Jefferson Parish
State of Louisiana

Jefferson Parish

Response to Request for Proposal # 0464

Information Technology Support Services and Supplemental Staffing

RFP DUE DATE: AUGUST 25, 2023 BY 3:30 PM

PREPARED FOR:

Jefferson Parish
Department of Purchasing
200 Derbigny Street, Suite 4400
Gretna, LA 70053
(504) 364-2678

PROPOSAL SUBMITTED BY:
BuzzClan, LLC.
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ORACLE Gold Partner | Microsoft Partner | EQUINIX | aws partner network | SOC 2 TYPE II CERTIFIED

A. COVER LETTER

Date: August 25, 2023

Jefferson Parish
Departments for Electronic Information Systems
1221 Elmwood Park Blvd., Suite 700
Jefferson, LA 70123

Subject: Response to Request for Proposal #0464 _ Information Technology Support Services and Supplemental Staffing

In response to the subject procurement, BuzzClan LLC (BuzzClan) submits our offer for your review and consideration. BuzzClan is qualified to bid on the Temporary Staffing Services as a TX certified Total Small Business, Minority Owned Business Enterprise, Women Owned Small Business Enterprise and Hub- Texas Business Enterprise headquartered in the State of Texas. We understand that Jefferson Parish (Parish) is seeking qualified vendors to provide Information Technology Support Services and Supplemental Staffing. We confirm that BuzzClan has extensive experience with many regional and national IT Consulting programs, and our philosophy is building close alliances with our clients that produce favorable results for both parties.

Our involvement in the project significantly increases the likelihood of an on-time, high quality, in-budget implementation with the intent and dependable outcome with measurable metrics. We focus on our client's needs, cultivate teamwork, then employ innovation and creativity to a solution framework that will achieve your goals and realize your vision. In addition, we have relevant large-scale credentials in the commercial and federal space. With the required technical experience, relevant past performance, and active knowledge of business processes with State and Federal organizations, we are fully confident and committed to Information Technology Support Services and Supplemental Staffing to the Parish in order to meet its Services and associated deliverables.

Company Overview

Legal Company Name	BuzzClan LLC
Corporate Address	5757 Alpha Rd. Suite 340, Dallas, TX 75240
CAGE Code	79CC6
DUNS No.	012882406
Federal Tax ID	46-2327694
Unique Entity ID	MEU7KMF5H9C6
TX DIR Contract Number	DIR-CPO-4568
Authorized Contact Person	**Sachin Jain** Vice President **Phone**: 469-251-2899 **Email**: gov@buzzclan.com

We also have significant experience in working with many government entities including the *TX DIR, University of North Texas System, University of Minnesota, US House of Representatives, NJ Department of Health, City of Phoenix, LCRA, Hennepin County, London Hyrdo, City and County of San Francisco, City of Wentzville, Missouri Department of Transportation, , USDA, United States Census Bureau* and have developed a strong bonding with various organizations throughout the state by complying with all Federal, State and Local rules & regulations. It is our objective to provide cost effective Information Technology Support Services and Supplemental Staffing to Parish. ***By submitting this proposal, we confirm our full compliance with the requirements and Terms and Conditions specified under this RFP and that we shall abide by them.*** All the information provided in this proposal response is correct & we are accepting all solicitation terms without any terms, conditions, or assumptions in our response.

Sincerely,

Sachin Jain

Sachin Jain (Vice President)
Phone: 469-251-2899
Email: gov@buzzclan.com

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C. TECHNICAL PROPOSAL ELEMENTS

1. **Each proposer shall address how the proposer will achieve/meet the Scope of Work as stated in Section 2.1. Technical approach shall detail the following: Plans and/or schedule of implementation, orientation, and/or installation, etc. (whichever is relevant to the RFP requirements).**

BuzzClan deploys its contract management framework fully compliant with our Capability Maturity Model Integration (CMMI) Level 3 accreditation and anchored upon core principles of accountability and transparency, including industry best practices and documented process and rigor. BuzzClan utilizes an effective, transparent, and efficient method for Contract Management - Agile SAFe Contract Management methodology which 1) Instills Flexibility, 2) Breaks Projects into Shorter, Easier to Handle Pieces, 3) Encourages Frequent Collaboration, and 4) Focuses on Mutual Benefits. We will incorporate and tailor our contract management documents, templates, and processes to align with the Electronic Information Systems (EIS) Performance Life Cycle Framework (EPLC).

BuzzClan incorporates Agile and Human Centered Design principles helping project teams create stakeholder and product team alignment by visualizing what would otherwise be a long list of requirements. This approach creates organizational memory that guides the solution from inception to delivery—and into continuous improvement—by connecting human centered inputs derived from different problem statements and feedback. Additionally, our approach promotes the efficient and effective implementation of the proposed solutions and strategies by ensuring adequate staffing, organization, communications, and management of tasks through the application of a management and oversight structure composed of both BuzzClan's PMO and BuzzClan Advisory Board. The key pillars for EIS Contract Management will be agency experienced contracts manager, and expert in managing a portfolio of programs ranging in size, complexity, contract type, and project management methodology, ensures that innovations and forward-thinking technologies are continuously incorporated into our standard program management procedures.

BuzzClan's vast experience Provide Information Technology Support Services and Supplemental Staffing for the Departments of Electronic Information Systems (EIS) and Telecommunications shows this contract requires a single point of accountability for contract execution but must provide managers with the autonomy and authority to be responsive. We will use our practical experience managing contracts of similar complexity.

Throughout the lifecycle of the project, BuzzClan is committed to working closely with EIS to establish a solid common foundation of knowledge and practices to develop a structured yet flexible path forward. Additionally, BuzzClan is ideally suited to incorporate lessons learned from our robust experience working with many agencies to deliver a tailored approach that addresses specific requirements and integrates project schedules and activities. In addition to applying BuzzClan's PMO best practices, our team is experienced in managing a portfolio of project development efforts using Agile SAFe best practices and EIS guidelines to gain efficiencies for projects. Some efficiencies realized within our current portfolio of CMS programs include increased velocity and shortened ramp-up time, in addition to providing flexibility and scalability during project implementation.

BuzzClan's Project Manager (PM) and other key team resources will meet in person with the Contracting Officer/Contracting Officer Representative (COR) and relevant EIS staff within 5 days of award, or as scheduled by the COR, to discuss the BMISS IV&V project. The purpose of this contract Kick-Off meeting will be to review and finalize project objectives, expectations, deliverables and the initial communication cadence between BuzzClan and the CO/COR

Contract Start-Up Meeting - Upon contract award, within 3-4 working days, we will reach out to the COR to participate in a Contract Start-Up Meeting and present an Orientation Briefing to the

Government. BuzzClan as a prime contractor for many government contracts has conducted several kick-off meetings with the federal government. As part of our kick off activities, BuzzClan will:

- Ensure that all appropriate stakeholders are invited, including those assigned to the program, including the functional manager who will have staff involved in the program or those who have staff involved in the program.
- Create a presentation that will involve key team members for accuracy and that a wide variety of perspectives have been accounted for. We will discuss content with key sponsors and stakeholders to avoid major disapproval in the meeting.
- Allot the correct time for the presentation, including time for questions and discussion.
- Include a call for action and list outstanding items that require immediate follow-up. We will provide direction on any follow-up communication needed and outline what is expected from everyone in the first status meeting.
- BuzzClan also uses the kick off presentation not only for start-up but also for new team member orientation. The presentation is available for sharing to assist in their swift onboarding with the details of the program, especially by providing them with the understanding of the program's vision and benefits.

For the Contract Start-Up Meeting, BuzzClan develops a detailed presentation that includes 1) Introduction of the EIS Staff and the BuzzClan, 2) Discussion of Schedule and Scope, 3) Introduction to Subcontractors, 4) Discussion of the Technical Approach for the SOW tasks, 5) Communications Plan, 6) Project Management Plan High-Level Review, 7) Quality Assurance Plan Review, 8) Staffing Plan Review, 9) Project Risks, and 10) Questions and Answer Session.
The minutes of this orientation will be provided within 5 business days after the meeting. BuzzClan provides comprehensive Meeting Minutes to include Action Items, Due Dates, Risks, Description of Items Discussed, Open Issues, and Dates. The meeting minutes are stored in BuzzClan SharePoint site.

Status Meetings and Reports. Through the support of our contract management teams, BuzzClan's PM provides robust and timely monthly reports to the contract's COR. Our monthly progress reports will include a summary of the progress to date on all project tasks, activities undertaken and the results of activities, a description of any issues encountered, recommendations or actions to resolve issues, and a discussion of the work to be performed for the next month.
BuzzClan will provide a Monthly Status Report by the 7th business day of each month to the COR and EIS Program management staff. Monthly Status Report usually would be generated by the Program Manager by consolidating the data from Weekly Dashboards and also including plans for next month and other important discussions like Risks, constraints for the project etc. Our contract management and staff will assist in submitting a monthly report formatted in such a way that each task and its attendant activities are clearly identified, and invoices can be associated with tasks described in the monthly progress reports. These reports shall not only summarize accomplishments of the prior month but also will be the basis for activities of the next month.Using this Report, BuzzClan will continuously communicate the status on project deliverables each month so that the client is up-to-date with the latest information/progress on the project. BuzzClan has the previous experience of generating Monthly Status Reports using tools like JIRA.

Innovation - *BuzzClan creates dashboards within Confluence to enable easy instant reporting. Building out these reports during the discovery phase of the project ensures project execution remains steady.Confluence Dashboards identify task velocity of the working team, cycle times of tasks as tasks oscillate from creation to testing to validation, quickly identifying tasks or tasks outcomes that may bring down or otherwise risk team performance. Several Dashboards reflecting Hidden Work task analysis can identify slowdowns, risks, and interrupts – quantifying costs in time and resources, highlighting the opportunity costs in delays in addressing these actions. These facilities enable management to adjust to new or previously undiscovered realities in a forecastable way.*

Quality Management. The project will follow the BuzzClan Systems Quality Management Best Practices, which are based on the CMMI Maturity Level 3 (ML3) framework to achieve the quality assurance goals. Quality management includes full life cycle quality planning, quality measurement and analysis, root cause analysis, and defect prevention to ensure that the services and deliverables required align with contractual and regulatory requirements. This established process is used to continuously monitor progress and to proactively identify and mitigate any barriers to success, before they negatively impact performance. The purpose of this quality management program is to: 1) Objectively evaluate performed processes, work products and services against the applicable process descriptions, standards and procedures, 2) Identify and document noncompliance issues, 3) Provide feedback to project staff and managers on the results of QA activities, and 4) Ensure that noncompliance issues are addressed. Moreover, BuzzClan's quality professionals will review all project processes, and all work products produced by this program. We will ensure that the quality, completeness, and timeliness of all deliverables and work performed meets customer expectations.The purpose of our Quality Assurance program is to:

- Objectively evaluate performed processes, work products, and services against the applicable process descriptions, standards, and procedures.
- Identify and document non- compliance issues.
- Provide feedback to project staff and managers on the results of QA activities.
- Ensure that noncompliance issues are addressed.
- Continuously identifying Lessons Learned throughout the Sprint Retrospectives, Administrative Reporting Activities, and Self-Performance Assessments.
- Apply Lessons Learned to all projects so that the same mistakes are not repeated.

Subcontractor Management.The critical elements of our approach are to clearly identify and communicate expectations to our teammates, and hold them accountable for their performance. To this end, we execute subcontracts flowing down contract terms, conditions, and performance requirements, and monitor subcontractor performance. Monthly, the Project Manager meets with the managers of our subcontracting partners to discuss program status and the subcontractor's performance. If we identify any issues with personnel, performance, or program management, the subcontractor must provide a remediation plan. All companies report delivery status and accomplishments, risks and issues to the Program Manager in the same manner, and we integrate subcontractor personnel across the program consistent with their competencies and experience. We select the best candidate for the job regardless of company affiliation.

Communications - In support of the mission and success of any project is an effective Communications Plan to maintain and sustain on-going work with maximum efficiency. This includes communicating high-quality standards for the team, users, and stakeholders, communicating clear expectations, the impact of the work, and defining the outcome and benefits that stakeholders may expect. It involves facilitating broad participation in the decision-making process, thereby increasing support and commitment to the project and a clear and collaborative relationship with the customer. Our communications approach will include a Communications Framework that follows methods established by the Project Management Institute's (PMI®) Project Management Body of Knowledge (PMBOK®) 6th edition. At the initiation of the project and in coordination with the Department, we will draft a Communications Plan shown in Table 3.

Table 3: BuzzClan Communication Framework

Communication Strategy:	Outlines the strategy for communications between Department staff, team members, and internal/external stakeholders. We will facilitate discussions through meetings and outreach to aid in decision making and provide direction while driving progress.
Communication Action Plan:	Identify key members of the team to provide outreach and identify available tools within the Department to assist in facilitating, storing, and disseminating communications between Department staff, team members, and internal/external stakeholders.
Communication Execution:	In coordination with ED Leadership, System Owners, and Project Managers, our team will implement this plan and measure the effectiveness of communication activities, a proponent in the development of an effective communication strategy.

Successful projects demand a strategy that incorporates the communication needs of Department Leadership, key stakeholders, the resources and channels required to reach their audience. Each of

these three components makes up our Communications Plan and builds the platform for open and frequent communications, the processes that support them, and an understanding of the goals; all essential factors in successful outcomes of all projects.

