INVITATION FOR BID

TEMPORARY INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

IFB No. 20-008

PROPOSED TO:

KAYLEE YINGER - PROCUREMENT OFFICER
Beaufort County School District
Procurement Office
2900 Mink Point Blvd
Beaufort, SC 29902

PROPOSED BY:

COGENT INFOTECH CORPORATION
1035 Boyce Road, Suite 108,
Pittsburgh, PA 15241
P: (972) 200-0109 | F: (412) 774-1515
Justin.Acord@cogentinfo.com

DUE DATE: SEPTEMBER 06, 2019 | 02:00 PM EST

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COVERSHEET

Beaufort County School District

Addendum 2

Solicitation Number:	20-008
Date Printed:	August 15, 2019
Date Issued:	August 29, 2019
Procurement Officer:	Kaylee Yinger
Phone:	843-322-2349
Email:	Kaylee.yinger@beaufort.k12.sc.us

Invitation for Bid

DESCRIPTION: **Temporary Information Technology (IT) Professional Services**
SUBMIT OFFER BY (Opening Date & Time): **September 6, 2019; 2:00 PM**
QUESTIONS MUST BE RECEIVED BY: **August 30, 2019**
NUMBER OF COPIES TO BE SUBMITTED: **One (1) Original Signed Copy and One (1) Electronic Copy - Redacted**

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:
Beaufort County School District
Procurement Office
P.O. Drawer 309
Beaufort, SC 29901-0309

PHYSICAL ADDRESS:
Beaufort County School District
Procurement Office
2900 Mink Point Blvd
Beaufort, SC 29902

CONFERENCE TYPE: LOCATION:

DATE & TIME:

AWARDS & AMENDMENTS:
Award will be posted at the Physical Address stated above on or after September 6, 2019. The award, this solicitation, and any amendments will be posted at the following web address: http://beaufortschools.net.

You must submit a signed copy of this form with Your Offer. By submitting a proposal or bid, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.

NAME OF OFFEROR: (Full legal name of business submitting the offer) ENTITY TYPE:

COGENT Infotech Corporation **Corporation**

AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above)

Justin Acord **Vice President - Sales**

PRINTED NAME TITLE

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. An offer may be submitted by only one legal entity. The entity named as the Offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.

PAGE TWO

(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for Offeror's home office/ Principal place of business):	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent):
1035 Boyce Road, Suite 108, Pittsburgh, PA 15241	**1035 Boyce Road, Suite 108, Pittsburgh, PA 15241**
PHONE NUMBER: **412-889-7700**	
EMAIL ADDRESS: **Govt-Bids@cogentinfo.com**	

PAYMENT ADDRESS (Address to which payments will be sent):	ORDER ADDRESS (Address to which all purchase orders will be sent):
[X] Payment Address Same as Home Office Address	[X] Payment Address Same as Home Office Address
[ ] Payment Address Same as Home Notice Address	[ ] Payment Address Same as Notice Address
(check one only)	(check one only)

ACKNOWLEDGEMENT OF AMENDMENTS:	Amendment Number	Amendment Issue Date
Offeror acknowledges receipt of amendments by indicating amendment number and its date of issue.	**1**	**08/22/2019**
	2	**08/29/2019**

MINORITY PARTICIPATION- Are you a Minority Business Enterprise: Yes [X] No [ ]
If yes, please include a copy of your certification. **MBE Certified from National Minority Supplier Development Council**

THIS CERTIFIES THAT

NMSDC
National Minority Supplier Development Council

Cogent Infotech Corporation

dba Cogent Infotech Corporation

* Nationally certified by the: **EASTERN MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541511; 541512; 541513; 541519; 541611; 541618; 561110; 561320

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

04/30/2019		PT01882
Issued Date	Adrienne Trimble	**Certificate Number**
04/30/2020		
Expiration Date		**Valarie J. Cofield, President/CEO**

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

SPECIAL INSTRUCTIONS

2.1.1 BOARD APPROVAL REQUIRED (JAN 2006):

Any award is subject to prior approval by the BCSD Board.

COGENT understands the above-mentioned requirement.

2.1.2 CLARIFICATION (NOV 2007):

Pursuant to Section 11-35-1520(8), the Procurement Officer may elect to communicate with you after opening for the purpose of clarifying either your offer or the requirements of this solicitation. Such communications may be conducted only with offerors who have submitted an offer which obviously conforms in all material aspects to the solicitation. Clarification of an offer must be documented in writing and included with the offer. Clarifications may not be used to revise an offer or the solicitation.

COGENT understands and will comply with the above-mentioned requirement.

2.1.3 ELECTRONIC COPIES -- REQUIRED MEDIA AND FORMAT (MAR 2015):

In addition to your original offer, you must submit an electronic copy or copies on compact disk (CD), DVD, or USB drive. Submit the number of copies indicated on the cover page. Each copy should be on separate media. Your business and technical proposal must be on separate media. Every disk or USB drive must be labelled with the solicitation number, and the offeror's name, and specify whether its contents address technical proposal or business proposal. If disk sets are provided, each disk in the set must be appropriately identified as to its relationship to the set, e.g., 1 of 2. The electronic copy must be identical to the original offer. File format shall be compatible with Microsoft Office (version 2003 or later), or Adobe Acrobat or equivalent Portable Document Format (.pdf) viewer. The Procurement Officer must be able to view, search, copy and print electronic documents without a password

COGENT understands and will submit its response in accordance to the above-mentioned requirement.

2.1.4 MAIL PICK-UP:

The District picks up mail from the USPS Drawer 309 once daily around 8:30 a.m. excluding weekend and holidays. (See deadline for submission of offer Page 1) Please note that it is the vendor's responsibility to be sure their proposal arrives at the Procurement Department – District Office at the specified date and time.

COGENT understands and will ensure that proposal arrives at the Procurement Department – District Office at the specified date and time.

2.1.5 OPENING PROPOSALS - INFORMATION NOT DIVULGED (FEB 2015):

In competitive sealed proposals, neither the number or identity of offerors nor prices will be divulged at opening.

COGENT understands the above-mentioned requirement.

2.1.6 PROTEST - CPO:

Any protest must be addressed to the Chief Procurement Officer, Procurement Office, and submitted in writing

a) by email to: Kaylee.yinger@beaufort.k12.sc.us
b) by facsimile at 843-322-0748
c) by post or delivery to: P.O. Drawer 309, Beaufort, SC 29901-0309 OR
   2900 Mink Point Boulevard, Beaufort, SC 29902

COGENT understands the above-mentioned requirement.

SCOPE OF WORK

1. **Fixed Rates for Service Categories and Category Descriptions.** Hourly rates for each service category are given in **Exhibit A** and correspond to stated levels for each job description. BCSD and the provider determine which job description (level) is appropriate for the work being considered.

   BCSD will not pay any extra costs for IT temporary professional services (i.e., benefits, insurance, room and board, and any other additional costs). BCSD will not pay travel costs to the designated workplace for the contracted IT temporary professionals.
   COGENT understands the above-mentioned requirement.

2. **Price Adjustment.** Fixed rates may be adjusted by the BCSD during the term of the contract to accommodate changing market conditions.
   COGENT understands the above-mentioned requirement.

3. **IT Professional Service Request.** The professional service requested by BCSD will include, at a minimum, the position description, the required skill(s) for the project, a complete statement of work with expected deliverables, and a specific time period for the service.

   The contractor's offer or response must include, at a minimum, qualifications/resume of the available individual who meets the entity's requested requirements and an hourly bill rate for the services not to exceed the maximum rate for the position category and commensurate with the level of expertise, experience, and education within the job position description.

   BCSD will make the final decision for each IT professional service request based on the qualifications of the individual submitted and the bill rate per hour.

   If the supplier proposes to include off-shore work as part of the response to BCSD' s statement of work, the supplier must indicate that off-shore work is proposed. BCSD will determine if off-shore work is acceptable.
   COGENT understands the above-mentioned requirement. Below provided are the resume of the available individual.

IT LABOURER

PROFESSIONAL SUMMARY:

Obtain a position within the IT and Networking Systems field where I can utilize and build upon my knowledge, skills and education. Meticulous, focused, motivated with the ability to be crossed trained and learn advanced ways of performing tasks. Possess strong knowledge in theory, as well as practical knowledge providing the ability to apply competencies to increase efficiency and effectiveness to assist the company in achieving its mission.

SKILLS:

- Ability to identify, install, configure, upgrade and troubleshoot PC's Laptops and mobile devices, operating systems, printers and scanners, networks, and security.
- Demonstrated knowledge necessary to implement, administer and troubleshoot a server environment, including Server Hardware, Active Directory and Network Infrastructure.

CERTIFICATIONS:

- CompTIA Server+
- Microsoft MTA Operating System Fundamentals

CERTIFICATIONS IN PROGRESS:

- CompTIA Net+
- CompTIA A+
- CompTIA Mobility +
- Windows 7, CCENT
- CompTIA Security+
- MCSA
- CCNA
- CEH
- Microsoft MTA Networking Fundamentals

EDUCATION:

MyComputerCareer Indianapolis, IN **November 2016 October 2017**

Information Technology/System Administrator Certificate

PROFESSIONAL EXPERIENCE:

ZenTech Consulting Rolls-Royce, Indianapolis, IN **January 2016 - Present**

Computer Technician

- Provided solutions in networking, maintenance, programming, and computer system sales through Xerox at Rolls-Royce
- Provided premium customer service with a full range of technical troubleshooting services for their networks and workstations as well as remote troubleshooting and assistance
- Assembled and designed custom tailored Windows based desktop systems for all 1057 clients and personnel
- Provided first call resolution for customer trouble tickets and escalated more difficult callsto the relevant operational subject matter experts (SME).
- Assisted in the installation and updating of software, as well as the setup and troubleshooting of all equipment.

Indy Samsung, Indianapolis, IN **May 2014 - December 2015**

Computer Technician

- Assess, repair and maintain computers and multiform printers for 50 companies and over 200 individuals.
- Work directly for a large company, at repair shops, or for computer repair companies which travel to the customer's location.

- Use tools and technology to maintain computers at optimal operating levels, and make repairs to computers, processors, hard drives, and monitors. Use specific tools to diagnose issues, make recommendations for repair or replacement to customers and test any new parts that are installed.

L-3 Communications-Mayport, FL **October 2009 - April 2014**

Aircraft Worker

- Read and interpret maintenance manuals, service bulletins, and other specifications to determine the feasibility and method of repairing or replacing malfunctioning or damaged components.
- Replace or repair worn, defective, or damaged components using hand tools, gauges and testing equipment
- Assemble and install electrical, plumbing, mechanical, hydraulic, and structural components and accessories, using hand or power tools.
- Maintain, repair, and rebuild aircraft structures, functional components, and parts such as wings and fuselage, rigging, hydraulic units, oxygen systems, fuel systems, electrical systems, gaskets, and seals.
- Conduct routine and special inspections as required by regulations.
- Install and align repaired or replacement parts for subsequent riveting or welding, using clamps and wrenches.

AV/IWB INSTALLER

PROFESSIONAL SUMMARY:

To obtain a position that will enable me to use my knowledge and experience in the installation and maintenance of Integrated Audio-Visual Equipment.

SKILLS:

- Experience in installing/servicing all audio video equipment in audio visual technology environments
- Manage installation teams
- Reading blueprints
- Installed SMART systems
- Cable termation and pulling,
- Equipment install, flying, rack building and testing
- Lift operator
- Public speaking
- Time management

LICENSES AND CERTIFICATIONS:

CERTIFICATION TITLE		ISSUING ORGANIZATION
• CTS	:	InfoComm
• QSCControl.net	:	QSC Audio Products
• Cert. Partner	:	CHIEF
• CTS, CPS	:	ClearOne

EDUCATION:

Ware Shoals High, Ware Shoals, SC
High School Diploma

Tri County Technical College Pendleton
Associate Degree - Radio and TV Broadcasting

University of South Carolina Columbia, SC
Media Arts

PROFESSIONAL EXPERIENCE:

Superior Sound and Consulting, Seneca, SC **03/2017 - 04/2018**
AV Technician/Installer

- Installing high-end audio-visual equipment in churches, schools and various other businesses.

TekSystems, Greenville, SC **11/2016 - 12/2016**
AV Technician/Installer

- Temporary position working with SCI

Robert Half Technology Staffing Agency Greenville, SC **8/2016 - 11/2016**
AV Technician/Installer

- Contract position with Integral Solutions to complete project for Pickens County School District, installing Epson Interactive Projectors

Find Great People Staffing Agency, Greenville, SC **01/2016 - 08/2016**
AV Technician/Installer

- Contract position with Bridgetek Solutions to complete project for Anderson School District 4
- Pendleton High School Gymnasium, re-install audio system
- Updated projectors (ViewSonic) and re-installed Front Row systems
- Installed ClearTouch Interactive Display Panels
- General system maintenance
- Updated Paging System Pendleton High

Robert Half Technology Staffing Agency, Greenville, SC **12/2015 - 01/2016**

AV Technician

- Temporary staffing installing audio-visual equipment for client, McCloud Technologies
- Installed, tested and serviced audio visual equipment
- Experience with equipment from SNAP AV and Control4
- Online training with Control4 University
- Home theatre installation

Unified AV Systems, Greenville SC **11/1999 - 11/2015**

Lead Technician

- Installed, tested and serviced audio visual equipment.
- Travelled to job locations as needed to complete job as requested.
- Experience in corporate boardroom AV, video conferencing, emergency operations centers displays, council chambers, and meeting spaces.
- Experience with the installation of Smart classrooms—boards, projectors, interactive projectors and distance learning.
- Experience with the latest equipment from Crestron, Extron, Panasonic, NEC, Sony, QSC and ClearOne.
- Prewired projects.
- Lead teams on assigned projects.
- Tested equipment in system operations.
- Read blue prints in system installs and integration.
- Trained customers in system operation.

DESKTOP TECHNICIAN

TECHNICAL SKILLS:

- **Operating Systems** : Windows 7, 10 and Legacy O/S, Windows Server 2003 & 2000, DOS, Citrix
- **Hardware** : Dell/HP/Compaq/IBM (laptops/desktops/servers), PDA devices, Wireless devices, Linksys Routers, Hubs, Blackberry, Apple devices, Scanners, CardScan, Epson/HP/Xerox/Lexmark/Sharp printers, IPC Turrets, Polycom, Meridian Cisco phones, Bloomberg, Nice Logging. Nortel PBX
- **Software** : Active Directory, MS Office 2016/10, Outlook, Visio, MS Project, Adobe Acrobat, Bloomberg, FactSet, Thomson Reuters, CapIQ, BridgeStation, PCAnywhere, Symantec, Mozy backup, Ad-ware, McAfee/SymanteAntiVirus, Remedy, Heat, Track-it, Hummingbird, Eze Castle TC 5.3, X1 DameWare, Landesk, Ghost, Cisco VPN, Juniper VPN, Exchange, ServiceNow, Remedy, LogMeIn
- **Application Packaging/Distribution Tools** : WinInstall, LANDesk, WinZip/PkZip, Ghosts, Remote Desktop, Partition Magic
- **Network Protocols** : IP, IPX/SPX, TCP/IP, DNS, DHCP, WINS, NetBIOS
- **Programming Languages** : CSS

PROFESSIONAL CERTIFICATIONS:

- CompTIA A+ Certified
- Microsoft Certified Professional (MCP)

EDUCATION:

Sacred Heart University, Fairfield, CT
Master of Business Administration

Manhattanville College, Purchase, NY
Bachelor of Arts, Business / Computer Science

The Chubb Institute, White Plains, NY
Diploma, Network Engineering and Data Communications

PROFESSIONAL EXPERIENCE:

ASML **Sep 2016 - Till Date**

Desktop Support Technician

- Desktop support with Win7/Win 10 OS, hands on support for 1,000 onsite users, mainly engineers and VIP executives using ServiceNow ticketing system.
- Image HP Elite book 840, Z books, 800 HP desktop, Lenovo 470 and P50 laptops
- Recover laptop systems using Crashplan cloud backup software
- Troubleshoot Office 2010 support and Office 365 support, IE, wireless certificates issues and virus software
- Troubleshoot issues with docking stations by upgrading drivers and BIOS
- Troubleshoot issues with hard drives, memory and system boards
- Stage systems for new hire set up
- Perform RSA deployment of Keyfobs

- Break-fix troubleshooting experience in a large corporate environment: Desktops, Laptops and printers
- IT Phone support for remote locations across the United States for sales staff.
- Printer support for Xerox 7225 and 7835, 6505 network printers
- Install, Move, Add, Change, De-install of hardware and software. Refresh or large-scale deployment

ITT **Sep 2015 - Jun 2016**

Desktop Support

- Executive C level desktop support at World Headquarters for Fortune 500 company
- Image Dell Latitude E7250 laptops using SCCM and Active Directory
- Install software as needed such as Adobe Acrobat, Bit9, Oracle Smart View, SAP Gui, 7 Zip, Microsoft Lync, Outlook 2010, 365, Cisco AnyConnect, Java, PowerPoint, Excel add in, ClearSea
- Reset passwords in Active directory 2008, set up VOIP Phones
- Add Exchange to iPhones and Droid mobile devices
- Troubleshoot Ricoh and HP network printers
- Troubleshoot Internet Explorer add ins and Google Chrome extensions
- Support Boardroom meetings with Lifesize video equipment and WebEx meetings
- Troubleshoot wireless issues
- Troubleshoot IT hardware, set up video conference meetings for CEO and CFO
- Use ServiceNow ticketing system with detailed solutions
- Perform tape rotation with Symantec Backup exec
- Eyes and hands assistance for remote Server and Network team
- Asset management support

Bell Techlogix **Jan 2014 - Jun 2015**

Desktop Support, Trade Floor Support

- Support 200 traders and approximately 3,000 users at leading hedge fund in CT
- Troubleshoot Bloomberg software and hardware including Bloomberg Excel add in.
- Troubleshoot Windows 7 Dell T1700 Desktops and HP laptops regarding all aspects of hardware and software
- Handle VDI issues with HP virtual machines and HP Thin Clients regarding log-in and performance issues
- Troubleshoot Microsoft Office 2010 including Outlook archiving Lync 2013, Excel and Word add-in, IE, Firefox, Symantec issues
- Investigate X1 issues with Outlook
- Perform chassis swaps, and video card and hard drive replacements. Use Event Viewer and Task Manager to determine errors and find resolutions
- Remotely fix PC's and push software as needed with PsExec; download software to original media
- Swap monitors and investigate sound issues
- Troubleshoot Crestron audio/visual system
- Update inventory in CMDB
- Assist users with LanDesk software deployment and licensing
- Deploy PDA Blackberry devices, check wireless issues

UBS **Mar 2011 - Dec 2013**

Desktop Support, Trade Floor Support

- Coordinated IT Remedy tickets, monitored, tracked and prepared spreadsheet for management's analysis of break fix incidents, work station upgrades and renewal tasks. Used pivot table to organize metrics and statistics

- Worked with Business team end user manager to understand delivery and service level requirements
- Installed and troubleshot Microsoft Office Suite, VISIO
- Collaborated with support teams to understand current methods of delivery methods and improved technology
- Provided enterprise planning, coordination, installation, deployment of HP and Dell desktops and laptops
- Provided in person technical support for IT hardware for XP and Windows 7 roll out.
- Performed imaging of Dell and HP workstations as well as Dell and HP laptops, updated BIOS, installed additional software using SMS push technology
- Hands-on and over the phone diagnostics, research, and resolution of PC hardware issues in a timely and professional manner. Installed software as needed.
- Worked with senior IT team members to troubleshoot and escalate complex IT issues

GE Investments **Aug 2010 - Feb 2011**

Desktop Support Technician

- Provided desktop support to traders and executive level end users.
- Imaged PC's using Ghost software and backups using Mosy software for deployment of new and upgrading users.
- Created Windows XP images utilizing Symantec Ghost and sysprep for Dell desktops and laptops
- Hands-on diagnostics, research, and resolution of PC hardware and software issues such as FactSet and Thompson, Cisco phones in a fast-paced environment
- Troubleshot database connectivity to multiple platforms including Oracle and Microsoft SQL Server
- Troubleshot IE issues with internal external web sites, check proxy and advanced settings
- Set up new on boarding users and traders' systems with appropriate applications
- Installed and troubleshot Nvidia quad video cards with wide screen monitors' upgrade project
- Deployed Blackberry and iPhone devices with third party software such as Bloomberg
- Managed Sharp printers through web and Right fax software
- Updated helpdesk ticketing system with status, resolution and root cause for knowledge base
- Participated in Disaster recovery test.
- Able to think out of the box on solutions for complicated IT issues
- Updated asset management reports and reviewed process with management to ensure maximum efficiency
- Used LogMeIn to assist remote users, troubleshoot laptop issues

Byram Healthcare, White Plains, NY **Apr 2009 - Mar 2010**

Senior Desktop Analyst / Team Leader

- Provided IT support to leading healthcare provider
- Project manager and coordinator for implementation of new shipping software and Dell hardware at multi location environment. Ensured software/hardware deployment met schedule and global expectations
- IT liaison with vendors, senior management, IS development and department managers. Provided assistance with the evaluation and implementation of new applications, hardware technologies, research and service quality.
- Accountable for presenting weekly matrix on open/closed issues/status review meetings, maintained, updated and prioritized issues and projects. Reported root cause analysis of project issues to upper management, prepared weekly and monthly analysis of Help Desk tickets
- Administered new user creation in Active Directory, set up mail account in Exchange, Blackberry Enterprise Server

- Provided on-site training and computer orientation to new company team members. Trained users in operation of new shipping software. Team lead giving guidance and direction to team members
- Set up users in ERP order entry system using Linux commands
- Created new user and software documentation. Provided direction to Junior Help Desk Technicians
- Managed implementation of Survey and Optical Mark recognition software including demonstrations to senior executives. Benefits of the project included streamlining to maximize efficiency and cost reduction
- Developed and documented standard help desk procedures for IT team members
- Presented IT capabilities at regional sales meetings to build internal client relationships, answer user questions and provide feedback for future project request and enhancements

RBS Greenwich Capital, Greenwich, CT **10/08 - 01/09**

Technical Support Specialist

- Help desk environment technical support for remote locations nationwide.
- Interstate travel to complete upgrade projects at remote locations to Windows XP.
- Used Symantec Antivirus to remove viruses from PC's as needed.
- Responsible for receiving logging and troubleshooting Space Control software issues.
- General facility level support, configuration and delivery of computer hardware and software
- Home Office user support assistance

CRT Capital, Stamford, CT **01/08 - 09/08**

PC Technician/Customer Service

- PC technician for 10 local users.
- Go on location and take pictures of prospective properties.
- Organize picture database for easy data retrieval.
- Customer service in person and via phone.

SYSTEM ADMINISTRATOR

PROFESSIONAL SUMMARY:

- Senior Systems Administrator with over 12 years of Information Technology Services experience
- Strong leadership, interpersonal and communication skills
- Proven experience in System/Network and VMware Administration, physical server virtualization, system integration, and server support.
- Wide range of experience with Microsoft, VMware, Veeam, EqualLogic, Nimble and many other products
- Continuously strive for the highest level of customer service and satisfaction
- Motivated IT Professional with patience and proven technical acumen

TECHNICAL PROFICIENCIES:

- Windows XP/7/8/10
- Microsoft Active Directory
- Microsoft Group Policy
- Sophos Endpoint
- Microsoft Windows Server 2003/2008-R2/2012-R2/2016
- Microsoft Exchange Server 2003/2007/2010
- SonicWALL VPN, Firewall, and Content Filter
- vSphere Replication
- Sophos Content Filter
- Sophos MDM
- Sophos Encryption
- Palo Alto Firewall, and Content Filter
- Symantec Backup Exec 2010, 2012, and 2014
- Veeam Backup and Replication
- VMware ESXi
- VMware vSphere
- Microsoft SharePoint
- Microsoft Lync 2013
- Server hardware, cabling and rack enclosures
- Support for desktops, laptops, printers, copiers and mobile devices, (iOS and Android)
- Documenting Technology Policies and Procedures

EDUCATION:

Grand Canyon University **2016 - Present**
Bachelor's Degree in Information Technology with an Emphasis in Cyber Security

Advanced Internet Technologies - Fayetteville, NC
Management Training

Acclaim Technologies - Fayetteville, NC
Network+

PROFESSIONAL EXPERIENCE:

Muscogee Creek Nation (Tribal Government & Health) - Okmulgee, OK **02/2015 - Present**
Senior Systems Administrator

- Design, Implement, Support Network Infrastructure. Maintain 200+ virtual servers - VMware ESXi 6.0
- Managed network infrastructure and 10Gbe fibre network. Deploy new physical and virtual servers (via vSphere/ESXi)
- Monitor all network parameters and server parameters via SolarWinds. Manage Exchange Server 2010.
- Managed software licensing. Dell PowerEdge Servers. Dell EqualLogic SANs. Nimble SANs. Cisco Switches

- Meraki Access Points. Palo Alto Firewall. Documented Technology Policies and Procedures
- Acted as liaison for vendors (Dell, Veeam, ImageNet, CDW, etc)

TEKsystems - Tulsa, OK **11/2014 - 01/2015**

Systems Administrator

- Provided risk remediation recommendations and solution implementation
- Server /workstation OS and third-party application patching
- Implemented Windows Server 2003, 2008 R2 and Windows 7 GPOs in compliance with Microsoft Best Practices and CIS Standards
- Server /workstation build and imaging standards
- Migration from Windows XP to Windows 7

TEKsystems - Tulsa, OK **July 2013 - October 2014**

Senior Systems Administrator

- Provided 24/7 system-wide support and handled outages
- Managed enterprise backups utilizing Veeam Backup and Replication
- Administered Windows Server 2003/2008-R2/Windows XP and Windows 7
- Provide high-level factory support to worldwide deployment teams, first-level site administrators and second-level factory support personnel.
- Administered Windows Server 2008 Active Directory, including Group Policy, creation and deletion of user accounts, managing access controls, and domain structure configuration
- Installed and removed server hardware, cabling and rack enclosures
- Created and deployed physical workstation and server images using Symantec Ghost and Acronis.
- Deployed EMC AutoStart for Data Replication/Mirroring/Failover
- Deployed and administered Symantec Backup Exec 2012 and 2014
- Preform system updates site wide through WSUS system.
- Documented Technology Policies and Procedures

National Steak & Poultry - Owasso, OK **February 2013 - June 2013**

System Administrator

- Manage Exchange Server 2010/2016 in Production and one of four Microsoft Office 365 administrators for Alliance Bernstein. Managing Active Directory Sync connection for business
- Managing departments Windows 2016 servers in Dev and Prod
- Created and supported Exchange users in 4 regional locations worldwide, as well as corporate headquarters. Created, managed, and supported thousands of Exchange objects such as distribution lists, public folders, and other managed Exchange objects. Currently, managing 10,000 regional and international exchange user and shared mailbox accounts
- Proficient with Microsoft Exchange Management Console & Shell
- Managed and Resolved DAG replication and mailbox database concerns in Global environment
- Administered and Managed iPhone, iPad, Android, and Blackberry device security and policies by way of MobileIron and Blackberry Enterprise Servers

Rowland Group - Tulsa, OK **January 2012 - February 2013**

Advanced Systems Administrator

- Tested and Implemented Service Packs and Update Rollups for Exchange Servers
- Managed and administered Windows and Azure Active Directory in a multi-domain enterprise
- Prepared power shell scripts and other technical documentation to support automation of administration tasks for Exchange 2010

- Provided support and maintenance of Microsoft Office Outlook Web Access and Microsoft Office Outlook E-mail, Archiving, and Calendaring & Scheduling
- Lowered spam by 90% using firewall filtering with real-time spam black lists for incoming email by updating and managing Cisco Ironport appliance and Trendmicro Scanmail Software
- Maintained optimal Exchange server health by using custom PowerShell scripts that reported back instances of failed indexes, corrupt or faulty mbx database copies, mail flow, and other gauges
- Performed critical changes and performance tuning on Exchange messaging servers
- Produced message tracking reports for cyber security and legal teams when requested
- Participatory position in planning and implementation of migration strategy after corporate acquisitions

Rowland Group - Tulsa, OK **November 2009 - January 2012**

Systems Administrator

- Creating images, deploying images over 40,000 computer and terminals, deploying images on POS (Point of Sales) creating application and Packages, migrating from SCCM 2007 to SCCM 2012,
- Deployment Support - Advanced resource with experience supporting the planning, development, installation, testing, integration, implementation and support of the hardware, software, and communications components that comprise a large, multi-platform technology infrastructure.
- Deployment to retail point of sale systems, planning, developing, test and document the process for conversion to new software in a computer development laboratory. Installation and integration of the software, hardware and telecommunications components during the production roll out to over 40,000 terminals. Symantec Backup Exec 15 create a Storage, Backup and Restore storage, to Disk or Virtual Machine, Full back up or Incremental, create a folder shared path, assigned privilege, controlling users' data folder access, giving access or revoking access. Distribute and deploy packages or application, (exe, msi, and so on). Remote Access Boomgar assisting user remotely and documenting the incident.
- VMware ESXI version 5 in Workstation 8.0, V.Sphere, creating new Virtual Machine and installing servers and clients, Windows server 2008 R2, 2012 Enterprise x64 bit, Active Directory, managing users and computers, Scripting processes to automate tools and developing efficient conversion processes.
- Windows POS_Ready operating system and installing security patch management, batch scheduling, Scripting with other tools such as PowerShell to automate tools and developing efficient conversion processes. Troubleshooting, identifying, analysing, and solving problems while supporting a Help Desk phone queue to meet with the client SLA. Supporting POS hardware, software, and telecommunication related issues. Using ticketing system as Remedy and ServiceNow.

