Philadelphia PA

PROFESSIONAL EXPERIENCE:

Business Experience:

Convenience Store with Gas Station – Sunoco, Souderton

March 2013 to present

- Responsibilities include fuel sales management, retail store operations, alcohol sales compliance, employee supervision, inventory control, financial oversight, customer service, and compliance with local, state, and federal regulations. The owner ensures safe, efficient, and profitable operations while maintaining a high level of customer satisfaction. Strong Profit & Loss business understanding
- Ensure compliance with local, state, and federal business regulations.
- Follow laws related to alcohol, tobacco, lottery, and fuel sales.
- Maintain safety equipment including fire extinguishers and emergency procedures.
- Ensure staff follow ID verification policies for alcohol and tobacco purchases.
- Developed standard operating procedures and processes for daily activities to comply with State and Local Compliance requirements

Anandam Foods Restaurant, Hatfield

Feb 2025 to present

SaladWorks Restaurant, Horsham

March 2008 to Oct 2018

- Responsible for overseeing all aspects of restaurant operations including food service, staff management, financial performance, customer satisfaction, and regulatory compliance. Ensures the restaurant operates efficiently, maintains high food quality and service standards, and remains profitable while providing a positive dining experience for customers.
- Developed standard operating procedures and processes for daily activities to comply with State and Local Compliance requirements
- Food Delivery Services Planning and Management.

Golden Dove Transit, Furlong

Feb 2026 to present

- Overseeing the daily operations of a transportation service that provides safe, reliable, and accessible transportation for seniors, individuals with disabilities, and passengers requiring special mobility assistance.
- Ensures compliance with transportation regulations, supervises drivers, maintains vehicles, and provides high-quality customer service.

Johnson & Johnson, Spring House, PA
Lead GDM / Clinical Data Analyst, SME

Nov 2023 to Present
 Jun 2017 to May 2021

- Responsible for the execution of the Data Operations strategy and Technology set-up for the project.
- Lead cross functional team meeting weekly for DM tasks and establish expectations for dataset content and structure. Actively work with CRO for Study Set Up activities, grant access for various CRO roles, provide training as needed. Work with Clinical, Operations and Stats team to gather content and integration requirements for electronic Contract Request Form (eCRF) and other data collection tools. Set timelines and follow-up regularly to ensure delivery of all Data Management milestones.
- Perform trial level oversight controls as described in the oversight plan, Quality Control (QC) process and work instructions. Review clinical data management documents (including submission package) ensuring appropriate quality, scientific content, organization, clarity, accuracy, format and consistency. Ensures compliance with regulatory guidelines and the documentation matrix.
- Ensure real-time inspection readiness of all Integrated Data Services (IDS) deliverables for the trial. Participate in Regulatory Agency and Johnson & Johnson internal audits as necessary.
- Strong Project & Budget forecast for scope of work, resources needs & management skills. Contract negotiations with several vendors. Review metrics to monitor performance against targets to ensure program deliverables are being met and productivity is aligned with expectations.
- Direct & oversees vendor & contractors work assignments. Provide training & mentorship to new hires / juniors.
- Plan and track content, format, quality, and timing of data management deliverables, including, but not limited to, eCRF, RAVE EDC set up, data review plan, QC plan, oversight plan, database release plan (FA & IA), final datasets, submission plan and archival. Ensure deliverables are on time.
- Identify and communicate lessons learned, best practices and frequently asked questions at the trial level.
- Present and train at investigator and monitor meetings. Develop Data Flow diagram between central specimen management to testing with various Vendors.
- Lead the development and maintenance of global harmonized processes and procedures for system support.
- Support vendor evaluation, selection, contracting, and oversight activities for GDM. Work with BSDM partners, and leadership in Clinical Operations and Franchise to develop project management plans for trial execution including timelines and milestones for study-specific systems set-up, UAT, maintenance and closeout as required.
- Lead project management activity related to the deployment of Interactive Voice/Web Response Systems (IxRS), Electronic Data Capture (EDC) System – iMedidata RAVE, CTMS, Vault TMF and Wrike.
- Developed knowledge database log to improve quality and productivity of Study Database.
- Act as SME for oversees the documentation, testing & implementation of eCRFs by using EDC system.
- Set up Clinical Study database in RAVE iMedidata with utilizing multiple RAVE modules such as Architect (ALS), Forms, Folders, Disctionaries, Matrices, Edit checks, User & Site Administration. Generated AdHoc reports as clinical team need via using Reporter domain. Set up CTMS Mapping to support One CTMS payment system. Set up coding for MedDra & Who-Drug in CODER app to meet email alert notification for team. Lead UAT process & compliance documentation for each study production.
- Develop Check lists, Work Instructions for new tool & process such as integrating RAVE Study with CTMS for payment, Chang Control Request handling, Coder Implementation process and WRIKE project management, matric & time management application.
- Standardization of DMP, Data Std., eCRF specification, DVS, eCRF CG, UAT release & Migration doc.
- Support the implementation of study metrics; timeline development, training and mentoring coworkers.
- In charge of Change Control Request system for triaging EDC issues, fixing, or assigning to appropriate individual who can address in timely manner. Analyzes issues to determine feasibility for incorporation in EDC.
- Serve as first line of contact from study initiation through go live for each clinical study. Systems may include: EDC, CTMS, eTMF, IxRS.
- Create, review and facilitate approval of system deliverables and facilitate appropriate quality review where applicable.
- Evaluates vendor supplied release documentation (Data Transfer Spec) for implementation feasibility and collaborate with appropriate partners to define project parameters.