Contract Transition. The foundation of a successful transition rests in a collaboratively developed plan that establishes detailed scope, objectives, identifies activities, processes, and format for transfer of knowledge, sets the schedule for tasks and deliveries, and quickly establishes the avenues of communication needed to make it work. Details, decisions, and agreed upon schedules will be incorporated into the plan, which will then serve to both guide and document transition activities. Upon award, the BuzzClan PM will incorporate the principles discussed herein into a detailed Transition Plan for EIS review and comment. The plan will identify anticipated risks and recommend mitigating strategies. The plan will be delivered within seven (7) days after notification of award and will outline all tasks and activities that will be managed by BuzzClan to successfully take on all operations of the Content Support program.

BuzzClan's Transition Roadmap applies lessons learned from across our Federal projects – including at EIS, best practices for continuous collaboration and engagement from Day One, and our experience transitioning projects from an incumbent contractor. Our Transition Roadmap is founded on a three-phased approach (i.e., Run-Optimize-Evolve) to methodically assume responsibility of, assess, improve, and advance existing processes and systems in the areas of program management, risk management, system security, staffing and training.

Staffing Methodology:
In order to provide services to the client , we will continue to employ our current solution and service delivery model to support your Staffing needs. From recruiting top talent to ensuring the client 's satisfaction through ongoing communication, our approach/solution is designed to ensure the client doesn't experience any gaps in productivity.

We are committed to delivering the right professionals, so we begin by getting to know your organization. We work with you from the beginning to define your needs and develop a complete understanding of your specific requirements, whether at a single facility or nationwide. Using our unique Staffing Resource Assessment (SRA)and job requisition process, we help identify the tangible and in tangible skill sets required for a successful fit within your organization. Our SRA approach considers your business goals, organizational structure, future staffing needs, contracts and other elements to find the RightMatch.

Sourcing: BuzzClan focuses on gaining a thorough understanding of its clients' techno-functional environment and work culture, in addition to open position's job description as a basis to verify candidates experience levels, ensuring best-matched resources for its client needs. Based on this understanding, BuzzClan designs a sourcing strategy that we apply to a specific client:

- Targeted Market Research
- Targeted Referral Focus
- Talent Supply and Demand Analysis
- Sourcing to Include Talent Community Outreach
- Various Job Boards
- LinkedIn Recruiter Access
- Internal Database - Indexed by industry/location/skill/level, etc.
- Industry-leading Offshore Sourcing Model for targeted segments/skill

BuzzClan specific sources:

1. A team of 30+ niche-based sourcing professionals provide 24/7 support to our recruiters and populate our database with new talent. These team member's source and initiate contact with potential candidates for recurring needs.
2. The BuzzClan Internal Database - Updated constantly, this easily searchable, large database lets recruiters identify local talent for consideration for very specific requirements.

3. Internal Recruiting Team - Our tenured recruiters expand their networks rapidly with unique candidates to support our clients. They network with past and present contractors and plan for future client staffing needs.
4. Network of Consultants –BuzzClan has over 1000 consultants working on any given day, a great resource for attracting new and unique talent.
5. Candidate and Client Referrals
6. Internet - Our BuzzClan website, LinkedIn, internet job boards and online networking groups for specific areas.

Search & Screening: BuzzClan Sourcing Specialist first screens resumes to determine if they match the job specification in terms of the required IT skill sets, project experience, domain knowledge-and pay rate expectations. These initially screened resumes are submitted to BuzzClan's Sourcing Manager for further scrutiny and candidate qualification which is followed by initial telephone screening to get a better understanding of their technology skills, industry experience and communication skills. At this time, BuzzClan performs a reference check to screen out undesirable candidates. BuzzClan Account Manager who better understands clients needs further screens the remaining resumes of candidates. At this point, the selected candidates are called in for an in-person interview with our Subject Matter Expert. For out of state candidates, the technical interview is conducted on the phone.

Based on the results, BuzzClan narrows down the list of qualified candidates to a manageable number. The selected candidates are then evaluated by technical and professional personal reference checks. BuzzClan also performs background checks of candidates with respect to criminal investigation, drug testing and security clearance check, as per client requirement.

Assessment: Following the Screening process, if the recruiter considers the candidate to be a viable fit, they conduct an "internal submission". This internal submission alerts the BuzzClan Account Manager of a potential candidate. The AM reviews the information and schedules an interview. The next level of interviewing is conducted either in person (when possible) or during a scheduled call. It is either conducted by the AM or if required BuzzClan SME. During this round of interviewing, a thorough skills assessment is performed as it relates to the particular requirement at hand.

BuzzClan Account Manager who best understands the client's needs further screens the remainder of candidates. At this point, the selected candidates are called in for an interview with our Subject Matter Expert. Further, BuzzClan narrows down the list of qualified candidates to a manageable number. The selected candidates are further evaluated including conducting professional/ personal reference checks.

Selection: Based on the resulting information obtained during the interview, testing (where applicable), and resulting References BuzzClan Account Manager making a determination of the candidate's overall fit and potential shortcomings as it relates to the position. The AM also provides a summation of their assessment in the candidate submittal. Once the AM has made a determination to submit the individual, he/she reviews further specific details of the client including hours, wage, intrinsic factors such as dress code, vacation policy, travel, etc - The AM obtains all other relevant information required for the candidate submission and presents to the end user/ MSP.

On-boarding: The on-boarding team works closely with the BuzzClan Service Delivery Team (which includes BuzzClan client dedicated Account Manager) to ensure that each step of this process is understood and completed per internal guidelines and client contract terms. BuzzClan's centralized On-boarding Team works with the Dedicated Account Manager to ensure proper on-boarding, orientation and induction. The areas covered:

- Job Overview: Job Details, Job Location, Reporting Structure, etc.
- Contingent Labor Program Overview: Roles & Responsibilities of the contract, BuzzClan (employer-of-record) and Client
- Co-employment Training

- Issue Escalation Process, Point of Contact Details, Benefits Overview, Payroll Cycle
- Acceptable Code of Conduct
- Time Sheet/Expense Entry Process
- Travel/Other Expenses Guidelines
- Facility Access/Equipment Usage Guidelines
- Information Disclosure & Confidentiality Agreement Proposed Services
- Performance Expectations
- Client Workdays/Hours

Orientation: Before the start of the engagement, BuzzClan Account Management Team member along with an on-boarding specialist and Consultant Care Representative will conduct the first orientation with the contingent worker. The focus of this orientation is centered on the rules of engagement, policies & procedures, communication & reporting expectations. This orientation sets the foundation of the relationship and mutual expectations.

Follow-on support services: BuzzClan is sensitive to the need for ongoing support and provides a range of follow-on support services to its clients. In support of the specific requirements for the County, we will:

- Provide written and verbal progress reports to the client 's Project Manager identifying individuals and documenting findings.
- Attend and facilitate follow-up meetings between the client and the candidate(s) as required and make recommendations (including our reasons for such recommendation) to the client regarding candidate selection.

2. Plans for necessary training, where applicable. Information demonstrating an affirmative statement shall be required that the proposer has reviewed the Scope of Work, understands the nature thereof and is willing and capable of providing the services thereof.

At BuzzClan, we understand that comprehensive training is essential for the successful adoption and utilization of the technology solutions outlined in the Scope of Work. Our training plan is designed to ensure that Jefferson Parish staff are well-equipped to effectively use the new technologies:

1. User Orientation Workshops:
   - Conduct interactive user orientation sessions to introduce the technology solutions.
   - Highlight key features, benefits, and practical use cases relevant to different user roles.
   - Address any initial questions or concerns to build user confidence.

2. Role-Based Training:
   - Develop role-specific training programs tailored to the needs of different departments and functions.
   - Provide hands-on training that allows users to interact directly with the systems.
   - Cover essential tasks, workflows, and best practices for efficient utilization.

3. Training Materials and Resources:
   - Create user-friendly training materials, including step-by-step guides, video tutorials, and reference documents.
   - Make these resources easily accessible through online platforms for convenient self-learning.

4. Virtual and On-Site Training Options:
   - Offer a combination of virtual and on-site training sessions to accommodate varying schedules and preferences.
   - Ensure that remote participants receive the same quality of training and support.

5. Continuous Learning and Support:

- Establish a dedicated support channel to address user inquiries and provide timely assistance.
- Schedule periodic refresher training sessions to reinforce knowledge and introduce advanced features.

Affirmative Statement: BuzzClan affirms that we have conducted a comprehensive review of the Scope of Work outlined in the RFP. We possess a thorough understanding of the nature and requirements of the services described. Our team is fully prepared and capable of delivering the necessary services to meet the Scope of Work. We are committed to providing comprehensive training that empowers Jefferson Parish staff to effectively use the technology solutions, ensuring successful implementation and ongoing value.

3. **Proposer shall likewise include any information concerning any innovative concepts pursuant to this RFP and terms and conditions that the proposer desires consideration by the Parish.**

At BuzzClan, we are committed to delivering innovative solutions that align with the objectives outlined in the RFP. Our proposal includes several innovative concepts that we believe will enhance the success of the project and contribute to Jefferson Parish's technology transformation. Additionally, we propose certain terms and conditions for consideration that we believe will foster a collaborative and successful partnership:

Innovative Concepts:

- Predictive Analytics for System Health: We propose implementing predictive analytics to monitor system health and anticipate potential issues. This proactive approach will enable early detection and resolution, minimizing downtime and optimizing system performance.
- Interactive Training Modules: Enhance user training through interactive modules that simulate real-world scenarios. Users can practice using the technologies in a risk-free environment, boosting confidence and proficiency.
- IoT Integration for Facilities Management: Explore Internet of Things (IoT) integration to enable real-time monitoring and management of facilities. This can include environmental sensors, occupancy tracking, and energy efficiency optimization.
- Blockchain for Data Integrity: Implement blockchain technology to ensure the integrity and immutability of critical data, enhancing security and transparency for sensitive information.
- Green IT Initiatives: Propose environmentally friendly practices by optimizing energy consumption within the data center, potentially through virtualization and cloud solutions, to reduce the carbon footprint.

D. BUZZCLAN QUALIFICATIONS AND EXPERIENCE

1. **Proposers shall provide a detailed statement of related services to government entities or private entities which identifies customer satisfaction, demonstrated volume of merchants, etc. Proposer must provide a detailed description of customer service capabilities, including resumes of personnel assigned, total number of personnel and timeline of customer inquiries and complaints, as applicable.**

BuzzClan, LLC (BuzzClan) is a TX certified M/WBE, Women Owned Small Business enterprise founded in 2013. BuzzClan has been providing product consulting support to its clients throughout the United States & Canada since its inception. There has been no change in the firm’s primary business activity. BuzzClan has been providing services to its clients for more than 10 years. BuzzClan LLC is a business consulting company collaborating to provide Oracle software advisory & implementation services. BuzzClan, LLC is committed to providing substantive business value on every client engagement. We do this through a combination of industry specific business expertise, technical skills and continuous investment in our workforce. We strive to work in partnership with our customers to build high performance teams and create business solutions that will last.

Related Services to Government Entities:
Our engagement with government entities has included the successful execution of various projects that align with their unique requirements and regulatory frameworks. Some notable examples of our services to government entities include:

- IT Infrastructure Development and Management: We have designed, implemented, and managed robust IT infrastructures for government agencies, ensuring data security, accessibility, and compliance with governmental standards.
- Cybersecurity Solutions: Our team has provided comprehensive cybersecurity solutions to safeguard sensitive government data, mitigate risks, and respond to emerging threats effectively.
- Software Development and Integration: We have developed custom software solutions tailored to government processes, facilitating streamlined operations and enhancing service delivery to citizens.
- Consulting Services: Our consultants have offered expert guidance to government bodies on technology adoption, digital transformation strategies, and process optimization.

BuzzClan has provided similar services to following clients:

Public Sector Clients	Commercial Clients
✔ Federal Reserve Board	✔ Oracle
✔ University of North Texas System	✔ Walgreens
✔ State of MI	✔ Bed Bath & Beyond
✔ State of SC	✔ Kaiser Permanente
✔ State of Utah	✔ MacMunnis Inc.
✔ State of TX	✔ Caris Life Sciences
✔ State of MN	✔ Google
✔ West Virginia University	✔ Genpact
✔ State of Idaho	✔ Generational Equity
✔ State of Wisconsin	✔ Rogers Communications
✔ City of Seattle	✔ TCS
✔ Douglas County School District	✔ HP
✔ Hennepin County	✔ Emaar group
✔ Community Transit	✔ Accenture
✔ NJ Department of Health	✔ Corning
✔ Department of Justice	✔ Key Bank
✔ Department of Education	✔ AAA South California
✔ City & County of San Francisco	✔ GE Oil & Gas
✔ City of Phoenix	✔ Kohl's etc..
✔ United States Census Bureau	✔ Money Gram
✔ DOT State of Wisconsin	✔ Dude Solutions
✔ University of Minnesota	✔ Brightly
✔ City of Phoenix	
✔ House of Representatives etc..	
✔ NY Police Pension Fund	

As being an Equinix, Vertica, Oracle, Microsoft & AWS partner, we have a great experience in providing application development, maintenance, support, and Technology upgrade & migration, Cyber security services, Business Intelligence (BI), Data Management, Analytics, and Automation, including Data Warehousing. Please find the details of our few clients to whom we have provided similar services:

- **University of North Texas System:** Accessed the client's Decision Support System needs over PeopleSoft HRIS. Worked with the HRIS team and evaluated their current and future needs for the reporting on the HRIS platform. Provided IT Support functions such as Database Administration, Database Migration, Application Support.
- **NY Police Pension Fund:** BuzzClan is providing 24*7 support services including daily monitoring, performance tuning, reporting, quarterly system and health Check, to NYPPF under Database Administration Support Services Contract.
- **Caris Life Sciences**: Complete end to end administration of the Oracle CRM on Demand and SharePoint application followed by significant developments in both. Provided Server, Network and Desktop Administration, 24*7 Database Monitoring etc.
- **State Of WI:** Responsible for the design, development, testing and support of various applications using industry best practices for scalability, security and performance.
- **University of Minnesota:** Responsible for integrating client facing reporting applications on Exadata/Exalytics. Infrastructure overview and architect, conversion from 10g to 11g. Consolidating various Middleware applications on the Exalogic Server. Security integration between SiteMinder/Weblogic. Installed and configured multi Data-Center Weblogic Clusters using BIG-IP, Web Cache Management using iPlanet, OSB(Service Bus), Oracle Service Registry & Repository Administration. Installed and configured Agents for EM 12c to control and monitor Exadata, OBIEE and Weblogic components. Installed Enterprise Manager agents to monitor and configure OBIEE and WebLogic.
- **Oracle:** BuzzClan is implementing data migration using both ETL and ELT tools and OCDM Implementation with ODI as the ELT tool. Building the ODI repositories, Interfaces, Data Load and writing the Detail Design documents for all the High Level requirements.
- **TForce:** BuzzClan is Setting up VServers for Exalogic. Involved in building environments for Oracle FMW stack on Exalogic.
- **Auto Club of South California:** Upgrade for BIApps, OBIEE from 10g to 11g. Modules worked on: Spend Analytics. Security :EBS integrated security. We upgraded the BIApps instance for Auto Club, and provided training to the user groups on the new platform. The project also involves working on enhancements, customization and extension for BIApps as per the user requirements.
- ***Gap Inc.*- Implemented BI Apps over EBS, and want to capitalize the investment in the software to extend current implementation to serve as the organization wide Analytics Platform.
- ***Auto Club of South California*** - Services: Upgrade for Spend Analytics, EBS integrated security
- ***Clorox Inc.*:** Retail analytics, Custom security implementation with provisioning system. OBIEE, Essbase, HFM support
- ***Walgreens*** - Retail/Pharmaceuticals - Financial, HR. Mixed Mode security implementation
- ***Google*:** OBIEE/BIApps migration - infrastructure and security implementation support during upgrade
- ***Fidelity Investments*:** custom OBIEE implementation with extensive automation for security to accommodate access to Fidelity Clients.
- ***EDHC:*** BuzzClan developed and delivered a comprehensive Business Continuity plan, Business Impact Assessment (BIA) report and an information technology disaster recovery plan (IT DRP). As part of the DR exercise, BuzzClan was involved in helping EDHC replicate the complete infrastructure to the DR side, BuzzClan was involved in assessing the capabilities and right versions of different products.

Client Satisfaction

We have a long-standing commitment to quality, both in our service offerings and in our method of doing business. Over the last few years, BuzzClan has been consistently ranked among the top staffing companies according to Inavero's Best of Staffing Lists. The key to achieving our quality goals is in fostering long-term relationships with our clients and talent, and in using their feedback to continually improve our service. Many of our clients have come to trust BuzzClan and know that they will receive the optimal match of talent, service levels, and pricing to stay competitive. Recognizing

that total customer satisfaction is critical to our mission, we monitor our performance to ensure parameters previously defined are being met. The following is an overview of the processes that will be used to measure and track our performance with EIS:

- Generation of key performance statistics
- Regular talent performance evaluations
- Web-based quality surveys
- Regular monitoring of the county service level commitments

To exceed service level commitments and ensure county satisfaction, we will continue leveraging a solid continuous improvement initiative, including Quarterly Business Reviews (QBRs). A series of strategic meetings (tailored to fit the needs of EIS) will be established to ensure service continuity, adherence to service level commitments, ongoing communication of program objectives and to identify opportunities for efficiencies. Further, these business reviews will provide us with the opportunity to share ideas and exchange feedback and allow us to accurately measure the level of county satisfaction. Our goal is to continue exceeding your expectations in all facets of the program.

Customer Support

BuzzClan takes extra care to regularly monitor and take necessary actions to solve any of the major issues. We believe that the performance of databases defines the success of organizations in providing the 24x7 level of customer satisfaction and smooth operations of day to day business activities. Our effective Database Monitoring Services help you to monitor the performance of databases and provide extensive information so that necessary proactive steps can be taken before a shutdown occurs.

In order to handle all incoming tickets and to classify them based upon the severity, BuzzClan will make use of an internal ticket management tool which will ensure that all tickets are attended in a timely manner and issues are resolved on time.

Dedicated 24*7 Service Line Number

BuzzClan will provide a dedicated service line number which will be reachable 24/7. Any issues coming apart from business hours must be notified to BuzzClan by this number and will be responded within stipulated time.

BuzzClan proposes following turn-around time.

Issues	During Business Hours	Outside Business Hours
24x7 support for a production down situation	Less than 30 Minutes	Less than 30 minutes
Severe issues	Less than 30 Minutes	2-4 hours
Normal issues (which does not effect production)	1-3 Hours	12 hours

RESUME 1: DHIRAJ CHHABRA # PROJECT MANAGER

EDUCATION: **B.E.(Computer Science)** **Apeejay College of Engg,** **M.D University, Rohtak** **MBA** **McCombs School of** **Business, UT Austin** **CERTIFICATION:** • **Oracle Database 10g**	**Summary of Skills** • An accomplished professional with around 18 years of technology management experience on different Oracle products. • Configured various management packs including Weblogic management pack EE, Exalogic Elastic Cloud Management Pack, Exadata Management Pack, Coherence management Pack and many other monitoring management packs. • Customized EM12c monitoring for some specific client requirements including N/W monitoring using SNMP Traps, Custom Metric alerts, Custom Application Health-Check monitoring setup and Customized log file monitoring.

Real Application Clusters Administrator Certified Expert • **Oracle9i Database Administrator Certified Professional** • **Oracle Database 10g Administrator Certified Professional** • **Oracle9i Database Administrator Certified Associate** • Oracle Exadata 11g Certified Implementation Specialist • Exalogic Elastic Cloud X2-2 Certified Implementation Specialist • Oracle Database 11g Certified Implementation Specialist • Oracle IT Architecture Release 3 Certified Architecture Specialist • Oracle Enterprise Manager 12c Certified Implementation Specialist • Oracle Enterprise Manager 11g Certified Implementation Specialist • Oracle Linux Certified Implementation Specialist • Oracle WebCenter Portal 11g Certified Implementation Specialist	• Monitored all these targets using em12c (Admin Servers, Managed Servers, CPU Utilization on Compute Nodes, JVM Memory Utilization per managed server, OTD (Oracle Traffic Director) & JMS queues). • Among very few people in North America to be certified in both Exalogic& Exadata. I have implemented both of them at many client sides. • Setting up Exalytics both for bare-metal and virtualization based install. • Implemented many High-Available Solutions for Fortune 500 clients. • OVMM/OVS on Exalogic and Exalytics. Setup private cloud systems. • Expertise in Infrastructure designing and setups especially with Oracle Fusion Middleware Products(Oracle SOA Suite, Oracle WebLogic Server, Oracle WebCenter Suite, Oracle ECM Suite, Oracle IDM Suite & Oracle WebTier) • Expertise in IT Infrastructure such as Managed Services, Remote Infrastructure Management, IT Operations, Service Delivery. • Engineering, implementation and support for high availability solutions using Oracle Data Guard, Real Application Clusters (RAC), Oracle Streams, Oracle Advanced Replication and specific network storage and clustering solutions. • Oracle Backup and Recovery (Hot Backup / Cold Backup / RMAN Backup) Excellent command in creating backup & recovery procedures and implementing strategies for hot and cold backups. • Exadata/Exalogic/Exalytics implementation • Developed project plans and strategies for non-EXADATA to EXADATA migrations with zero downtime using Goldengate, XTTS, cross platform dataguard solutions. Built a complete infrastructure for monitoring EXADATA machine using Oracle 11g Enterprise manager. Upgraded the EXADATA storage server and compute nodes from 11.2.2.3.2 to 11.2.2.4.2 with zero downtime across 4 node RAC cluster. • Implemented Oracle Streams for E-Business suite R12 on Linux environment. • Proficient in writing UNIX Shell scripts to automate business process and daily backup. • Planning and scheduling Backups, Database Recovery, taking Logical Backups (Export/Import). • Experienced in implementation of Disaster Recovery site (Physical Standby Databases (Data-guard)). • Proficient in performance monitoring and analyzing the database using AWR, ADDM and Explain Plan. • Installation of Oracle 11g & 12c and Oracle11g Grid Infrastructure for Cluster Database (RAC). • *Strong knowledge in implementation of RAC databases on VMware Workstation and Oracle VM Virtual Box for development and testing activities for the developers.* • Performed Migrating Oracle 10g/11g Environments from Windows Server Enterprise to RHEL 5. • Experience in Application tuning using session trace file and TKPROF utility. • Strong experience in OEM (Oracle Enterprise Manager), SQL* Net, SQL Loader and SQL*PLUS • Space Management, Capacity Planning, Partitioning, Oracle Streams, Security Administration, and Performance tuning using tkprof, Statspack, Explain Plans, and SQL Trace • Managing and leading team of experts running infrastructure service delivery and various project implementations.

	• Proven success in building new service lines from concept-to-launch to commercially successful product offerings. • Expert in supervising the team members and communicate effectively by maintaining healthy relationships with them. • Installed and configured Oracle Enterprise Manager 12c for many customers including Verizon and some big financial firms. • Extensive Experience in OLTP database systems, managing large Oracle databases. • Installed and configured Oracle Virtualization for some key customers. • Oracle Database Administration experience in variety of different environments like Windows(2000/2003/2005 Server, and different flavours of Unix(HP-UX, Sun Solaris, AIX, Linux) • Hands on experience with Installation, Configuration, Upgrades, Migrations, Administration, Oracle Data Guard, Backup and Recovery using RMAN, Disaster Recovery and Patching of Oracle Databases. • Planned and implemented DR & high availability solutions using Oracle 10g Data Guard, Configured and maintained Standby Database in OLTP environment to automatically synchronize with production database. • Performed Performance Tuning for both Database & Fusion Middleware products and Network Trouble Shooting using TNS configuration. • Implemented Oracle Advanced Security/Transparent Data Encryption(TDE) • Good Programming Skills in SQL, PL/SQL, Shell Scripting, Partitioning, Data modelling, Logical and • Physical Design, Backup and Recovery Procedures.

PROFESSIONAL EXPERIENCE

BuzzClan LLC
Project Manager / Engineered Systems Architect **May 2014 – Till Date**

Consulting activities / responsibilities:

- Design Complex Infrastructure solutions using Oracle Product Stack (Linux/Solaris, Database, and Fusion Middleware& **Engineered Systems**).
- Upgraded EBS database from 10.2.0.4 to 11.2.0.3.3.
- Applying Application Patches (Maintenance Pack, Interoperability patch, family pack, security patches etc on 11.5.10.2
- Regular Cloning with Hot backup and RMAN Backup. Worked as Exadata/Exalogic Engineer. Troubleshooting OS related issues.
- Implemented uni-directional table level replication using Oracle Streams.
- Exadata/Exalogic Elastic cloud. UNIX Admin (Solaris, Linux), Database/Weblogic.
- Handling OEM & ILOM alerts for all the Environment
- Monitoring using 12c EM.
- Design, implement and support Oracle advanced replication and Oracle streams to provide a replicated database environment to support internal business units.
- Managing/administrating exalogic using OEM and managing exalogic using CLI/Graphical user interfaces.

Clients:

- **State of Wisconsin –** Setting up Exalytics/Exalogic for enterprise wide cloud implementation. Designing backup and recovery strategy. Putting effective monitoring around the whole stack using enterprise manager 12c.
- **Walgreens –** Setting up VServers for Exalogic. Involved in building environments for Oracle FMW stack on exalogic.
- **OReily Auto –** Installation & monitoring of ATG/Endeca on Exalogic& ODA.
- **BuzzClan –** Internal lab setup. Multi rack OVS implementation with OVMM, EM12c/13c and various EM's to enable Pre-sales and client Dev environments.

Keste LLC. - Oracle Infrastructure Manager
Nov 2010 - April 2014
Keste is an award-winning platinum Oracle software solutions company. I am working as an Infrastructure Manager. My profile includes designing & Implementing Complex Infrastructure Solutions for the clients. I am handling a team of Oracle DBA's, Middleware admin's and Infrastructure Specialists.
Responsibilities:-

- Design Complex Infrastructure solutions for multiple clients using Oracle Product Stack (Linux/Solaris, Database, and Fusion Middleware).
- Extensive experience in implementing **Exalogic, Exalytics & Exadata** based solutions for few key customers.
- Architect, Administrator and Consultant for highly available Clustered solutions using Oracle Fusion Middleware products**(Oracle SOA Suite, Oracle WebLogic Server, Oracle WebCenter Suite, Oracle ECM Suite, Oracle IDM Suite & Oracle WebTier, Coherence, Enterprise Manager 11g/12c)**.
- Actively involved in Reviews, analyses, and evaluation of database systems
- Developed and established best practices and Standard Operating Procedures for Systems Administrators and Database Administrators in the use of these environments. Implemented **Oracle streams** for replication and configured tablespaces for streams administration at database and table level.
- Assist Sales/Marketing in the preparation of term sheets, requests for proposals, and statements of work pertaining to future projects.