Victory Energy Operations - Collinsville, OK **October 2007 - November 2009**

Systems Engineer

- Shared path, creating application and Packages,
- Provision new physical Windows servers and preform server validations.
- Install new ESX host (Managing Virtual terminals, workstations, with VMware, V-Sphere, Hyper-V), provision new Windows and Linux VM's and validations. Upgrading vCenter and EMC management server upgrades and implementing additional ESX resources to support new projects. Adding role such as Hyper-V and then managing servers Installing Server Windows 2008, Windows 2008 R2, Windows 2012, Windows 2012 R2, Microsoft's Active Directory, Deployments to distributed systems. Software packaging. Testing and working in engineering lab environments. Troubleshooting, identifying, analysing, and solving problems at customer sites.
- Cisco configure router and VLAN, LAN WAN Support.
- Desktop support, imaging, migrating, backup and restoring.

SYSTEMS ENGINEER

SKILLS:

Windows Server 2016, 2012, 2008, 2003, 2000, Azure, IAAS, PAAS, SAAS, Linux, Active Directory, Azure Powershell, Powershell 3.0, IIS 5, 6 and 7, SQL Server 2000, 2005, 2008, VMware Lab Manager 4.0, VMware VCenter 4.0, 5.0, VMware ESXi 5, Azure, SCCM, SCVMM, SCOM, Exchange Server 2003, 2007, Sharepoint, Networking, Symantec Backup Exec 9-12, T-SQL, Nessus, Windows CMD scripting, ISA Server 2006, ITIL, Windows 10, Windows 8, Windows 7

CERTIFICATIONS:

- Microsoft Certified Professional Installing and Configuring Win Server 2012
- Microsoft Certified Systems Engineer (MCSE) 2003
- Microsoft Certified Systems Administrator (MCSA) 2003
- Microsoft Certified Desktop Support Technician (MCDST)
- CompTIA Security+ Certification
- CompTIA Network+ Certification

EDUCATION:

North Seattle College
Associate of Business Degree

University of Washington
Bachelor of Arts in Business Administration

PROFESSIONAL EXPERIENCE:

Baytel, Davis, CA **08/08 - Present**
Senior Systems Architect/Senior Systems Engineer
Worked with Azure, VMWare, Windows Server, IIS, Active Directory, Exchange Server, SQL Server, and Sharepointamong other server technologies. Plan systems architecture for clients that which includes planning forAzure servers, VMWare hosts, Citrix, server OS, server software (such as Exchange Server, SQL Server and Sharepoint), and hardware. An architect for all technologies and has worked with at Baytel, and also a systems engineer for all technologies and provide a last tier of support for all of those technologies. A recent RFP proposal wrote for a large retirement home in Sacramento is a complete server-based software solution for automating all aspects of a retirement home. The core technologies include Azure, VMWare, Windows Server and SQL Server. Planned all the architecture, did the systems design and planned for implementation, future support and training. Sections of the document written include Vendor Profile, Technical and Functional Reqs, Editable Tech and Functional Reqs, Implementation and Support, Software Support, Training, Service Levels, Security, Backup and Redundancy and Pricing. The document contains 150 points showing what the software will do for the end client. The proposal was worth over $200,000 and is under consideration by the client. I also do similar proposals for governments. Worked with the Presidenton planning smaller project deployments of Azure, Windows Server, Exchange Server, and Small Business Server. Worked with Azure, provisioning and configuring new VM's. In my work at Baytel, Worked with IAAS cloud services, PAAS cloud services and SAAS. I work 100% remotely on a part time basis.

Boeing, Seattle, WA **01/19 - 03/19**
Azure Lead
Evaluated U.S. government computing security documents including DFARS, ITAR and many others, and provided direction and recommendations to architects for design of a government cloud. Assisted the Program Manager with technical requirements and training development. Provided high level technical

assistance and advice to Active Directory administrators regarding administration and fixing replication issues. Developed computing security policies for architects and all future users of the government cloud.

Wimmer Solutions, Seattle, WA **09/16 - 12/18**
Windows Architect
Assisted management in pursuing business development opportunities by applying my skills as an architect to a bid. designed a vendor team with specific roles and requirements and provided innovative solutions and ideas that put their bid above the rest. Assisted for Microsoft Windows Server 2016, including Powershell, Microsoft System Center Operations Manager, and Microsoft System Center Configuration Manager.

Microsoft, Bellevue, WA **07/16 - 08/16**
Senior CRM Consultant
Consulted with Microsoft's hosted CRM service to help resolve high level CRM issues, and SQL Server issues.

Microsoft Redmond, WA **05/13 - 06/13**
Azure Windows Engineer
Worked for Azure and was the first person to follow a process where used a script to automatically setup a host with 8 VM's that were created by pulling images that were about to go to production. Ran Nessus scans on the OS images to test patching compliance. Compiled the data into reports that were in an Excel spreadsheet. First one to follow the process and Documented everything so that it could be reproduced by others. Used Powershell 3.0 in the process of doing my work.

NYK Shipping Lines, Seattle, WA **7/12 - 3/13**
Windows Administrator
Worked at NYK Shipping lines in their production datacenter in downtown Seattle. Supported a variety of proprietary applications which use technologies like IIS 6.0, FTP, Rightfax, Microsoft Message queues in Windows Server and others. Provisioned new VM's in VMWare and did P2V conversions. Administered Active Directory in our four production domains including security groups. Wrote documentation for our recent VMWare 5 upgrade and for our Citrix upgrade. Got iLO working with LDAP access on our HP production servers. We practiced the ITIL approach to IT Service Management, and so for example, when making any changes to production servers I created RFC's and Work Orders. Took the on-call rotation once a month for a week.

Tata Consultancy Services Redmond, WA **2/12 - 7/12**
Senior Windows Administrator
Worked on site at Microsoft and supported about 12 applications that leverage technologies including Windows Server 2008 R2, SQL Server 2008 R2, IIS 7.5, CRM, and Sharepoint, RSA Archer, and Apptio. Some of these applications use SANs. Deployed of these applications and wrote documentation for them which I post on TFS. Created infrastructure requests such as DNS/WINS changes, and VIP requests. Handled all monitoring of these applications with SCOM and performed patching. We used internal ticketing systems for break/fix issues, used the ITIL ticketing system for infrastructure requests, and TFS for sprint related tasks. Most of my work was on production servers.

Visa Bellevue, WA **7/11 - 12/11**
Systems Engineer
Built out new environments and individual developer VMs using VMware Lab Manager 4.0. Maintained and troubleshooted VMs using VMware VCenter 4.0. Environments ran on Windows Server 2003, SQL Server 2005 and utilized IIS with heavy manual configuration.The VMs ran on a SAN. As part of

environment buildouts, analyzed and edited scripts written in VBscript which is used for the automated portion of the buildout. Used Accurev for source control and configuration management. Supported and troubleshooted existing environments we have already built out and supported various internal websites, tested tools and troubleshooted network related issues involving test lab VMs. Additionally, maintained our DNS infrastructure and worked on tickets related to active directory. I#nvolved in building out our performance and stage environments.

Microsoft, Redmond, WA **3/11 - 6/11**

Build Engineer 2

With an infrastructure focus. Created and managed Windows Server 2008 and 2003 VM's and physical servers. Troubleshooted SQL Server 2008 issues related to the build system. Used SCVMM and Hyper-V to manage VM's. Built out VM hosts and customized web servers on Windows Server 2008 and IIS7. Troubleshooted network and hardware issues and made recommendations as to hardware additions.

Microsoft, Redmond, WA **11/09 - 2/11**

Support Engineer 2

Fixed SQL bugs on a Tier3 content management and engineering team. Worked heavily with SQL Server 2008, SQL Server 2005, and T-SQL, creating and editing T-SQL scripts, fixing them, making changes. Worked in Visual Studio Team System 2008. Worked with Windows Server 2008, Sharepoint Server 2007. Used Team Foundation Server (TFS) to edit and fix SSRS report sites. Wrote Windows CMD scripts. Edited, tested XML content before publishing to production. Supported Microsoft DX Studio. Tracked bugs in Product Studio. Used virtual servers. Used Windows 7. Worked on a modified SCRUM format on bugs from monthly sprints, and support bugs.

Microsoft, Redmond, WA **10/08 - 2/09**

Systems Engineer

Deployed, installed, configured, supported Volume License Contract Management (VLCM). VLCM is an internet facing application that was created and is managed by Licensing and Services IT. Worked heavily with Windows Server 2008 and IIS 7.0. IIS work included website installation, configuration and support. Worked heavily with SQL Server 2008 and T-SQL. Also worked with Windows Server 2003 and SQL Server 2005. Used SSIS in SQL Server for environment build outs. Daily duties included installing builds and patches following installation documents, post installation troubleshooting, responding to and working escalations, preparing environments, fixing security issues, giving permissions, creating and regressing bugs in Visual Studio 2008 Team Foundation Server, taking backups of SQL Servers. In working escalations, troubleshooting included network issues (connectivity, DNS, TCP/IP), searching and editing web.config and application.config files to locate and fix configuration issues, NLB, certificate issues and more. Used virtual servers. Worked with/configured ODBC troubleshooting tools. Responded to SCOM alerts regarding hardware and software issues on our 800 servers. Worked with members of my team, developers, testers, and project managers in supporting the application.

Enterprise Solutions Group (ESG), Seattle, WA **8/07 - 8/08**

Systems Engineer

Supported about 12 clients mostly running Windows Server 2003, Exchange Server 2003 and 2007, SQL Server 2005, and ISA Server 2006. Worked at client sites, at a datacenter, and remotely. Supported all functionality of Windows Server 2003 including Active Directory, Group Policy (GPO's), IIS 6.0, Terminal Services, RRAS, DNS, DHCP, and more. I got a lot of Active Directory experience that was all over the map and encountered situations that many System Administrators or Engineers might only encounter once in their career (because ESG has so many clients and many different situations arise as a result). Created and enforced group policies. Have built out entire networks deploying up to 6 racked servers and setting up all network services. Have done systems administration and also network documentation including rack and

network diagrams. Installed and supported Symantec Backup Exec 12 and earlier, and Symantec End Point. Installed and supported Trend Micro antivirus products. Installed, configured and supported of HP, and Dell servers, including RAID configuration. Worked with Citrix and VMware.

Microsoft, Redmond, WA **6/06 - 2/07**
Systems Analyst
Consulted with MS customers concerning licensing, design, and configuration of corporate networks and PC's using Windows Server 2003, Exchange Server 2003 & 2007, SQL Server 2005, Office Sharepoint Server 2007, Project Server 2007, ISA Server 2006, SMS, MOM, Office 2007, Windows Vista, XP

Highline Medical Enterprises, Burien, WA **7/04 - 3/05**
Desktop Support Analyst
Provided desktop support including installation and repair of Dell PC's, setting up wireless networks, support of all Ethernet networks, Windows XP, 2000, 98, 95, Office 2000 suite, McAfee, Cisco and Xyplex Routers, Cisco Pix firewalls. Provided Telecom support of Nortel & Avaya and handed all telecom and network outages including T1 and DSL circuits, Supported HP and Genicom printers

AT&T Wireless, Bothell, WA **10/00 - 1/04**
Technical Support Representative
National Support Center, supported AWS employees using software including Citrix, Siebel 7.5, Macrocell, and hundreds of proprietary web-based applications. Supported employees at all locations, including retail locations. Supported corporate website including eCommerce transactions. Used Remedy Helpdesk to document problems. Used internal support documentation to fix problems

Boeing Aerospace Corp., Bellevue, WA **7/98 - 3/00**
Customer Help Center Analyst
Worked at Boeing's Central Service Response Center, a global response center for all of Boeing's computing problems among over 230,000 users in 60 countries. Provided phone support, troubleshooting hardware and software issues. Used Remedy Helpdesk.

Software supported includes Windows NT Server 4, NT Workstation, and 95. MS Exchange Server/Client, SMS 1.1 and 2.0, Application servers, UNIX servers (HP-UX, Solaris, AIX), Apache Server, Internet Information Server (IIS), Mainframes, Oracle databases, MS Office 97 Suite including Access 97' and Project 98', dialup networking, NetMeeting, Adobe Photoshop and Acrobat Exchange, Visio 4.5, proprietary apps

Hardware Cisco routers, bridges, backbones, switches, hubs, Compaq Servers, PC's/Laptops, SGI and RS6000 workstations, and many printers

Keane Inc.(Microsoft), Kirkland, WA **9/96 - 7/98**
Technical Support Representative
Supported Windows 95, Internet Explorer, and other IE components for Microsoft. Supported small peer to peer networks up through large enterprise networks. Supported connectivity, TCP/IP, printing, hardware configuration, software errors, multimedia, POP3 email, Exchange Servers and much more

NETWORK ADMINISTRATOR

TECHNICAL EXPERTISE:

- Cisco 3945, 3750, 3925, 2960, ASR1001,2811, 4500- 7-year experience
- Cisco ACS 5.0, AAA, Radius, Tacacs 2 year
- Cisco Firewall ASA 5525, Palo Alto, Sonicwall firewalls -5 years
- Routing (RIP, EIGRP, OSPF, BGP) and switching, DHCP, NAT, ACL, VPN- 6 years
- TCP/IP, LAN, Vlans, VTP, Vlan routing, Ip-addressing, CIDR, VLSM
- Solarwinds, ResolveIT, Pinnacle, Footprints
- Telephony, SS7/ISUP, PRI, E1/T1, 5 years' experience
- Cisco Unified Communication Manager 9.0/10/11, SRST, CUC, CUP/IM&P
- VoIP (SIP, MGCP, H248), Softswitch, 5-year experience
- Experience with Wireshark and debug tools for testing SS7/ISDN/SIP/MGCP
- Windows2008/2011 server /XP/7, Linux (Ubuntu, Centos)
- Installation/upgrade of software and troubleshooting

SKILLS:

Configure, upgrade and troubleshooting 2900, 3550, 3560, 3750, 4500; 2500, 2600, 2800, 3600, 3800 Routers; VPN; DHCP, DNS, TCP/IP; VLANS, VTP, STP, RSTP, Dot1q, ISL; RIP/RIPv2/IGRP/EIGRP/OSPF/IS-IS; Standard and Extended ACLs; Static, Dynamic NAT and PAT; Frame-Relay, PPP, HDLC WAN configurations. Configure Cisco Unified Communication Manager, Cisco Unified Communication Manager Express (CUCME).

CERTIFICATIONS:

- Cisco Certified Network Professional switching CCNP 10/2013,
- CCNA and CCNA Voice

EDUCATION:

Tashkent University of Information Technologies, Uzbekistan **1998-2002**
Bachelor of Telecommunications Science

Tashkent University of Information Technologies, Uzbekistan **2002-2004**
Master of Telecommunications Science

PROFESSIONAL EXPERIENCE:

Lloyds Bank, NYC, NY **September 2016- Present**
Network Engineer

- Installation/upgrade/troubleshooting of LAN and WAN based on Cisco routers and switches
- (routers 2800/2900/3700/3925, ASR 1001, Cat4500)
- EIGRP, OSPF, MPLS, Policy based routing, QoS, Vlans
- Troubleshooting OSPF routing, NAT, ACLs, NAT,
- Troubleshooting BGP, MPLS, modifying BGP attributes for better/preferred path
- Deploying Cisco Catalyst 4510R switches for data and voice
- Working with users' tickets (phones and network issues)
- MACD of Call routing and Digit manipulations (CSS, Partitions, Route patterns, TP) on
- CUCM10.5 and v11.5
- Upgrade of CUCM, IM&P, CUC from v.10.5 to v.11.5
- Installation and upgrade of Vmware ESXI5.0 to 6.0, upgrade of UCS firmware, BIOS and
- drivers

- MACD CUCM, CUC , SRST, SIP/ H323, troubleshooting
- Setting up CUBE for PSTN access, and SIP trunks to Unigy turrets system

Lefrak, NYC, NY **October 2014 - August 2016**

Network administrator

- Installation/upgrade/troubleshooting of network based on Cisco routers and switches
- (routers 1800/2800/2900/3700/3900, ASR 1001, Cat4500)
- EIGRP, OSPF, MPLS, BGP, Policy based routing, QoS, Vlans, VPN on IOS and Cisco
- ASA5525
- MACD rules on Palo Alto firewall
- Troubleshooting EIGRP and BGP routing, MPLS, NAT , ACLs, NAT, Palo Alto firewall
- Nexus 7k configurations, vlans, dmvpn, HSRP
- Deploying Cisco Catalyst 2960 and 3650 switches for data and voice
- AAA Radius/Tacacs setup on Cisco ACS for routers and switches
- Cisco wireless network MACD of Aironet APs
- Configured and modified Call routing and digit manipulation (CSS, Partitions, Route
- patterns) on CUCM9 to reduce size and improve scalability
- MACD CUCM, CUC , SRST, SIP/ H323, troubleshooting
- Troubleshooting data and voip network
- Open tickets with ISP and Cisco TAC
- Project management, getting competing quotes, ordering equipment and licenses

Catholic Charities, Brooklyn and New York **September 2012 - June 2014**

Cisco Networks and UCCM Engineer

- Developed network architecture to best meet client needs
- Evaluated existing network architecture and recommended improvements.
- Configured and modified Call routing and digit manipulation (CSS, Partitions, Route
- patterns) on CUCM9 to reduce size and improve scalability
- Installation/support/troubleshooting of network based on Cisco routers and switches
- (1800/2800/2900/3700/3900 series)
- EIGRP, OSPF, MPLS setup, VLANs, VPN on IOS and Cisco ASA
- Deploying Cisco Catalyst 2960 and 3650 switches for data and voice
- Deploying cisco routers 3900, 2600,2800 on remote sites for data and voip net access
- AAA Radius/Tacacs setup on Cisco ACS for routers and Cisco Meraki network
- Cisco Meraki wireless cloud network MACD of APs
- Troubleshooting data and VOIP network

Citigroup Technology Infrastructure NYC, NY **October 2011 - April 2012**

Network and Voice Infrastructure engineer

- Handled the tasks of developing and maintaining network documentation
- Identified problem areas and provided corrective actions.
- Configuring Cisco Catalyst 6509 and 4705, Cisco 2811
- Troubleshooting voice and network
- On-site installation/replacement network components, software repair, diagnostic testing

Tele-Automation **June 2010 - August 2011**

Network Engineer

- Handled the task of maintaining LAN and WAN infrastructure of the clients
- Responsible for implementing network related projects as well as configuring and

- maintaining various network devices
- Network setup (Cisco routers 800/2800/3600, Sonicwall, Catalyst switches 4500/2960,
- Cisco ASA 5505, Checkpoint, IpsecVPN)
- Windows Server, AD 2011/2008 installation, backup/restore DB, VmwareEsxi/Hyper-V
- Move/add/change/delete on CUCM 8.0, VoIP IP Office 500
- Installation of Avaya digital and SIP phones (9608/9640/9611)
- Configuring extensions, PRI and SIP trunk
- Trace voip calls, capture and analyze voip packets
- Wireless network setup (Ruckus APs & Zone Director)

East Telecom Tashkent, **2004 - January 2010**

Network Administrator

- Softswitch SoftX3000, Cisco Call manager6, Huawei Session Border Controller SBC,
- SIP/H323/MGCP/H248 multimedia devices, Huawei DSLAM MA5600 (ADSL/SHDSL)
- Installation trunks with signaling SS7, PRI, SIP, troubleshooting
- Configure, administer, upgrade Cisco routers 3945, 2650, Cisco Call manager 6
- Troubleshoot and manage network services (NAT, DHCP, OSPF, VLANs, ACL, MPLS)
- Configuring media gateways, Vlans, Routing (OSPF, BGP, EIGRP, RIP)
- Network diagrams, documentation
- Troubleshooting VoIP network

NETWORK ENGINEER

PROFESSIONAL SUMMARY:

- Execute projects and tasks independently and with limited direct supervision
- Ability to resolve incidents, problems, and change requests in accordance with service-level agreements and approved maintenance windows. Strong analytical network troubleshooting skills and proficiency with packet capture tools
- Certified in CCNA, CCNP, MCSE+I (NT and 2000)
- Juniper Training JNCIA and JNCIS
- Extensive experience with design and Architecture, implementation, troubleshooting, and maintenance of local and wide area networks of diverse computer systems. Proven ability to configure network devices such as switches routers, firewalls, content networking, and video applications
- Team player, self-motivated, and proven problem solver
- Focus on continuous improvement, both personal/professional and of the technical environment.
- Customer service oriented.
- Supplier/vendor management
- Adaptability and ability to introduce / manage change.
- Drive conflict management in high pressure situations.
- Performance / metrics-driven decision making.
- Excellent oral/written communication skills.
- Experience working in a large and complex enterprise level data center Essential Duties/Principal Responsibilities

TECHNICAL SKILLS:

- Operating Systems - Windows NT 4, 2000, Server 2003-2019, Linux
- Desktop MS8P, Vista, Windows 7, Windows 8, Windows 10
- Remote Access Solutions - Juniper SA2500 SSL\VPN, Barracuda, Sonic F5 load balancers
- Firewall/Proxy Solutions/VPN - Cisco ASA, Cisco VPN Concentrator 3000, Proxy Server 2.0, Juniper SRX240 and SSG20
- Checkpoint Firewall R75.30, Gauntlet, WatchGuard, Sonic Wall, Shiva VPN, F5
- Switches/Hubs - Cisco 2900, 3750,3850,3900 Routers, Cisco Catalyst 6500 Series (Cat & IOS)
- Cisco Nexus5596, 2200 5k,7k,9k
- WAN Accelerators - RiverBed, Talari and Cisco WAAS
- Scripting - Python

CERTIFICATIONS:

- CCNA,
- CCNP
- MCP+I,
- MCSE (NT and 2000)

PROFESSIONAL EXPERIENCE:

CareerBuilder,Chicago, IL **November 2018 - Present**

Network Engineer

- Architect and Plan Consolidation During Build out Chicago
- Assist with Office Closures Through US and Canada
- Refresh L2 and L3 device Chicago
- Assist with Configuration and Design of the new DC Chicago

- Evaluate Current Monitoring Solution, make recommendation base on need. Current solutions, Solarwinds
- Assist with day to day, run and maintain of LAN\WAN, help desk support - ticket escalation, on-call support

CF Industries Inc, Deerfield, IL. **April 2018 - September 2018**

Network Engineer

- Architect and Planned Layer Network Design For migration to EMC VXRail
- Re-Architect and re - Design Redundancy at corporate Office Deerfield
- Travel to Corporate Facilities to Refresh L2 and L3 device
- Assist with Configuration and Design of the new MPLS network and upgrade to MPLS sites and NON-MPLS sites using DMVPN for non MPLS sites
- Evaluate Current Monitoring Solution, make recommendation base on need. Current solutions, Solarwinds, Exobar, Gigmon.
- Assist with day to day, run and maintain of LAN\WAN, help desk support - ticket escalation, on-call support

American College of Surgeons, Chicago, IL. **August 2016 - March 2018**

Network Engineer- Contractor thru Premiere System Inc.