- Develop knowledge of therapeutic areas within the Franchises and adapt ADaM and SDTM standards for medical devices for use in the MD sector; participate in industry initiatives to define SDTM standards.
- Lead and mentor team mates to ensure consistency in process execution and quality system execution.

Bristol Myers Squibb, Lawrenceville, NJ

Sr. Manager, Clinical Trial Business Capability Lead, IT, EDC, GDO

May 2021 to Apr 2023

- Responsible for the execution of the Data Operations strategy and Technology set-up for the project.
- Act as the primary point of contact and advisor for the business capability stakeholders across GDO through proper stakeholder engagement and management.
- ensuring proper demand management, prioritization and evaluating process impact assessments of key change initiatives ensuring value is delivered through the business capability.
- accountable for executing the business capability governance and process strategy including the use of technologies and related systems in support of clinical trial research programs.
- ensures effective alignment of systems/technologies with other business processes and regulatory requirements for inspection readiness.
- accountable for compliance with key regulatory and quality requirements pertaining to the capability.
- responsible for the overall leadership of the EDC capability including operational governance of our EDC platforms (Oracle Clinical, RAVE), enabling Data Management best practices, governing vendor relationships and supporting internal stakeholders' adoption
- Serves as the Business Capability Manager/Subject Matter Expert for the business capability, including system/technology, regulatory inspection/internal audit.
- Leads development of a connected experience for Data Management stakeholders, investigators and site staff to support Clinical Data Capture best practices before, during and after trial completion.
- Owns the governance strategy, roadmap, execution, and monitoring of the business capability
- Effectively managing and engaging key stakeholders as per governance strategy to ensure business needs and requirements are met, prioritized and communicated.
- Develop and implement operational support model and training delivery plan to support the evolving needs from a business process and system life-cycle management perspective.
- Partners with IT to set and drive a clear roadmap for the business capability that includes proper demand management, release planning and release management of technology system(s)
- Partners with R&D functions, internal and external partners including Contract Research Organizations (CROs)/vendors on strategy, development, implementation, and oversight of enhancement to current business capability
- Works broadly across Global Clinical Operations, Global Clinical Development, Global Data Management, Centralized Monitoring, Regional Clinical Operations, Clinical Trial Strategy, Quality & Compliance, IT, to leverage digital expertise and capabilities across the enterprise.
- Accountable for system/technology performance, project budget, stakeholder communications/change management, resolution/mitigation of issues and risks.
- Oversees system/technology work streams and outcomes.
- Contributes to internal/external continuous improvement initiatives.
- Monitors new technologies and external trends to ensure BMS is leveraging the best of what is available
- Monitors and oversees business capability operational health and metrics
- Embraces a culture of quality, compliance and data integrity to promote a state of inspection readiness for the business capability
- Participate in audits and inspections for the business capability to ensure data requests by auditors and agencies are met

PAREXEL, Baltimore, MD

Nov 2013 to Jun 2017

Data Operations Lead, CDM-Clinical Data Std.