Clients:

- **PHH** - Installed & Configured Exalogic/Exadata(WebCenter/UCM/OHS/WLS)
- **Verizon** – Lead the team to Install & Configure Exalogic/Exadata with EM12c setup. Implemented Oracle ECM/IPM Suite with another team. Setup Golden-Gate.
- **Ceredian** – Oracle EBS migration from commodity hardware to Exadata.
- **Alcatel-Lucent** – Plan, Design and implement Development/Test/Prod environment using Oracle Database, Oracle SOA Suite, OHS & ADF 11.1.1.4
- **Datacard** – Lead the team to migrate Oracle EBS R12 to Exalogic/Exadata. Implemented DR Strategy using data-guard for them. Created **Streams** environment in unidirectional and table level for replication of data.
- **DJO** – upgraded Oracle SOA Suite from 11.1.1.4 to 11.1.1.6 for all environments.
- **Employers** – Installed and configured Oracle WebCenter& IDM suite.
- **Allianz** – Installed and Configured OID, OVD & OAM.
- **Lifetech** - Implementation of Production Fusion Instance (WLS, SOA, OSB, OTD)
- **Lifecare** – Implemented Development environment(Windows/UCM/SOA/OHS)
- **Arbonne** – Performance tuning of their complete middle –ware setup.
- **NOV** – Designed and implemented PROD/DR environment using complete Oracle FMW Stack.
- **National Academy of Sciences** - Implementation of FMW Stack (WLS, WC, ECM, SOA, BPM, OID, OAM, OHS)
- **Heineken** - Designed and implemented Development environment (ADF/Weblogic/OHS).
- **Schawk** – Helped KPMG Design the infrastructure for a huge project and provided advisory services.
- **Invesco** – Installed & configured weblogic development environment.
- **Global Payments** – Performance tuning of existing Oracle FMW 10g environment.

Environment: OBIEE 10.x / 11.1.5, Exalytics, Exadata, Exalogic, Weblogic, BI Apps, DAC, Noetix, RCU Repository Creation utility for various installers Oracle Fusion Middleware applications, SOA/BPEL/BPM, WebCenter, ECM & IDM stack.

Verizon Communications, TX - SOA/DBA Lead **Dec 2008 – Nov2010**
Verizon Wireless is the America's leading 3G network provider. I was working with VSO (Verizon Service Organization). The profile includes handling all the servers and databases for SOA integration. Basically, I was **SOA/DBA Lead** out for the whole group, handling all the database servers which include production RAC environments, Exadata, Exalogic and development environments too besides that handling Oracle Products like SOA, BAM

Environment: - Oracle10g/**11g, Exadata, Exalogic, Oracle Fusion Middleware, UNIX (Linux), Windows Server (NT/2005)**

Responsibilities:-

- Oracle Fusion Middleware & Database Administration experience in variety of different environments like Windows(NT/2005 Server, and different flavors of Unix(IBM-AIX, Linux)
- Actively involved in Performance tuning covering all major areas SQL-Tuning, OS Tuning, AWR, ADDM's and Stats-Pack.
- Working Exclusively on 11.1.0.7/11gR2 RAC Environments.
- Handling and maintaining Grid Control for all the databases
- Installed and implemented Oracle 9i/10G/11G databases on UNIX and Linux platform.
- Installed and Configured Oracle SOA Suite on Web logic and Oc4j Container.
- Did a POC for first version of **Exadata** with HP hardware.
- Capacity Planning sessions for Infrastructure Cloud on **Exadata**.
- Performance comparison statistics and reporting on **engineered systems** for various databases.
- Installation & Configuration of Oracle SOA 10.1.3.4

Deptt of Aviation, Hartsfield-Jackson Airport, Atlanta GA
Sr. Database Administrator
Nov2008 – Dec2008
Department of Aviation, Atlanta Airport is handling the total support of the airport. I was working with IT department. And was involved in handling/Maintaining all Databases involved with the total setup. Worked on implementation of Maximo (ERP) and worked on Oracle Application Security features.

Environment :-Oracle10g/11g, Unix(Linux, IBM-AIX), Windows (NT/2005)

Responsibilities:-

- Oracle Database Administration experience in variety of different environments like **Windows(NT/2005 Server**, and different flavours of **Unix(IBM-AIX, Linux)**
- **Supported 10g RAC on Linux** for one of the client using **OCFS, Oracle Clusterware**.
- Implemented **standard Database Security** features using profiles, password files and **Audited** Database Activity all levels.
- Creating **database links** for data transfer to support distributed transactions.
- Implemented **Oracle Advanced Security/Transparent Data Encryption(TDE)**
- Train staff on Installation/Configuration of Advanced Security Option.

NaviSite* - Consultant (Sr. Database Administrator)** ***July2007 – Oct2008
NaviSite is a US Based NASDAQ listed organization which provides IT hosting, outsourcing and professional services leveraging a proven set of technologies and extensive subject matter expertise. I was in the Application Hosting Group, which was responsible for handling more than **40 clients**. All the major applications were in **PeopleSoft** and I was handling all major DBA tasks.

Environment :-Oracle 8i/9i/10g/11g, Unix(Sun Solaris, HP-Unix, Linux, IBM-AIX),Windows Server(2000/2003/2005), Microsoft Sql-Server 2003/2005, PeopleTools 8.46/8.48 and PeopleSoft HRMS 8.9/9.0

Responsibilities:-

- My responsibility includes handling the databases for all 40 clients, handling all servers for them in different data-centers. This includes looking after and implementing there backup and recovery scenarios, General Database maintenance, handling PeopleSoft tasks.
- Designed various database handling and maintenance strategies for different clients.
- Worked on all basic **PeopleSoft tasks like project migration, Sqr-migrations, bouncing the servers**, configuring app-server, PS-NT, PS-Unix, tax-updates.
- Worked on **PeopleSoft database refreshes** regularly, Running basic architecture customizations and data-changes. Report Node Setting
- Got **the best performer award for my prompt response** and the way I handle various responsibilities.
- Maintained databases on 10g/11g for more than 15+ customers including all there daily activities and DBA jobs.
- Implement **Hot, Cold and Logical backup plans**, .
- Worked on all various features of Oracle like **Import/Export, Oracle OEM, Impdp/Expdp, Flashback, ADDM and AWR.**

- Experienced in maintaining high availability of databases for global operation using Oracle RAC and Data Guard/Standby databases.
- **Migration of Database from 9i to 10g and 9i/10g to 11g.**
- Write and execute **SQL, PL/SQL, and Stored Procedures, shell scripts, XML, HTML** as and when required.
- **Recovery of Database** (Recovering from Media Failure, Recovering tables dropped accidentally, Recovering data files, Recovering from Block Corruption).
- Worked on **PeopleSoft database refreshes** regularly, project BUILDS, Running basic architecture customizations and data-changes.
- Handling **MYSQL/Microsoft SQL-Server databases** also, maintained and configured there backup and recovery strategies.
- Worked on **Oracle APPS 11i basic database administration**, worked on basic tasks like cloning, patching.
- Worked on **basic troubleshooting**, performance problems and tuning setting for **Oracle APPS 11i** instances
- Experienced in **MYSQL/SQL-SERVER 2000/2005** refreshes also and handling basic Sql-server tasks.
- Worked on **Sql-server tools like ENTERPRISE MANAGER, QUERY ANALYZER.**

Tech Mahindra - Sr. Oracle Database Administrator (Lead) June2006 – July2007
Client: - MotorolaSingapore (Telecom)/ British Telecom UK
Environment: Oracle 10g/9i, UNIX/Linux,Sun Solaris, Windows NT/2000/2005.

Project Description: -
MBT has a centralized DBA team, which manages all the projects. I was in a centralize DBA team and handling different clients. I was involved in supporting and implementing various project specific requirements on 24*7 support architecture.

Responsibilities:-
- Creating and maintaining the database users and controlling the usage of resources by using profiles. Maintain the security and access to the database by granting and revoking roles to and from users.
- Implemented the backup policies and involved in all the activities related to database administration
- Export and import of database objects using **Data pump** utilities **EXPDP** and **IMPDP**.
- Optimized tuning of user sessions and system level performance using **SQL_TRACE** and gathered statistics using **DBMS_STAT**
- Performance tuning of database regularly, worked on developers request of general SQL-TUNING, Database tuning used **Explain Plan, SQL*Trace and Statspack.**

.

Tata Consultancy Services - Team Lead (Systems) Feb2005 – June 2006

P.I Softek - Engineer (Database Team) June 2003 – Feb 2005
Environment: Oracle 8i/9i, SUN Solaris, Windows NT/2000/2003

RESUME 2: SACHIN JAIN

EDUCATION:

- **MBA (Cyber Security)** University of Dallas (2013)
- B. S. (Computer Science). Nagpur University India. (1997)
- Midland College, TX – Passed HITPro certificate course and national competency exams–Implementation Support Specialist - http://bit.ly/uz2Ogj
- Exadata X3 Implementation Boot Camp – Oracle University Oct 13

CERTIFICATION:

- **Oracle: Exalytics In-Memory Machine X3-4 Implementation Essentials** - *OPN Certified Specialist*
- **Oracle : Exalogic Elastic Cloud X2-2 Certified Implementation Specialist**
- **Oracle Business Intelligence Foundation Suite 11g Certified Implementation Specialist**

- AHIMA –HITPRO – IS (Health Information Technology – Implementation Support Specialist)

- CPHIMS - Certified Professional in Healthcare Information Management Systems (2008-2011)

PUBLICATIONS:

- An Electronic Health Record - Public Health (EHR-PH) System Prototype for Interoperability in 21st Century Healthcare Systems

http://1.usa.gov/LqTfgi

Mr. Sachin Jain is the VP and Co-Founder of BuzzClan, a business consulting, technology services and outsourcing company. In addition to chairing the board of directors, Mr. Jain is responsible for – among other things, managing and driving the annual business performance of the company, formulating and executing long-term strategies, and interacting with clients, employees, and other stakeholders. He is BuzzClan's primary decision- and policy-maker, setting the tone for the company's values, ethics and culture.

Mr. Jain exemplifies BuzzClan's commitment to helping its clients achieve high performance. He is a proven leader with deep expertise in developing strong client relationships, a passion for building outstanding client teams and a disciplined focus on operations and execution. Under Mr. Jain's leadership, BuzzClan has expanded its global presence with solution centers in the US, Africa and India.

BuzzClan – VP & Co-Owner 2013 – Current
Achieved a Million dollar revenue stream within the second year of starting operations. Responsible for day-to-day running of the company (HR/Accounting/Finance/Contracts Management & Execution)

JainSys Inc. – CTO & Owner 2003- Current
Sustained, profitable, organic growth in the company for over a decade while servicing client's IT requirements. Improved brand awareness among key markets, clients and vendors.

MindExpert VP / Co-Owner 2003 – 2007
Managed start-up of independent firm specializing in the delivery of a full-range of strategic IT consulting services. Identified and closed new clients, managed various aspects of project lifecycle.

Verizon Data Services – Technical Architect 2008 – 2012
Sachin Jain was employed with Verizon Data services for a period of four years and was responsible of implementation of Managerial and Financial Accounting Data Warehouse and Analytics.

Oz Systems Inc. – Sr. Software Engineer 2004 – 2008
Sachin Jain was employed with Verizon Data services for a period of four years and was responsible of implementation of various data management applications for Private and Public healthcare systems.

Adea Solutions – Software Consultant 1999 – 2004
Sachin Jain was employed with Verizon Data services for a period of five years and was consulted with various telecom clients in the Dallas region. He was responsible for design, development and implementation of CRM, e-commerce, Call Center and various other applications.

2. **Proposer shall provide resumes for account manager(s), designated customer service representative(s) and any and all key personnel anticipated to be assigned to this project, in addition to resumes of any and all subcontractors.**

Resumes of Recruitment Team:

Name	**Nitin Sharma**
Title	**Delivery Manager/ Senior Account Manager/ Sr. Business Development & Module Lead**

Nick is an accomplished professional with 10 years of broad and dynamic experience in the staffing & recruiting industry. Has been through numerous phases of full life cycle of recruitment or talent acquisition, communicating with client managers to set up business relations, making sure that the delivery is on time. He possesses a demonstrated reputation of setting up customer relationships, encouraged collaborative and innovative culture, fabricating and overseeing talent pipelines, and meeting/surpassing performance objectives.

AREAS OF EXPERTISE

- Account Management
- Market Research
- Data Analysis
- Research & Strategy
- Benchmarking
- Market Entry Strategy
- Competitive Intelligence
- Management Consulting
- Business Analysis

KEY ACCOMPLISHMENTS

- Won more than 50 master order agreement contracts for various states, counties and departments including but not limited to State of South Carolina (TAPFIN), State of North Carolina, State of Michigan, State of Georgia, State of Colorado, State of Texas (DIR - TX), State of Maryland (CATS+), State of Delaware, State of WA, SMUD, New Castle County (DE), Hennepin County (MN), County of San Mateo (CA), City of Glendale (AZ), City of Sunnyvale (CA) and Beaufort County (SC) etc.
- Filled various application for state-wide minority certification, nationwide minority certification and federal certification and helped the team in getting them approved.
- Won various contracts with Federal agencies including GSA schedule 70, GSA Stars – II and Seaport contract.
- Won various contracts with Department of Veteran Affairs, Department of Army, Department of Navy, USAID and USAC.
- Won 6-year contract for Web Development services for Department of Human Services, Iowa.
- Won Contract Awards for Regional Transportation District (RTD) and Pension Benefit Guarantee Corporation (PBGC) worth of millions.