- Cisco – Maintenance and Troubleshoot of 3650, 3750, 3800 series switches.
- Cisco 4513 and 4500 Fabric
- Assist with Firewall Administration Barrcuda, Sonicwall, FirewallAdministration
- Re-configured and upgraded Solarwinds Monitoring. Added IPAM, VM Monitoring Manager.
- Keep up-to-date diagrams of network topology and connections at all sites
- Take part in the analysis and evaluation of vendor supplied software and hardware products
- Wifi Administration and Maintenance, 3600&3700 AP's, WC5508 Controller
- Installed and configure Cisco Prime - Wifi Monitoring
- Architected New Infrastructure Layer to Chicago
- Architect and Planned CoLo move and migration to EMC VXRail
- Assist server team as needed with troubleshooting
- Security audit pretesting, run ping sweeps and penetration testing
- Create, update and maintain Visio drawings of network
- L2/L3 troubleshooting as needed; off hours point of contact

CNAInsurance, Chicago, IL. **August 2014 - August 2016**

Senior Network Engineer- Contractor ATT

- Primary responsibility supporting, designing and implementing technology for large enterprise network infrastructure across 3 datacenters.
- Cisco – Maintenance and Troubleshoot of 3750, 3850, 5000 series switches. 3845, 3900 routers. Assist with Configuring the New 4451 Routers for deployment
- Cisco 5500 and 2200 Fabric, Nexus 7000, 5000, 5596 and 2000
- Assist with Firewall Administration Cisco ASA and internal Checkpoint Firewalls
- Disaster Recovery solution - planning and execution testing [Field Site in Box].
- Systems Migrations / Office Relocations. Cisco Refresh – Upgrade IOS, configure and test equipment, 3750 to 3850 switches, 3945 to 4451 Routers - 64 sites across America and Canada
- Wifi Administration and Maintenance, 1200 & 1400 AP's
- WAN accelerators: Riverbed [Data Centers], Talari remote offices, Cisco WAAS
- Assist server team as needed with troubleshooting
- Security audit pretesting, run ping sweeps and penetration testing

- Develop and generate conceptual, logical, and physical network architectures, resulting documents and drawings, testing analyses, test plans, and risk assessments to ensure sound architecture meeting client needs
- L2/L3 troubleshooting as needed; off hours point of contact
- Assist network Architects from design to proof of concept

Amalgamated Bank, Chicago, IL. **November 2013 - August 2014**

Senior Network Engineer

- Create,update and maintain Visio drawings of network
- MSADCS [PKI] design and built ADCS Server, to secure remote access through Juniper SA2500 SSL\VPN for remote users and user access to secure servers
- Disaster Recovery planning and execution testing
- McAfee ePO upgrade from 4.2 to 4.6.0, install EEFF 4.2.2 implement file and folders encryption to 200 users; encrypt1 server file share; implement encrypted media protection using EEFF and MS GPO to control users data removal
- Cable cleanup and cable labeling – server room
- Upgrade video surveillance equipment [DVR and monitoring software]
- Migrate Cisco DMZ switches to redundant Juniper EX3300 switches
- Migrate Cisco 2950 switches to Juniper EX2200 switches
- Assist server team as needed with troubleshooting
- Migrate 4 ATM's to new Juniper network
- Security audit pretesting, run ping sweeps and penetration testing using Kali Linux
- VMware HA troubleshooting and connectivity
- L2/L3 troubleshooting as needed; off hours point of contact
- Oversee daily Helpdesk operations

Cardinal Intellectual Properties, Evanston, IL **July 2012 - May 2013**

Network Engineer

- CheckPoint – Administration and Maintenance
- Checkpoint - upgrade Checkpoint FW from R75.10 to R75.30
- Evaluate current network performance – create and maintain Visio diagrams of network
- Plan network design strategies to ensure full redundancy
- Redesign network routing - creation of VLAN
- Assist security team with applying [ACL's] to cisco switches
- Cable cleanup – server room
- Monitor and maintain SolarWinds monitoring software
- RSA - db maintenance and issue key fobs
- Assist Server team as needed with troubleshooting
- Build VM on as need basis according to business units' requirements
- Apply, test and troubleshoot current rules on firewall
- Cisco maintain and monitor core infrastructure at Corporate [Evanston] and Data Center [Oak Brook]
- Oversee daily Helpdesk Operations
- WAN Accelerators: Cisco WAAS

Rotary International, Evanston, IL. **July 2011 - June 2012**

Network Engineer

- Evaluate current network performance – Create Visio of Network
- BGP – Design and Oversee BGP implementation on WAN\internet routers
- F5 3900 – Upgrade and installload balancers

- Monitor and maintain Quest monitoring software
- RSA - db maintenance and issue key fobs
- Assist Server team as needed for troubleshooting
- Win 7 rollout to over 800 nodes, configuration and setup of SCCM
- Installation and management of Cisco LMS for network monitoring and management
- Nexus 7000, 5000, 1000 – maintain and configured

Allstate Insurance, Northbrook, IL. **April 2011 - June 2011**

Network Engineer- Verizon Business

- Evaluate networking technologies, software, systems, and services to develop technical solutions, keep abreast of vendor products and services commercially available in the marketplace.
- Compare WOC products and recommend solutions for current network demand
- Research and write detailed white paper analysis detailing WOC solutions, including implementation guidelines, for the Allstate Enterprise

Farmers/Zurich, Chicago, IL **August 2010 - April 2011**

Network Engineer

- Nexus 5000 Installation 100 nodes rollout
- Nexus 1000 Installation 50 nodes rollout
- Configure VLAN and IP routes, test connectivity
- Assist in troubleshooting connectivity issues from server to End User
- Assist in cabling
- Plan and recommend network hardware, cabling for new and existing homes
- Configure and maintain routers and switches, ensuring uptime during cutover

Pepsi Americas, Rolling Meadows, IL **March 2010 - August 2010**

Senior Network Engineer

- Assist with migration of 253 sites from PepsiCo to Pepsi Americas [Plano, Tx]
- Order and track disconnect from ATT as sites are migrated
- Coordinate equipment returns back to ATT
- Manage, monitor and configure wireless infrastructure [Cisco 4400\AP 1100 & 1240]
- Plan and recommend network hardware, systems management software and architecture
- Configure and maintain routers and switches
- Evaluate and recommend new products, maintain knowledge of emerging technologies for application to the enterprise

Edelman Worldwide, Chicago, IL **January 2010 - March 2010**

Senior Network Engineer

- Document network design and recommend design changes
- Assist network team with daily tasks
- Oversee daily Helpdesk operations
- Rollout GE PAC Centricity [Radiology Imaging System] for internal and external viewing
- Plan and recommend network hardware, systems management software and architecture
- Configure and maintain routers, switches, and wireless controllers
- Evaluate and recommend new products, maintain knowledge of emerging technologies for application to the enterprise
- Monitor Juniper firewalls and ensure overall network performance
- Assist in the installation and configuration of UpsWhat Gold 5.0

CDPI/TechAlliance, Hinsdale, IL. **August 2009 - January 2010**

Senior Network Engineer/Team Lead

- Responsible for overall strategic direction of LAN/WAN network – 500 User Environment
- Document network design and recommend design changes
- Configure dual cores (Cisco 6509) to high availability using HSRP
- Oversee daily Helpdesk operations
- Rollout GE PAC Centricity [Radiology Imaging System] for internal and external viewing
- Plan and recommend network hardware, systems management software and architecture
- Configure and maintain routers, switches, and wireless controllers
- Evaluate and recommend new products, maintain knowledge of emerging technologies for application to the enterprise
- Responsible for server maintenance and new server adds and configuration
- Planned Pix to ASA switchover

Seyfarth Shaw, LLP, Chicago, IL. **November 2005 - May 2009**

Senior Network Engineer

- Manage 8 Remote Office consisting of Cisco 6509 and 2950 in the IDF
- Responsible for overall strategic direction of LAN/WAN network – 1600 User Environment
- High-Level network planning, design, optimization
- WAN Accelerators – Riverbed traffic shaping and analysis
- Developed strategies and direction for network systems using current and emerging technologies (including wireless) translating business requirements into network or process designs
- Work closely with security team on network design, IDS, vulnerability assessments, etc
- Plan and recommend network hardware, systems management software and architecture
- Configure and maintain routers, switches, and wireless controllers
- Monitored and maintained 100 build and configure servers ensuring the highest reliability using Microsoft best practices and corporate design procedures - Windows and Linux
- Monitor network performance, ensure capacity planning is performed and proactive in assessing and making recommendations for improvement
- Serve as key contact for level 1 & 2 support staff; all-purpose emergency contact
- Maintain vendor relationships, new product assessments, and equipment maintenance renewals
- Implemented Wireless throughout firm - Cisco 4402 controllers\AP 1200\WCS
- Managed two Cisco 6513s; implemented HSRP for high availability in Chicago
- Managed eight Cisco 6509s across the country
- Cisco VPN - F5
- Analyze performance, modifying parameters to improve throughput and effectively utilize system resources
- Monitor resource usage, implement monitoring tools using Solarwinds, Orion NPM, Orion NCM for configuration management and configuration distribution

Jenner & Block, LLC, Chicago, IL **October 2003 - November 2005**

Network Engineer

- Provide instrumental evaluation of new applications focusing on impact analysis firm-wide
- Serve as key contact for level 1 & 2 support staff; all-purpose emergency contact
- Monitor and maintain 70 servers ensuring the highest Service Level Agreement (SLA)
- Monitor and manage Cisco 4500, 5000 and two 6500 series catalysts
- Travel to trial sites to setup trial networks
- Monitor, setup and manage Juniper clientless VPNs

- WAN Accelerators – Riverbed traffic shaping and analysis

Much Shelist, Chicago, IL **October 2002 - October 2003**

Senior Network Engineer

- Brought in to help stabilize network infrastructure
- Rebuild and upgrade Exchange 2000 Server
- Provide instrumental evaluation of new applications focusing on impact analysis firm-wide
- Monitor and maintain Structured Query Language (SQL) servers and databases
- Manage and implement remote access solution using Citrix Presentation Server
- Monitor and manage 30 servers ensuring the highest Service Level Agreement (SLA)
- Monitor and manage Cisco 6509 catalysts and 3950 switches

Altheimer & Gray, Chicago, IL **November 1996 - October 2002**

Senior Network Engineer/Team Leader

- Provide instrumental evaluation of new applications focusing on impact analysis firm-wide
- Manage remote access for international and US offices
- Monitor and maintain 62 servers, ensuring the highest Service Level Agreement (SLA)
- Monitor Cisco 2948G switches and two Cisco 7000 catalysts
- Perform daily, weekly and month-end backups using Veritas Backup Exec
- Managed daily operations of financial system (CMSOpen) and Carpe Diem time entry for firm-wide
- Administer and maintain the Human Resources Department applications, which included HR Perspective and ADP
- Serve as key contact for level 1&2 support staff; all-purpose emergency contact
- Design, implement and maintain remote access architecture for foreign and domestic offices using Citrix Metaframe 1.8, bringing a multifaceted approach to insure access anytime, anyplace, anywhere via web-based application deployment (NFuse), direct IP or dial-up
- Coordinate and implement deployment for financial database, Carpe Diem and Outlook to all remote locations
- Manage migration of financial system database from HP-Unix to SQL 7.0
- Provide application integration of cost-accounting [recovery] systems into CMSOpen Database
- Team Lead in migration of A&G's enterprise servers from NT 4.0 to Windows 2000/AD, and Exchange 5.5 to Exchange 2000
- Lead for the design and implementation of information architecture for San Francisco Office
- Team Lead, London information architecture relocation and expansion

DATABASE ADMINISTRATOR

PROFESSIONAL SUMMARY:

Over 10+ years of professional work experience in RDBMS design &modelling, development, implementation, administration, performance tuning & monitoring; work experience spans across financial services, Mortgage, Federal Government projects and Healthcare Insurance domains on multi large-scale and highly visible projects. Experienced in SQL Server versions: 2016, 2014, 2012, 2008, 2008R2, 2005, 2000, 7.0 & 6.5

TECHNICAL EXPERTISE:

- Microsoft Certified Professional, Microsoft Technology Specialist (SQL Server 2005), MCITP: Database Administrator (SQL Server 2008).
- Experience as a MS SQL SERVER Database Administrator in Design, Development, Administration and Management using SQL Server 2016,2014/2012/2008R2/2008/2005/2000 under WINDOWS environments on a 24x7 large scale production environments in a Clustered (2-node/3-node, active/active and active/passive) & non-clustered builds.
- Managed all changes to the data models. Created data models, solution designs and data architecture documentation for complex information systems.
- Expertise in installing SQL Server 2000/2005/2008R2,2012, 2014 and 2016 instances and applying service packs and hot fixes using Slip Streams with minimal production downtime.
- Expertise in SQL Server Storage Structures and Security Architecture for databases residing on SAN storage.
- Experience with large scale migrations projects involving Analysis Services databases from SQL Server 2000/2005 to SQL 2008/2008R2& SQL Server 2008 to SQL Server 2012/2014& SQL Server 2012/2014 to SQL Server 2016.
- Provided Architectural design for engineering data unit and launched an ETL application for converting legacy data structures and mapping them to SQL table structures from Oracle Applications.
- Experience in developing Capacity Planning Reports (database growth estimation and Server disk space) and involved in SQL Server Consolidation projects.
- Created the mapping, extracting and translation from Oracle to SQL for the engineering data.
- Extensive experience with VMWARE consolidated environment
- Implemented and monitored different types of High Availability Solutions & Disaster Recovery scenarios (Clustering, Always On, Snapshot and Transactional Replication models, Log Shipping, Database Mirroring).
- Involved in Huge data migrations, transfers using utilities like Data Transformation Services (DTS), and SSIS, Bulk Copy Program (BCP) and Bulk Insert.
- Designed and implemented Disaster Recovery (Backup/Restore) Strategies involving very large and highly transactional databases with sizes ranging from 100GB to a 2TB. Performed point-in-restore for critical issues using the log tail backup.
- Identified, resolved database locks & h/w -related issues, Client/Server connectivity, Query Optimization using DMV's & Functions, Profiler, perfmon, DTA where necessary, Performance slow-downs due to locks, blocking, index issues and Database Consistency.
- Proficient in SQL Server 2008/R2 new features like Activity Monitor, Filtered Indexes, Data Compression, Resource Governor, Transparent Data Encryption (TDE) and Backup compression.
- Extensive experience in controlling the user Privileges, Monitoring the security and Audit issues as per standards.
- Expertise in resolving locks, deadlocks, handling Isolation level and concurrency effects, detect CPU, I/O, Memory bottlenecks.

- Installed SQL 2012 Server and SQL 2014 on Virtual Machines and Hyper-V (virtual machine) supported for SQL.
- Experience with PowerShell scripting, to extract Database and Server Level Information.
- Strong Knowledge and experience with SQL coding standards in writing Stored Procedures, Triggers, Views, SQL functions, Error Handling Techniques and resolving locking and deadlocking issues by modifying the SQL code.
- Designed SSIS Packages which involved data from heterogeneous systems such as Oracle, MS Access and DB2 Mainframe systems and also Migrated Data from Excel, MS Access, Flat file, CSV files, Oracle to MS SQL Server by using Excel Macros, IMPORT/EXPORT, BCP, DTS and SSIS Packages.
- Worked on Archival and Purging Process to retain data with time period on OLTP Servers and Archive and Purge old and unused data to OLAP.
- Extensively worked on supporting 24x7 in a Production Environment and managing – Onsite & Offshore team
- Involved in User Acceptance, system testing, bug fixing & documentation of the project.
- Flexible and versatile to adapt to any new environment and has the ability to work individually or in large teams involving long hours with strong inclination for finishing job before project deadline

EDUCATION:

Jawaharlal Nehru Technological University, Hyderabad India **2003**
Bachelor of Technology in Computer Science

PROFESSIONAL EXPERIENCE:

Arkansas Department of Information Systems, Little Rock, AR **January 2017 - Till Date**
Sr. SQL Database Administrator

Project mainly involved hosting and supporting different Government departments SQL Databases with in State of Arkansas. Worked with different agencies to design Logical and physical database models and support large scale data migrations from different environments like DB2, FoxPro and oracle to SQL Server. Successfully Migrated Arkansas state school's databases from 2012 SQL Server to 2016 SQL Server.

- Installing, Configuring, Managing, Monitoring, Troubleshooting, Upgrading and Migrating SQL Server 2014/2012/2008/2008R2/2005.
- Migrated servers from 2005 to 2012 and 2008 to 2012 with In-place and Side-by-Side Processes.
- Worked on Active/Passive clusters to manage cluster resources and troubleshoot errors. Used log shipping, Always on Availability Groups and Mirroring for synchronization of databases and worked with Transactional Replication to achieve load balancing.
- Experienced with Performance Tuning and Optimization, using native monitoring and troubleshooting tools.
- Experienced with High Availability (HA) and Disaster Recovery (DR) options for MSSQL Server. Experienced with using SQL Server tools such as Profiler SSMS, SSCM, DMVs and system stored procedures.
- Experienced with System Administration for Windows 2008, 2016 R2, and 2016 Servers.
- Deployed SQL Server databases in Virtual Environments using Hyper-V and VMware.
- Experienced with using 3rd party DBA tools such as LiteSpeed, RedGate, and IDERA.
- Participated and coordinated the creation, modification and maintenance of database structures. and assisted in the design, coding, testing and implementation of SQL databases instances.
- Worked on writing optimized complex SQL codes, stored procedures and scripts for maintenance and reporting purposes
- Worked on data partitioning and data compression and demonstrated an understanding of database internals and application database components (e.g. triggers, functions, packages)

- Implemented change management controls, processes and practices to deliver quality services that increase business bottom line results.
- Managing security patches, hot fixes, service packs, and evaluating the impact on performance before production deployment take place.
- Good knowledge in using DMVs and DMFs to find and solving Performance Issue, Data modelling concepts.
- Documented Disaster recovery plans and participated in Disaster Recovery Drills by implementing Root Cause Analysis (RCA) for troubleshooting and resolving the issues.
- Expert in raising the Service Requests and keep tracking of requests.
- Expert in Detecting and Resolving Locks and Deadlocks using the Trace Flags and Native tools like Profiler and the Activity Monitor
- 24/7 Production support on SQL Server Databases and Data ware hours

DISH Network, Denver, Colorado **October 2014 - December 2016**

Microsoft SQL Database Administrator

- DBA responsible for thousands of servers that includes over 3000 instances and 15000 databases spread across multiple sites
- Assisted in migrating hundreds of servers from physical hardware to Hyper-V
- Migrated multiple SQL Server instances to 2014 and 2016
- Built inventory process to track servers, instances, databases, and other key metrics to help manage the number of instances
- Setup maintenance and Netbackup plans that did not exist
- Work with a number of vendors to help manage their applications/databases
- Secured all SQL Server environments
- Worked with developers to troubleshoot and write code
- Tuned Windows Servers, SQL Servers, databases, and queries for maximum performance and concurrency using tools such as Red Gate, DMV's, PerfMon, indexes, query hints, execution plans, isolation levels, statistics, etc.
- Setup high availability options such as log shipping, mirroring, and Availability Groups
- Implemented and managed multiple SSRS instances
- Created SSIS packages to help with ETL processes
- Extensively worked on reducing deadlocks throughout all environments
- Installed and configured multiple SQL Server 2014/2016 instances
- Offered business analysis, technical analysis, and system design recommendations

TSYS, Broomfield, Colorado **April 2012 - September 2014**

Database Administrator/ETL Developer

- Sole DBA responsible for 100+ SQL Servers that includes over 120 instances and 1500 databases
- Utilize SSIS and SSRS for ETL, automation, reporting, and monitoring
- Created a data warehouse solely to keep inventory of existing SQL Servers, databases, and information pertaining to both using SSIS
- Created a custom monitoring solution that monitored CPU usage, available memory, page life expectancy, active sessions, and other counters utilizing SSIS and SSRS
- Tune in house applications and ad hoc queries using SQL Sentry Plan Explorer, indexes, statistics, Idera Diagnostic Manager, execution plans, DMV's, Perfmon, and other scripts
- Responsible for security and compliance using Idera Compliance Manager
- Create and manage multiple active/passive cluster environments and mirrored environments including NextGen and Citrix servers
- Create and maintain a backup/recovery plan and maintenance plans

- Create ad hoc queries and scripts using TSQL
- Increased SQL Server patching from 15% compliant to 100%
- Upgraded remaining SQL Server 2000 servers to SQL Server 2012 SQL Server 2014
- Downgraded over 20 servers to SQL Express or SQL Standard from SQL Enterprise to save on licensing costs

Russell Stover's Candies, Kansas, Kansas City **August 2009 - March 2012**

Database Analyst/SQL Database Administrator

- Lead DBA in a project that migrated legacy applications to a three cluster, two node PeopleSoft environment
- Assist in design and management of a SQL Server infrastructure project to support 2500+ users for PeopleSoft
- Manage more than 100 SQL instances (2000-2012) with a team of four DBA's
- Maintain the integrity, availability and recoverability of all production databases
- Monitor and make recommendations for performance improvements that include reading execution plans, index creation/modification, index removals, statistics, etc.
- Tune reports, queries and servers for maximum performance
- Provide production, UAT, and development support to 2500+ employees
- Monitor all aspects of SQL Server including disk space, error logs, jobs and cluster components using tools such as SCOM, Idera Diagnostic Manager, and Failover Cluster Manager
- Patch and upgrade SQL Servers to ensure compliancy
- Manage database logins, users and permissions
- Develop stored procedures, views, functions and ad hoc queries/scripts
- Develop SSRS reports to help with monitoring and compliance
- Develop SSIS packages to help with ETL processes and to help with automating daily processes
- Keep database documentation, including procedures and definitions for build standards
- Work with Technical Architects, System Administrators, Developers, Business Analysts and Project Managers on a daily basis

Blue Cross Blue Shield (BCBS), Richardson, Texas **October 2007 - July 2009**

Oracle Database Administrator

- Performed RDBMS software (Oracle 12c/11g, MS SQL Server 2014, PostGreSQL10.x) installations, configurations, setup backup/recovery and disaster recovery (Data Guard) systems in all three environments (prod/test/dev) as designed by the organization.
- Provided day to day productions database operational supports (Ellucian Banner 8.5 ERP) under UNIX OS (Linux Red Hat 6.0) platforms and created/removed user profiles, roles, assigned privileges on the schema objects. Run batch jobs and stored procedures and packages as per developer request.
- Participated SQL scripts/code reviewing and recommended for best practices. Worked with Ellucian support line for bugs fixing in running ERP (Oracle Ellucian Banner 8.5 version) modules (General, Student, Financial Aid, and Finance, AR) to continue smooth operations. Upgraded existing Oracle databases from 11g2[11.2.0.4] to Oracle 12C [12.2.0.1]
- Applied oracle quarterly released and WebLogic server released (171017.10360) patches as per vendor recommendations.
- Monitored database systems performance using (OEM13C) and maintained database daily backup/recovery processes, data security/integrity, disk space requirements and database server performance.
- Provided on call support (24/7 On Call) in production database environment.

IT SECURITY ENGINEER

PROFESSIONAL SUMMARY:

- Successfully designed and delivered secure, robust cloud solutions for small, medium and enterprise organizations.
- Multiple years of experience architecting and engineering of corporate business acquisitions and spinoffs.
- Years of Management expertise including people management, strategic planning, risk mitigation, business process improvement, business continuity and regulatory compliance including, SOX, PCI and HIPAA.
- Extensive technical experience in Microsoft Server Systems, SQL, Exchange, ADFS and Active Directory as well as Vmware& Microsoft virtualization technologies and EMC SAN/NAS technologies.
- High level of experience in network security, compliance and data governance including firewalls, IPS/IDS systems, Payment Card Industry (PCI) and Sarbanes-Oxley (SOX) compliance as well as familiarity withSAS 70 & SSAE 16 reporting standards and data governance practices including data security, retention and data management.
- J2EE application server stack for web (IIS 6 +)

TECHNICAL EXPERTISE:

- Cloud Security / SaaS / PaaS Platforms
- Microsoft Azure/ AWS
- Software Development
- Java, Python
- C/C++
- Systems Architecture, Engineering and Administration
- VMware vSphere 5.x, 4.x, ESX 3.x
- Microsoft Server 2000, 2003, 2008, 2012& R2 versions
- Microsoft SQL Server 2000, 2005, 2008, 2012
- Microsoft Exchange 2003, 2007, 2010, 2013, O365
- Microsoft Active Directory Federation Services (ADFS)
- Microsoft IIS 5.0, 6.0, 7.5, 8.0, 8.5
- Microsoft Cluster Services, SQL Clustering
- Active Directory, DNS, DHCP, Group Policy
- Linux OS – Debian, Redhat, Ubuntu, Open Suse
- Kali Linux, HackLab VPN
- Network and Wireless Administration
- Cisco Access Switches 2960, 3560, 3750
- Cisco ISR Routers 800, 1900, 2600
- Cisco ASA 5505, 5510, 5520
- Sonic Wall NSA
- Riverbed Steelhead (Wan Optimization)
- Hardware Platforms
- HP ProLiant DL and BL Blade Systems
- Dell PowerEdge Physical and Blade Systems
- Scripting & Automation
- PowerShell v2, v3 & v4
- PERL, Jscript, VB Script,
- Security SIR-Assessment/Mitigation/Remediation
- Pentesting, Finding and Recommendations
- SIR, Mitigation and Remediation
- COBIT, ISO 27001/27002
- MARS-E, HIX, HIPPA,

CERTIFICATIONS:

- EC-Certified Blockchain Professional (CBP)
- A+ Certified; Network+ Certified
- Security+ Certified; MCP; MCITP (Server 2012)
- MCSE in Progress
- Bit9 + Carbon Black Certified

EDUCATION:

IHCC - Inver grove heights, MN **05/2016**
Associate of Science - Engineering

Davenport University - Grand Rapids, MI **2019**
Bachelor of Science - Network Security

PROFESSIONAL EXPERIENCE:

SC DHEC Columbia, SC **1/2/17- 8/9/2019**
Security Analyst-Pro. Lead

- Leading the solution implementation in assisting the DHEC CISO with security controls mitigation.
- Analyzed risk scores, impact, threat, GAP and proposed POA & M for mitigations for SC DHEC.
- Developed a secure coding life cycle as well as an IPT cooperation for SC DHEC.
- Built and Managed cloud user and VPC for AWS using EC2/ Glaciers -S3 with EBS.
- Cloud security thought leader; Google cloud, AWS and Azure
- Pen testing and report using Metasploit, NMAP and W3af (web application attack and audit framework)
- Coordinates and produces the Information Security Plan for DHEC through the CISO.
- Coordinates and produces the System Security Plan for DHEC through the CISO.
- Mentors and work with BITS SOC in maximizing business functionality and use-ability of DHEC services in light of IS.
- Work with Directors and Managers in various program areas totaling over 360 program and applications on O365 architecture.
- Writing various security policies and developed a plan with Application group for use in SharePoint and web portals.
- Security Software planning, design and prototype implementation using Agile methodology.
- Planned, Designed and built software (c++/java) for Risk/biz impact analysis, management (Cost-Benefit) and assessment.

LokDon Inc, San Francisco, California **7/6/17-10/25/18**
Security Solution Architect/Engineer

- Plan, design the architect (TOGAF), tooling and engineering of Distributed Ledger system for eTransaction - LokChain Platform
- Train developers on some of the code requirements and security features in the technology especially blockchain and DLT
- Performed extensive research on various blockchain consensus mechanism, created and algorithm for non-mineable consensus algorithm.
- Created a base technology for future tune-able symmetric key cryptography for IoT in progress
- Design, Plan, build and manage encryption application for Android mobile devices.
- Reverse engineered mobile application by converting DEX to jar to java. Working experience of Santoku linux. Clue traced obfuscated codes with Base64 or Eval.
- SAST and DAST analysis using veracode
- Managed offshore teams and communicated effectively for the development of the application.
- Used GitLab, Jire and Pagerduty to manage, share codes and notification.
- Centos Linux server (AWS EC2 instance or AMI) VM to setup python 3+; apache 2.4 , with mysql 5.7; django framework for backend code, AWS Security services (MFA etc,.), AWS IAM, AWS Security Groups, secure Amazon Route 53 DNS web services, the development of AWS Open API's, cloudTrail and CloudWatch.
- Installed Barracuda NG cloud firewall in MS Azure environment.

- Managed user certificates in AWS PKI and used EC2/Glaciers -S3 with EBS.
- Performs penetration testing in the environment with full report provided to stake-holders.

PC-Integral, Inc, Columbia, SC **7/6/06-6/7/18**

Security Solution Architect/Engineer

- Created a base technology for future tune-able symmetric key cryptography in the cloud
- Design, Plan, build and manage encryption application for Android mobile devices.
- Managed an offshore team and communicated effectively for the development of the application.
- Used GitHub, Jire and Pagerduty to manage and share codes.
- Centos Linux server (AWS EC2 instance or AMI) VM to setup python 3+; apache 2.4, with mysql 5.7; django framework for backend code, AWS Security services (MFA etc,.), AWS IAM, AWS Security Groups, secure Amazon Route 53 DNS web services, the development of AWS Open API's, cloudTrail and CloudWatch.
- Installed Barracuda NG cloud firewall in Azure environment.
- Managed user certificates in AWS PKI and used EC2/Glaciers -S3 with EBS.
- Performs penetration testing in the environment with full report provided to stake-holders.

WB Burbank, CA **2/15/16- 6/6/16**

Cyber Security Tech. Lead/ Solu Arch | EIS- (ITTB Subcontracted to PC-Integral, Inc)

- Design, Plan Deployment and administration Bit9: enterprise wide
- Pre-Deployment, architectural solution of provision for Bit9: enterprise wide
- Worked closely with Vendors, SOC, SIRT, Network operations, DB, system Engineers and Analyst (on info sec), network and infrastructure security.
- Direct communication with Information Security team and CISO
- Designing and implementing other project plans
- Technical/ report writing for the Enterprise
- WB subject matter expert for white-listing enterprise application
- SEPM (12.1.6), DDPE, CASPER and SCCM (packaging)

Ameriprise Minneapolis, MN **8/17/15 - 10/31/2015**

APT Design Engineer | Info. Sec. Tools

- Deployed FireEye APT appliances (NX, EX, HX, AX, HXD and CMS) enterprise wide and currently owns the tools
- Pre-Deployment, deployment and administration Carbon Black enterprise wide
- Pre-Deployment, deployment and administration Bit9 enterprise wide
- Initiated meetings and determined business impact and solution to fit all aspect of governance and visibility
- LDAP integration of advanced persistent threat tools mentioned above
- Worked closely with Vendors, SOC, SIRT, Network operations, DB, system Engineers and Analyst (on info sec), network and infrastructure security.
- Raised Firewall, DNS request and other request on ServiceNow.
- Worked for intake in support issues related to these tools.

Optum Technology Golden Valley, MN **5/26/15 - 7/28/15**

Lead Security Incident Response- (APEX Subcontracted to PC-Integral, Inc)

- Triage of escalated priority incoming security events, perform preliminary and secondary analysis, validate events, create war room to conduct incident management and event resolution with internal security and network engineering teams
- Documenting and generating reports on incidents and SIR productivity

- Experience with Firewalls, load balancing, and other various security technologies
- Experience working with event logging and monitoring (SIEM preferred) security analytics tools (Splunk preferred) and Akamai
- Strong written and verbal communication skills; escalating malware and DDOS attacks to war room.
- Experience with Symantec DLP: HIPPA, PII, PHI, SOX and GLB data ex-filtration matching policies for SMTP, HTTP/S protocols
- Understands Enterprise Governance Risk and Compliance (eGRC) and experience working in a regulatory environment
- Experience with, or knowledge of, Intrusion Detection/Intrusion Prevention Systems (IDS/IPS)
- Strong understanding of Windows and Unix/Linux low-level operating system functionality
- Using Symantec DLP, Security Aanalytics, Bit9, Fireeye (APT tool), SNOW, ICANN and Agilance.