- Project-managed the study-start up to study-close out activities. Actively work with Clinical Data Analyst, Clinical Data Programmer, Clinical Project Manager, Bio Statistician, Site Coordinators, External Vendors and the Client as a

single point of contact to ensure that the Data Operations deliverables with regard to timeline, quality and productivities are being met as per the budget and contract.

- Created MSP timeline for DM/Stats deliverables for assigned trials. Serve as SME with internal and Sponsor team meetings. Presentation of DM/Stats task in Kick-Off-Meetings.
- Assigned & oversee work of 9 members located in South Africa, Germany and India. Provide direction to the team members, conduct regular weekly meeting with team to ensure the project is progressing per SOPs.
- Created and QC all Data Management deliverables such as DMP, eCRFs, aCRFs, CRF completion guideline, eDiary, IVRS spec, Data Validation Specification Edit Checks & programming, Data Receipt Agreements for external vendors, Query resolution process, SDTM Data Transfers, LAB & PK data transfers, SAE & external data reconciliation, query generation/resolution, medical coding, protocol deviation log, review listings and DB Lock activities.
- Lead and Performs UAT. Strong working knowledge with paper study and EDC study including iVal, ClinBase & Data Lab systems. Report development by using SAS & jReview. Actively participate in Data Review Meeting with study team.
- Validation of SAS programs, responsible for the accuracy of SAS programs by reviewing output, code, log files and running all checking utilities. Create and modify existing SAS programs and macros. Generate reports using PROC TABULATE, PROC REPORT, DATA NULL, PROC SQL and SAS Macros. Made optimized data format for further analysis in terms of cleaning, validation, formatting and Labeling using PUT/INPUT Functions, LABEL statement, and PROC FORMAT. Analyzed various tables using Data manipulation techniques like merging, appending, concatenating and sorting.
- Developed processes to improve the efficiency and quality of data processing. Actively participates in developments of SOPs, Standardizing processes and checklists.

Merck & Co. North Wales, PA

Sr. Clinical Data Manager, CDMS, R&D (Consultant)

Jan 2011 to Nov 2013

- Acted as Merck entrusted key holder- project manage the reconciliation of clinical data from EDC – Inform, Local & Central Lab data, Genetic data and PK data. Utilize SAS skills to analyze complex genetic & clinical data. Created Analysis Ready Datasets via linking biomarker analysis data, PK data, Vendor data, and sample inventory with clinical data for Statistician.
- Created and QC all Data Management deliverables such as DMP, Annotated CRFs, CRF completion guideline, eDiary, IVRS, Data Validation Specification Edit Checks & programming, Data Receipt Agreements for external vendors, Query resolution process, SDTM Data Transfers, LAB & PK data transfers, SAE & external data reconciliation, query generation/resolution and DB Lock activities.
- Acted as data integrator to map Legacy Merck and Legacy SP trials based on CDISC SDTM conversion requirements via SAS. Perform quality control on programming work performed by fellow clinical database programmer. Lead development of necessary checklists and SOPs.
- Interacted with various DM Leads and other functional area colleagues, including Biostatistics and Programming, Clinical, Project Management, Safety, Medical Coding, site personnel. Identify and work collaboratively and cross-functionally to implement process improvement measures within DM.
- Lead the business process map development via collaboration with Clin Ops, GDMS and Statisticians to identify changes and improvement required to current process. Design process maps via Visio.
- Programmatically generate discrepancy report for external vendor data transfers, check for consistency and validate accuracy of transferred data. Created SAS program for Japan GDMS for data edit checks.
- Strong understanding of complex set up for various clinical systems and database systems.

TEVA Pharmaceuticals, North Wales, PA

June 2010 – Jan 2011

Sr. Clinical DM & Programmer, Biostatistics, R&D (Consultant)

- Lead and performed SME role to data integration projects with Barr Labs merger, oversees DM tasks outsourced to external vendors and ensures that milestones, deliverables, quality and timelines are met.
- Functioned as study OC & SAS programmer, RDC database developer and lead UAT of database as needed.
- Acted as Subject Matter Experts for clinical systems and processes in the study team meeting for start up and CDR. Lead patient summary data review meeting with clinical team.