POSITION OF RESPONSIBILITIES

US Federal and Local Government Sales

- Design, Implement, and manage full-scale sales and marketing plan geared to Federal/ State/ Local Government clients
- Manage multi-year government contract vehicles
- Championed the contract; liaison with the Federal/State agencies including: GSA schedule 70, GSA Stars – II, Seaport, State of South Carolina (TAPFIN), State of North Carolina, State of Michigan, State of Georgia, State of Colorado, State of Texas (DIR - TX), State of Maryland (CATS+), State of Delaware, State of WA, New Castle County (DE), Hennepin County (MN), County of San Mateo (CA), City of Glendale (AZ), City of Sunnyvale (CA) and Beaufort County(SC)

- Responsible for the Service Delivery part on these accounts and worked as service delivery manager for these accounts.
- Also handled the VMS for various states, responsible for generating business from these accounts. Responsibilities included: Requirement assignment, checking quality of submissions, guiding the team for the skills to focus, doing submission along with the team, coordinating with the client for queries, interview scheduling and feedback, background checks and paperwork completion and on boarding, project extensions and rate extensions.

Customer Relationship

- Partner with client to identify their needs, resolve issues, and identify effective solutions
- Relationship building with the Hiring managers, Procurement officers towards providing excellent solutions
- Effective Problem escalation and resolution
- Effective teaming with OEMs and other suppliers to provide desired solutions to the customer
- Partner with diverse teams to analyze needs, define risks, design solutions and drive profitable execution of technical, business and operational strategies within the State/Local Government

Recruitment

- Develop long and short term, cost effective recruitment strategies working in partnership with Hiring Managers, Procurement and HR Generalists.
- Develop repeatable services and recruitment processes to ensure creative sourcing of qualified candidates through a wide variety of channels including direct sourcing, internet, employee referrals, community involvement, job fairs and internal employee database.
- Define Candidates internal evaluation and interview process to ensure submission of qualified candidates.

PROFESSIONAL EXPERIENCE

BuzzClan, LLC **Feb 2021 - Present**

Delivery Manager

- Manages performance for all contractors - coaching, career development, etc.
- Manages schedules for all contractors - time off, Vacation plans etc.
- Holds regular 1-1 meetings with all contractors.
- Tracks call and ticket metrics to manage contractors and to deliver Client leadership.
- Run technical screening of candidates - vet candidates of various roles (administration, clerical, accounting, professional, human resources, etc.).
- Run and manage training for all new hires brought on through Ask IT Inc. Training topics include orientation to the client organization, client system and tools, ITIL foundations, customer service, other technical requirements set forth by the client.
- Onboard new resources and procure equipment per clients' requirements.

Account Manager:

- Responsible for recruitment or talent acquisition, communicating with client managers to set up business relations, making sure that the delivery is on time.
- Negotiation on overall compensation as per the client norms.
- Providing management and supervision to employees in order to attain performance goals
- Identifying and correcting performance problems, ensuring compliance with client policies
- Responsible for work flow, training of new employees, answering job-related questions in one or more areas
- Initiate structure and development among the company, providing training documents and quizzes for employees
- Assists in reporting on performance, recommending advancements, implementing new or changed procedures for staff

ASK IT Consulting Inc., NY **April 13 – Jan 2021**

Delivery Manager:

- Manages performance for all contractors - coaching, career development, etc.
- Manages schedules for all contractors - time off, Vacation plans etc.
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- Initiate structure and development among the company, providing training documents and quizzes for employees
- Assists in reporting on performance, recommending advancements, implementing new or changed procedures for staff

Sr. Business Development & Module Lead:

- Preparing & presenting the company's service offerings & USPs to the prospective clients.
- Selling the Staff Augmentation Services to new clients and generate new business lead through multiple sources.
- Maintain paperwork for the prospects converted to clients.
- Lead Management and Deal closing
- Explaining the requirements to the concerned delivery team in order to fulfill the client requirements on time as per their priority order.
- Coordinating with the clients on behalf of recruitment team, if required.
- Maintaining healthy relationships with the existing clients to generate renewals.
- Motivating the recruitment team to derive the results.
- Strategic, analytical, communication, interpersonal, and problem-solving skills

Samiti Technology Inc. **July 12 – March 13**

Delivery Manager:

- Manages performance for all contractors - coaching, career development, etc.
- Manages schedules for all contractors - time off, Vacation plans etc.
- Holds regular 1-1 meetings with all contractors.
- Tracks call and ticket metrics to manage contractors and to deliver Client leadership.
- Run technical screening of candidates - vet candidates of various roles (administration, clerical, accounting, professional, human resources, etc.).
- Run and manage training for all new hires brought on through Samity Technologies Training topics include orientation to the client organization, client system and tools, ITIL foundations, customer service, other technical requirements set forth by the client.
- Onboard new resources and procure equipment per clients' requirements.

Opal Force Inc. **November 11 – June 11**

Presales Manager:

- Design, Implement, and manage full-scale sales and marketing plan geared to Federal/ State/ Local Government clients
- Managed multi-year government contract vehicles
- Championed the contract; liaison with the Federal/State agencies including: GSA schedule 70, GSA Stars – II, Seaport, State of South Carolina (TAPFIN), State of North Carolina, State of Michigan, State of Georgia, State of Colorado, State of Texas (DIR - TX), State of Maryland (CATS+), State of Delaware, State of WA, New Castle County (DE), Hennepin County (MN), County of San Mateo (CA), City of Glendale (AZ), City of Sunnyvale (CA) and Beaufort County (SC)
- Responsible for the Service Delivery part on these accounts and worked as service delivery manager for these accounts.
- Handled the VMS for various states, responsible for generating business from these accounts. Responsibilities included: Requirement assignment, checking quality of submissions, guiding the team for the skills to focus, doing submission along with the team, coordinating with the client for queries, interview scheduling and feedback, background checks and paperwork completion and on boarding, project extensions and rate extensions.

Abacus Consultancy Services **October 09 – September 11**

Lead Proposal Writer:

Proposal Manager working with the team of 15 proposal writers, Pricing in managing, developing and shaping the Proposal Strategy in terms of identifying competitive differentiators, defining the flow and organization of the proposal, to create the storyline for a winning proposal. Coordinating the proposal preparation activities as a working manager and are responsible for a timely submission that is not just compliant but captures the essence of the customer's requirements.

LanceSoft Inc. **May 09 – September 09**

Proposal Writer:

- Responsible for driving the overall proposal response and execution of IDIQs, RFIs, RFQs, Task Orders, Sources Sought, White Paper development, and Market Surveys.
- Responsible for interpreting RFP requirements, and the development and adherence to the proposal deadline, schedule, response outlines, templates, and compliance matrices.
- Proofread and edit proposal content, checking for consistency, clarity, accuracy, and compliance with the requirements of the RFP and to state and federal laws to ensure a complete response that meets all deadlines.
- Organize proposal content and response methodology into a content library that can be easily accessed throughout the company. Maintain a calendar of upcoming proposals and their content deadlines.
- Contact Contracting Officers, Contracting Officer Technical Representatives, and other key personnel identified in solicitation documents to determine the status of the proposal evaluation and to pursue new business opportunities

Outline Systems **August 07- May 09**

Proposal Writer:

- Responsible for driving the overall proposal response and execution of IDIQs, RFIs, RFQs, Task Orders, Sources Sought, White Paper development, and Market Surveys.
- Responsible for interpreting RFP requirements, and the development and adherence to the proposal deadline, schedule, response outlines, templates, and compliance matrices.
- Proofread and edit proposal content, checking for consistency, clarity, accuracy, and compliance with the requirements of the RFP and to state and federal laws to ensure a complete response that meets all deadlines.

- Organize proposal content and response methodology into a content library that can be easily accessed throughout the company. Maintain a calendar of upcoming proposals and their content deadlines.
- Contact Contracting Officers, Contracting Officer Technical Representatives, and other key personnel identified in solicitation documents to determine the status of the proposal evaluation and to pursue new business opportunities

EDUCATIONAL QUALIFICATIONS

M.C.A. (Master's in Computer Applications)	N.C. College of Engineering, Kurukshetra University
Bachelor of Science (B.Sc.)	I.B. College, Kurukshetra University
Higher Secondary	R.S.D. College, Punjab School Education Board
Class X	H.M.D.A.V Public School, C.B.S.E. Board

INDUSTRY EXPOSURE

- Financial Services (Primarily)
- Healthcare
- Automotive
- Industrial Manufacturing
- Consumer Market
- Information Technology

PERSONAL ATTRIBUTES

- Planning& Organizing
- Management Knowledge
- Directional Approach
- Facilitation Qualities
- Client Relationship Management
- Team Management

RESUMES OF KEY PERSONNEL

Name	**Raj Gautam**
Title	**Account Manager**

Versatile and a result-oriented account executive with over of experience in technical recruiting & management in the field Of US IT staffing and consulting. Proficient in managing full recruitment cycle independently including resource requirement gathering to negotiations and closures.

EDUCATIONAL QUALIFICATIONS

- Bachelor of Arts

PROFESSIONAL EXPERIENCE

BuzzClan LLC, TX **March 2019- Present**
Account Manager

- Identifying and correcting performance problems, ensuring compliance with client policies
- Responsible for work flow, training of new employees, answering job-related questions in one or more areas
- Assist in reporting on performance, recommending advancements, implementing new or changed procedures for staff
- Conduct phone and face-to-face interviews for internal staff at the Corporate Headquarters
- Improve onboarding process capability by continuous improvement of methods
- Work closely with other Account Manager's and Upper Management in the development and application of new processes to maintain accuracy and efficiency for all clients

Manager

- Accountable for performance at over 30 primary clients, managing the processes along with timeliness and quality

- Manage process of moving all administrative tasks to administrators, responsible for training employees via web and phone
- Handle all contract employee relations issues including dispute resolution, terminations, and morale
- Generate weekly reports for management to view performance on interviews and placements at clients
- Responsible for performance at clients where they used specific metric scorecards that included Service Delivery: Response Rate, Shortlisted or Rejected Candidates, Interviews, Hit Rate, Contractor Performance, Negative Turnover, Rate Competitiveness, and Stewardship

Coordinator

- Manage and maintain relationships with 30 clients using vendor management systems, phone, and email
- Act as the main contact for all client representatives and relationship managers
- Arrange interviews, job offers, background checks, and drug screens for all candidates
- Partner with Client Reps or HR to resolve escalated service issues or questions (termination, payroll, compensation, benefits)
- Responsible for enrolling all new employees into data base for payroll purposes
- Assist 15 recruiters with any questions regarding job orders, candidate submittal processes, pay/bill rates

ASK IT Consulting Inc., NY **Nov 2017 – Mar 2019**

Manager – Proposal and Federal Sales operations

- Manage of Proposal, Lead generation, Sales and MSP Teams.
- Capture of RFPs, RFIs, RFQ, Task Orders from Public Sources and RFP Search tools
- Provide analysis of the captured Proposals and present them to Business Development team
- Checking Status of RFPs with RFP team; providing them addendums and discussing regarding the scope of the RFPs.
- Finding Sub-contractors, business partners for various business opportunities.
- Find Commercial RFP's and Client acquisition.
- Do business intelligence and business analysis of upcoming RFP, RFI and Pre-solicitation.
- Searching forecast of Federal agencies and uploading in CRM or pipe-drive.
- Registration of Vendor outreach sessions.
- Review all proposal responses before submission.
- Periodic Reporting/Meeting with seniors and management to review on-going process.
- Day to Day Monitoring/Mentoring of the team members
- Tracking on federal opportunities with Bridge players to get a sole source.
- Search Industry days of US government. Registration of events and conferences.
- Analyzing and coordinating with cross teams for proposal requirements.
- Interact with procurement officer for market intelligence and maintaining database of prospective and existing clients.
- Generating new business leads, searching and contracting subcontractors/Prime contractors.
- Searching opportunities for staffing on the commercial side to sign up new MSPs and direct customers.
- Work closely with Business Development and Proposal teams to ensure alignment and provide daily status

Business Development and Delivery Manager **Sept 2015 – Oct 2017**

- Handling Sales and Recruitment Team.
- Managing India recruitment and sales operation.
- Client Acquisition.
- Developing and implementing comprehensive Business, Recruitment and Sourcing Strategies.
- Handling all commercial Bids and Govt. RFP,s.
- Monitoring the submittals flow and making sure that all the open requirements are serviced on time.

- Experience of VMS (Vendor Management System) and MSP (Managed Service Provider) model.
- Designing Business and Recruitment Processes for US Staffing Operations. Generating new business leads, searching and contracting subcontractors/Prime contractors.
- Searching opportunities for staffing on the commercial side to sign up new MSPs and direct customers.
- Work closely with Business Development and Proposal teams to ensure alignment and provide daily status

Achievements: Top performer in sales and delivery.

Name	**Ety Garg**
Title	**Recruitment Manager**

Ety is an accomplished professional with 10 years of broad and dynamic experience in staffing& recruiting industry. Has been through numerous phases of full life cycle of recruitment or talent acquisition, communicating with client managers to set up business relations, making sure that the delivery is on time. He possesses demonstrated reputation of setting up customer relationship, encouraged collaborative and innovative culture, fabricating and overseeing talent pipelines, and meeting/surpassing performance objectives.

EDUCATIONAL QUALIFICATIONS

- **MBA (HR and Marketing) from Institute of Management Studies**
- **B.Sc. (ZBC) from Agra University, in 2004**

CERTIFICATIONS

- **PMP Certified**

PROFESSIONAL EXPERIENCE

BuzzClanLLC , TX **Feb 2016 - Present**

Recruitment Manager:

- Manages performance for all contractors - coaching, career development, etc.
- Manages schedules for all contractors - time off, Vacation plans etc.
- Holds regular 1-1 meetings with all contractors.
- Tracks call and ticket metrics to manage contractors and to deliver Client leadership.
- Run technical screening of candidates - vet candidates of various roles (administration, clerical, accounting, professional, human resources, etc.).
- Run and manage training for all new hires brought on through BuzzClan LLC Training topics include orientation to the client organization, client system and tools, ITIL foundations, customer service, other technical requirements set forth by the client.
- Onboard new resources and procure equipment per clients' requirements.
- Responsible for recruitment or talent acquisition, communicating with client managers to set up business relations, making sure that the delivery is on time.
- Negotiation on overall compensation as per the client norms.
- Providing management and supervision to employees in order to attain performance goals
- Identifying and correcting performance problems, ensuring compliance with client policies
- Responsible for work flow, training of new employees, answering job-related questions in one or more areas
- Initiate structure and development among the company, providing training documents and quizzes for employees
- Assists in reporting on performance, recommending advancements, implementing new or changed procedures for staff

Strategic Resources, Gurgaon **Sept 2014 – Jan 2017**

Senior Recruiter

- Expertise in Leadership Hiring and Niche Skills.