Optum Technology Golden Valley, MN **3/18/14 - 5/25/15**

Sr. Security Engineer- APEX

- Determined the flow of all data in the internal (infrastructure) and external network (web).
- Verified egress and ingress data advances with respect to IRM Standards.
- Staged the necessary flows to make sure that they are proper for all ports and protocols.
- Implemented changes effecting rules in PaloAlto (panorama 6.0), Cisco, Juniper and Checkpoint firewalls.
- Researched on the latest attacks and the ports or protocols used for such.
- Used firemon, fastresolver for subnet issues resolution within network segments.
- Strong working knowledge of ITG ticketing system for fulfilling IRM standards.
- Assured policies affecting ITG requests by referencing eGRC and IRM standards
- Used ASM, Provider-1, NSM, AVS to fulfill firewall flow request and rule changes
- Use of Tufin for network analysis and reporting.

Optum Technology Golden Valley, MN **12/2/14 - 12/30/14**

Sr. Security Analyst- APEX

- Works as level 2 escalation point for tricare SOC war room monitoring
- Coordinated and used Fireeye, Zscaler, HPsm, RSA (analytics,enVision, IAM), PaloAlto network devices, and Splunk for granular analysis and visibility. Researched on tool like CyberArk, Websphere and Tivoli line of products
- Used tcpdump or Wireshark to sniff packets in TSHOOT: decipher incident and their contents with SIEM.
- Designed a severity rating for all incidents based on residual and inherent risks
- Coordinated Security Incident response procedure and its development
- Set up frame for SIRT and SOC outline for validating and reporting accurate incidence
- Developed an incident response Life Cycle including rules of engaging with incident
- Incorporating NIST, ISO, CERT guideline and ITIL/COBIT in all procedure to protect PII and PHI
- Analyze incidence with respect to business process and change management
- Works with other team members in a cooperatively in service and leadership

Bremer Bank Lake Elmo, MN **08/4/14 - 9/29/14**

Sr. Security System Engineer- PDSIT

- Certificate Authority (CA) migration (Win2003 server to Win2012 server R2 (online and offline PKI)
- Websense Proxy integration
- Quest Reporter infra mod and design in a multiple domains
- ChangeAuditor and Intrust integration (SIEM)
- Servicenow ticketing, incident and change management

- Presented power point of the design, used visio and ms project to manage this project
- IAM software and privilege monitoring (Stealth Bits)

Target Brooklyn Park, MN **07/14-07/14**

Data Security Protection Asset Ownership-Revolution Technology

- Asset was pulled from U2, CMDB and Tenable Nessus.
- Developed methodology for reconciling asset inventory in the union.
- Identification, Verification, Validation and Reconciliation.
- All wrapped around the engineering problem solving process.

UBANIACC, Minneapolis, MN **12/10 - 7/14**

Network Security Consultant- PC-Integral, Inc (owner).

- Researched, Designed and Developed an encryption system which extends AES. (PC-Integral, Inc)
- Used Netbeans 7.3 to developed Java application for an encryption system using modern web designing technologies like HTML5, CSS and JavaScript. (PC-Integral, Inc)
- Setup Web Server (IIS 8) and Application servers for forms and emails used by skcjju256 users.
- Installed, configured and managed Macfee Anti-virus and Endpoint protection solutions.
- Network/Internet Security Configuration and expert use of MBSA and PCI-DSS2.0 / SAQ tools.
- Conducted Network defense by applying network security devices e.g Firewall, NIDS/HIPS/HIDS, Bastion Host and Honeypots.
- Used Nmap scanner to identify networked computer, OS and enumerate open ports on the target:
- Used Nessus to discover and detect local computers, flaws, uninstalled patches and other weaknesses in the host.
- Performed Network protocol analysis using WireShark.
- Strong knowledge of vulnerability assessment, incident response and use of Superscan4 to detect security risk, system compromise and mitigation.
- Directed an encryption (symmetric key cryptography) geared toward network and internet security: Using Solaris and Linux development environment.(PC-Integral, Inc)
- Directed articles on ethics, internet and computer security. Consult with managers/owners and directed large scale projects in Information security for global real estate.
- Produced an android application encryption system called LokDon; with support for most hand-held devices and social network/media integration. This uses a variant of symmetric key cryptography. (PC-Integral, Inc)
- Designed, planned, implemented and maintained Linux servers of many distros (Fedora Core 6, Redhat Ent 6, OpenSuse, Ubuntu, Knoppix and Mandrake) in network and Wintel infrastructure for managed services cloud subscription provisioning with PCCS hardware. (PC-Integral, Inc)
- Installed, integrated and managed Arcsight 6.0 logger with Centos CMS in a windows domain environment (linux installer and connector).

REGIS Corporation Edina, MN **02/13-04/13**

Web/Infrastructure Engineer/Manager

- Automation of processes and operations using Shell scripting, Scripts (WMI, WScript, Powershell 2.0/3.0/PowerCLI and WSH VBscript). Improved automation enterprise wide and tools for system management.
- Able to manage the projects life cycle from the project strategy to the close: Provided cost, labor and noted critical points of the project with the deliverables realized in a timely manner.
- Able to supervise two people in my team on support work across the globe overseeing Unix/Linux installation, configuration and administration involving support and 24/7 on call.

- Able to work with NetApp EF540 Storage Area Network system flash array (SANtricity management software) as a part of Data Center consolidation solution: Dell/EMC CX600 SAN using Navisphere management tool for Snapview (San Copy) and MirrorView software.
- Data Base installation, configuration and troubleshooting (worked with SSIS, ETL and adapters)
- server (AIX, Sun, Unix/Linux and WinServer 2k3, 2k8 and 2k12 OS) planning, designing, integrating, supporting and building IT infrastructural within corporate environment with ITIL methodology. This also involves managing, maintaining, improving IT infrastructure, audit, remediation, consolidation and decommissioning.
- Windows Failover Cluster implementation (HA) with Data Center server Core/Full 2012
- Win 2003 SP4 server migration to Win2008 R2/Win2013 R2
- Active directory migration windows server 2003 to windows server 2012

Mayo Clinic Rochester, MN **10/12 – 01/13**

Sr. Consultant- Ciber

- Developed process for inventory analysis in a fastpaced environment geared towards Security Audit and Planning (Windows, Solaris and Linux).
- Installed and configured SQL server 2010/12 (Full Version): Queried raw data in order to produce reports (useful data) for application owners.
- SQL server 2010/2012 update (ETL).
- Set WMI (for class checks), WHS script Used Powershell, Batch, VBscript with Powershell 2.0 console to call up functions.
- Automated tasks using scripts in Domain environment with many VMware (Vsphere ESXi 5.1)-Host machines and Guest.
- Used ITSM tool like BMC Remedy as well Inventory systems like ITI, VCM, ECM, EEA, AMS, ITSR etc.,
- Handles Tier 1 or server support involving application owners and remediated vulnerabilities.
- Project management: Timeline, Scrum work and task scheduling
- Troubleshoot failed server backup using NetBackup 7.1.0.5
- Able to work with VNXe 3150 unified storage solution with management tool EMC UniSphere.
- Active directory migration windows server 2003 to windows server 2012

H.B Fuller Company Vadnais Heights, MN **4/12 – 8/12**

Infrastructure Engineer-Entegee

- Worked on MS Exchange 2007 (W2K3 & W2K8) migration to MEX 2010: On-Premise in an enterprise level: AD, AD DS, ADFS, SAML (SSO), Forefront 2010 (TMG & WEB pro).
- Constantly used VMware (Vsphere ESXi 4.2) host and client configuration. Installed and setup VMware Vsphere ESXI 5.1 vCenter for management.
- Built W2K3 R2/W2K8 R2 in on an enterprise level.
- Planned and designed labeling software (BarTender) deployment in an enterprise level.
- Managed BarTender project, purchased the license (Seagulls) for the labeling software.
- Built rapport with Operation User Registration, Network Services, Field Services and BA groups to tune up and integrate the project within WAN of operations.
- Took support calls, troubleshot and trained global users in H.B Fuller. Mostly Citrix XenApp5/6.5 was used to present workstation.
- Documented all project leads appropriately in collaboration with communication services for language translations.
- Used the best practice to maintain, clean, patch VCA and updated HPSIM for proper inventory of HP servers (Blade/Proliant) and non-HP devices. This was used to monitor thousands of servers.
- Reconciled HPSIM with Trend, CMDB, LDRPS, SCOM, WSUS, SCCM. Configured and supported Web Server (IIS 6.0/7.0, FTP and DB) on Windows W2K3/W2K8.

- Extensively setup, configured, managed and troubleshoot SIEM security tools like ArcSight, SecureMail Ver6.7.1, Snort, Nessus, Trend Micro 8.0, Tripwire 6/7 and Websense.

Pomeroy, Hebron, KY **1/12 - 2/12**
Windows Network Administrator

- Worked on VPN, Network troubleshooting, Symmantec Netbackup and Hardware and software break fixes, testing and quality control.
- Provided on-going infrastructural support on Windows 7 based PC and MS Windows 2003/2008 server (Security patches with SCCM).
- Proficient with LAN/WAN optimization tools (riverbed steelhead).
- Helped in drafting SLA as a team of five (5).
- Able to work with VXNe 3150 unified storage solution with management tool EMC UniSphere.
- Migrated data application and data settings with Altiris.

PC-Integral, LLC, Crystal, MN **7/06 - 1/12**
Security and Network administrator (Project Manager)

- Setup and configured TCP/IP server-based networks (Win2003/08 AD; Web server IIS) Wintel systems.
- Managed Internetworking over more than one location for Macy's in Minneapolis and St. Cloud 2008 (6 months).
- Managed deployment over more than one location for Robert Half Technology in Bloomington and Minneapolis, MN 2008 (6 months).
- Proficient with the design, installation, configuration, troubleshooting, and monitoring of Cisco WLC UC 560 core LAN/WAN/ MAN services involving Cisco router 2507, 2600 series, 1800 series and switches 3750-L'oreal Paris in Minneapolis, MN 2010 (12 months)
- Installed, configured and managed Macfee Endpoint Protection- Enterprise for UDSUS, LLC Plymouth, MN 2010 (12 months).
- Designed, planned, implemented and maintained Windows Server 2003 Ent. Ed R2/2008 as well Linux distros (Fedora Core 6, Redhat, Ubuntu, Knoppix and Mandrake) network and Wintel infrastructure for UDSUS, LLC in Plymouth, MN 2010 (2yrs).
- Working knowledge of VMware vSphere to create a private cloud computing environment.
- Used VMware Server to create window server 2003 Ent Ed and VMware workstation for business continuity. UDSUS, LLC Plymouth, MN 2010 (6 months).
- Set up Group Policies, set up networks, configured networks using MS Windows 2003 Active Directory, MS Exchange 2003/2007 and MS Server 2000/2003/2008. PC-Integral, Crystal, MN 2006-2010.
- Experience working with Dell PowerEdge Servers; Openmanager.
- Experience working with EMC Storage Area Networking.
- Regularly installed and upgraded MS Windows OS. Repaired laptops and other peripherals.
- Configured security and user option for MS office 2003.
- Mastery of MS Windows 9x/NT, MS Office 2000 usage and configuration.
- Worked on anti-virus, Network/Internet Security Configuration and Consulting for MBSA and PCI-DSS compliance.
- Installed and configured all standard PC peripherals PCI, PCMCIA, PS2, Serial, Parallel, USB, FireWire and SCSI Scanners, Cameras, Digital Plotters, High-End Imaging equipment, Memory Sticks, Zip/Jazz/Tape/External Hard Drives, Card Scanners, Barcode Scanner/Reader Software, etc.
- Setup and maintained remote desktop server software for emergency and recovery uses. Used FTP and SFTP to transfer large volume of data with two factor authentication.
- Conducted Network defense by applying network security devices e.g Firewall, NIDS and Honeypots.

- Performed Network protocol analyzing using WireShark.
- Strong knowledge of vulnerability assessment and use of Superscan4 to detect security risk and system compromise.

IT-Express Global LTD, Lagos, Nigeria) **10/04 - 09/05**

Operations Manager (On-site Support Technician)

- Managed and planned projects: assigned resources and effectively implored technical skills to equivalent tasks.
- Worked on remote access configuration for desktop and laptop PCs using Windows Dial-up Networking, Nortel Extranet Access Client VPN, and direct VPN network access via Cable and DSL dedicated connections.
- Provided technical support for corporate and individual accounts within the Microsoft platform infrastructures of XP, Vista and NT O/S.
- Installed and configured network and local printers using Windows NT print queues and TCP/IP protocol supporting HP, Lexmark, Toshiba and Tektronix b/w and color printers.
- Installed and configured Compaq desktop and Dell laptop PCs using Windows XP, NT 4.0 SP6a , 2000 Professional SP2 , 2000/2003 Server operating systems via direct installation and by using Norton Ghost.
- Worked on Lotus Notes R5 5.0.7 installation, configuration, and on-site user training, including both network and local database replication/synchronization and multi-user workgroup shared database configurations.
- Performed Network connectivity troubleshooting TCP/IP 10/100BaseT network using Cisco and Cabletron Routers Supporting both Desktop and Laptop PCs using standard 10/100BaseT PCI and PCMCIA NICs from 3Com, Xircom, and Viking as well as internal and external modems from 3Com, Xircom, Conexant, Zoom and others.

BestBuy Canada, Toronto, Canada **06/03 - 09/04**

Computer Support Technician

- Worked on Active Directory configuration.
- Installed and deployed applications for end users using Altiris.
- Installed and configured VPN.
- Imaged PC's with Altiris.
- Worked on Ticketing System and Call Logging.
- Performed employee data/settings transfer from PC-to-PC using Altiris Carbon Copy, DameWare, and remote connection and other remote tools.
- Racked and stacked PC's, connectivity and general desktop/Laptop setup and deployment.
- Conducted remote troubleshooting for end users and onsite.
- Performed documentation development for application use and application installations.
- Conducted general printer installation, setup and troubleshooting problem in PCs, PDA's, printers and laptops.

PC WareHouse Lagos, Nigeria **10/92 - 09/94**

Computer Technician

- Repaired Windows and MAC based PC and laptops.
- Structured and cabled network and product recycling.
- Conducted remote assistance and troubleshooting.
- Set up wireless networks and maintained hardware/software.
- Conducted PC wipes, diagnosing, troubleshooting and repairing hardware and software.
- Soldered components (capacitor and resistors) on the motherboard.

TECHNICAL WRITER

PROFESSIONAL SUMMARY:

- A highly skilled analytical technical professional, with extensive experience in hardware platforms, operating systems, network applications, security, word processing and software development.
- A forward-thinking performer, who implements solutions with test systems and methodology to deliver an innovative and stable production platform.
- Utilizes exceptional organizational skills to create and research methods of communicating upgrades and new developments to specific audiences.
- A proven self-starter, who leads complex projects to achieve established objectives and facilitate long-term growth for global companies.

TECHNICAL PROFICIENCIES:

- Illustrate workflows using Visio and PowerPoint
- Create Customer Facing Documents using MS Word, Framemaker and XML Authorizing tools
- Organize meetings using MS Outlook and WebEx
- Organize task using LeanKit (Kanban)
- Capture screen shots using SnagIt and Snippet and used Photoshop to tweak images
- Store documents using SharePoint, LiveLink or WatchDox
- Train Junior Technical Writers
- Create Online Help, WiKi articles using various tools
- Edit Data Dictionary
- Transferred and obtain signatures using eDoc and other various tools
- Create templates
- Proofread, copy write and edit documents

TECHNICAL SKILLS:

Microsoft Office, MS 365, Visio, Publisher, Expression SuperPreview 4, Schema- ST4, XMetaL, X-Doc and Author, Doc-To-Help, RoboHelp, PC's, Workstations, Dos, VSE Mainframes, AS400, Windows 8, XP, Vista, 2000,NT Workstation, Windows 2000, NT Server, Visual Basic 5 .0, 6.0, Microsoft Access, SharePoint, LiveLink, Corel Draw, Publisher 2007, 2010, MS Expr ession Web4, Internet Explorer, Mozilla Firefox, Microsoft's Security Access Method, RACF, Credant, Postini, Adobe Framemaker v7 and 10, xml, html, html5.

EDUCATION:

Felician College, Rutherford, New Jersey **2002**
B.A., Business Management

Anthem Technical School, North Brunswick, New Jersey **2010**
Medical Assistant

Farleigh Dickenson, Madison, New Jersey
Credit toward Computer Science

PROFESSIONAL EXPERIENCE:

JOHNSON & JOHNSON, Raritan, NJ **July 2016 - Present**
Technical Writer Consultant

- Document and maintain the project using the SDLC templates and methodology for the support call center telehphone system, software and the telephony. Approve documents use the CFR 11 Validation Electronic Signatures.
- All final documents are stored in an Electronic Document Management System repository. Worked with SMEs to ensure the documents are in compliance with the regulatory requirements and are signed off in a timely manner.
- Present document to group and update documents in real time. Organized meeting via WebEx. Created and maintain the projects runbook.
- Monitor the User Stories and extracted them the requirement of the next sprint. Attend and participate in project related workshops.
- Ensure team to update the LeanKit (Kanban) cards that controls their task. Reorganized SharePoint folders for all team and create list (forms) for defects and project related task.
- Secondary responsibilities included generating documents for the Internet Breakout firewall for new and legacy systems updated and maintain the SharePoint folder structure for the project.

Investor Banks, Iselin, NJ **January 2016 - May 2016**

Senior Technical Writer Consultant

- Narrate and created the department operational process. Evaluation and update the workflow for the supported documents. Major responsibility is creating templates for various phases of the project.
- Design checklist to standardize all major points and documented for the supporting teams. Organized and maintain the data library. Create articles for the home intranet web pages.

Johnson & Johnson, New Brunswick, NJ **December 2015 - January 2016**

Senior Technical Writer Consultant

- Transcribe new enhancements for the Career/Job Opportunity webpage. Research and document the process for internal and external procedures.
- Create a process for handling L2 and L3 ticketing process.
- Designed the workflow using Visio and uploading the final documents using Adobe Dreamweaver into their intranet.
- Organized the workgroup for review all technical documents.

State Street Global Exchange, Princeton, NJ **September 2015 - December 2015**

Senior Technical Writer Consultant

- Review and/or create Release Notes from the Sprint teams and generate a merge report for end users.
- Work with Business Analyst and Designers to generate a Bug Fix List and Known Problems report that focus on the customer needs and benefits.
- Rebrand all existing documents with new logos, company name and templates. Instruct new interns with up-to-date work instructions.
- Create articles for the intranet.
- All external documents are uploading into the web via Robohelp authorizing tool.
- Design PowerPoint Presentation for huddle meetings and inter office meetings.

NOVARTIS, Florham Park, NJ **March 2015 - September 2015**

Senior Technical Writer Consultant

- Convert documentation for a new Supplier. Update and maintain documentation for the conversion. Create Work Instructions, Sub ject Operation Manual, and Qualifications Instructions using ITSM policies.

- Generate documents for the infrastructure security and human resource platforms. Work with the IT team to help maintain the network topology structure.
- All documentation goes through a serious of reviews.
- The approved is signed off using the CFR 11 Validation Electronic Signatures feature. Facilitates meetings with SMEs involved in the project and key personnel.
- Track all documentation to ensure they meet the deadline and are approved in a timely manner.
- Work with a team of tech writer to generate Global Quality standards, policies, manuals and templates.

Siemens Building Technologies, Florham Park, NJ **January2014 - January 2015**
Senior Technical Writer Consultant (R & D)

- Maintain and update technical documents to support field-force team. Ensure all documents-maintained compliance with Underwriters Laboratories' (UL) and (EN) European Regulatory standards. Review final documents in Product Evolution Process (PEP).
- Utilized Agile; SCRUM for major projects. Tested and approved documents after each sprint. Create diagrams using Visio for illustrating the installation of the hardware.
- Documents are created and maintain using Schema SP4 (XML tool). Obtain relationship with the auditors to ensure all documents meet their standards.
- Organize and present documentation with cross functions key players.

Underwriters Laboratories/ Eduneering, Princeton, NJ **May 2013 - January 2014**
Senior Technical Writer

- Collaborate with Project Managers, Trainers and Business Analyst on a tight schedule to ensure all documents are uploaded into the system prior to release.
- Work closely with marketing and sales to create documents to promote products.
- Use Tracker-Plus to obtain signatures from appropriate approvers.
- All test and courses are approved by the Food and Drug Administration (FDA). Design a process to gather information from the appropriate teams.
- Produced documents, using XMetaL (XML tool) application. Utilized content management policies to generate online documentation.
- Worked with the development team to help construct the network topology with the new standards.

Celgene Biopharmaceutical Company, Summit, NJ **August 2010 - October 2012**
Senior Technical Writer Consultant

- Work with IT engineers, IT architectures, IT security, and IT stakeholders SMEs to gather requirements. Produce documentation and Knowledge articles to support IT help desk.
- Organize team meetings, globally using Webcam via Adobe connect.
- Demonstrate new enhancements using Go to Assist application. Launch activity flow and data flows using Visio. Compose documentation, using software development life-cycle process.
- Collaborate with GxP template for all cross-department documentation. Documents use the CFR 11 Validation Electronic Signatures. Establish standard operation procedures for IT Helpdesk.
- Concentrate on the scope of the project for each phase to ensure project remained on schedule and within budget.

United Parcel Service **October 2005 - July 2009**
Jr. System Business Analyst

- Review all documentation stored in SharePoint.
- Serve as intermediary for translating business and system requirements.

- Construct demonstrations of requirements, using various software to display requirements. Collaborated with IT development team for infrastructure of the network for company's applications using an agile procedure.
- Work closely with subject matter experts to gather technical data and develop solutions for problem areas. Maintain existing IT application.
- Identify and organize meetings with project leads.

BUSINESS ANALYST

PROFESSIONAL SUMMARY:

- Over 9 years of experience as a Sr. Business Analyst and QA Lead with expertise in the development and enhancement of new business processes in various domains such as Healthcare, Financial and E-Commerce.
- Expertise with analytical reporting using Advanced Excel features like Pivot tables and charts.
- End-to-End grasp of the entire software development lifecycle (SDLC) including analysis, design, development and testing of software applications in both Agile and Waterfall methodologies.
- Expertise in creating UML based Modeling views like Activity / Use Case/User Stories/Data Flow/Business Flow, Wire Frame diagrams using MS Visio.
- Having worked on Agile Methodology; have experience in writing Stories, conducting Grooming Sessions, Prioritizing Stories, Conducting Pre-UAT approvals, Daily Scrum Standup and coordinated planning session with Scrum Master.
- Prioritized Stories each Sprint and created Roadmaps every Quarter for Management.
- Wrote Functional and Non- Functional requirements (NFR).
- Hands on Experience in MS Visio for creating Flowcharts.
- Facilitated and attended Scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc.)
- Experienced in writing Business Requirements Document (BRD), Functional Requirements Document (FRD), Request for Proposal (RFP), Statement of Work (SOW) and Standard Operating Procedures (SOP).
- Initiated and Involved in Organizational Change Management (OCM) during migration from the old system to the new system.
- Skilled in creating overall project schedule using MS Project.
- Hands on experience in development and deployment of project management methodologies including policies, procedures and best practices and working on large-scale projects to develop and test new processes.
- Excellent skills formatting and facilitating Joint Application Development (JAD's) for eliciting data that support the business requirements and documenting data flow.
- Writing SQL queries with various databases like Oracle, PL/SQL Developer.
- Reviewed and coordinated Test strategies, Test plans, Test cases, developing and maintaining Test scripts.
- Conducted User Acceptance Testing (UAT), interacted with team members in analyzing and fixing bugs.
- Report Generation in Quality Center/ALM related to defect report and validated defects after bugs were fixed and performed Regression Testing.
- Performed System Testing, Integration Testing, Functionality Testing, Negative Testing, Batch Testing, Multi-Browser Testing and Devise Testing (Mobile App, Mobile Web).
- Hands on experience with interacting with the Onsite/Offshore team.
- Experienced in creating step-by-step user manuals to implement new processes and technology along with providing Training, mentoring and guidance to Team members.

TECHNICAL SKILLS:

- **Operating Systems** : Windows, Macintosh
- **Databases** : SQL Server, MS Access, Oracle, My SQL
- **Defect Tracking Tools** : Bugzilla, Rational Clear Quest, HP Quality Center, Zoho, JIRA
- **Requirements Management** : SharePoint, Rational Requisite Pro, JIRA, RALLY, Version One

- **Project Design & Architecture** : Microsoft Visio, Rational Requisite Pro, Gliffy, Rational Rose, Paint, Axure RP, Blueprint Requirement Center
- **Other Tools** : MS Office Suite, Toad, MS Project, MS SharePoint, Oracle Web Center Content, IBM FileNet, Sterling Commerce
- **Agile methodologies** : Scrum, Kanban

EDUCATION:

Master of Business Administration (MBA)

Bachelor of Engineering in Electrical & Electronics

PROFESSIONAL EXPERIENCE:

Seattle IT, City of Seattle, Seattle, WA **March 2016 - Till date**

Business Analyst

The City of Seattle employs more than 750 information technology staff who deliver powerful information solutions for the City and the public they serve. As Seattle strives to become a safe, affordable, vibrant, innovative and connected City, the need for effective technology solutions is critical. Seattle IT supports City departments in the pursuit of this mission by Connecting people with their government, ensuring an effective and productive workforce and Building a digitally equitable community.

RESPONSIBILITIES:

- Worked on AGILE Environment with daily scrum meetings, grooming sessions, planning and sprint cycles.
- Backlog refinement effectively using OneNote as an effective tool and gathered business requirements through discussions and brainstorming sessions and conducted specification reviews and walkthroughs with the designers, developers and stakeholders.
- Used JIRA as a tool to write stories updates, maintain and groom the backlog.
- Created Requirements Specifications, Use Case Diagrams, High Level and Detailed Process Flows, Wireframes and Prototypes.
- Proactively conducted interviews with all stakeholders elicited detailed requirements, modelling requirements in an organized manner.
- Conducted JAD sessions and gathered client requirements to translate into detailed project plans that met budgets and deadlines.
- Assisted programmers and developers in designing, coding, testing, deploying, maintaining, and supporting client initiatives.
- Identified and communicated project risks and recommended solutions and communicated difficult/sensitive information tactfully to a diverse audience including executives, managers and SME's when needed.
- Conducted User Acceptance Testing (UAT) and involved in different testing such as Integration testing, ADA testing, Multi-Browser testing, Multi-Device (Mobile App, Tablet) etc. with the various departments of the City to ensure that the system is aligned with the vision of the City of Seattle.
- Conducted reviews with QA team for Test Scenarios, Test plans, Test cases and analysed Test results and involved in Defect management using Zoho and made sure those defects are efficiently passed from one layer to another.
- Organized and presented complex technical information effectively.
- Defined business processes and functional requirements for Correspondence Management, Grants Management System and Community Connect.
- Created step by step User Manuals and conducted SME training.

ENVIRONMENT: Dot Net, JIRA, Zoho, Axure RP, Outlook, Gov Delivery, MS Dynamics 365, MS Visio, Excel, Word, PowerPoint, SharePoint, OneNote.

SCL Health System, Denver, CO **Sep 2014 – March 2016**

Sr. Business Systems Analyst

SCL Health is a not-for-profit organization sponsored by Sisters of Charity of Leavenworth and is a $2.4 billion health network. The project involves the implementation of PeopleSoft CRM Sales application which includes Account, Lead and Workflow management. Allowing customer information to be updated rapidly as an institution engages with a potentially troubled account in real time. Workflow management was a key to the implementation as they had plenty of automated business rules.