- Developed and validate SAS analysis datasets. Develop Ad-hoc programming; macros to generate missing pages report and cleaning of data as edit checks.
- Served as point of contact for providing responses to regulatory authorities with regard to data management activities for audits, regulatory submission issues, and product defense.
- Participated in Investigator Meeting to train Investigators, Monitors & Coordinators on RDC functionality, eCRF completion and vendor process for ECG, LAB and eDiary data collection.
- Lead UAT and Data Base Validation for in house and outsourced. Generate ad-hoc reports and listings for study team via using SPECTRUM, STAR, Discoverer, SAS and TOAD/SQL.

Covidien, North Haven, CT

Jan 2009 – June 2010

Manager, Clinical Data Manager & Programming; Clinical Affairs, R&D

- Responsible for start-up of Clinical Data Management & Programming division.
- Responsible of personnel hiring, development and performance evaluation management of 4 direct reports.
- Managed development of multiple projects, SOPs, Work Instructions, Training Materials. Set priorities to meet project timelines for data management related deliverables.
- Lead Process Development Project: Create and implement clinical data management SOPs, work flows and work instructions for multiple Global Business Units within USA & UK. Lead weekly meetings and Coordination between several GBU leads.
- Lead Standardization Project: Developed Standard Oracle Clinical GLIB objects according to regulatory standards CDISC SDTM & ADaM by coordination with Statistician & Clinical Operations team.
- Coordinated with several cross functional GBU leaders to ensure compatibility between all processes.
- Lead activities for the identification of new tools & technologies for collection & retrieval of clinical data.
- Developed training material and provide training for DMs, RDC user and Siebel Clinical for several GBU. Provided training to Medical Directors and Clinical Research Associates on Siebel Clinical functionality.
- Created Standard Templates for Edit check Specifications, SAP, DMP & Source Verification Documents. Created & implemented Serious Adverse Event (SAE) collection process.
- Develop and validate SAS analysis datasets, customized and standard programs and macros for analysis, tables and listings generations based on SAP. Create analysis datasets from raw datasets. Ad-hoc programming to generate missing pages report and cleaning of data as edit checks.
- Import / export / merge / QC data from or to other data management systems and external vendors.
- Provide clinical data reports via using PL/SQL and listings via SAS to upper management & Clinical team.
- Manage the selection of Vendors for IVRS, eDiary, ECG, LAB, CROs and SAS programming activities.
- Function as study RDC database developer, clinical data manager, Global Librarian, UAT of database and Siebel Clinical administrator. Act as Subject Matter Experts for clinical systems and processes.

Pfizer Inc, New London, CT

Jan 2004 – Jan 2009

Sr. Clinical Data Manager & Programmer; GCDS, R&D (Consultant)

- Managed multiple projects from study start-up activities through database lock for Phase I-IV trials for various Therapeutic Areas: Oncology, Infectious Disease, Neuroscience, GI, Cardiovascular, Respiratory.
- Managed CROs and FSPs activities for outsourced Clinical Trial services. Coordinated internal resources and activities to facilitate timely collaboration with external vendors.
- Managed GCDS Track for SSU Maintenance activities work load. Set priorities and complete requests and assigned requests to CROs as necessary. Created knowledgebase for training and development of CRO.
- Worked with CPW group to resolve any issues related with database set up.
- Monitored CRO output, proficiency, productivity and ensure all timeframes and targets are met.
- Assisted in preparing quarterly metrics for Study Start-up. Coordination of project timelines, deliverables and schedules with Project Data Managers, Lead Data Managers, Clinical Study Team & CRO.
- Work with the sourcing manager to develop ways to increase productivity and utilization of all CROs.
- Responsible for training CRO staff, both on-site and off-site in areas of technical and std. procedures.
- Coordinate and oversight of data management activities leading up to a successful lock of the clinical trial.
- Effectively collaborated with Data Standards Team to facilitate the implementation of WSS; PDS standards.
- Developed and maintained GLIB objects such as DCM, Question Group, Questions, DVG and Procedures.
- Developed Database objects, annotated CRFs, Data Entry screens in OC, RDC classic & RDC PDF 4.5.