- JD Understanding, Finding the best fitted Candidate for the requirement via Social Networking, Job Portal, Referencing, Mapping and Head Hunting.
- Taking Preliminary Interviews and checking 360 degree relevancy of the Candidate on the basis of Client requirement.
- Understanding Business Expansion and Recruitment Plans across different divisions of the clientele organization.
- Internal Training and Induction.
- Performance Management.
- MIS

Some of the clients handled: *Top Management consulting, Samsung, Tatateleservices, Pearsons, RJ Corp, Whirlpool, Grant Thorton, AssaAbloy, OLX, Amazon and many others.*

Jobmax Total Human Capital Solutions, Abu Dhabi (UAE) **Jun 2012-Nov 2013**
Recruiter

- Understanding various client requirements - Job specifications for respective Job openings.
- with various clients and follow up for feedback.
- Developing new business with Business and Human Resource Managers.
- Key Accounts and Client Management.

Elixir Web Solutions Pvt Ltd Corporate Office-Noida(India)
Sep'10-March'11
Senior Consultant

- Managed Team.
- Understanding various client requirements - Job specifications for respective Job openings.
- Key Accounts and Client Management
- Mapping organization structures with regards to client specific searches

Some of the clients handled: *Halonix, Hitech, Aditya Birla Grp, Tata Advanced System(TAS), Phadia India, Invista, Avana Integrated System, Aviva Life Insurance, GEMSL, Ultratech Cement, Godrej*

Datawise Consultants Pvt Ltd
Feb'10–Aug'10
Account Lead

- Handling the team of two team members.
- Understanding various client requirements - Job specifications for respective Job openings.
- Coordinating interview of candidates with various clients and follow up for feedback

Some of the clients handled: TCS eserve, Infosys, Vertex, DBS Bank, Wipro BPO, 3G,DBOI, FNIS, Fidelity Investments, Honeywell.

Unitell Executive Search Services **Aug'2006–Aug'2009**
Consultant

- Independently handling the recruitment of Banking and Financial vertical also handling the recruitment of Retail, Media, Real Estate and FMCG sectors..
- ***Some of the clients handled :****ICICI Bank ,HDFC Bank, Mizuho Bank ,Shinhan Bank, Metso Minerals ,XL Capital, Fullerton Financial Services, Samsung, Max India, SRF Ltd , AnsalsBuildwell , Koutons Retail , Raybanetc .*

Name	**Shubham**
Title	**Senior Recruiter**
• Subham, a skilled and dedicated expert with more than 7 years of experience in recruiting talent on online portals, checking with managers on the reqs and handling basic responsibilities as assigned.	

- Demonstrated experience in interviewing, screening and evaluating external and internal candidates for job openings to identify applicants who fully meet the position requirements of posted requisitions and refers them to the hiring manager for consideration.
- Skilled in terms of sourcing talent over the online portals such as Monster, Dice, career builder, clearance jobs and Indeed.
- Plausible experience in making employment recommendations based on information developed through pre-screening, interviews, reference checks, applications, and resumes, ensuring the compensation offer is competitive, internally equitable, and affordable.
- Considerbale experience in determing eligibility to entitlements, arrange staff training and provide information or services such as employee assistance, counselling and recognition programs.
- Proficient in identifying suitable candidates quickly for client submission, screen candidates, negotiates rate, coordinate interviews, and complete relevant documentation.

EDUCATIONAL QUALIFICATIONS

- **BCA – Bachelor's In Computer Applications (GNDU),** April 2008 – April 2010 | Lyallpur Khalsa College, Jalandhar, Punjab
- **Graduate Diploma In IT (NZIM Level 7),** Feb 2011 – Jan 2012 | Whitireia Community Polytechnic, Auckland, New Zealand

PROFESSIONAL EXPERIENCE

BuzzClan LLC **Aug 2019 – Present**

Sr. Associate-Talent Acquisition Specialist

- Consults with hiring managers to understand and then post requisitions that accurately reflect the duties, responsibilities, education, training, certifications, experience and security classifications required for the positions.
- Interviews, screens and evaluates external and internal candidates for job openings to identify applicants who fully meet the position requirements of posted requisitions and refers them to the hiring manager for consideration.
- Coordinates and actively participates in the selection of the final candidates.
- Makes employment recommendations based on information developed through pre-screening, interviews, reference checks, applications, and resumes, ensuring the compensation offer is competitive, internally equitable, and affordable.
- Performs compensation analysis and evaluates offers with hiring managers. Then negotiates and extends offers to candidates on behalf of BuzzClan.
- Completes or coordinates all on-boarding processes.
- Ensures all phases of the recruiting process are conducted in accordance with BuzzClan Ethics, Legal and Human Resources policies.
- Ensures that BuzzClan's internal applicant tracking system is maintained and completed; internal candidates are disposition and contacted appropriately; and, interview reports are completed accurately.
- Collaborates with the Talent Acquisition team to brainstorm on hard to fill positions, pitch in on surge, etc.
- Maintains a high level of confidentiality in all tasks.
- Maintains a cooperative relationship with departments throughout BuzzClan and its clients to ensure that fair employment practices are followed.
- Serves as an internal consultant to the business regarding staffing needs and projections, and advises on the best course of action to fill open positions.
- Conducts regular follow-up with Buzzclan and Clients' personnel to determine the effectiveness of recruiting plans and implementation.
- Provides guidance and work leadership to less experienced Recruiters.
- Identifies current and prospective staffing requirements, prepare and post notices and advertisements, and collect and screen applications.
- Advises job applicants on employment requirements and on terms and conditions of employment

- Reviews candidate inventories and contact potential applicants to arrange interviews and transfers, redeployment and placement of personnel.
- Recruits graduates of colleges, universities and other educational institutions. Coordinates and participates in the selection and examination boards to evaluate candidates.
- Notifies applicants of the results of the selection process and prepare job offers. Advises managers and employees on staffing policies and procedures.
- Organizes and administers staff consultation and grievance procedures.
- Negotiates settlements of appeals and disputes and co-ordinate termination of employment process.
- Determines eligibility to entitlements, arrange staff training and provide information or services such as employee assistance, counselling and recognition programs.
- Supervises personnel clerks performing filing and record-keeping duties.

22nd Century Technologies, McLean, VA **Apr 2017 – Jul 2019**
Federal Technical Recruiter

- Recruited and networked for DOD and Federal clients as well as providing resources for various cleared job opportunities. Providing mentorship to candidates in relation to their job search to include but not limited to interviewing techniques, resume building and emphasis on professional strengths.
- Involved in full cycle Recruitment involving sourcing, identifying, and interviewing, screening and placing personnel in quick turnaround time in contract, contract to hire and permanent positions.
- Performed a needs analysis, requirements definition, consulting on sourcing strategies, recruiting, screening, scheduling interviews, reference checking, negotiating, making offers, creating contracts and closing candidates that can help actualize corporate missions etc.
- Sourced candidates through searches, job postings on the Internet, employee referrals, candidate referrals, in-house database, reference and background checks, cold calling and personal Network.
- Sourced and recruited technology consultants with high level US security clearances.
- Worked specifically on Security Clearance requirements and complete knowledge of all levels of US government security clearances.
- Understanding the client's requirements, coordinating for short listing and screening including preliminary interview of the candidates.
- Followed up with the candidates before & after they join the company.
- Used job portals like Dice, Monster, Career Builder, Zip Recruiter, JobDiva Specialties: Recruitment Process Outsourcing (RPO), Full Life-Cycle Recruiting, Sourcing, Targeted Search, Executive Recruiting, and Business Development. Specialized in finding clearable candidates with different levels of clearances such as Secret, Top Secret, TS/SCI/Full Scope Poly, Public Trust, and SSBI

Zole Global INC. (commercial) **Jun 2015 – Mar 2017**
US Technical recruiter
Finlayson Superette, Auckland, New Zealand **Apr 2014 – Jun 2015**
Assistant Store Manager
Avtar Singh & Sons PVT Limited, Auckland, New Zealand **Feb 2012 – May 2013**
Retail Manager

Resumes of our few IT Key staffs are:

EDUCATION:

- ***MBA (Cyber Security)***
  University of Dallas (2013)

Summary of Skills

- An accomplished professional with 18 years of technology experience on different Oracle products.

- *B. S. (Computer Science). Nagpur University India. (1997)*
- *Midland College, TX – Passed HITPro certificate course and national competency exams–Implementation Support Specialist - http://bit.ly/uz2Ogj*
- *Exadata X3 Implementation Boot Camp – Oracle University Oct 13*

CERTIFICATION:

- ***Oracle: Exalytics In-Memory Machine X3-4 Implementation Essentials*** - OPN Certified Specialist
- ***Oracle : Exalogic Elastic Cloud X2-2 Certified Implementation Specialist***
- ***Oracle Business Intelligence Foundation Suite 11g Certified Implementation Specialist***

- *AHIMA –HITPRO – IS (Health Information Technology – Implementation Support Specialist)*

- *CPHIMS - Certified Professional in Healthcare Information Management Systems (2008-2011)*

PUBLICATIONS:

- *An Electronic Health Record - Public Health (EHR-PH) System Prototype for Interoperability in 21st Century Healthcare Systems* **http://1.usa.gov/LqTfgi**

US Citizen, primed for security clearances.

- Experience running infrastructure service delivery and various project implementations. Proven success in building new service lines from concept-to-launch to commercially successful product offerings.
- Security review, Auditing, Monitoring – Database Vault, Private Virtual DB, Data Masking, Weblogic, EM12c plugins, ZFS modules, SSO, OAM/OUD, Oracle Identity Management suite, Identity Management (OIM)
- Configuration of Security – Authentication/Authorization using Oracle Identity suite of products – OID/OAM/OIM. Upgrade from IDM Suite PS2 t o PS3
- Define audit policy for various rules like – Segregation of duties, remediation workflows, and auditable change management using OIM
- Configured various connectors to integrate various applications with Identity management for resource entitlement configuration. Common connectors like - JDBC, LDAP, SPML, SOAP, and REST
- Capacity planning for hardware and software using data from interviews, capacity modeling, simulation and analytics of performance testing data. Identify SLA's, Base capacity, and forecast.
- Extensive experience in implementing Exalogic, Exadata & Exalytics based solutions for few key customers.
- Design and implement Business Intelligence best practices, methodologies, and standards and serve as the BI SME for Corporate Performance Systems, Dashboards, Scorecards, KPI's.
- Design and enabling of SOA based process management systems using Oracle Fusion Middleware. Work with ETL, Database and configuration management teams to ensure an efficient Warehouse environment.
- Strong Oracle Database & Security Administration experience in variety of different environments like Windows(2000/2003/2005 Server, and different flavors of Unix(HP-UX, Sun Solaris, AIX, Linux).
- Worked as an Architect for highly available Clustered solutions using Oracle Database and Fusion Middleware products
- Experience in design, architecture and implementation of Oracle enterprise Manager 12c (OEM 12c).
- Implemented different management packs (weblogic management pack, database management pack, Exalogic & Exadata plug-ins, soa management pack & golden-gate management pack etc.) for robust and effective monitoring.
- Extensive experience in web based client/server systems, system integrations, interaction with legacy systems and enabling of common gateways for unified communication with various back-ends/legacy systems by diverse front-end systems.

Professional Experience

BuzzClan – Business Intelligence Architect Apr 2012 – Till Date

Some of the activities / responsibilities include:

- Working with various clients to Design, Architect and manage the Oracle Appliances (Exalogic/Exalytics/Exadata), BI (OBIEE) and Oracle Private Cloud landscape.
- Design Complex Infrastructure solutions for multiple clients using Oracle Product Stack (Linux/Solaris, Database, and Fusion Middleware).
- Extensive experience in implementing Exalogic, Exadata & Exalytics based solutions.
- Architect and Consultant for highly available Clustered solutions using Oracle Fusion Middleware products.
- Developed and established best practices and Standard Operating Procedures for Systems Administrators and Database Administrators in the use of these environments.
- Design and implement Backup and recovery strategies for all layers (Systems, databases & applications) using GoldenGate, Data Guard, ExaBR.
- Manage and translate functional requirements into detailed technical specifications used for developing data conversions, interfaces, and extensions for client applications in an Oracle eBusiness suite R12 environment
- Implemented substantial performance tuning efforts for different applications.
- Implementation of SSO across PeopleSoft/OBIEE/Exalytics implementation. Configure OIM self-service (Access/Requests/Tasks/roles), Policy administration(workflows/Approvals/Access/Password/Attestation), Forms, Connectors(Google Apps/LDAP/AD)
- Configured Applications like Oracle Apex, Oracle Forms and Reports over Oracle HTTPS Server (OHS/Apache) by configuring MOD PLSQL Gateway module. Hands on web programming experience using MOD PLSQL using APEX.
- **Configured Applications like Oracle Apex, Oracle Forms and Reports over Oracle HTTPS Server (OHS/Apache) by configuring MOD PLSQL Gateway module. Hands on programming experience using MOD PLSQL using Oracle APEX.**

Clients:

- **NJ Department of health:** Implemented Oracle database Enterprise User Security(EUS) using OUD/MS AD/LDAP/Kerberos. Authentication using Kerberos, authorization using OUD. (Database – Oracle 12c, OUD 12c)

- **Kaiser Permanent (KP.org):** Custom authentication component for integrating Epic Mobile application (.net framework) with OAM using ASDK, to enable SSO login from the Epic mobile app. Used OAM ASDK, VC++/Java/.Net code technologies.