RESPONSIBILITIES:

- Worked on AGILE Environment with daily scrum meetings, grooming sessions, planning and sprint cycles.
- Groomed stories effectively using OneNote as an effective tool and gathered business requirements through discussions and brainstorming sessions and conducted specification reviews and walkthroughs with the designers, developers and stakeholders.
- Used JIRA as a tool to write stories updates, maintain and groom the backlog.
- Created Requirements Specifications, Use Case Diagrams, High Level and Detailed Process Flows, Robustness Diagrams and Domain Model as well as standardized a process that decreased requirements gathering and analysis time by 50%.
- Proactively conducted interviews with all stakeholders elicited detailed requirements, modelling requirements in an organized manner.
- Conducted JAD sessions and gathered client requirements to translate into detailed project plans that met budgets and deadlines.
- Assisted programmers and developers during designing, coding, testing, deploying, maintaining, and supporting client initiatives.
- Administered infrastructure development by enhancing the scalability of the organization, allowing the proper systems and processes to be integrated with the business' best practices ensuring consistency and stability.
- Identified and communicated project risks and recommended solutions and communicated difficult/sensitive information tactfully to a diverse audience including executives, managers and SME's when needed.
- Collaborated with customers to identify business problems and future process improvements.
- Established go-forward business requirements via industry standard techniques such as site visits, user interviews, document analysis, requirement workshops, surveys, and scenarios.
- Participated in technical design sessions, working with technical resources, to provide insight during solution development
- Prioritized Production issues and assigned them to the Business Analysts. The effort enhanced the application and decreased the time for the business depending on the issue.
- Supported the migration of older database servers, web servers to newer technologies.
- Interfaced with clients to scope projects, manage budgets and direct the development cycle from inception to completion.
- Conducted User Acceptance Testing (UAT) and involved in different testing such as Integration testing, ADA testing, Multi-Browser testing, Multi-Device (Mobile App, Tablet) etc with the cross-functional business teams to ensure the system was aligned with the vision of the business teams.
- Conducted reviews with QA team for Test Scenarios, Test plans, Test cases and analysed Test results and involved in Defect management using ALM (Quality Center - QC) and made sure those defects are efficiently passed from one layer to another.
- Organized and presented complex technical information effectively.
- Defined business processes and functional requirements for PeopleSoft CRM applications.
- Developed business cases, scope statements and functional specification documents.

ENVIRONMENT: ALM (Quality Center), JIRA, Java, PL/SQL Programmer, Oracle, Version One, UNIX, QTP, MS Visio, Excel, Word, Power Point, SharePoint, OneNote, Oracle Web Center Content

BOK Financial Corporation, Tulsa, OK **Jan 2013 - Aug 2014**

Sr. Business Analyst/QA Lead

BOK Financial Corporation is a $26 billion regional financial services company based in Tulsa, Oklahoma. They operate 7 bank subsidiaries in 8 states with more than 200 locations. The project focus was on process analysis and re-engineering Wealth Management service model transform from a static traditional approach to a dynamic one driven by client needs.

RESPONSIBILITIES:

- Analysed the Business requirements and flow of the business processes.
- Created documentation for the Business Requirement Document (BRD) and translating it into detailed Functional Requirement Specifications Document (FRD).
- Experience conducting Joint Application Development (JAD) sessions.
- Fulfilled project management role and created extensive documentation, training manuals, proposals and presentations.
- Developed operational training and support documentation, gather and organize information on problems or procedures.
- Analysed the data gathered and developed solutions or alternative methods of proceeding.
- Provided end user support, training, and communication for various software applications.
- Helped team members in designs, plan and coordination with work teams.
- Developed technical specifications and diagrams using MS Visio.
- Identified and created test cases in QC based on the requirements.
- Involved in preparation of the Test Data by using QC to house test documentation.
- Provide clarification to create data-driven tests in QTP to help test key features.
- Involved in testing of the desktop application by inserting checkpoints in QTP scripts for single or multiple objects/text.
- Extensively used SQL queries and UNIX commands to first verify the data at the file level and then at the database level.
- Wrote several test cases to ensure all OATS and SEC reporting is within specification.
- Reported/tracked all issues and defects and logged them in Quality Center.

ENVIRONMENT: Quick Test Professional, Windows, Vista, XP, Macintosh, Java, DotNet

Lowe's Corporate, Mooresville, NC **Jul 2009 - Dec 2012**

Business Analyst/QA

Lowe's Companies, Inc. (NYSE: LOW) is a FORTUNE® 50 home improvement company serving approximately 16 million customers a week in the United States, Canada and Mexico through its stores and online. This project focus was on the modernization of Lowes.com Infrastructure, Self-Checkout software and hardware upgrade. This included the utilization of a struts-like application framework, extensive use of real-time web-service based transactions, and the introduction of browser-side AJAX technology. Self-Checkout (SCO) machines provide a mechanism for customers to pay for the purchases from Lowe's retail stores without direct input to the process by retail staff.

RESPONSIBILITIES:

- Worked closely with Product Owner and Team Lead (SME) in understanding existing system functionalities.

- Worked closely with PO in an effort to create Project Charter document and get sign-off from Business Owner.
- Followed Scrum Methodology for appropriate planning and development process.
- Functioned as the bridge between functional business units and IT.
- Developed, implemented and documented software development and SQA processes.
- Configured and administered Version One as the team's Agile management tool.
- Provided Version One training to the software development team and business stakeholders.
- Developed the product backlog along with Product Owners
- Guide the development teams to break down large and complex user stories into simplified versions for execution
- Test the user stories for accuracy and compliance to ensure undisputed acceptance and validation of stories
- Coordinate project initiatives with software developers, stakeholders, project managers and software testers
- Documented, coached, and elicited business requirements from subject matter experts by writing user stories resulting in a clearer, more detailed and more complete understanding of project deliverables.
- Prepared, scheduled and lead meetings between enterprise business and technical resources and multiple vendors in preparation for demonstrations and site visits resulting in more efficient and productive meetings with fewer follow up questions and communications.
- Conducted Grooming sessions, Participated in the Planning sessions, and Daily Scrum Standup.
- Participated in group discussion and JAD sessions with project stakeholders. (SMEs, PM & TL)
- Map existing system features with new features using the process-mapping technique. (Using MS Visio)
- Elicit the Business requirements using existing system documents and group discussion with SMEs and prepared requirement artifacts Used Lowes SharePoint site to manage all the requirement artifacts.
- Planned and implement the integration of Sterling Commerce, Endeca, Taxware into the existing infrastructure.
- Incorporated enhancements and feedback to the "Store Pickup" as customer's shipping option (BOPUS) when an order is placed on Lowes.com or on the mobile app.
- Reviewed and made necessary adjustments to test cases written for manual testing.
- Assisted in the development of training materials (e.g., FAQs, user guides, workflow charts) and training delivery.

ENVIRONMENT: IBM Web sphere, Java, DB2 and SQL, Windows, Quality Centre, CIS browser, Service online channels, Version One, Sterling Commerce, Endeca, Taxware.

Sun Healthcare Group, Irvine, CA **Feb 2008 - Jun 2009**

Sr. Business Analyst

Sun Healthcare Group provides long-term, sub-acute, and related health care services at more than 200 inpatient facilities in 25 states (totalling some 23,000 beds) through its SunBridge Healthcare subsidiary. Sun Bridge's facilities are primarily skilled nursing centres for seniors; it also offers assisted and independent living arrangements and behavioural health services.

This project was the One Health Plan System that would allow the members to access their profiles and information pertaining to insurance benefits, plan details, premium, claim status and also personal medical history. The application also facilitated the policyholders to go online and check availability for an appointment with doctors, schedule and re-schedule an appointment as per their convenience.

RESPONSIBILITIES:

- Gathered business requirements by interviewing the subject matter experts, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business and technical teams. Conducted a study of the current applications and do an analysis of business rules and practices in the area of Customer Information applications.
- Acted as a liaison between stakeholders: system users, clients, and software development team.
- Created detailed project plans specifying the major deliverables/ tasks along with the timeline and resources. Planned for scope, budget as well as resources for all the projects and programs by coordinating with the higher management. Initiated, planned, executed, monitored, controlled, and closed project work packages using best practices.
- Conducted status meeting to keep track of the progress of the project and document the meeting minutes. Liaison between senior IT management and development; instrumental in reporting the status of projects, identifying issues and assessing their impact, and proactively recommending solutions. Designed UI screen mock-ups and prototypes for the proposed system, using Mock-up Screens, to provide a user-friendly front end for the proposed system.
- Developed the strategy for developing and implementing new EDI (HL7 and X12) interfaces and converting historical clinical and data. Analysed the functional requirements for the various HL7 system interface such as Patient Administration (ADTs), Orders (ORMs), Results (ORUs), Charges (DFTs).
- Aided in monitoring ancillary data transactions and addressed problems with HL7 messages.
- Participated in design sessions with Tech lead and developers to come up with a fully automated solution meeting all requirements. Brainstorming, exploring options, weighing approaches and making decisions on which data and which decision support applications would be most beneficial.
- Established an end-to-end requirements traceability matrix ensuring all requirements were addressed in the design, development as well as testing stages.
- Evaluated processes and on-going support structures to enable reuse and efficiency.
- Investigating and resolving data issues across platforms and applications, including discrepancies of definition, format, and function. Actively monitored and validated the database using SQL queries.
- Enterprise Content Management using IBM FileNet Content Manager.
- Actively involved in organizing team meetings and publishing status reports for the project team.
- Managed work relationships through motivation, delegation, supervision, team building, conflict management, and other techniques. Mentored the team members to attain the business goals on every part of the SDLC. Work closely with the QA team and review test plans and test cases for various projects. Facilitated User Acceptance Testing (UAT) with the stakeholders and the business users and the errors discovered were fixed and then verified via regression testing.

ENVIRONMENT: Net, Oracle 10g, Business Objects, IBM FileNet Content Manager, Facets

TRAINING SPECIALIST

PROFESIIONAL SUMMARY:

Automotive professional experienced in after sales including working with owners, technicians, customers, engineers and production personnel to ensure brand success and exceed customer expectations seeks technical service position in the automotive electric vehicle field.

AREAS OF EXPERTISE:

- Technical service
- Customer service
- Technical training
- Process management
- Hybrid vehicle technology
- Product development
- Project management

EDUCATION, TRAINING & CERTIFICATION:

Education Training and Certification

- BMW Master
- ASE master
- VW Master
- MACS certified
- GM service training including S.E.T
- Graduate Nashville Auto Diesel College with Craftsmanship Award
- First aid/CPR/AED certified

Instructional/ Management

- Accelerated learning techniques, Dave Meier
- Fred Pryor seminars
- Train the trainer, conflict management, exceptional customer service, needs assessment, writing instructional objectives, effective communication, presentation skills, hiring for success and time management

Proficient inMS Office (Word, Power-Point, Excel)

PROFESSIONAL EXPERIENCE:

BMW North America, Ontario, CA **2007-2012**

Technical Instructor

- Delivered BMW technical training classes including hybrid and MINI
- Managed Puma (Online hotline) cases for BMW and MINI vehicles
- Developed curriculum and implemented accelerated learning techniques
- Assisted with product launches at ride and drive events
- Developed tasks for level 1 technician certification testing
- Designed and built training aids
- Managed parts and tool inventory
- Assisted with facility operation including compliance with safety regulations

Universal Technical Institute, Sacramento, CA **2005-2007**

Training Manager

- Hired, trained and managed staff of 35 instructors utilizing accelerated learning techniques
- Assisted sales department to grow enrolments from 35 students to 550 in two years
- Created processes to manage company vehicle maintenance program saving over 10k
- Improved student retention rate by 17% through instructor training and best practices

Volkswagen of America/DakoGroup Denver, CO **2001 - 2005**

Instructor

- Scheduled and filled appropriate classes to achieve higher CSI ratings
- Conducted needs analysis and technical training classes for VW and Audi technicians and advisors covering all aspects of vehicle diagnosis and repair
- Delivered technical training to VW and Audi corporate employees
- Developed and updated curriculum
- Designed and built electrical training aids/fault boxes to increase effectiveness of training
- Conducted field training for dealers in remote locations
- Presented to colleagues at train the trainer events
- Managed the Denver learning center for VW including maintaining fleet of seven pool vehicles and all learning center equipment and computers

Yamaha Motor Manufacturing Corporation, Golf Car Division, Newnan, GA **1991 - 2000**

Technical Training Specialist National Service Representative

Technical Training Specialist 1991-1998

- Developed curriculum, conducted needs analysis, scheduled and conducted classes domestically and abroad
- Collaborated with the manufacturing, engineering and quality departmentsto reduce unit and warranty costs and increase customer satisfaction
- Tested new models and designed procedures and test plans to troubleshoot them
- Coordinate rework projects including logistics
- Invented the Z-1 service tester which was sold to dealers to help them diagnose new electronic controllers
- Wrote training manuals and seminar booklets for field mechanics
- Maintained and organized learning center

National Service Representative 1998-2000

- Managed 15 dealers in seven states in aftersales to achieve brand standards
- Effectively resolved customer complaints to maintain brand loyalty
- Scheduled and conducted field seminars on Yamaha golf carsat dealer locations
- Supported sales department at trade shows, special events and launches
- Analysed and documented product issues, tested and recommended countermeasures to engineering department
- Repaired vehicles with difficult technical problems
- Administered warranty claims of dealer network and operated technical hotline

Apex Technical School, Chamblee, GA **1988-1990**

Assistant Chairman/ Instructor of Automotive Technology

- Delivered technical training
- Maintained 89% retention rate of students
- Developed curriculum and learning aids
- Managed the college work study program of student workers

Chris Motors BMW, Decatur, GA **1987-1988**

Trainer/Dispatcher/Technician

- Increased profitability and customer satisfaction through effective training
- Performed role of dispatcher and also worked in quality control to ensure fixed right first time
- Repaired customer vehicles to BMW standards

TELECOMMUNICATIONS ADMINISTRATOR / ENGINEER

SKILLS:

Microsoft Office Suite Proficient VOIP, wire shark, hyper terminal PBX, visio, Routers, switches, Fiber Single, multimode all fiber connectors, OSHA, Foreman Training, and Wireless AP's, Vlans TCP/IP, IPV4, Cat 5 –Cat 6E, Cat 6A Cabling, Patch Panels ATM, ISDN, Wi-Fi, Lan network administration. A+experience. Auto cad citrix receiver, Host Gui Slp, cctv, vnc Viewer, remote desktop, dameware, oracle Client, adobe acorobat software, office 365 suite, unite ticketing system N Remote Remedy Ticketing System.

EDUCATION:

Virginia State University **1998 - 2000**
Bachelor's Degree

CERTIFICATIONS:

- MTI Computer Networking Certificate 2000
- Cisco Certified Network Associate-CCNA 2001
- OSHA Certified 2006
- Fiber Optic Certified 2007
- Foreman Certified 2008

PROFESSIONAL EXPERIENCE:

BMW Partner Group, Greer, South Carolina **2019 - Present**
Network Analyst

- Configured data and voice vlans, installed layer 2 and 3 switches for offices and production work
- Configured firewall profinet cells for plc production use
- Installed and configured wireless access points
- Worked with server and SLP teams to complete cable installs and server moves
- Provided network documentation, training and guidance to computing system clients and programmers
- Establish user profiles, user environments, directories, and security for networks being installed
- Analyze and resolve technical problems for established networks
- Determine plan layout for new hardware and software modifications to existing lan designs
- Completed cable request for server moves, configured switches with correct vlan and switch port access

DRAEXLMAIER Group, Duncan, South Carolina **2018- 2019**
IT Operations Onsite/Infrastructure Analyst

- Prioritized user requirements, overseeing system upgrades and researching new tools
- installed and upgraded multiple department Laptops and pc's to office 365 for windows 10 Project
- Tested and configured software and maintain and repair hardware and peripheral devices
- Inspect LAN infrastructure and fix minor or major problems/bugs
- Set up user accounts, permissions and passwords
- installed production software and hardware for Automotive design
- firmware and software upgrades for laptops, desktops, routers and switches

International Automotive Components (IAC), Spartanburg, South Carolina **2014-2018**
Network Administrator/ IT Specialist

- Maintained computer networks and solved any problems that occurred
- Installed and configured computer network systems

- Created and Maintained users accounts
- Responsible for upgrading new software and hardware systems
- Trained new users by designing and conduction training programs also with references and support
- Replaced Hp scanners, and RF scanners for inventory
- Reset and changed user accesses to folders and directories on servers

One Source J&J, IBM, AT&T, NCR, FLEXTEK, New York, New Jersey **2011- 2014**
Lead CCNA/ Data Technician/ Contractor

- Configured routing and switching protocols for Lan, Wan, Vlans, San, and Wireless base environments
- Provided network capacity reports for QA staff to be used in board presentation and meetings.
- Oversaw implementation & configuration of new hardware and software devices
- Directed my team in layer 1-3 installations of network devices, by working closely with the SC and EC engineers on AT&T bridge calls
- Worked closely with Project Managers, Network Architects, Soft Engineers, in the building of new networks rack & stacking of devices, Copper and Fiber installation, using Raised Data Floor Infrastructure
- Conducted team in installations & configuration of Cisco, Juniper devices for various IBM & AT&T projects located on raised Data floors
- Quickly identified, documented and corrected, protocol port assignments and configurations
- Directed onsite management of a extremely critical Voip installation of an IBM Executive site
- Surveyed & documented over 300 Network devices i.e. firewalls, switches, routers, wireless APs

I.B.E.W. Local 164, AT&T, CTS, EUS **2003-2009**
Telecommunications Installer/ Technician

- Proven ability to motivate and work effectively with team members in building of new network designs
- Skilled in working within difficult installation environments with limited resources.
- Ability to read, analyze and implement building blueprints, schematics, and site surveys
- Trained and managed technicians on a variety of telecommunications networking projects.
- Responsible for installing and upgrading new voice and data cabling for high end clients.
- Ability to complete 6 to 10 Separate repairs and install jobs per day. Rack and stacking configuring network devices
- Tested voice data and video installations using Fluke DTX 1800 and other Level 4 testers.
- Implemented necessary routing, switching, firewalls port protocols and assignments
- Installed and tested T1 Lines, ISDN, DS3, Voip, and Data floor, infrastructure copper and fiber connections

The Hobart West Group, Florham Park, New Jersey **2002-2003**
Help-Desk / Production Specialist

- Assisted in relocating a 250 workstation LAN to a different business location.
- Setup workstations, servers, and print resources for over 250 clients.
- Initiated advanced troubleshooting & technical solving skills for software and hardware compatibility issues.
- Provided help desk support for employees having problems related with log on, password difficulties, and web access.

WEB DEVELOPER

PROFESSIONAL SUMMARY:

- 10+ Years Enterprise I.T. Experience
- Highly Motivated, Independent, and Valuable Team Player
- Solid Management and Interpersonal Skills
- Excellent Composition and Communication Abilities
- Business, Financial, and Consumer-Oriented Backgrounds
- Organization Builder and Strategic Planner
- Decisive, Clear, Assertive, Action-Oriented, and Verbally Fluent
- CMMI® 3 Certified; ENTJ rating on the Myers-Briggs Type Indicator®
- Complete SDLC experience including Agile, Scrum, Waterfall & Extreme

CORE TECHNOLOGY EXPERIENCE:

Windows Server®, IIS 7.0, Microsoft® SSRS 2013, MySQL™, Sybase®, Transact-SQL, Microsoft SQL Server 2016, SSIS, High Availability. Microsoft SharePoint Server® 2013, SharePoint Add-ins, SharePoint Designer, InfoPath®, SharePoint Branding & UI Design, PerformancePoint, Power BI, Microsoft FrontPage, Visual Studio® , Visual Studio Online, Microsoft WebMatrix®, ODBC, OLE DB, ADO, XML, XHTML, XSLT, CSS, HTML5, REST, JSON , AJAX, RAZOR, XML Web Services, SOAP,WSDL, WADL, ASP.NET, MVC, OWIN, VBScript, JavaScript, JQuery, AngularJS, Object Pascal, Borland Delphi, ObjectPAL, Erwin, Paradox, XBase, dBase, Microsoft Visual FoxPro®9.0, Microsoft Access, Legacy Microsoft Visual Basic®, Git, Microsoft Visual SourceSafe®, Microsoft Team Foundation Server , Microsoft Office 2016, ASP, ASP.NET MVC 4, VBA, VB.NET,C#® , LINQ, Win32® API, .NET Framework 4, SOA, Microsoft Expression®, Office 365 APIs, Microsoft Visual Studio Community 2015, Windows NT/Windows Server/Windows CE/Windows Mobile, CMMI3, 508, UI/UX, Entity Framework Core

CERTIFICATIONS:

- Microsoft Certified Partner **2016**
- Microsoft Certified Solutions Associate (MCSA): SQL Server **2014**
- Microsoft Technology Associate (MTA) **2012**
- Certified UX/UI Designer **2012**
- MCSE: Microsoft SQL Server and Systems Administrator, **2012**
- Microsoft Certified IT Professional, Microsoft SQL Server Database Design & Optimization **2009**
- Microsoft Certified Professional **1994**

PROFESSIONAL EXPERIENCE:

COMCAST Frederick, MD **July 2017 - Current**

Senior Developer

Support field technician's automation with iPhone® development. Develop in-house .NET applications to support line-of-business operations within the company. Develop using HTML5, AJAX, JQuery, VB, C#, Microsoft SQL Server 2016, Microsoft Visual Studio 2017 and AngularJS.

Cloudable, Germantown, MD **July 2015 - July 2017**

Web Developer

Develop top-notch, responsive, high-traffic web sites using ASP.NET, AngularJS, HTML5, JQuery and JavaScript. Connect to Microsoft SQL Server for database storage. Build access points with REST. Provide tier-1 support to clients migrating to a cloud computing model. Remain knowledgeable on features available in Microsoft Azure. Develop XML Web Services to support back-office resources. Provide support for Microsoft SQL Server 2016, Microsoft SharePoint and Microsoft Windows Server.

Williamsburg Square / Ashton Place, Germantown, MD **June 2014 - July 2015**
Web Developer
Migrate current ASP/HTML web site into a new SOA modelled bi-lingual web site for a non-profit community association based on HTML5 and ASP.NET MVC 5. Includes features such as feedback forms, auto-language detection, JQuery and DHTML and Razor with AngularJS. Provide hosting support, publishing, updating tools and Microsoft SQL Server integration VisualBasic.NET XML Web Services and REST to connect to Business Layer. Use Microsoft Data Booster for ASP.NET to optimize and code interface to Microsoft SQL Server. Build back office and management tools in HTML5, AngularJS. Provide updates as needed.

U.S. Environmental Protection Agency, Arlington, VA **November 2014 - January 2015**
SharePoint Developer
Design develop and code SharePoint 2013 forms, workflows and .NET applications for Office 365 and SharePoint Online in ASP.NET and VisualBasic.NET. Upgrade existing SharePoint models into SharePoint 2013. Develop .NET workflows with SharePoint Designer 2013 and Visio 2013. Design views and Reporting Services reports.

U.S. Department of Energy, Washington, D.C. **October 2013 - March 2014**
Software Architect / Developer
Microsoft .NET developer responsible for re-architecting existing application with a focus on improving performance, scalability and security of an existing delivered ASP.NET DOE product. Review original product specifications, provide and implement corrective action documents to address areas of weakness in security of original product. Deliver a new ASP.NET MVC application that uses Microsoft Visual FoxPro®, Oracle and Windows Server, XML, JavaScript and HTML5/CSS.

Rolls-Royce® Marine Division, Alexandria, VA **October 2012 - October 2013**
Software Developer
Microsoft SharePoint 2013 Administrator and developer. Code and integrate applications built on Microsoft SharePoint using Visual Studio, ASP.NET and C#. Front-end development in HTML5, CSS, Jscript and JQuery. Integrate SharePoint reporting into web applications. Create and integrated forms based on InfoPath® and create content using SharePoint Designer. Developed new and updated applications in Delphi and Microsoft Visual FoxPro. Write application that integrate with existing Visual C# applications with XML Web Services. Support and develop C# applications. Support SharePoint Server back-office environment including Windows Server 2008 and IIS 7. Worked with integration with Microsoft Azure integration as a cloud service. Development of Cloud-based applications using Microsoft SharePoint 2013 Online. Prepared training material for SharePoint 2013 and provided SharePoint training to groups of users.

Lifework, Columbia, MD **June 2010 - January 2012 (Contract)**
SharePoint/Web Developer

Planet Technologies, Germantown, MD **June 2009 - December 2009**
SharePoint Developer

IQ Solutions, Bethesda, MD **February 2007 - February 2009**
Senior Web Developer/SharePoint Developer

4. **Time Requirement.** If requested by BCSD, the vendor must process a request and have an IT professional available within 72 hours of making a professional services request. BCSD has the option to interview an applicant before making a selection.
   COGENT understands the above-mentioned requirement and will process a request and have an IT professional available within 72 hours of making a professional services request.

5. **Activity During Each Year of the Contract.** If a Contractor fails to respond to three (3) or more requests to submit a qualified candidate, at the discretion of BCSD, the Contractor may no longer be able to participate under this solicitation.
   COGENT understands the above-mentioned requirement.

6. **Performance Reporting.** BCSD may provide comments on the performance of the contractor. The contractor should be capable of accessing performance comments.
   COGENT understands the above-mentioned requirement.

7. **Double Submission.** Two or more contractors cannot submit the same candidate for a statement of work. It is the responsibility of the contractors to assure that the candidate they submit has not been submitted by another contractor. If two or more contractors offer the same candidate, both will be rejected and notified by BCSD.
   COGENT understands the above-mentioned requirement and will ensure that candidate submitted by COGENT has not been submitted by another contractor.

8. **Hours of Operation**. Work hours will be established by BCSD; however, normal work hour coverage is from 7:00 a.m. to 5:00 p.m., Monday through Friday (District holidays excluded). During the summer, the District works four (4) ten (10) hour days and is closed on Fridays. When a work statement is issued, the Contractor shall be put on notice as to whether unusual hours will be required.
   COGENT understands the above-mentioned requirement.

9. BCSD will provide proper working facilities and consumable supplies commensurate with the task(s) to be performed. All work shall be performed at the physical locations within BCSD unless otherwise authorized by the BCSD.
   COGENT understands the above-mentioned requirement.

10. **Service Descriptions**. Service categories commonly used by BCSD are described below. BCSD reserves the right to add or delete positions as needed during the term of the contract.
    COGENT understands the above-mentioned requirement.

11. BCSD may elect to permanently hire at no additional cost to BCSD, any individual provided by the supplier under this IT staffing contract after at least 240 hours of service by the individual.
    COGENT understands the above-mentioned requirement.

QUALIFICATIONS

OUR QUALIFICATIONS

- **Our PEOPLE**
  - We only hire TOP 10% of technical talent.
  - Over 55% of our people possess master's degrees, majority from leading US Universities.
  - One of the highest employee satisfaction ratings on Glassdoor.com.
  - 96% employee retention rate.

- **National Reach**
  Since inception in 2003, COGENT has been providing IT professional services to both Commercial and Public-Sector clients on a national level. We can also recruit the very best talent in the World keep them in the State of South Carolina or bring them to the State of South Carolina.

- **Single Point of Contact**
  COGENT maintains a team of business development professionals who serve as a single point of contact for their respective accounts. This not only ensures continuity, but also reduces the chances of miss-communication and/or confusion about who to contact.

- **Current Experience**
  COGENT is currently providing IT professional services to entities in the 35+ states. These contracts are very competitive and sometimes these contracts have 200+ vendors on them. We have embraced the competition as a challenge and have used that as motivation to outperform our competitors by providing excellent talent at a much lower cost.

- **Business Size**
  COGENT is a recognized Minority Business Enterprise certified by Dallas/Fort Worth Minority Supplier Development Council (DFWMSDC). We are big enough to deliver for sizable clients like the State of Texas, State of Florida etc., while also being small enough to pay attention to every single important detail. We are nimble, agile and can provide a level of service the Beaufort County School District (BCSD) deserves.

- **Employment Standards**
  COGENT is committed being a leader in providing IT professional services. Therefore, it is imperative that its employees conduct their work in the utmost professional manner. Every COGENT employee is provided with an employee handbook which details all employment standards that every employee must follow.