- Programmed, tested, activated and maintained Validation and Derivation Procedures for multiple projects.
- Reviewed & QC CRF, Database Design, RDC, Derivation & Validation Procedures & Randomization.
- Acted as a Subject Matter Expert (SME) to Study Team on Oracle Clinical functionality and process.
- Generated SAS data sets for reporting purpose to Statisticians and utilized SAS for trouble shooting.
- Provided support for internal and external transfer of Batch Load Electronic data. Wrote PL/SQL reports.
- Strong knowledge of TMS and WHO/MedDRA data coding dictionaries.
- Responsible for interpreting protocol study designs, treatment schedules, randomization specifications and configuring randomization parameters in OC. Set up Regimen & Treatment in OC & support break blind.

Wyeth Pharmaceuticals, Collegeville, PA

Oct 2001 - Jan 2004

Accenture Ltd, Collegeville, PA

Global Librarian, Database Builder, Trainer, Project Manager, CDM, R&D

- Build CRFs, eCRFs, Study Set up in OC, RDC, Validation and Derivation procedures, Ad-hoc reports, QC and UAT of DB, SOPs, Work Instructions. Creation of all DM documentation such as DMP, eCRF Completion guidelines, eCRF spec, Edit Checks spec, UAT scripts. Data review & validation. GLIB object development.
- Coordinated training and mentoring Accenture India 55 colleagues for Data Management, Database Build & CRF build activities in Bangalore, India facility. Acted as Ambassador to Accenture India team.

Hospital of University of Pennsylvania, Philadelphia PA

Sep 1999 – Oct 2002

Medical Technologist, Generalist - Hematology, Coagulation, Chemistry, Immunology, Urinalysis

- Perform and interpret automated CBC by using STKS, manual cell count, coagulation results by using MDA 180, ACA and chemistry results by using Vitros950 and Axsym, Urinalysis by Super UA and Iris.

Volunteer: BAPS Charities, Robbinsville, NJ (Full Time)

May 2023 to Oct 2023

Souderton, PA (Part Time)

Aug 2006 to present

- Prepare daily hot and cold meals for lunch and dinner for staff, volunteers, and seniors. Serve Safe Certified. Set up, serve food properly as per health department safety and procedure guidelines. Organize work area properly to provide safe environment for volunteer staff. Scheduling for staff, analyze data to support proper requirements in kitchen and on floor staff. As needed give medications to staff, volunteers and seniors.
- Organized Medical camp to serve community senior members. Consult with Physicians, Nurses, Pharmacist, Physical Therapist behalf of seniors who need support for medication, Dr visits and physical activity. Day to day help with daily activities such as transporting, walking, shopping, medication reminders, meals, moral/mental support. Family support with positive approach methods to manage behavior. Created health report log to collect daily self-checked Vital signs.
- Organized Blood Draw events with Red Cross and local community leaders. Supported registration task, act as interpreter as needed, participants' flow management, food & drink prepared and served.
- Fund raising & Walkathon activities for various projects that benefits local community.

COMPUTER SKILLS:

- **Pharma Tools:** RAVE, iMedidata, CTMS, InForm, WRIKE, LSH, EDC, SAS, SpotFire, jReview, Oracle Clinical, Oracle RDC, RDC PDF, RDC On Site, I*NET, SQL PL/SQL, Navigator 4i, OC Discoverer, OC iReview, View Master, GLIMS, Quick Silver-XML, Tele Form, TOAD.

- **Software Tools:** SQL*Plus, SAS, ER*Win, Rational Rose 2000, MS Visio 2000, MS Excel, MS Word, MS Outlook, MSP, PDF development, MS Office Project, MS Access.

PROFESSIONAL TRAINING:

- LEAN Management; Managing Conflict; Business Writing
- Project Management training by Kepner-Tregoe, Inc. (KT)
- RAVE iMedidata & One CTMS
- Oracle Clinical 3.i & 4.i, RDC and RDC On Site, TMS
- Siebel Clinical - Clinical Trial Management System (CTMS)
- CDISC – SDTM training from Octagon CRO
- SAS Fundamentals Basics Programming, Programming 1 and Macros by SAS Institute

Status: US Citizens