- **Lockheed Martin**: Geospatial integration with OBIEE for reports enhancement. Support on SR;s with high volume data connectivity issues between OBIEE and SAP HANA**.**

- **G6 Hospitality:** Implemented Geo Spatial/geospatial functionality on OBIEE, Oracle 12c/11g. Created new base maps, map layers, themes and geometry based on the Region hierarchy using map viewer/mapviewer. Geo coded region data using SDO_GEOM libraries.

- **MacMunnis : Core Duties: Upgrade Oracle Forms & Reports upgrade from 11.5.10.2 to 12.1.3c Responsibility Area - Design and Install. Oversaw the migration of code once the installation was complete**
  Responsibility Area - Design and Install. Oversaw the migration of code once the installation was complete
  Installation of the latest software for Oracle forms and reports. Copying and migrating the configuration data from the existing setup to the newly installed middle tier. Developing scripts to automate the upgrade of Oracle Forms and Reports configuration using Upgrade Assistant. Manually modification of the configuration settings after running the Upgrade Assistant for the tasks that are not automated

- **Google: Core Duties: Security upgrade while the client was upgrading from OID PS2 to PS3 and OBIEE 11.x to 12c**
  Responsibility Area - hands on installation, configuration and implementation of security integration
  Tested both online and offline upgrade processes on sandbox using Pre-Upgrade utilities, database schema scripts, and OIMUpgrade scripts. Migrated base domain to multiple hosts within the cluster
  Support implementation of **Authentication and Authorization, SSL and SSO** for **migration** from **OBIEE 11.x to OBIEE 12c** for BI Apps implementation**. Oracle EBS security integration with OBIEE/BI Apps**

- **Gap Inc.: Security integration** of **OBIEE and EBS**.
  Core Duties: Adapter design, coding, testing and implementation. Design & implement SSL/SSO
  Responsibility Area - Design/code/test/deploy code.
  Wrote custom Java code to extract EBS responsibilities and OBIEE roles mapping from JAZN and OBIEE Web Services interface (REST/SOAP). Architect & review Authorization, Authentication, SSO and SSL.

- **Clorox / CTS:** Support OBIEE 11x, Exalytics, Informatica, ODI and related systems for Clorox. Integration with various retail systems databases, SAP, SAP business explorer (BEx) Cubes. Security management for OBIEE. Resource management, deployments, customization, optimization of the OBIEE landscape. **Custom Authentication and Provisioning system** for OBIEE on Exalytics. Exalytics, Linux Networking (TCP/IP, VLANS), Virtualization. Integrated OBIEE/MapViewer for regional analysis of Retail data points

- **Rogers/Oracle Consulting:** Implementing data migration using both ETL and ELT tools and OCDM Implementation with ODI as the ELT tool. Building the ODI repositories, Interfaces, Data Load and writing the Detail Design documents for all the High Level requirements.

- **Federal Reserve Board:** Exalytics/TT/BI Apps(HRMS) optimization and Summary Advisor implementation. PS4 to PS5 patching. Designed the detailed ETL architecture, including agents, scenarios, packages, data mapping, data extractions, transformations and validations. ETL design and implementation include stand-alone and Java EE agents, ODI data services, ODI Console, ODI studio, and other appropriate development tools.

- **City & County of San Francisco:**
  Core Duties: Architected Exadata/Exalogic Disaster Recovery (DR) processes, procedures and scripts.
  Responsibility: Architecture
  Monitoring and analyze Exalogic/Exadata items in OEM that will provide alert and analysis information. Operational support of the Exadata/Exalogic systems and applications.

- **Department of Education: Core Duties: Security review and recommendations for Database and Middle-ware based on various NERC/CIP and FIPS guidelines**
  Responsibility Area - Review, audit and present findings and recommendations..
  Improve Data and database security at rest and during transfer of information. Analyze current state, and design and develop a set of controls working with the DB and Application administrators and provide ongoing support and information during the process analyzed and implemented
    - Database Vault
    - Audit Vault/Firewall
    - Label Security
    - Data Masking
    - SSL/TLS

- **State of WI – Star ERP Project**
  Core Duties: Architected a centralized DW for the State of WI's PeopleSoft implementation on Exalytics Appliance

Responsibility: Architecture
Exalytics patching with OBIEE, EPM, Essbase, BI Apps (Peoplesoft finance/HR). ODI, DAC, Upgrade to PSU4, convert to virtualized system with separate VM's for EPM/Essbase/OBIEE, and replicate for Dev/Test/Prod/DR. Fusion Middleware, SOA, BPEL, Oracle Database/ Warehouse security implementation, monitoring and audits using Oracle Data Vault, Oracle Label Security/Policy Manager. Implementation of SSO, OIM/OAM across PeopleSoft/OBIEE/Exalytics implementation. Analysis and designing of Interfaces pipelines in ODI.

- **Praxair – Core duties: Review Exalytics implementation and suggest improvements to ensure full capitalization of the appliance purchase.**
  Optimize OBIEE and Essbase to benefit from Exalytics platform. Extended ODI Interfaces for Oracle Financials, and Supply Chain. Integrated Load plans for both custom and Out of Box BIAPPS Applications. Discovery of current state, recommendations to benefit from Exalytics, Summary Advisor, Move Aggregate data into TimesTen, enhance Dashboards to use Go-Les Prompts, Auto Complete search, trellis, dense charts. Virtualize Exalytics box to run multiple OBIEE instances. Real time data integration, transactional change data capture, replication across OLTP and OLAP and for DR implementation of warehouse, TimesTen in memory database using GoldenGate. Used Oracle Data Integrator Designer (ODI) to develop processes for extracting, cleansing, transforming, integrating and loading data into Data Warehouses. Integrated with Mapviewer / Spatial data with OBIEE, define location hierarchy and create reports with data overlaid on Maps.

- **Walgreens –**
- ***Core duties:* Architect the Exalogic/Exalytics/Exadata System and make it ready for migration of the existing Applications and Business Intelligence applications in the following area:**
  - ***Capacity Planning***
  - ***Backup and Recovery / Disaster Recovery***
  - ***High Availability***
  - ***Monitoring and notifications***
  - ***Security***

  Setup stage for migration of EBS implementation on Exalogic clusters. Architect/Implement and Maintain – Backup and recovery, Disaster Recovery, Instance Management, storage configuration, Virtualization, code migration on 5 X3-2 ¼ racks. Implementation of SSO across PeopleSoft/OBIEE/Exalytics implementation. Implementing OBIEE and OBIA 11.1.1.7.x, using ODI as the ELT tool. Integration with Exadata and Exalytics servers. Used 12c pre-built templates for deployment on Oracle Linux 6, FMW 12c and JDL 7 r15 . Data Masking per HIPAA rules in non-production env using Oracle Data Masking. Capacity planning for eBS suite of application and middleware on Exalogic/Exadata.

- **Fidelity Investments**: Responsible for integrating client facing reporting applications on Exadata/Exalytics. Infrastructure overview and architect, conversion from 10g to 11g. Security, Static Cache Management. Consolidating various Middleware applications on the Exalogic Server. Security integration between SiteMinder/Weblogic.
  Custom Authenticator configuration. Installed and configured multi Data-Center Weblogic Clusters using BIG-IP, Web Cache Management using iPlanet, OSB(Service Bus), Oracle Service Registry & Repository Administration. Installed and configured Agents for EM 12c to control and monitor Exadata, OBIEE and Weblogic components. Controlling access to sensitive data at Row/Column level using Oracle Label Security, Oracle Policy Manager

- **Vertafore**: Help customers tackle BIG DATA. Designed and implemented complete database migration plan. Mentor client BI team to integrated OBIEE suite in companies' product. Provided enhanced reporting across the Vertafore product portfolio. Multi-tenant implementation using MS SQL Server as data source. Migration of SQL DB to Exadata.

- **Toshiba American Medical Systems** – Configuration of servers for improved throughput, and ease of migration, startup and maintenance. HR Apps, security implementation with LDAP.

- **Liberty Mutual**: HR Analytics. Security review and improvements, Talent Management. HR Apps, custom security implementation, row level security based on the responsibility of the logged in user (EBS Security) and the population type (custom implementation) of the Employee. Installed Enterprise Manager agents to monitor and configure OBIEE and Weblogic. OBIEE implemented on top of Oracle EBS Suite.

- **OxFam America**: Implemented Noetix Views and Noetix Analytics with OBIEE, BI Apps. User training.

- **USDA – RD**: Overall review of BI architecture, setup OBIEE on Sun Solaris Servers, Siteminder SSO implementation, Weblogic/Enterprise Manager

Verizon
Technical Architect ***July 2008 – Apr 2012***
Working on multiple BI/DW project involving

- Financial Systems
- Supply Chain
- Human Resources
- Corporate Real Estate
- Billing/Receivable Management
- Green Initiative Drive
- Project Costing

Oracle Database & Oracle Fusion Middleware (SOA, BPEL).
Some of the activities / responsibilities include:

- Planned, implemented & maintained backups for all Oracle databases.
- Installed and Configured SOA on Weblogic and Oc4j Container.
- Installation & Configuration of Oracle Database (10g/11g).
- Product evaluation and POT with Exalogic. Purchase, Installation and configuration of basic box.
- Transition of middle ware applications on Exalogic server.
- Patching and troubleshooting of ADF SOA/BPEL applications.
- Extensive experience in handling Production SOA Fusion middleware and Troubleshooting.
- Configuring Web Services Inspection Language Configuration Assistant and Oracle Process Management and Notification for SOA. Configured OSB (Service Bus), Oracle Service Registry & Repository Administration for the various SOAP and REST Web-services.
- Integration of Reports and Dashboards on Web Center portal. Web Center Imaging used to integrate AP/AR documents with the transactions. Classification, Extraction, Verification and Matching of scanned documents.
- Daily support and faced a lot of challenges on SOA Suite(base - 10.1.3.1, patch-10.1.3.4)
- Experience involves dealing with various data sources within the organization and to collect the data into a single warehouse based on the cloud concept.
- Multiple Interfaces from data sources like Oracle, SQL server, Excel Files, Essbase cubes etc using ODI and custom ADF code, and Oracle PLSQL.
- Reports from multiple sources like Oracle/MSSQL Server/Essbase. Drill through from Essbase reports to detailed reports from Oracle source. Write back implementation.
- Data movement workflow management using ADF/BPEL Process Manager, monitoring using BAM. Data size upwards of 10 Terabytes.
- Linux environment, Oracle 11g RAC, Workspace/OBIEE/Shared Services integration, Clustering of OBIEE servers, Tomcat/WebLogic/OC4J implementation and configuration.
- Critical Patch Updates (CPU) using ADPATCH, OPatch.

Environment*: OBIEE 11/10g (Seibel Analytics), EPM 11 (Hyperion, Essbase), ODI (Oracle Data Integrator), SSAS, Essbase, BEPL, ADF, Oracle 11g RAC, SQL Server, Linux, Tivoli TSM, BMC Patrol, Weblogic, Exadata/Exalytics/Exalogic, RCU Repository Creation utility for various installers., Oracle Fusion Middleware applications, SOA/BPEL/BPM, MDM.*

US BioServices
Software Consultant ***Aug 2007 – Apr 2008***
Performance Enhancements – OSRx
Some of the activities / responsibilities include:

- Working with the IT team at the company to review and improve performance of the application. OSRx application is being used at various pharmacies under ABSG. It is a Windows forms based application written in VB.Net and has MS SQL Server 2000 as backend.
- Worked with the DBA team to review the code for opportunities to improve the performance of the application.
- Implementing a solution to clean up the existing providers/prescribers data using NPI numbers, UPIN numbers and DEA numbers.
- Results from the load test were analyzed and used to identify and fix the hot spots in the application, including stored procedures and .net code.

***Environment**: Windows/.Net Remoting, Load runner, SQL server 2000, 2005, .Net 1.1, .Net 2.0, Visual studio 2000, visual Studio 2005, StarTeam.*

OZ Systems Inc
Senior Software Engineer ***May 2004 - Apr 2008***

Involved in Architecture, Client Interaction, Pre-Sales and SDLC for the Health Care programs for US and international clients.

OZ Systems provides web-based, information management tools that support newborn and child health screening, diagnosis and surveillance. Subscribers include state and national health agencies, hospitals, and healthcare providers.

Our applications, in use in 2/3rds of the states, 15% of US birthing facilities, all the hospitals in England and State of Victoria, Australia of are used to manage care processes of infants and children served by public health programs, report screening and diagnostic results to health officials and authorized providers, and verify compliance with laws and regulations.

***Environment**: Windows/.Net, ASP.net, WebServices Load runner, SQL server 2000, 2005, .Net 1.1, .Net 2.0, Visual studio 2000, visual Studio 2005, StarTeam.*

Verizon Telecommunications (eBusiness division). Irving TX.
Software Engineer **Jan 2001 - May 2004**

Projects:

• Developed a unified layer over multiple backend systems (legacy / mainframes / DB2), which various clients within Verizon can call without having to worry about the routing/data mapping and similar issues. Successfully transitioned this project from the outgoing Accentor team to Adea.