- **Subcontractor network**
  COGENT has forged value-based bonds over a period with over 75 IT staffing companies (majority of whom are M/WBE/DBE) that are specialized in certain technologies and work as a virtual extension of our recruiting department.

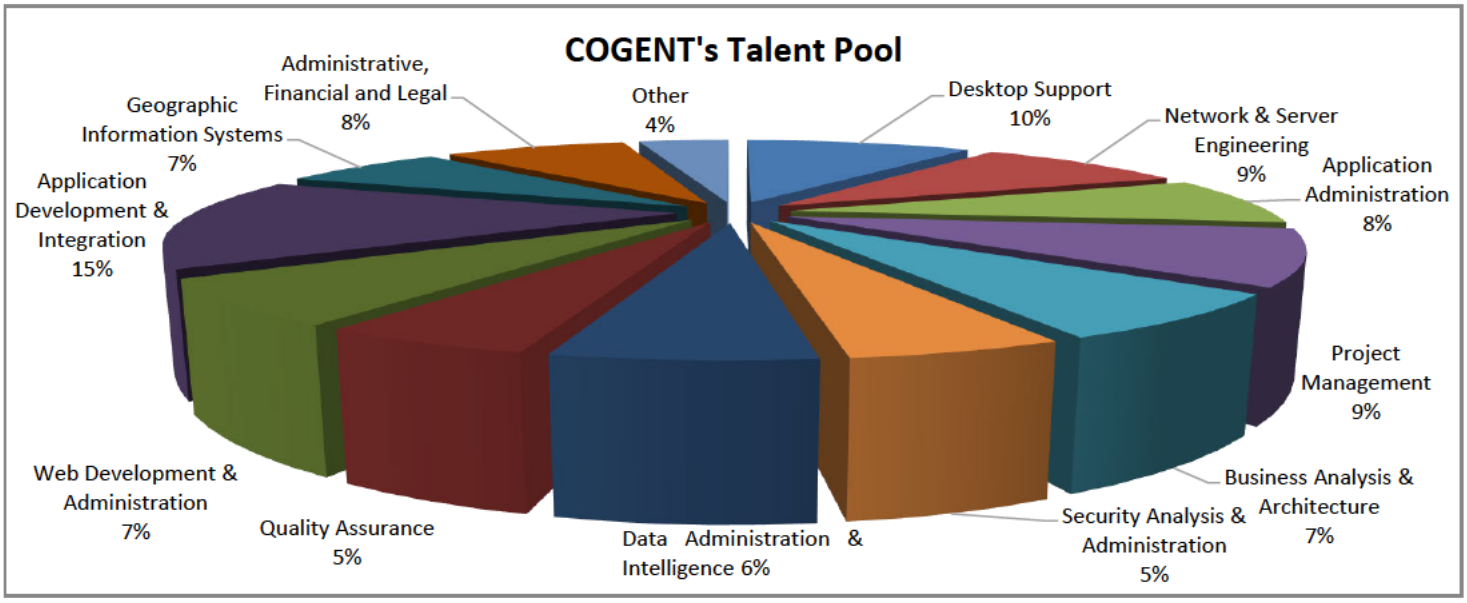
- **Financial Stability**
  As for financial health of our business, we are a financially strong and sound, well-funded company having direct & remote support services in various regions of US sub-continent to deliver and implement projects on time. Below mentioned chart shows our revenue generation of last 5 years.



- **Highly capable recruiting team**
  COGENT has a highly capable recruiting team comprising over 96 professionals in different capacities (recruiters, sourcing specialists etc.). The team has 16+ years of experience providing IT professional services to various public-sector entities (federal, state and local). Over a period, the recruiting team has formed solid relationships with top notch talent located in the country. They are well versed with the various nuances while working with the government.

- **Access to leading recruiting tools**
  COGENT invests heavily in leading recruiting tools such as LinkedIn, Monster, Dice, CareerBuilder, Glassdoor, Indeed etc.

- **State of the Art Applicant Tracking System (ATS)**
  COGENT has invested a lot of time, effort and money in customizing JobDiva (www.JobDiva.com), an industry leading ATS system specifically designed for IT consulting and staffing services companies. This ATS system manages the entire lifecycle of a requirement and fosters a collaborative environment between various departments within the company (recruiting, sales, human resources, administration etc.) Our ATS system currently comprises an ever-growing database of about 900,000 resumes of highly qualified technical talent available in the Unites States. There is a dedicated team of recruiting professionals whose sole task is to constantly keep adding to this database. We are targeting to reach a resume database size of over 2 million resumes by the end of 2019. This provides us with a competitive edge and ensures quick turnaround time. Our database has around 35,968 (approx. 4%) consultants from the State South Carolina and neighbouring regions. Out of which:



- **Our Core Competencies/Service Offering**

COGENT is specialized in providing mentioned services

CONTINGENT WORKFORCE SOLUTIONS	SOCIAL LISTENING
• Temporary Staffing	• Customer Sentiment Analytics
• Permanent Staffing	• Customer Personality Insights
• Staff augmentation in niche and emerging technologies	• Customer Persona
SOFTWARE ENGINEERING	• Social Reputation Score
• Develop custom applications using existing & emerging technologies that meet client's business	• Product Innovation
	• Brand Health

- **Software Alliances, Partnership(S) And Certification Level**

COGENT is Oracle Gold Certified Partner. Below provided are details of our registration.

COMPANY REGISTRATION	
Oracle Partner Network Company ID	3-8673756282
Oracle Partner Name	COGENT Infotech Corporation
OPN Partner Country	United States
Program Category	Level Program
Program Name	Gold Level
Enrolment ID	750633
Enrolment Type	Validate
Membership Start Date	31-Aug-17
Membership End Date	30-Aug-19
Term Date	30-Aug-19

- The majority of COGENT's business revenue has come from performing IT professional services.
- COGENT has successfully completed 1600+ unique IT staffing engagements for 65 of the Fortune 500 companies.

COGENT provides similar services to several State and Federal entities and thus is cognizant of the overall processes required in servicing the Public-Sector customers. Thus, there will be very little learning curve while serving the BCSD.

OUR EXPERIENCE

COGENT has 16+ years of experience providing IT professional services for various public-sector entities. Some of these contracts are:

STATE OF TEXAS

This is extremely competitive contract with over 100 vendors competing for state business. The turnaround time to provide resumes is less than five (5) business days. COGENT is among the Top 15 vendors on this contract. We have provided services to several State of Texas Agencies including: Departments of Transportation, Motor Vehicles, Family and Protective Services, Health and Human Services, Texas Workforce Commission, Office of the Attorney General, Comptroller of Public Accounts and several other entities.

STATE OF FLORIDA

This is another extremely competitive contract with over 150 vendors competing for state business. The turnaround time to provide resumes is less than five (5) business days. COGENT is among Top 20 vendors on this contract. We have provided services to several State of Florida Agencies including: Departments of Transportation, Education, State, Environmental Protection, Financial Services, Children & Families, Corrections and several other entities.

DELOITTE CONSULTING NATIONAL SUPPLY CHAIN

Deloitte spends over $900M every year on procuring various IT professional services through their sub-contractor network. COGENT is a Platinum partner (the highest level) and among a select group of ten (10) companies. The vendors in this category are governed by stringent Key Performance Indicators (KPI's), including but not limited to providing resumes. On this contract we support Deloitte on several State Government projects including with the States of Michigan, Louisiana, Illinois, Connecticut, Indiana, Oregon, Washington and several others.

Other government contracts - State of Washington, State of Oregon, State of Georgia, State of Colorado, City of Austin, Harris County, Pinellas County, Miami Dade county - to name a few.

OUR EXPERIENCE IN PROVIDING SIMILAR SERVICES TO EDUCATIONAL ENTITIES

State of Georgia - Department of Education, Atlanta, GA

State of Oregon - Department of Education, Salem, OR

Austin Community College, Austin, TX

Wake Forest University Medical Center, Winston Salem, NC

University of Wisconsin, Madison, WI

State of Texas - Cancer Prevention Research Institute Austin, TX

Santa Clara University, Santa Clara, CA

Baltimore County Public Schools, Baltimore, MD

The School District of Philadelphia, Philadelphia, PA

Broward County Public Schools, FL

Orange County Public Schools, FL

OUR EXPERIENCE IN PROVIDING SIMILAR SERVICES TO PUBLICE SECTOR ENTITIES

The below mentioned list is an example of some of our Public - Sector entities to whom we have provided IT professional services till date.

PUBLIC SECTOR ORGANIZATION	AGENCY NAME	LOCATION
STATE OF SOUTH CAROLINA	Department of Health and Environmental Control	Columbia, SC
	Division of Technology	Columbia, SC
STATE OF TEXAS	Department of Motor Vehicles	Austin, TX
	Comptroller of Pubic Accounts	Austin, TX
	Workforce Commission	Austin, TX
	Office of Attorney General	Austin, TX
	Lower Colorado River Authority - Enterprise Services	Austin, TX
	Port of Houston	Houston, TX
	Department of Transportation	Austin, TX
	Department of Family & Protective Services	Austin, TX
	Cancer Prevention Research Institute	Austin, TX
	Department of Health & Human Service Commission	Austin, TX
	City of Austin	Austin, TX
	Dallas Fort Worth International Airport Authority	Dallas, TX
	Austin Community College	Austin, TX
	Harris County	Houston, TX
	San Antonio Water Systems	San Antonio, TX
STATE OF FLORIDA	Department of Corrections	Tallahassee, FL
	Department of Environmental Protection	Tallahassee, FL
	Pinellas County	Pinellas County, FL
	Department of Transportation	Tallahassee, FL
	St. Johns River Water Management District	Palatka, FL
	Miami Dade County	Miami, FL
	Tampa International Airport Authority	Tampa, FL
STATE OF NEW YORK	New York City Housing Authority	New York City, NY
	Division of Criminal Justice	Albany, NY

	NY Police Department	Endwell, NY
	Governor's Office of Employee Relations	Albany, NY
	NYC Department of Finance	New York, NY
	NYC Land Marks Preservation Commission	New York, NY
	New York City Fire Department	New York, NY
	New York City School Construction Authority	Queens, NY
	New York City Civil Service Commission	New York, NY
STATE OF WASHINGTON	Community Transit	Everett, WA
	Washington Health Benefit Exchange	Olympia, WA
STATE OF OREGON	Department of Human Services	Salem, OR
	Department of Education	Salem, OR
STATE OF OHIO	Cleveland Metroparks	Cleveland, OH
STATE OF MARYLAND	Maryland Health Benefit Exchange	Baltimore, MD
	Baltimore County Public Schools	Baltimore, MD
STATE OF MINNESOTA	State of Minnesota	MN
	Hennepin County	Minneapolis, MN
	Ramsey County	Saint Paul, MN
STATE OF CALIFORNIA	University of Santa Clara	Santa Clara, CA
STATE OF PENNSYLVANIA	The School District of Philadelphia	Philadelphia, PA
STATE OF ARIZONA	City of Phoenix	Phoenix, AZ
STATE OF NORTH DAKOTA	Department of Human Services	Bismarck, ND
STATE OF NORTH CAROLINA	Wake Forest University	Winston - Salem, OR
STATE OF CONNECTICUT	Department of Social Services	Hartford, CT
STATE OF MONTANA	State of Montana	MT
STATE OF MAINE	Department of Health & Human Services	Augusta, ME
	Department of Transportation	Augusta, ME
STATE OF MICHIGAN	Department of Health & Human Services	Lansing, MI
STATE OF INDIANA	Department of Family & Social Services/ Administration	Indianapolis, IN
STATE OF GEORGIA	State Board of Workers Compensation	Atlanta, GA
	Department of Corrections	Atlanta, GA
	Department of Education	Atlanta, GA
	Global Atlantic Financial Group	Atlanta, GA
FEDERAL AGENCY	US General Services Administration	Pittsburgh, PA
FEDERAL AGENCY	US Department of Justice	Washington DC
FEDERAL AGENCY	US Department of State	Washington DC

OUR EXPERIENCE IN PROVIDING SIMILAR SERVICES TO PRIVATE SECTOR ENTITIES

The below mentioned list is an example of some of our Private - Sector entities to whom we have provided IT professional services till date.

INDUSTRY VERTICAL	CLIENT NAME	FORTUNE 500 RANKING
AEROSPACE & DEFENSE	Rockwell Collins	490
AIRLINES	American Airlines	67
CHEMICALS	PPG	182
	Sherwin Williams	253

	Dupont	101
COMMERCIAL BANKS	JP Morgan	23
	Bank of America	26
	Wells Fargo	27
	Citizens Financial Group	486
	Fifth Third Bancorp	376
	Morgan Stanley	78
	PNC Financial Services	171
	Bank of New York, Mellon Corp.	179
	State Street	264
COMPUTER SOFTWARE	Microsoft	25
	Oracle	77
ENTERTAINMENT	Walt Disney	53
	Twenty-First Century Fox	96
	Time Warner	99
FINANCIAL DATA SERVICES	Visa	204
	First Data	249
	Fiserv	492
FOOD & DRUG STORES	CVS Health	7
	Kroger	17
	Supervalu	160
HEALTHCARE: INSURANCE & MANAGED CARE	Anthem	33
HEALTHCARE: PHARMACY & OTHER SERVICES	Express Scripts	22
	Quest Diagnostics	358
HOTELS, CASINOS & RESORTS	Marriott International	195
HOUSEHOLD & PERSONAL PRODUCTS	Procter & Gamble	34
INFORMATION TECHNOLOGY SERVICES	Cognizant Technology	230
	Computer Sciences	233
INSURANCE: LIFE, HEALTH	TIAA CREF	82
	AFLAC	135
INSURANCE: PROPOERTY & CASUAL	Statefarm Insurance	35
MAIL, PACKAGE & FREIGHT DELIVERY	FEDEX	58
MEDICAL PRODUCTS & EQUIPMENT	Boston Scientific	359
	Abbott Labs	138

PHARMACEUTICALS	Johnson & Johnson	39
	Pfizer	55
RAILROADS	CSX	239
SPECIALITY RETAILERS-APPAREL	L Brands	234
TELECOMMUNICATIONS	AT&T	10
	Verizon	13

OUR RECENTLY AWARDED CONTRACTS

CLIENT	SERVICE AREAS
Douglas County School District Learn Today, Lead Tomorrow DOUGLAS COUNTY SCHOOL DISTRICT, CO	Administration (Project Manager, Consulting Trainer, Scheduler), Quality Assurance & Testing (QA/Testing Manager, QA Associate/Analyst), Application Development (Manager, Project Manager, Systems Analyst, Applications Architect, Business Systems Analyst, CRM Business Analyst, CRM Technical Developer), Internet & E-Commerce (Internet & E-Commerce, Senior Web Developer, Web Developer, Web Administrator, Web Designer, Electronic Data Interchange (EDI) Specialist, E-Commerce Analyst), Developer/Programmer Analyst, Networking/Telecommunications, Security, Data/Database Administration, System
DALLAS INDEPENDENT SCHOOL DISTRICT DALLAS INDEPENDENT SCHOOL DISTRICT	Developer, Project Manager, Database Administrator, Network Architect, Network Engineer, Systems Engineer, Software Trainer, ERP Implementation, Software Development, Data Analytics, Training, Security
STATE OF LOUISIANA STATE OF LOUISIANA	Application Programmer, Application Administrator, Application Database Administrator, System Database Administrator, Graphics Designer, End User Technical Support Analyst, Senior End User Technical Support Analyst, Data Center Technical Support Analyst, Senior Data Center Technical Support Analyst, Network Engineer, Network Security Engineer, Disaster Recovery Support Specialist, Administrative Assistant, Business Analyst, Audit Services Staff Auditor, Documentation Specialist, RIM System Analyst and Developer, IT Tester, Trainer, Project Manager, Scrum Master, Information Security Engineer, Information Security Analyst, Penetration Tester
VERMONT STATE OF VERMONT, VT	Business Analyst & Project Management Services, Enterprise GIS Services, Mobile App Development Services, Infrastructure (Physical/Virtual) Visual Designer Services, Support Services, SharePoint Support, Services and Development, Network Consulting and LAN/WLAN Support Services, Hardware/Software/Application Security Support, Enterprise Content Management, DBA/SQLDBA/Relational Database Support, PeopleSoft Application / System Administration Support, Agile Coaching Services, Analytics, SEO, SEM, Delivery Manager Services, DevOps Engineer Services, Digital Performance Analyst Services, Interaction Designer Services,

	Product Manager Services, Security Engineer Services, Technical Architect Services, Writer/Content Designer/Content Strategist Services, Cyber Security Incident Response and Management, Backend Web Developer Services
COUNTY OF SANTA CLARA, CA	Application architecture and design, Application requirements and business analysis, Application development, Microsoft technologies, Application testing /quality assurance, Server and network management, Mobile and application development, Project management
LIVINGSTON COUNTY, MI	Programmer, Application/Software Engineer, System Analyst, System Administrator, Application Software Support, OnBase Administrator, OnBase Business Analyst, ERP Administrator, Database Administrator, Technical Writer, Technician, Project Manager, Network Analyst, Network Administrator, Network Engineer, Security Analyst, Security Specialist, Web Developer, Storage & Backup Administrator, Training Specialist, Geographic Technician, Geographic Analyst, Enterprise Solution Integration Architect, Communications Specialist
WAYNE COUNTY AIRPORT AUTHORITY, MI	BI/ AI Analyst/ Data Scientist, Cisco Network Engineer/Network Architect, Cloud Services Specialist, Cyber Security Manager, Cyber Security Technician/ Analyst, Data/Business Analyst, Data Warehouse/ BI Architect, Data Warehouse/ BI Developer, Data Warehouse Management Consultant, Database Design & Administration/ DBA/ Data Architects, Desktop Support, Enterprise Architect, GIS Analyst, GIS Software Developer, Graphic Designer, Maximo Analyst/Administrator, Project Manager, Quality Assurance (QA) Tester, Software Engineer, Systems Administrator, Systems Engineer, Technical or RFP Writer, Technology Contract Administrator, Telephony support services
MINNESOTA JUDICIAL BRANCH - STATE COURT ADMINISTRATOR'S OFFICE, MN	Windows Server Administration, Database Administration, Network Administration, Citrix Support, Firewall Configuration, Project Management, Business Analysis, Business Intelligence, Cyber Security Analysis and support, SharePoint Application Development, Web Application Development, .NET/C# Development, SSRS Support and Development, Quality Assurance, Application Architecture and Design, Application Configuration and Support, Mobile Application Development, UI/UX Development, Cloud Support, OBIE Support, SAN Support and Implementation
CITY OF DURHAM, NC	Clerical/administrative, labor, light industrial, financial/accounting, professional and technical
STATE IF IDAHO	Office Clerk, Office Specialist, Technical Records Specialist, Administrative Assistant, Records Clerk, Secretary/Reception, Customer Service Representative, Custodial Maintenance / Labourer, Janitorial/Housekeeping Positions, Handyman, Program Specialist, Professional Services, Project Coordinator, Health and Safety Specialist, Health Facility Surveyor, Client Services Technician, Certified Nursing Assistant, Licensed Practical Nurse, Registered Nurse

OUR SIMILAR PLACEMENT EXPERIENCE

SR NO.	TITLE	NO. OF PLACEMENTS	AVERAGE PROJECT TENURE
1.	IT Labourer	23	9 Months
2.	AV/IWB Installer	4	9 Months
3.	Desktop Technician	19	9+ Months
4.	System Administrator	24	12 Months
5.	Systems Engineer	19	9 Months
6.	Network Administrator	24	9+ Months
7.	Network Engineer	15	9 Months
8.	Database Administrator	17	9 Months
9.	IT Security Engineer	11	12 Months
10.	Technical Writer	17	9+ Months
11.	Business Analyst	27	9+ Months
12.	Training Specialist	17	9 Months
13.	Telecommunications Administrator/Engineer	8	9+ Months
14.	Web Developer	17	12+ Months

OUR RECENT SIMILAR ENGAGEMENTS

CLIENT: STATE OF TEXAS

Department: Department of Health and Human Service Commission

Title: Sr. Security Analyst | **Location:** Austin, TX

Description of services provided:

Our consultant analysed, assessed, planned, designed, and implemented secure procedures, programs, tools, and policies and performed all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Also interfaced with user community to understand their security needs and implemented procedures to accommodate them. Our consultant also ensured that user community understands and adheres to necessary procedures to maintain security and conduct accurate evaluation of the level of security required.

Department: Department of Information Resource

Title: Sr. Information Security Manager | **Location:** Austin, TX

Description of services provided:

Our consultant supported Texas Department of Information Resources/Administration by collaborating with matrixed or multi-discipline teams and participating in security related decision-making, recommending and implementing information security related strategies and proposals, and identifying and managing security related tasks. The consultant was also responsible for supporting ongoing compliance activities by researching and evaluating security policies and practices, industry standards and regulations; recommending system and procedural changes to avoid security breaches. Besides, the responsibilities also included assisting in the development of system security plans and delivering vulnerability management program.

CLIENT: STATE OF FLORIDA

Department: Department of Transportation

Title: Sr. Technical Support Consultant | **Location:** Gainesville, FL

Description of services provided:

Our consultant identified, analysed and resolved problems and issues through the use of troubleshooting tools and techniques as well as teamwork and provided high level of customer service by providing status and information to the customer. Our consultant also performed advanced troubleshooting to determine cause of problem and installed, configured and provided user support of personal computers and peripheral equipment to include software installation and upgrades, patches and advanced technical support within specified time frame. Provided hardware and software technical training and professional development for other Technicians as needed or assigned. Coordinated service calls and repairs for warranty and non-warranty items and maintained records on all calls and kept accurate records relating to service calls for maintenance or warranty repair. Also installed, maintained, and supported specialized software applications as assigned and evaluated and promoted research and testing of assigned special applications including both hardware and software.

Title: **Sr. Technical Support Consultant**	Location: **Miami, FL**

Our consultant provided Audio Visual (AV) and Video Conference (VC) support as assigned and assisted with reserving, setting up, coordinating, and troubleshooting of AV and VC meetings. Also, our consultant performing advanced troubleshooting to determine cause of problem. Further, our consultant installed, configured and provided user support of personal computers and peripheral equipment to include software installation and upgrades, patches and advanced technical support within specified time frame. Besides, our consultant monitored Service Desk queue and resolved support tickets as assigned. Furthermore, our consultant assigned service desk tickets to the appropriate technician or group for proper resolution and ensured all Service Level Agreements are met in a timely manner. Also, our consultant identified, analysed and resolved problems and issues through the use of troubleshooting tools and techniques. Besides, our consultant provided support for software applications such as Microsoft Operating Systems, Microsoft Office Suite, various off the shelf and Department developed applications. Also, our consultant updated asset management information in OneNote and Active Directory accordingly. Furthermore, our consultant provided hardware and software technical training and professional development for other Technicians as needed or assigned. Besides, our consultant generated and maintained detailed technical documentation including software installation guidelines, troubleshooting processes, etc.

Title: **Network Administrator**	Location: **Tallahassee, FL**

Description of services provided:

Our consultant was responsible for providing daily operations support, maintenance and administration for network systems. Daily tasks included monitoring, troubleshooting and maintaining network (LAN, WAN and wireless) multiplexers, hubs and routers, and uses remote monitoring tools. Also, added and removed individuals from the list of authorized users, archiving files, overseeing password protection and installed new workstations and other devices. Our Consultant monitored usage of shared resources and handled malfunctioning of equipment's. Also, selected, developed, integrated and implemented network management applications for Internet components.

CLIENT: STATE OF GEORGIA

Department: **Department of State Administrative Hearings**

Title: **Web Application Developer/Designer**	Location: **Atlanta, GA**

Description of services provided:

Our consultant assisted Office of State Administrative Hearings in leading the design and implementation a web interface for the court's legacy case management system. Further, our consultant maintained and improved all existing web applications and servers. Responsibilities also included maintaining the legacy application during the development process.

CLIENT: STATE OF OREGON	
Department: Department of Education	
Title: Security Architect	**Location:** Salem, OR

Description of services provided:

Our consultant designed, created and developed systems and security controls and created security policies and standard. Further, our consultant researched new security technologies and their application to the services offered and ensured all acquired or developed systems are consistent with the security architecture guidelines. Also, our consultant defined and documented how the implementation of a new system or interface impacts the security posture of the current environment. Besides, our consultant planned system implementation to ensure that all system components are integrated and aligned. Furthermore, our consultant documented and addressed the client's information security, architecture and systems security engineering requirements with Service Design. Also, our consultant identified and documented the protection needs for information systems and networks. Furthermore, our consultant performed security reviews, identified gaps in security architecture and developed a security risk management plan.

CLIENT: STATE OF MICHIGAN	
Department: Department of Health and Human Services	
Title: Network Administrator	**Location:** Lansing, MI

Description of services provided:

Our consultant was responsible for routers and switching infrastructure anagement & configuration. Our consultant troubleshooted complex routing & switching problems and escalated incidents. Also, provided third level technical support on data network related issues and installed new hardware and software integration into the network including testing and implementation. Our Consultant conducted internal audits for network and security compliance on regular basis.

CLIENT: DELOITTE	
Title: Business Analyst	**Location:** Houston, TX

Description of services provided:

Our consultant participated in the software development life cycle, completed tasks and assisted lead project analyst to solicit, develop, document and manage requirements throughout project life cycle up to and through change control. Also, conducted business process analyses, needs assessments, and preliminary cost/benefits analyses to align information technology solutions with business initiatives. Also, assisted with audit-related research and actively participated on numerous cross-functional teams and projects, as well as researching, troubleshooting inquiries and issues.

Title: Business Analyst	**Location:** Columbus, GA

Description of services provided:

Our consultant supported Deloitte in developing accurate project deliverables including but not limited to business requirements, technical requirements, project charters, communication plans, risk mitigation plans, quality plans, cost/benefit analysis, interface specifications, issues/concerns logs, project certification logs, project checklists, use-case scenario specifications, and process models.

Title: SQL Database Administrator	**Location:** Houston, TX

Description of services provided:

Our consultant was responsible for managing all aspects of database administration in a Windows Server clustered environment including planning, developing standards, installation, configuration, backups, optimization, maintenance, and monitoring of SQL Server databases. Also, our consultant provided

performance analysis and tuning of database instances and SQL queries.

Title: **Instructional System Designer**	Location: **Bismarck, ND**

Description of services provided:

Our consultant was responsible for activities related to client Eligibility System Modernization Project training development including the development of Self-Service Portal and Consolidated Eligibility System (SPACES) help content. The consultant collaborated with the Design Team, Project Team, Subject Matter Experts, and existing documentation to understand required content based on completed learning needs assessment. Our consultant

- Created the content for training for Computer Based Training (CBT) and Instructor Led Training (ILT)Document required training content in design documents
- Populated eLearning design templates with approved content
- Designed and/or select content specific graphics and illustrations
- Created student course materials for ILT in Microsoft Word
- Created instructor course materials for ILT in Microsoft Word and PowerPoint
- Created interactive learning activities
- Created assessments in alignment with overall Evaluation Strategy
- Developed Train-the-Trainer materials
- Developed SPACES system help using MadCap Flare

Delivered high quality products along an aggressive development schedule

Title: **System Administrator**	Location: **Boise, ID**

Description of services provided:

Our consultant troubleshooted and resolved any issues with access or performance of services on the Azure platform and executed and documented platform configuration including tuning changes for the Development, Test and Production environments beyond initial configuration. Also, our consultant delivered platform issues tracker and azure platform operations run book / playbook.

CLIENT: HARRIS COUNTY

Title: **Peoplesoft System Administrator**	Location: **Houston, TX**

Description of services provided:

Our consultant (PeopleSoft System Administrator) has supported Harris County Justice Applications in managing PeopleSoft environments including SDK installation, upgrades, patches, replication, change assistant, data refreshes, performance tuning, and monitoring of Database, Web and Application servers. The consultant's responsibilities included the installation, configuration, and stabilization of PeopleSoft HCM and FSCM in a 9.2 environment. Our consultant was also responsible for performing the installation, upgrade and maintenance of PeopleSoft applications, databases, middleware and servers which included installing new software releases and system upgrades, evaluating and installing patches and conducting database migrations, refreshing and restoring Troubleshoots and resolving complex technical problems with PeopleSoft systems to include application, database and server problems. The consultant was also involved in the Management of the integrity of security design and engineering for PeopleSoft applications and systems, including the implementation of backup and recovery processes.

CLIENT: MIAMI DADE COUNTY

Title: **Systems Administrator**	Location: Miami, FL

Description of services provided:

Our Consultant was responsible for the design and operation of the overall PeopleSoft technical architecture. Also worked to install, configure and maintain the PeopleSoft technical environment,

coordinate technical requests, resolve PeopleSoft technical issues and monitored PeopleSoft technical environment.

CLIENT: COGNIZANT	
Title: Technical Writer	**Location:** Teaneck, NJ

Description of services provided:

Our consultant created documentation, coordinated document reviews and scheduled with managers. Further, our consultant-maintained product documentation including Operators Manuals, Maintenance Manuals, Preventive Maintenance Documents, Facilities Manuals, Reticle design Guides, SEMI Interface Documents, training documents and other product documentation as required. Furthermore, our consultant updated documents as needed to reflect changes in design & User Interface as required for keeping customer documents up to date. Besides, our consultant reviewed release notes to assess impact on user documentation.

CLIENT: AUSTIN ENERGY	
Title: Sr. Business Analyst	**Location:** Austin, TX

Description of services provided:

Our consultant (Sr. Business Analyst) has supported Austin Energy by:

- Assisting with requirements gathering sessions to elicit requirements, specifications, business processes and recommendations related to potential system integration solutions
- Creating models, use cases, process flows, specifications, diagrams and charts to provide direction to developers, designers, and vendors
- Assisting with converting requirements into developing business cases, project charters and statements of work for use in requests for proposals
- Evaluating compatibility and interoperability of commercial off-the-shelf or in-house technology systems
- Reviewing and analysing the effectiveness and efficiency of existing systems and assisting with developing strategies for improving or further leveraging these systems
- Performing cost-benefit and return-on-investment analyses to aid in making business decisions
- conducting research on software and hardware products and technology services to justify recommendations and to support purchasing efforts
- Writing and deliver reports, recommendations, or alternatives that address existing and potential trouble areas in IT applications across the organization
- Coordinating and perform tests, including end-user reviews for modified and new systems, training and other post-implementation support
- Assisting in the development of a forecast/project timeline and project plan for achieving utility Grid Modernization goals
- Conducting weekly and ad hoc meetings on program and program initiatives; tracking issues through resolution lifecycle; developing and delivering presentations for use in Executive Steering Committee and related program meetings
- Meeting with decision makers, system owners, and end users to define business, financial and operations requirements and systems goals.

CLIENT: NEW YORK CITY HOUSING AUTHORITY	
Title: Junior Project Manager/Business Analyst	**Location:** New York City, NY

Description of services provided:

Our consultant was responsible for assisting with strategic business projects focuses on improving operational processes and compliance that enabled NYCHA to achieve the objectives outlined in its 10-year Strategic Business Plan. Also, our consultant served as the point person during planning and implementation ensuring all key deliverables and milestones were met for NYCHA's Mold Busters Program. Also, our consultant developed effective working relationships with key stakeholders and assisted lead project managers with preparing progress reports works with Departmental and Property Management staff and residents to implement new business practices, policies and procedure.

CLIENT: THE SCHOOL DISTRICT OF PHILADELPHIA	
Title: Cisco Network Engineer	**Location:** Philadelphia, PA

Description of services provided:

Our consultant was responsible for designing, supporting, managing and maintaining the core Cisco network infrastructure, including LAN/WAN, Firewalls, Wireless and IP Telephony. This included hardware and software, architecture, configuration, installation, monitoring, troubleshooting, upgrades and testing. Furthermore, our consultant programmed/installed cisco switches, routers and firewalls. Besides, our consultant designed, developed and maintained network data networking and telecommunications systems. Additionally, our consultant provided technical support in the integration and testing of various networks.

CLIENT: OREGON MARION COUNTY	
Title: Database Administrator	**Location:** Salem, OR

Description of services provided:

Our consultant assisted Oregon Marion County by developing, implementing, administering, and maintaining policies and procedures for ensuring the security and integrity of the company database. The responsibilities also included implementing data models, database designs, data access and table maintenance codes and resolving database performance and capacity issues, and replication and other distributed data issues.

CLIENT: STATE FARM INSURANCE	
Title: Desktop Engineer	**Location:** Bloomington, IL

Description of services provided:

Our consultant provided general end user technical support services for PCs and Macs utilized by Statefarm Insurance. This included installation of operating systems, setup of computer hardware and software, troubleshooting workstations and end-user devices, as well as performing diagnostics and resolution of problem tickets. Also, our consultant assisted in the administration of user-device patch management and asset management. Furthermore, our consultant supported the IT Department with the deployment of software packages and development of operating system images, along with the testing, documentation and inventory activities.

CLIENT: DUPONT	
Title: Help Desk Specialist	**Location:** Midland, MI

Description of services provided:

Our consultant provided technical assistance support and advice to end users for hardware, software and systems. Also, our consultant provided phone

support for activities like password resets or in person hands-on technical assistance to business and technical users. Furthermore, our consultant calls software and hardware vendors to request service regarding defective products and talks with software and hardware vendors to request service regarding defective products. Besides, our consultant developed end user instructions examples of which include but not limited to: How to manage your popup blocker or How to add a printer.

CLIENT: KROGER	
Title: IT Help Desk Support	**Location:** Cincinnati, OH

Description of services provided:

Our consultant provided basic technical support and assistance to clients via email, phone, and/or other remote methods. Further, our consultant addressed and responded to customer inquiries on organizational products and services, including installation, operational functions, troubleshooting, and maintenance. Also, our consultant assisted with maintenance of help desk ticketing system including upgrades, technician user creation, and work order type management. Besides, our consultant recorded problems, such as down time and job failures, and maintained appropriate records and logs.

CLIENT: QUEST DIAGNOSTICS	
Title: IT Tech Support Specialist	**Location:** Secaucus, NJ

Description of services provided:

Our consultant provided excellent customer service to all customers incoming help requests via a variety of intakes (phone, walk-up, email etc). Also, our consultant troubleshooted, diagnosed, and resolved PC software/configuration problems. Furthermore, our consultant installed, tested, and configured software and/or monitored system/server performance, whenever it was required. Besides, our consultant was responsible for account management such as: resetting passwords, unlocking accounts, modifying user groups, creating accounts, and troubleshooting.

CLIENT: VERIZON	
Title: Network System Administrator (Telcom)	**Location:** New York City, NY

Description of services provided:

Our consultant performed network system administration on the most complex enterprise telecommunications systems, including Cisco Unified Communications Manager, Unity voicemail, Cisco Presence, and Cisco Unified Contact Center Enterprise. Also, our consultant was responsible for the implementation and administration of the most complex configuration, deployment, support, administration, monitoring and analysis of telecommunications systems and infrastructure supporting voice network services, voice telecommunications systems, software, and vendor performance related to voice communications systems and voice network services. Furthermore, our consultant developed, documented, and maintained configuration standards and operating procedures for telecommunications voice systems and voice network.

Title: Network Engineer	**Position Title:** New York City, NY

Description of services provided:

Our consultant configured, installed, tested, troubleshooted, repaired and monitored operation of LAN hardware/software including desktop computers, data/voice/video communication systems, including peripheral devices, wiring and cabling to ensure connectivity and functionality. Furthermore, our consultant identified and resolved network and telecommunication system malfunctions including connectivity and functionality for mainframe and remote access and other connections/interfaces;

start/restart network after disruptions or failures using computer diagnostic tools and software; run system backups; resolves desktop computer problems. Besides, our consultant performed routine network systems administration to include, but not limited to: addition/deletion of users and hardware/software, defining access rights, implementing and ensuring compliance with security procedures and policies, purchasing hardware/software through state contracts, planning and implementing desktop computer migration and maintaining inventory control systems.

CLIENT: CITIZENS FINANCIAL GROUP	
Title: Telecommunication Engineer	**Location:** Providence, RI

Description of services provided:

Our consultant was responsible for deploying testing, maintaining, monitoring, and troubleshooting telecommunications equipment and network to include but not limited to: Cisco Unified Communications Manager, Unity voicemail, UCCX, Voice Gateways, Cisco router/switch, Jabber, Telepresence, WebEx infrastructure, WebEx Teams. Also, our consultant managed a secure, high performance network for or services including VoIP, QoS, Cos, LAN's, SBC's, traditional TDM and SIP. Additionally, our consultant troubleshooted and reported telecom issues to carrier and worked to resolution.

CLIENT: NEW YORK CITY DEPARTMENT OF FINANCE	
Title: Multimedia AV Coordinator	**Location:** New York, NY

Description of services provided:

Our consultant aided with set-up and operation of AV which included but is not limited to: laptops, projectors, screens, DVD players, VCR's, video recording equipment and printers. Also, our consultant troubleshooted local IP addresses and connectivity issues on all end user laptops. Besides, our consultant coordinated WebEx, Skype, and PowerPoint meetings. Also, identified areas in which AV support can benefit from improvement in technical and customer service skills. Additionally, responded to telephone, email, Instant Message (IM), desktop video, in-person, and other electronic requests for AV services.

Title: IT Trainer	**Location:** New York City, NY

Description of services provided:

Our consultant conducted computer training needs assessment by collecting information pertaining to work procedures, work flow, and understanding job-specific functions and tasks. Furthermore, our consultant designed and facilitated specialized training sessions for client staff for variety of applications accounting software, document management system Microsoft office suite with a significant focus on Excel, Outlook, etc. Also, our consultant assisted in preparation of instructional documents, manuals and videos on relevant IT procedures and applications. Besides, our consultant partnered with key stakeholders to determine best approach for developing new training platforms with a focus on specific applications. Additionally, our consultant performed regular research for continuous learning of industry knowledge and trends.

CLIENT: BOSTON SCIENTIFIC	
Title: Trainer	**Location:** New York City, NY

Description of services provided:

Our Consultant provided guidance and direction on training policy and adherence. Also, developed and delivered training on tools and programs based on the business need. Our consultant actively participated in supporting operations with aspects of training and supported audit by helping to retrieve production training records in a timely manner.

CLIENT: COMPUTER SCIENCES	
Title: IT Trainer	**Location:** Tysons Corner, VA

Description of services provided:

Our consultant designed, promoted, delivered and evaluated IT training and orientation programs to client staff. Further, our consultant worked with IT and administrative leadership to identify training procedures and strategies. Besides, our consultant prepared, and analysed training program reports and summarized findings for firm management. Furthermore, our consultant provided training for new employee's firm-wide and works with administrative leadership to integrate and train employees hired through office acquisition.

OUR DELIVERY TEAM

COGENT's delivery team is a staff of experts with years of experience in providing IT professional services to various state government and private - sector clients in selection and recruitment of qualified personnel. We guarantee a full outsourcing service for the entire recruitment process as well as support in recruitment and selection of candidates for employment. Our well-trained staff combines speed and experience to find the best possible talent, in the most demanding niche skill area too. Below provided is a brief description of our delivery team.

KEY PERSONNEL



Justin Acord - Vice President Sales

Mr. Justin Acord is the Vice President - Sales and possesses over twelve (12) years of experience servicing clients in The Public Sector (federal/state/local). He has successfully managed delivery teams that are responsible for servicing several State and educational client contracts - Florida, Texas, Georgia, Oregon, Maine, The School District of Philadelphia, PA, Austin Community College, TX, Baltimore County Public Schools, MD, Orange County Public Schools, FL - to name a few. He has also managed the Government delivery team for Deloitte projects across the United States. Mr. Acord is part of COGENT management and has authority to act as deemed necessary to resolve issues and ensure overall project success. He will directly supervise BCSD delivery team and will be available 24x7 for any issue escalation/resolution. Below provided are his responsibilities:

- Serve as the lead point of contact for any matter specific to BCSD account.
- Understanding BCSD's objective alongside COGENT's vision of contract success to analyse the contract's potential and create contract plan/strategy to minimize risks to both COGENT and BCSD.
- Establish and maintain effective lines of communication with the client and facility personnel to ascertain that their needs and requirements are being met as per the contract.
- Ensure the timely and successful delivery of services according to requirement and objectives.
- Consistently seeking new innovations and improvements to the service.
- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
- Assist with challenging requests from client or issue escalations as needed.



Hari Prasad - Recruitment and Delivery Manager

A total 14 Years with 12+ years of experience as a Recruitment Manager & Technical Recruiter in Government, Healthcare, Insurance, Energy, Utilities and IT industry. He possesses immense experience in recruiting for a variety of clients including but not limited to State of IN, State of Texas, State of FL, Pinellas County, Harris County, Miami-Dade County, Austin Energy, Xerox, Nike, Barclays, Motorola, T-Mobile, ISO NE, The School District of Philadelphia, PA, Austin Community College, TX, Baltimore County Public Schools, Verizon and The Hartford. Mr. Hari Prasad has proven experience in developing and maintaining MIS and relevant database systems for Recruiting. Also, he has executed comprehensive search strategies designed to recruit niche candidates in highly competitive and unique candidate spaces--including driving a sourcing plan built on key networking and direct sourcing. Further, he has networked and maintained relationships with key candidate communities for long-term opportunities and leveraged social networking and proactive tools to develop and maintain potential candidate pools. All recruiters and sourcing specialists will be working under his supervision. Below provided are his responsibilities:

- Design the skill matrix for choosing the candidate.
- Supervise sourcing specialists, recruiters and report on their performance.
- Work closely with recruiters to manage every stage of recruitment & candidate selection, attracting talent, vetting candidates and advising on the best recruitment practices & processes.
- Keep track of recruiting metrics (e.g. time-to-hire and cost-per-hire).
- Expand existing pool of potential resources by networking with other employers and employees within the same industry via social media (e.g. LinkedIn etc.) and by attending conferences, seminars.



Sandeep Malhotra - Global Director HR

With over 20+ years of multinational experience in Human Resource, Talent Management & Development in shared services environment, matrix driven & Complex Organizations in IT/ ITES / Insurance and Gaming sector. Mr. Sandeep Malhotra is a part of COGENT's leadership team, acting as a trusted HR partner to business heads to enhance people focus and build positive work environment. He is a seasoned HR leader with hands-on experience in building organizational capability, developing HR strategy & policies, talent management, employer brand building. Below provided are his responsibilities

- Proactive handling of employee relations and culture building
- Change management and internal communication interventions during business
- transitions / transformation.
- Effective design and implementation of HR processes like talent acquisition,
- performance management / C&B, internal communication, learning and development
- interventions & employee engagement initiatives.
- Efficient design and delivery of HR operations areas viz benefits administration, payroll
- and compliance, redundancy management, vendor management etc.
- Build positive relationship with all external and internal stakeholders, Global Teams vertical heads, opinion leaders and other members of leadership team.

Team Lead - COGENT will assign a team lead with over five (5+) years of experience in recruiting, managing and leading a dynamic team of technical recruiters. The team lead will be responsible for:

- Building talent pipeline through alternate sources / innovate methods.
- Building a strong, dynamic and a competent recruitment team by foreseeing demand pipelines.
- Imparting hands-on trainer for recruitment team-member.
- Do the search and recruitment of senior positions.
- Maintain up-to-date Data Bank of candidates for various job profiles
- Take responsibility of uploading latest client openings on COGENT's ATS.

Technical Recruiters - COGENT intends to provide dedicated recruiters whose prime task will be to service BCSD's requirements. They will have prior experience recruiting for educational clients and more specifically experienced servicing opportunities for BCSD and will be well versed with the various nuances of recruiting for the transit authorities. This strategy will ensure that COGENT performs successfully even during phases when there is a sudden spike in requirements.

Account/Resource Manager - COGENT will appoint a seasoned professional for this position. This individual will be the single point of contact for BCSD and will be the liaison between BCSD and the COGENT delivery team. This Account Manager will visit BCSD on a consistent basis.

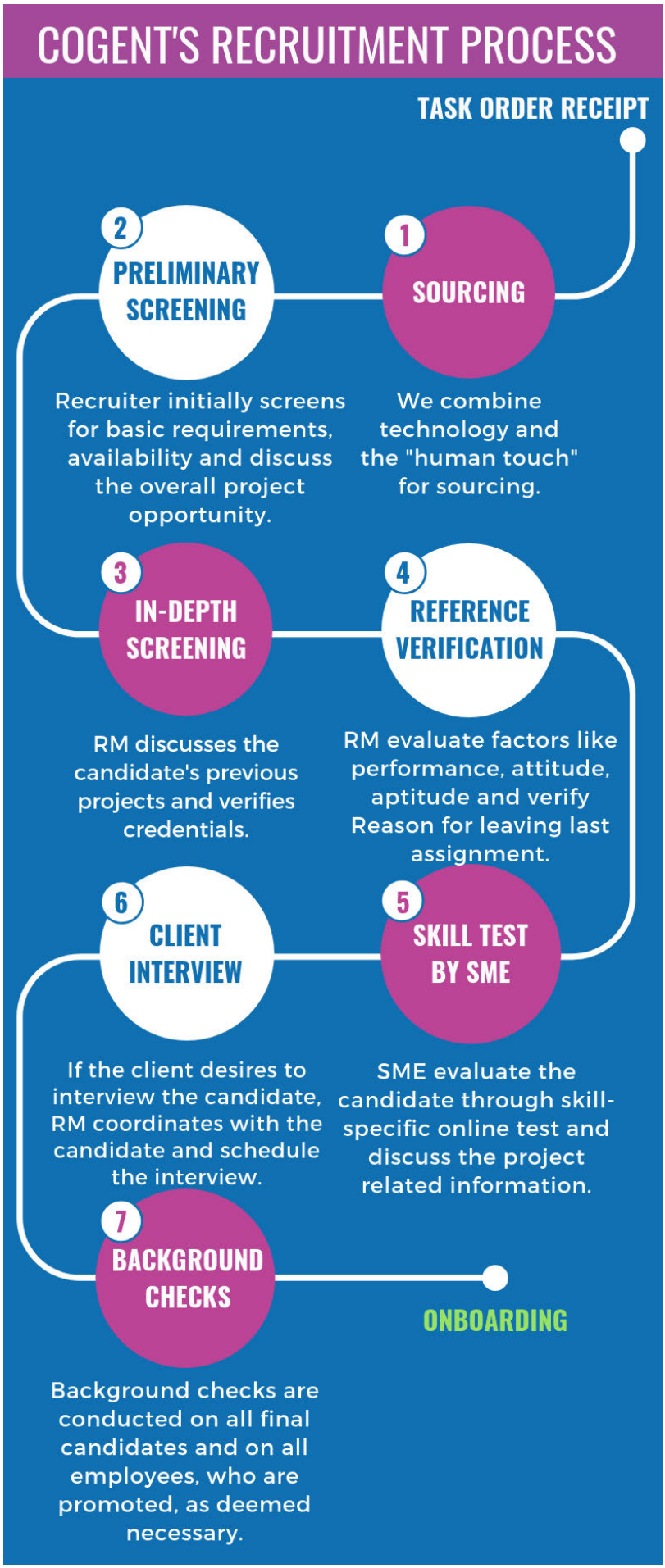
Technical Manager/SME - Technical professional responsible for ensuring that all professionals submitted to BCSD are technically qualified to perform the job.

Human Resources/Legal/Compliance - Responsible for all HR/Legal/Contractual & Compliance issues.

Operations/Accounting - Responsible for all payroll/benefits/invoicing related issues.

We are confident that the above team and strategy will enable successful servicing of the entire requirements of this contract and will propel COGENT to be among the BCSD's top staff augmentation suppliers.

OUR RECRUITMENT PROCESS



COGENT gives our clients a competitive edge in recruitment through our network of Recruitment Centres which leverage leading tools, technologies, and our proprietary process methodologies to help identify a more refined, targeted pool of candidates for job profiles. Our team of experienced Sourcers and Recruiters are geared towards providing round-the-clock coverage on candidate searches.

Our team understands technical and non-technical criteria for hiring requirements and develops a sourcing and recruiting strategy for each client need fulfilling them with minimum down time. Our network seamlessly identifies high-quality candidates, ranks, categorizes, prioritizes and submits them to our client with precision. We strongly believe in combining technology and the "human touch" for our sourcing and recruiting activities. This strategy affords the company to Personalize, Differentiate and effectively Network with its prospective hires.

Our sources of our candidates include but not limited to COGENT's Talent Pool, Time & Tested methods (Job boards, ATS, Career Fairs, Employee referrals), Social Media/ Company Website, LinkedIn recruiter, Advanced technologies (Stack overflow, Google/Yahoo groups, github, apps for sourcing from various social media sites etc.) and Industry Partners.

We stay in constant touch with our consultants to ensure their availability and ensure that they stay committed for future extensions, thereby avoiding cumulative costs in new recruitment and orientation. Also, resume of each candidate we submit to the client is being stored in our Applicant Tracking System (ATS) and is kept forever.

We use multiple methods for sourcing and have a large database of pre-screened candidates. COGENT's employee base, referral program, and existing recruiting force have lent COGENT the ability to meet client requirements in some of the hardest to find skill-sets and on large-scale projects that require teams of resources. COGENT's vertical market experience with its clients over the years has invariably created a pool of existing employees and resources from referrals and/or in our database, from which COGENT works with on an on-going basis. This talent pool has taken shape in such a way that we have seen many clients come to COGENT for conceptually similar functional and technical needs that we were prepared to respond to give our business structure and how we operate. We allocate resources for early on-boarding and adequate training. We use hired employees that have worked for us before and have list of seasonal workers on-call who are willing to come back in subsequent years. This gives our company plenty of time to onboard staff before the busy time arrives.

SOURCING

We strongly believe in combining technology and the "human touch" for our sourcing and recruiting activities. This strategy affords the company to Personalize, Differentiate and effectively Network with its prospective hires. Following are our sources of our candidates:

- **COGENT's Talent Pool**
  Our ATS system currently comprises an ever-growing database of about 900,000 resumes of highly qualified technical talent available in the Unites States. There is a dedicated team of recruiting professionals whose sole task is to constantly keep adding to this database. We are targeting to reach a resume database size of over 2 million resumes by the end of 2019. This provides us with a competitive edge and ensures quick turnaround time. Our database has around 35,968 (approx. 4%) consultants from the State of South Carolina and neighbouring regions.

- **Job Boards and Career Sites**
  Our recruiters utilize sites such as Career Builder, Monster, Dice and Indeed to find candidates who aren't on our internal tracking system. These databases contain millions of resumes that span different industries, experience levels and geographical locations. To source a perfect candidate for any role, these act as gold mines for our recruiters

- **Social Media/Company Website**
  LinkedIn acts as one of the most popular recruiting tool for our recruiters. Each of our recruiter has got a recruiter account which allows them to search for candidates based on their work history, job title, or college. One of the primary advantages for our recruiters is finding qualified candidates on LinkedIn who would be otherwise impossible to be located as they won't be actively looking for jobs. Apart from this our recruiters also utilize various other sources of social media namely Facebook, twitter etc. On our company website we advertise company's open roles and build employer brand.

- **Networking Events**
  We still consider industry networking events as best way to make connections, for both recruiters and candidates. Our recruiters attend specific industry or event related opportunities to:
    - Network with active job seekers
    - Meet professionals in the industry they staff for
    - Identify candidates who are strongly engaged for future hiring purposes
    - Learn more about positions in the field that they hire for

- **Employee Referrals**
  We consider employee referrals to be strong candidates. This allows our recruiters to save a lot of time hunting down for candidates when they get referrals passed along to them.

- **Advanced Technologies**
  Various technologies like Stackoverflow, Google/yahoo groups Github, Behance, Mogul, We Work Remotely etc. are being utilized by our recruiters to find candidates of specific kinds.

- **Fulfilling Sourcing Requirements**
  Our recruiters are trained stay up to date with the latest technologies available in the market to handle clients fluctuating requirements. To ensure the same, our recruiters review/attend/analyse the below mentioned events/entities. This process has resulted in successful and smooth delivery of services to the client involving use of new technologies.

- **Events**
  Our recruiters attend industry events on a regular basis. This helps them gain knowledge on new technologies & trends. Also, it provides a platform to make new connections in the recruitment field.

- **Webinars**
  On a frequent basis, our recruiters attend webinars to ensure they regularly hear from industry experts. The webinars are attended through various sources including but not limited to Glassdoor webinars, LinkedIn Webcast etc.

- **Industry Reports**
  Our recruiters draw from the data that's constantly being collected within the same industry. They examine industry reports available in the market (ex. LinkedIn's Global Recruiting Trends Report) to analyse which technologies are trending and available in a particular region of world.

- **Niche skill talent pool**
  COGENT maintains a talent pool of candidates possessing any niche skills or having worked on any new technologies. This pool is being utilized to fulfil client requirements which require work on any new/emerging technology.

PRELIMINARY SCREENING

Recruiters initially screen resumes for basic requirements of all applicants for a position. The screen covers the basic qualification information including:

- Availability
- Suitable Educational Qualification
- Requisite number of years of work experience in relevant technologies or functional areas
- Accurate project duration dates, references for last three or four projects
- Requesting work samples from previous projects he/she worked on.
- Initial verification of skill-set and summary of technical knowledge
- Additional HR related information will be gathered (W2, I-9 etc.)

IN-DEPTH SCREENING

- **Review of Job Duties at Most Recent Placement (s)/ Validating Pre-Employment Experience**
  The role of the Recruitment Manager (RM) is to work closely with the Account/Sales Executives and the client to understand technical and functional needs of a requirement/position. RMs have a technical background and are all former field employees with practical technical project experience of no less than 5-7 years with COGENT.

  Once the RM receives a resume from the recruiter for a position a very detailed technical screen takes place including a very detailed discussion of all projects on the resume to verify that the

resume best reflects the technologies used, where and how each skill was used, what type of applications the project entailed, and overall role of the candidate on the project.

In this phase we verify the employment history to confirm the work experience conveyed by the candidate to us and to be sure the candidate possesses the best suited professional background and appropriate work experience required for this position. As a part of verification, we directly contact the candidate's previous company to confirm the information provided is true. Also, we request W-2 or other document as proof of work history from candidate.

Above all, we perform a technical skills test which will measure the candidates' technical abilities as compared to others with the same and/or similar level of expertise.

- **Credential Verification**
  Once this initial discussion is completed, the Recruitment Manager will verify all references, verify education qualification, any/all relevant certifications listed on the resume, and subsequently determine whether or not the candidate is appropriately suited technically and functionally for a particular position.

- **Ensuring Contractors Eligibility to Work in United States**
  Prior to presenting candidates to clients, COGENT verifies their status, which could be one of: Citizen, Green Card, Requires Work Authorization. Citizens & Green Card holders are automatically eligible to work for COGENT in the United States. If candidates require work authorization, COGENT first ensures that the candidate has maintained proper status in the past and is eligible (as defined by the Immigration & Naturalization Service of the United States) to obtain a work permit. COGENT's Legal & Immigration department files and maintains a non-immigrant work permit petition in full compliance with all Department of Labor and INS guidelines & requirements; with respect to prevailing wages, eligibility, Public Access Files etc. Our Legal & Immigration department tracks in detail the work authorization status of all employees and files required renewals in a timely fashion.

- **Reference Check & Reason for Leaving Last Assignment**
  Every perspective candidate is accepted only after obtaining a complete reference check. In this process we evaluate various factors like performance, attitude, aptitude with three former employers and we also verify Reason for leaving last assignment. The references also provide COGENT with a broad understanding of the candidate's technical background, strengths, and areas of needing improvement but also their work ethics and social skills. A minimum of three supervisory references of recent 5 years' experience is the minimum number of references required.

  COGENT also does the following to ensure the references given to us is credible:
  - All email addresses given must be employer email addresses.
  - All references given must be Management level personnel who can discuss the candidate's skills objectively.
  - If the reference has a LinkedIn profile, we will review it to ensure validity.

After the Recruitment Manager has approved the candidate, the resume will be sent to the Subject Matter Expert (SME) and the Account Executive.

REVIEW OF SKILLS AND DISCUSSION

A Subject Matter Expert (SME) is assigned to work with a Sales/Account Executive and designated accounts to become as familiar with the account as the Sales/Account Executive and the technical environment of the client. The SME speaks with the candidate to further qualify the candidate and inform them candidate of the account details, location, project information (technical requirements, functional requirements, type of applications, team size, and other relevant technical/functional information the candidate may have questions about.). Every skill critical to the completion of assigned deliverables is identified and assessed in terms of the level of skill required (a scale of 1 to 4 is used where 1=Proficient and 4=Novice) using the below matrix. Only when it's established that the candidate meets or exceeds the qualification of the position, the SME approves him/her for submittal to the client.

Required Skills and Skill Gap Plan						
Required Skill	Skill Level Required				Actual Skill Level	Skill Gap Mitigation Plan
	1	2	3	4		
	Proficient	Competent	Learner	Novice		
	☐	☐	☐	☐		
	☐	☐	☐	☐		
	☐	☐	☐	☐		
	☐	☐	☐	☐		

Once the candidate has been approved for submittal to the client by the SME, the SME will recommend to the Sales/Account Executive to submit the candidate to the client for a requirement. Our above-mentioned manual process ensures our clients get only the best resources available in the job market.

OUR PROCESS FOR INTERVIEWING

COGENT conducts detailed telephone interviews with prospective candidates to gain a full understanding of their skills, experiences and aspirations; if they match client's requirements, we will fully brief them about the role, client and project.

COGENT presents pre-screened candidates to client in the format of client chooses, which can be through online Applicant Tracking System (ATS) or emailed in a certain format. Referring to the previous point, we never submit the resume of an applicant who has not been briefed about the role, client and project.

Once client reviews the profiles submitted and selects the candidates, COGENT coordinates the interview process for client. It includes but not limited to arranging telephone/skype, in-person interviews and facilitating remote technical assessment where required. If required, we can also host interviews at our offices in Austin, TX and Pittsburgh, PA.

COGENT also proactively coordinate the process of collecting and disseminating post-interview feedback from both candidates and interviewers.

COGENT'S TIME AND COST-EFFICIENT PROCESS

Our process will allow the BCSD to select candidates based on fit for the position, availability, and cost. COGENT presents pre-screened candidates to client in the format of client chooses, which can be through online Applicant Tracking System (ATS) or emailed in a certain format. At minimum, this format will include but not limited to the following:

- **Updated Resume:** It will represent overall qualifications and credentials of the candidate and will help the WMATA to understand the same.

- **Skill Matrix:** It will represent candidate's qualifications and credentials as per the BCSD's requirement and help the BCSD to easily match the candidate's qualifications with the requirement.
- **Availability Details:** It will represent the availability of candidate in days.
- **Cost:** It will represent cost to the BCSD for the submitted candidate. We understand that, with budgets tightening, costs become increasingly important criteria influencing critical projects. We are cost effective and provide unmatchable services at extremely competitive prices. We have highly competent market research team, who continuously keep our list of hourly rates updated.

OUR HIRING VERIFICATIONS AND POLICIES

Once we receive green flag from the client, we perform multiple other checks as requested by the client, which may include but not limited to E-verification, Drug Test, Finger Printing and Background Verification (i.e. SSN validation, federal criminal, criminal felony & misdemeanor, employee credit, national Sex offender registry & Widescreen Plus). If a candidate has an alias name, we conduct the other 3 checks again under the alias name. We also conduct illegal substance testing in the US for all confirmed candidates.

Apart from this, Prior to any work commencing, COGENT conducts an orientation session with the placed consultant of what is required daily and what is expected from the client. This orientation is critical to the success of the project because it clearly focuses on what the duties and responsibilities of the placed consultant are daily and the necessary workflow to follow.

Every COGENT employee is provided with an employee handbook which details all employment standards that every employee must follow. The following are the minimum employment standards that employees are required to adhere to:

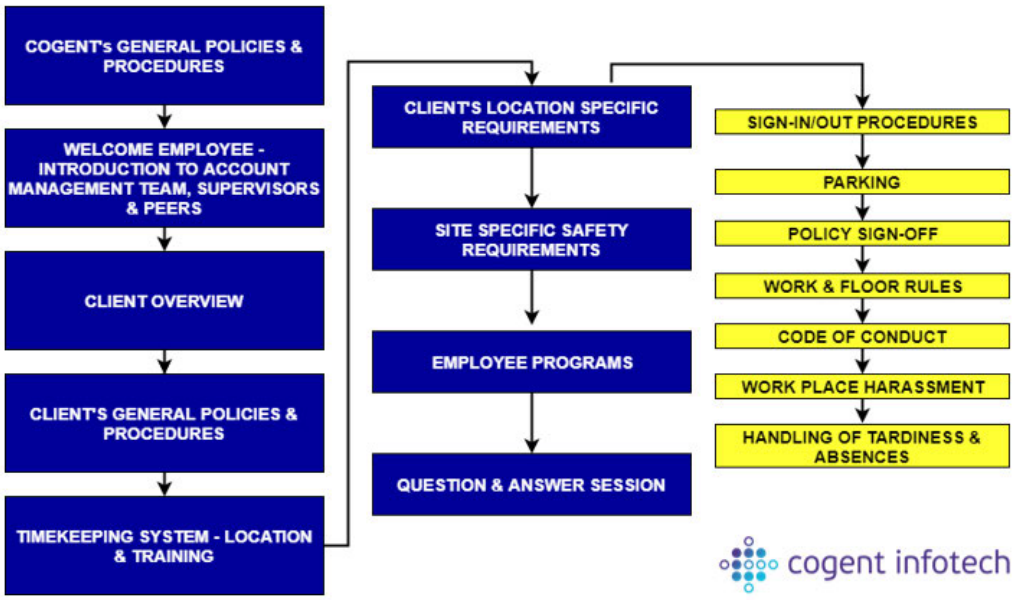
1. Conduct all professional activities as per the Job Description (JD) provided to them. This JD is in-sync with the JD provided by the client.
2. Strict adherence to client's work schedule, policies and procedures.
3. Advance notice and approval for vacation time to be obtained from both COGENT and Client supervisor.
4. All time cards to be duly approved and signed by approving authority at the client site.
5. All overtime to be pre-approved by the supervisor at the client site and this information to be relayed to reporting manager at COGENT.
6. Adherence to public holiday schedule followed at the client site.
7. Immediate issue escalation to the reporting manager at COGENT.
8. No personal phone calls during office hours. Internet usage strictly for work purposes.
9. Wear professional attire as per client requirements.
10. All issues pertaining to salary, benefits etc. to be discussed only with the reporting manager at COGENT.

COGENT ensures the adherence to our service support philosophy by constant communication with the employee and the employees' manager. At the end of any project engagement, COGENT will meet with the manager to get a final 'review' of the services performed and discuss any areas of improvement which can be implemented prior to the next placement.

OUR ONBORADING PROCESS

Once the negotiation phase is over, we move on with the candidate on boarding process. This involves all the necessary documentation and steps involved in preparing the candidate to commence work as well as ensure that they assimilate well into the client premises on the first day and beyond. Onboarding documentation which we take care of are Letter of Offer, Tax File Declaration Form, employee superannuation form etc.

When new staff joins the project, the Account Manager provides an orientation to the project. Below provided is a flowchart which depicts major areas of discussion during the orientation.



OUR TIME-KEEPING/BILLING PROCEDURES

COGENT has invested a lot of time, effort and money in customizing ADP's "**Workforce Now"** module, a cloud-based application, to **manage Payroll & Tax, Time and Attendance, Benefits & ACA & Human Resource** for employee data management.

COGENT employees use automated time tracking & reporting features via "**Employee Self-Service (ESS) feature** that is accessible on PC/Mac/Desktops or on any mobile devices.

Employee Self Service on ADP workforce enables our employees & contractors to:

- Enter daily time using their desktop or mobile (iOS and Android) devices.
- Track weekly, semi-monthly and monthly times.
- Track Vacation and Paid time off (PTO).
- Submit time attendance for supervisor review & approval.
- Receive mobile alerts on time approval.
- Receive mobile alerts on time-off request (approval or denial).
- Mobile alerts to review and approve time off requests.

ADP workforce now - Time and Attendance module enables COGENT to:

- Accurately calculate pay data.
- Accurately track absences and paid time off (PTO).
- Generate accurate periodic attendance reports (monthly/quarterly/annually). This data is critical for client invoicing and conducting annual performance reviews.

Apart from this, every COGENT employee is provided with an employee handbook which includes complete Time-Keeping Procedures and Verification Practices. The following are the minimum standards that its employees are required to adhere to:

1. Strict adherence to client's work schedule.
2. Advance notice and approval for vacation time to be obtained from both COGENT and Client supervisor.
3. All time cards to be duly approved and signed by approving authority at the client site.
4. All overtime to be pre-approved by the supervisor at the client site and this information to be relayed to reporting manager at COGENT.
5. Adherence to public holiday schedule followed at the client site.

OUR QUALITY ASSURANCE PROCESS

COGENT has regular, planned communications with customers, subcontractors, and suppliers to coordinate quality expectations, priorities, activities, and improvements.

The process begins when we hold a project startup meeting where we discuss how quality of the project will be controlled and the quality responsibilities of key personnel. We also coordinate a schedule for weekly production meetings, monthly quality management meetings, and protocols for telephone and internet communications.

Throughout the project, COGENT holds preparatory meetings prior to the start of upcoming milestones, tasks, or phases of work. These meetings are attended by key company, subcontractor personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives. We review quality requirements, coordinate quality inspections and hold points. In the process, we listen to each stakeholder to understand their concerns for critical details. We add the critical details to inspection checklists. We also train production personnel on these details in weekly and toolbox talk meetings.

COGENT weekly team meetings deploy findings of the preparatory meeting to field personnel. The venue is used to train personnel on technical requirements, reinforce critical details for heightened awareness, and institute improvements to work methods. It is also a forum for team communications and coordination.

COGENT ensures that quality control personnel remain independent from the pressures of production through our organizational lines of authority as defined by our QC Organization Chart.

The President appoints a QC Manager, Operations Manager, and Project Manager, and then assigns each with specific quality responsibilities and authorities of their job position.

OUR PERFORMANCE REVIEW PROCESS

We believe that, quality of hire is the top most performance KPI. Because it is what makes the recruiting process worthwhile. We use below mentioned metrics to check our quality of hire.

To check quality of a hire	Time-to-productivity	Retention Rate	Hiring Manager Satisfaction Rating

COGENT's commitment to Total Quality Management ensures that our clients receive the highest level of value-added service. From our adherence to leading quality standards to our use of quality control processes for technical testing, reference and background checks, and consultant training, COGENT has demonstrated a dedication to excellence that has enabled us to significantly enhance the value proposition that we offer our clients.

Our dedicated account team will be in contact with consultants on regular basis. For the first three (3) months, we will schedule monthly meeting for respective consultants with Account Manager and the client. After this period, account team will schedule meeting after every two (2) months. Below mentioned is in-details description of each meeting.

- **Meeting I - At 1-month completion**
  We schedule this meeting to evaluate our consultant's performance and discuss about challenges faced, key achievements, required trainings to accomplish upcoming stages of the project and other required support to deliver the required services.

- **Meeting II - At 2 months completion**
  We schedule this meeting to know, whether we can efficiently and effectively deliver the pre-defined deliverables as per the timeline? Or are we on the right track to deliver the pre-defined deliverables as per the timeline?

- **Meeting III - At 3 months completion**
  We schedule this meeting to discuss our consultant's performance and project status. We also discuss about challenges faced, key achievements, required trainings to accomplish upcoming stages of the project and other required support to deliver the required services. Also, we request the project officer supervising the consultant to fill the below mentioned performance evaluation sheet.

cogent infotech						
PERFORMANCE EVALUATION OF INDIVIDUAL CONSULTANT						
CONSULTANT INFORMATION						
Name of Consultant:		**Date of Birth:**				
PROJECT INFORMATION						
Project Name:		**Contract No:**		**Position:**		
Period:		**Duration:**		**Division/Office:**		

CRITERIA	RATING					COMMENTS
	E	S	GS	US	NA	
Practical knowledge of and experience in the field concerned						
Ability to adapt knowledge and experience to assigned tasks						
Initiative						
Productivity						
Ability to work with others						
Adherence to clients working regulations						
Quality of work completed						
OVERALL PERFORMANCE						

Evaluated By:		**Signature:**		**Date:**		**Action Recommended:**	

GLOSSARY

E: Excellent **S:** Satisfactory **GS:** Generally Satisfactory **US:** Unsatisfactory
NA: Not Applicable

Further, below specified is our performance evaluation criteria which is discussed with the project officer supervising the candidate

1. **Practical knowledge of and experience in the field concerned**
   Did the consultant demonstrate practical knowledge and experience in the claimed areas of expertise? Were gaps apparent in the consultant's knowledge or did the consultant lack experience in one or more areas? Did the consultant demonstrate a professional appreciation of the problems that arose?

2. **Ability to adapt knowledge and experience to assigned tasks**
   Did the consultant thoroughly investigate, understand, analyse, and report on all the aspects of the assignment? Were the client staff involved confident that the consultant would competently complete the assignment?

3. **Initiative**
   Did the consultant propose any sound innovations? Was the consultant's method of searching for data practical? Did the consultant need more or less assistance than usual with the arrangements?

4. **Productivity**
   Did the consultant complete all the tasks in the terms of reference? Were the consultant's tables, calculations, and other written outputs complete?

5. **Ability to work with others**
   Did the consultant maintain cordial relations with client staff and counterpart officials? While on mission, did the consultant work cooperatively with the group? Did the consultant respect the local culture?

6. **Adherence to client's and COGENT's working regulations**
   Did the consultant work within client's and the COGENT's normal procedures and regulations?

7. **Quality of work completed**
   Assess whether the quality of the consultant's outputs was fully satisfactory. Was the consultant's report or contribution to the team's report well organized, clearly and simply written, without jargon? Did the consultant present his or her conclusions logically and convincingly, with adequate references? Were the consultant's inputs and outputs complete, covering all the requirements in the terms of reference? Did the consultant's report cover all the issues raised?

This process helps us to make sure that our client receives the requested services.

COGENT tracks several metrics to track the service performance. However below provided are the details regarding our top 5 metrics.

1. **Time - to - Fill:** Time to fill is a super useful metric for measuring the speed and efficiency of our recruiters. A poor time - to - fill rate suggests potential serious operational efficiencies that could be costing our firm money.

2. **Candidate Satisfaction:** From our point of view candidate satisfaction isn't about measuring the results. We use data in our ATS (JobDiva) to proactively make changes to our process and ensure higher rate of satisfied candidates.

3. **Ratios:** These ratios are not a single metrics, but a whole category of metrics. This is critical for us because a candidate placement is a result of long chain of actions. If any of the link is weak, it severely impacts the result. Ratios allow us to analyse every stage of the process to determine any potential inefficiency.

   Below provided are the five metrics which represent various fundamental stages in a candidate placement. We track the relationship between each metrics to discover if there's a usual drop – off between any two stages.
   - Client Submission Count
   - Internal Submission Count
   - Job Count
   - Interview Count
   - Placement Count

4. **Recruitment and Retention:** Hiring new employee's costs money. Therefore, we focus on retaining our existing employees by reducing the turnover and finding opportunities to improve efficiency to avoid replacing outbound employees.

5. **Client Service Metrics:** This part covers how we will measure the client satisfaction. Below provided are our methods which help to measure as well as identify up to what level our client is satisfied with our services.

METHODS	DESCRIPTION
First Call Resolution	Here we measure what percentage (%) of complaint calls are completely resolved, the first time the client calls us.
Client Retention	Here we keep a track of what percentage of client base do we retain, year over year.
Time with client	This records the amount of time we spent with the client via various means like on telephone, in person meetings etc.
Response time	This measures how quickly we respond to clients inquires or job orders

OUR PROCESS FOR REMEDYING PERFORMANCE ISSUES

COGENT believes that the best approach for remedying performance issues is to be proactive. We believe that building a great relationship with our clients and consultants is the absolute best way to stay ahead of any potential issues. Proper communication is key. Most potential issues can be handled in a positive, proactive way before they become a major issue.

Another important aspect to minimizing potential performance issues is to provide the customer with the candidate that is the best fit for the opportunity. COGENT goes thru all the necessary due diligence steps required to ensure that the candidate is the best overall fit. If COGENT feels that a candidate could potentially be an issue for the client, we will not submit that individual to the client.

If an issue arises which could not have been addressed on a proactive basis, we will address the issue with the client. We will identify the issue, discuss the action that needs to take place and finalize on a timeline that works best for the client. If a replacement is needed, COGENT will provide a similar or better candidate to the client at no cost. This process helped us to make sure that our client receives the requested services.

OUR PROCESS FOR CANDIDATE REPLACEMENT

Staff vacancies are addressed through the normal hiring process. The project office works to advertise positions and perform interviews. Staff may also be replaced by redirecting resources from within or outside of the project, or their workload may be absorbed by other staff.

Consultant staff will be replaced in accordance with the procedures of their SOW. Resumes for proposed replacements will be submitted for approval. Replacement staff will meet the minimum qualifications for the position and generally are subject to an interview in addition to a review of their resume and qualifications. Prior work references will be checked. Where possible, the replacement staff will begin work prior to the original staff departure to ensure appropriate transition of responsibilities and knowledge. At a minimum, job shadowing is performed for at least one week before staff transition of the project.

OUR ESCALATION PROCESS

Products and Services ▪ BCSD priority level for receiving customer service. ▪ Our ability to continue providing services (responding to resource requests and issues). ▪ Triggers for service interruption.	• COGENT will provide BCSD with 100% of customer service under every conceivable circumstance, all the time, every time • With the systems that are currently in place and noted below, COGENT can continue to function during local crises as well as a widespread disaster such as a pandemic. The relevant contact information and means of contact provided herein will remain transparent to BCSD, and updated as and when necessary • In any computer systems or telephone service interruption, the chain of command would be to notify Justin Acord, BCSD Project Manager or General Counsel & Director of Human Resources.
People and absenteeism ▪ Back up personnel who service BCSD during high rates of absenteeism. ▪ In the event infection is widespread, how our employees are prepared to work remotely?	• All employees responsible for the BCSD account have been crossed-trained not only in the case of a pandemic, but also for any emergency and the appropriate procedures to follow regarding requests for vacation/sick leave. • With COGENTs Cloud based state of the art ATS system (JobDiva), Cloud based Google email, VOIP based phone systems, Cloud based HR system, Cloud based Accounting system, all COGENT employees can work remotely, and some COGENT employees often currently work remotely.
Processes and Systems ▪ Expected workarounds to address potential risks. ▪ How we ensure our recruiting team continue to work remotely? ▪ Precautions we are taking to ensure our systems are available to respond to resource requests.	• Via email, skype, mobile/VOIP phones and personal contact. • We have tested the system. As noted, a several of our employees currently do work remotely. • Majority of the systems are Cloud based solutions from leading companies like Google, Amazon, JobDiva, Quickbooks, Vonage etc. All systems are either cloud based or supported by both electronic and manual back-up resources.
Communications and contact info ▪ Beyond normal customer service hours, our management team will be available 24X7 for BCSD.	• [redacted]

EXHIBIT C

BID FORM TEMPORARY IT PROFESSIONAL SERVICES

Indicate the categories of service that your company can supply by checking the appropriate line items below. By checking the appropriate category, the supplier affirms that their company has at least one qualified individual in the checked category who can provide on-site services to BCSD.
Note: Labor rate on Exhibit A must include all travel and additional costs.

Percentage discount from established pre-set maximum Fixed Price, (if offered):
_____0_____%

CATEGORY	Level	Bidding	Not Bidding	Hourly Rate
IT Laborer	Entry	X		$15.00
	Intermediate	X		$20.00
	Advanced	X		$25.00
AV/IWB Installer	Entry	X		$15.00
	Intermediate	X		$45.00
Desktop Technician	Entry	X		$25.00
	Intermediate	X		$45.00
	Advanced	X		$65.00
Systems Administrator	Entry	X		$50.00
	Intermediate	X		$75.00
	Advanced	X		$100.00
Systems Engineer	Entry	X		$125.00
	Intermediate	X		$200.00
	Advanced	X		$300.00
Network Administrator	Entry	X		$50.00
	Intermediate	X		$75.00
	Advanced	X		$100.00
Network Engineer	Entry	X		$125.00
	Intermediate	X		$200.00
	Advanced	X		$300.00
Database Administrator	Entry	X		$100.00
	Intermediate	X		$175.00
	Advanced	X		$250.00
IT Security Engineer	Entry	X		$100.00
	Intermediate	X		$200.00
	Advanced	X		$275.00

Technical Writer	Entry	X		$75.00
	Intermediate	X		$100.00
	Advanced	X		$125.00
Business Analyst	Entry	X		$100.00
	Intermediate	X		$150.00
	Advanced	X		$200.00
Training Specialist	Entry	X		$75.00
	Intermediate	X		$100.00
	Advanced	X		$125.00
Telecommunications Administrator / Engineer	Entry	X		$125.00
	Intermediate	X		$165.00
	Advanced	X		$200.00
Web Developer	Entry	X		$50.00
	Intermediate	X		$75.00
	Advanced	X		$100.00

COGENT Infotech Corporation **09/04/2019**

Firm's Name Date

1035 Boyce Road, Suite 108, Pittsburgh, PA 15241

Mailing Address

(412) 889-7700 /

Phone/FAX #'s

Authorized Signature: 

Printed Name: **Justin Acord**

9.0 ATTACHMENTS TO SOLICITATION

MINORITY AND WOMAN BUSINESS ENTERPRISE POLICY AND REQUIREMENTS:

Mission of the Beaufort County School District Board of Education:
To serve the community by providing the opportunity for each student to receive a highly effective education

Statement of Policy

It is the policy of the Beaufort County School District that discrimination against businesses on the basis of race, color, national origin, and gender is prohibited. No person shall be denied the benefit of, or otherwise discriminated against, on the grounds of race, color, national origin or gender in connection with the award and/or performance of any contract or modification of a contract between a vender or contractor and the Board which contract is paid or is to be paid for, in whole or part, with monetary appropriations of the Board. Further, it is the policy of BCSD to encourage and promote on an inclusionary basis contracting opportunities for all business, without regard to race, color, national origin or gender. It is expected that all firms seeking to do business with the Beaufort County School District will comply with this BCSD policy.

W/MBE Compliance

Potential bidders must demonstrate their process for contracting or utilizing businesses as subcontractors or suppliers for work on projects undertaken is open to businesses regardless of race, gender or ethnicity, by fulfilling one (1) of three (3) alternative eligible bidder categories.

1. Documentation of prior M/WBE on projects undertaken in South Carolina during the previous two (2) years at the level of availability.
2. Documentation of prior good faith outreach efforts on all projects undertaken in South Carolina during the previous two (2) years.
3. Commitment to future good faith outreach efforts in all projects undertaken in South Carolina.

On eligible projects that equal or exceed five million dollars in value, potential bidders are required to make a good faith effort to enter into a joint venture or Mentor/Protégé arrangement at the prime contractor level which includes at least one (1) certified minority- and/or woman-owned firm.

- Companies involved in joint venture Mentor/Protégé arrangements must be of a different race or gender ownership.
- Each eligible bidder shall submit with each bid submission on an eligible contract:
  1. A complete and signed subcontractor plan. Eligible bidders who submit bid proposals which fail to utilize minority- and/or woman-owned business enterprises at a level consistent with availability, must submit documentation

detailing their "good faith outreach efforts" to utilize minority- and/or woman owned firms.
2. Written documentation demonstrating the eligible bidder's good faith efforts to identify, contract with, or utilize businesses, including certified M/WBEs, as sub-contractors or suppliers on the eligible project.

- Acceptable good faith effort documentation:
  1. The eligible bidder contacted the District Purchasing and Contract Compliance Offices, other private sector and government entities, or M/WBEs organizations, to identify available businesses to work on the eligible bidder project, including minority-and Woman-owned firms.
  2. The eligible bidder placed notices of opportunity for minority-and woman-owned firms to perform subcontracting work on the eligible project in newspapers, trade journals and other relevant publications specifically targeted to M/WBEs or communicated such notices or opportunities via the Internet or by other available media means.
  3. The eligible bidder submitted invitations to bid for work on the eligible project to qualified businesses, including minority-and woman-owned firms.
  4. The eligible bidder included in such notices and invitations, a full disclosure of the criteria upon which bids, proposals or quotes would be evaluated, and also included contact information for inquiries, submissions, or requests to review any necessary bid documents.
  5. The eligible bidder promptly responded to inquiries, provided necessary physical access and time for all interested businesses to fully review all necessary bid documents, and otherwise provided information, access and time to allow all interested businesses to prepare bids and quotes, regardless of race, gender or ethnicity.
  6. The eligible bidder considered, hired, or otherwise utilized qualified and available businesses for an eligible project, including minority-and Woman-owned firms.
  7. For each business which contacted or was contacted by the eligible bidder regarding sub-contracting or services on the eligible project, the eligible bidder shall maintain all written documents reflecting such contact, including bids, quotes and proposals.

Subcontractor Participation

Beaufort County School District, through its contract documents, encourages contractors to utilize minority subcontractors on their projects.

A prime contractor must identify M/WBE utilization expenditures to certified M/WBE subcontractors that perform a commercially useful function in the work of the contract. An M/WBE subcontractor is considered to perform a commercially useful function when it is responsible for the execution of a distinct element of the work of a contract for which the MBE or WBE has the skill and expertise and carries out its responsibilities by actually performing, managing and supervising the work involved.

Business Utilization Report

In order to facilitate an effective monitoring system, each contractor, bidder or offeror must submit a completed and signed Utilization Report with the bid submission which lists the names, addresses and contact persons of the M/WBE and majority owned businesses, if any, to be used in the contract, the type of work each business will perform, the dollar value of the work and the scope of work. The Utilization Report submitted by the contractor shall be submitted as a part of the contract with BCSD. If the information contained in the Contractor's Utilization Report changes by the time the contract is executed, the Contractor shall amend the Utilization Report and such amended Utilization Report shall be incorporated into the contract.

Business Enterprise Utilization Report

List all vendors/subcontractors to be used on this project. All MBEs or WBEs proposed for utilization on this project must be certified by the Small and Minority Business Assistance Office through the State of South Carolina according to the criteria of the Beaufort County School District's Minority Business Enterprise Plan prior to utilization on this project.

In column 2 below, please specify ethnic/racial/gender group as follows:

- AABE – African-American Business Enterprise
- HBE – Hispanic Business Enterprise
- ABE – Asian-American Business Enterprise
- WBE – Woman Business Enterprise

Sub-Contractor Name	Gender Group	Address	Phone #	Other	E-Mail
		N/A			

Statement of Intent

We, the undersigned have prepared and submitted all the documents required for this project. We have prepared these documents with a full understanding of the Beaufort County School District's goal to ensure equal opportunities in the proposed work to be undertaken in performance of this project. Specifically the BCSD seeks to encourage and promote on an inclusionary basis contracting opportunities without regard to the race, gender, national origin or ethnicity of the ownership or management of any business and that it is an equal opportunity employer and contracting entity. We certify that the representations contained in the Minority/Woman Business Enterprise (M/WBE) Utilization Report, which we have submitted with this solicitation, are true and correct as of this date. We commit to undertake this contract with the Minority/Woman Business utilization Report we have submitted, and to comply with all non-discrimination provisions of the Minority/Woman Business Enterprise Program in the performance of this contract.



Signature

09/04/2019

Date

Name: **Justin Acord**

Title: **Vice President - Sales**

Project: **Temporary Information Technology Professional Services**

EXHIBIT B

BID FORM
TEMPORARY IT PROFESSIONAL SERVICES

Please provide not less than three reference accounts including: Company Name, Address, City, State & Zip Code, Contact Name, Contact Telephone Number, Contact E-mail Address. Provide a brief description of the work performed and indicate the length of time for the engagement. Please use additional pages – if necessary.

[redacted]

COGENT Infotech Corporation **09/04/2019**
Firm's Name Date

1035 Boyce Road, Suite 108, Pittsburgh, PA 15241
Mailing Address

(412) 889-7700 /
Phone

Authorized Signature: Justin Acord

Printed Name: **Justin Acord**