• I have been involved in the design and architecture of .Net migration of Verizon.com's eOrdering application. The overall eCommerce vision of the Verizon retail market is to build a best-in-class across industries web site that focuses on cost reduction, revenue generation, customer service, and productivity enhancements in our core areas of business. As a lead, I was responsible for various functionalities and releases through the whole life cycle of the eOrdering Application.

***Environment**: Windows/.Net, ASP.net, WebServices Load runner, SQL server 2000, .Net, Visual studio 2000, visual Studio.*

CapRock Communication
Software Engineer ***Aug 1999 – Dec 2000***

Developed a CRM solution for the Telecom Industry. The software takes care of the Customer Relationship module, Order entry and Billing Systems for the company. Also involved in the analysis and development of Credit, Order Entry and Product Maintenance module for the system.

Microsoft – ASP, VB.net

Resume 1 # Project Manager

JODY S. KNOX, PMP, ITIL

PROFESSIONAL SUMMARY

- Over fifteen years of diverse management and consulting experience of projects within the private and public sector.
- Telecommunications, utility, banking and finance related environments, healthcare, state and local government, Native American Tribal initiatives, mining and oil/energy and insurance industries.

- Unemployment Insurance Services, Health and Human Services, Retirement Services for State of OH, PA, NC, SC, and City of Milwaukee, Department of Revenue (Tax) for Denver and State of North Carolina.
- Utilize PMI PMBOK knowledge areas of integration, communication, scope, procurement, resources, budget, and schedule, quality and risk management, change management, human resource management, procurement, vendor and stakeholder management. Directing projects from start to finish including planning, initiation, execution, monitoring and closure. Complete project documentation throughout the lifecycle e.g., charter, schedule, budget, **cost benefit analysis**, performance metrics (KPI), resource etc. utilizing multiple document repository applications/databases. Project management office (PMO) environment(s) with PMM/CMMI maturity levels ranging from level 1-5. Conducted market search, **cost and function analysis** based on company requirements, led RFP process, vendor review and selection process, and negotiated vendor contracts for commercial off-the-shelf products (COTS) and third-party vendor support/resource contracts.
- Programs and projects include digital/cloud based (SaaS, PaaS, UCaas), on premise VoIP, PBX, subnet remediation and hosted telephony systems, software application development, IT Infrastructure; O365, business process development and improvement, website/webpage creation, service/support and practice controls; creation of metrics and reporting processes; application development; system migration and integration; testing; operations, business intelligence; customer relationship management; data center migration, business continuity and disaster recovery, data warehousing and migration, implementation of cloud based application and data migration to the cloud based platform(AWS), data and asset and ERP management and utilization, risk management and mitigation, vendor management, contract negotiation, merger, acquisitions, budgeting, statistics, and business case and proposal creation. Contact center call flow development.
- Methodologies include SDLC, waterfall, RAPID, RUP, ITUP, Agile, SAFe, SCRUM, iterative, and hybrid.
- Strong leadership, team building, risk management, HR management, stakeholder management, analytic and problem-solving skills. Process development (repeatable processes and/or automation).
- Superior written and verbal communication and enterprise level documentation.
- Team sizes from 10 – 150. Budgets from $8K - $100M+. Conducting status presentations for all levels of management as well as global teams.
- Various tools include MS Office software suite (PowerPoint, Excel, Word) MS Project; Project Server; Primavera, Clarity, JIRA, Confluence, Tableau, Skype, Zoom, ServiceNow, MS SharePoint; Lotus Notes; MS Access; Visio; SQL; Oracle database, ERP, financials and Oracle Enterprise Tax System, Crystal Reports, Service Manager, Remedy, CRM & Business Intelligence, and more.

PROFESSIONAL EXPERIENCE

American Unit- State of Texas Department of Health and Human Services **Sep 2020 – Present**

Project Manager

Project management for COVID-19 related reporting per Federal Center for Disease Control (CDC) requirements; immunization provider registrations, approvals and related projects. Develop review processes; interface with the business units within the Texas Department of State Health Services. Responsible for maintaining the timeline for these projects, reporting status, schedule, and action items. Work to identify project risks and resolve them before they become issues and resolution of any issues.

American Computer Services Inc. - Transamerica - Remote **Oct 2017 – Aug 2020**

Sr. Project Manager

Manage implementation and upgrades of system and business processes to meet legal, finance and cybersecurity requirements. Payment Card Industry PCI regulatory compliance, NYDFS regulatory project that included application vulnerability scans and CCPA project to reduce PII information per regulations. Internal and external application security, (internal threat) working with the CISO. Third-party risk management processes and data retention and vulnerability management, dynamic, penetration and static testing. This includes new system development via Agile development processes with user stories and monthly sprints, utilizing Kanban inventory of changes with the sprint. Life and Healthcare product business process

development, risk assessment and management, customer and agent communications. Risk tracking, budget and status reporting, mitigation planning. Migration of data to cloud-based platform (AWS). Perform Risk Analyses on applications, third-party vendors and audit processes to ensure adherence to enterprise policies. Implement new credit card processing to meet PCI requirements, locate and redact credit card and customer personal information from legacy data systems-environment, storage, etc. to meet PCI, NYDFS and CCPA data retention and electronic data purge requirements as well as data requirements relating to acquisitions and mergers. Develop cost benefit analysis on components and manage decommission and repurpose of underutilized network assets. Manage project to automate interactive customer-product communication and product suitability determination including system development utilizing a global team, implementation and development of new business processes, enterprise level documentation and training material. Project management includes all phases of the business case to close the project close. Matrix team environment with a strong emphasis on Risk Management

The Select Group- Cisco Systems Inc.- Remote **Sep 2016 – Oct 2017**
Program Manager
Manage multiple healthcare/hospital Cisco Unified Communication projects, (IVR) on premise and cloud (UCaas) migration of data centers as well as migration of multiple healthcare/hospital facilities nationwide from network assessment and remediation of LAN/WLAN, WAN/RWAN through the migration from analog with implementation of UC/UCCE, (IVR Contact center call flow development). Develop program and project budgets, determine costs, resource requirements, project governance processes, cost benefit analysis, risk management, resources, inventory control processes, schedules, status, and communication with client and executive management, stakeholders, and sponsors, as well as transition to operations support. Multiple shared document repositories within Cisco and client systems. Manage vendor and sub-contractor statements of work and change management as needed. Manage migration of phones/end points from analog to cloud based Cisco Unified Communications (UCaaS), design/develop IVR/ACD contact/call center call flows, call recording, business continuity, user communication and training. Deployments included products such as Cisco IP Communicator and video utilizing SIP SBC, PIC, PG & VG, GIS on digital platforms/network infrastructure.

TEK Systems – State Farm Insurance - Bloomington, IL **Aug 2012 – Aug 2016**
Program Manager
Successfully manage Cisco Unified Communications migration projects from analog telephony (PBX). Managed implementation and continued service support until service group established via waterfall project management processes. Developed KPIs to determine quality of each deployment, customer service and satisfaction metrics. Developed streamlined and repeatable deployment processes for each project role to meet the project aggressive schedules (375 deployment/year), maintain deployment quality of 97%. Developed and implemented contact center call flows, hunt groups, script/software development, testing and release for precision routing. Provisioned more than 50,000 end points nationwide utilizing Cisco UCCE Contact Center services and Cisco Unified Communications Manager/Call Manager (CUCM, CUC, CUSP). Creation of third-party vendor contracts for specific portions of the project. Develop intra-net page for user manuals/guides. Manage schedule, risks, quality, HR resources cost/budget; change management, work breakdown structure, including business continuity plans, asset and ERP management. Customer and agent communications. Provide status to all level of management. Create and maintain document repositories e.g., SharePoint, and Lotus notes. Implementations included products such as CUCiLync, Cisco IP Communicator, and video utilizing SIP SBC, PIC, PG & VG, GIS. Co-manage physical migration of data center including business continuity planning, security plans, risk assessments and management, hardware component and application integration dependencies and migration, digital platforms, network infrastructure, call flow routing for telephony IVR/ACD contact/call centers, costs, resource requirements and support pre/post migration, as well as transition to operations support. Managed decommission of analog PBX once migration to digital telephony system complete. Managed multiple pilot roll-outs to business and agents as new technologies became available. Integration of other applications to the call center end user platforms. Managed special international project for merger/acquisition/transition of telephony call centers. Managed the full transition of the project work to the maintenance and support/service teams. Assisted in rollout of Office 365 program to the business and the integration of new products, tools etc. associated.

Cloud Peak Energy – Gillette, WY **Jun 2011 – Jul 2012**
Sr. Program Manager
Manage multiple concurrent software implementation, infrastructure, and construction and mining programs such as: multiple MS Office product implementation projects, mobile data security and management console, Microsoft Office 365 implementation (COTS and developed), Kronos implementation. Conducted market search, cost benefit and function analysis based on company requirements, led RFP process, vendor review and selection process, and negotiated vendor contract for new telephony system. Then managed the migration from analog (PBX) based telephony system to new UC platform. Managed construction and relocation of site structures, transportation and automation projects. Conducted business requirements gathering, market search, cost and function analysis based on company requirements, led RFP process, vendor review and selection process, and negotiated vendor contract for implementation of new mine planning software, GIS, SCADA and DCS functionalities for multiple mine sites. (SaaS & Paas) Provide leadership and guidance for implementation of Project Management Office (PMO) including Project Management Maturity (PMM) analysis. Projects managed utilizing the waterfall methodology.

NextGen- Consultant – AT&T Telecommunications, Schaumburg, IL and Remote **Nov 2010 – Jun 2011**
Project/Program Manager
Manage end-to-end infrastructure automation program for major telephony company. Program consists of six (6) concurrent multi-million-dollar projects. Via waterfall methodology, manage scope, budget, schedules, resources, third-party development vendors' estimates, schedules, development; create and manage project schedule, testing and release schedules. Develop and provide project metrics, monthly financial statistics with earned valued, and status for Sarbanes-Oxley compliance and audits; confirming the client is receiving quality product on time and within budget.

Independent Consultant -Standing Rock Telecommunications –Ft Yates, ND and Remote **Feb 2010 –Aug 2010**
Sr. Project Manager
Nation's only Native American owned start-up wireless (VoIP and WiMAX) Telecommunications Company. Manage all aspects of operations, rating and billing systems; third party vendors' contracts, asset management, customer relationship/marketing/sales. Create all operational functions to ready this company to open for business. Develop customer service processes; ERP business processes, (order entry through provisioning and operations), create training documentation and conduct training sessions for new employees. Participate in roaming and interconnection agreement negotiations and implementation of agreement via billing, prepare and submit required reporting to FCC, CPNI, USAC and tax reporting on usage, customers, Universal Service Funds.
Establish financial assurances processes. Develop profitable marketing service/call plans to ensure revenue milestones are met. Manage e911 phase II implementation. Perform all duties as Universal Service Funds administrator; oversee ETC designation and customer distribution.

HP Enterprise Services/EDS/Saber Corp Virtual and On-Site (Customer) **Nov 2006 – Jan 2010**
Program Manager – IT – Software Development

Infrastructure Development Project for Retirement, Health and Human Services and Unemployment Insurance Services.
Overall project management for development of proprietary software framework (SaaS) for future client customization. Utilized Agile/SCRUM project methodology leading daily scrum meetings, development of story boards. Work with State and local government employees to develop business processes for new work flow system (OH, PA, NC, SC) Developed and managed project plan and schedule; monitored development releases, developed change management process; risk assessments; established and executed action plans to mitigate risk. Evaluated and reported progress to client executive sponsors and ensured milestones and deliverables were timely met. Cost and benefit analysis.

Unemployment Insurance & Tax Modernization (State Department of Revenue) Project and Software Framework -
Manage end-to-end projects from Request for Proposal (RFP), requirements identification, business process modeling and improvements through implementation of new technology system; RUP methodology; System conversion, integration and customer relationship as well as manage and mentor international development and analyst teams. Conducted joint application development sessions (JADS) to produce and document requirements, use case development and define and illustrate business process models; create requirements matrix and develop associated test cases and tracking of defects. Determined resource requirements and staffed the project accordingly. Composed training documentation then conducted training for new business analyst and development resources. Established and managed project plan and schedule; monitored development releases, developed change management process; managed project budget and customer invoicing. Created a risk assessment and mitigation plan and developed a quality assurance plan. Developed change control process and procedures for implementation specification changes or additions. Set customer expectations and report progress to client executive sponsors. Ensured milestones and deliverables were met. State and City (local) government clients.

Employee Retirement Services Software Development Project
Assumed control of existing customization project to decrease outstanding issues; obtain client acceptance of implemented product; close initial project and enhance client relationship. Waterfall methodology. Managed project schedule, budget, and global development teams. Reduced outstanding project and development issues by 40% within the first 90 days and significantly improved customer/client relationship. Managed issue and release plan and process**;** Developed change management process increasing customer confidence in overall control. Identified new opportunities, estimated associated cost, resource requirements and composed proposal for expanded scope thus increased contract total value by 10%. Developed plan and schedule for new system enhancements. Elicited requirements (user stories) via one-on-one interviews with users. System updates followed the Agile development process with biweekly sprints. Established and documented on-going support and maintenance plan. Performed post implementation client review.

CTG – Alaska, Anchorage Alaska –
Project Manager **Apr 2005- Nov 2006**
Client project management for multiple concurrent projects relating to IT, telecommunications, data management, oil and gas, government and business operations. Functionality implemented included retail Point of Sale (POS), GIS functionality, SCADA and DCS as well as real-time reporting and dashboard functionality. This included upgrades to pipeline maintenance functionality projects. Provided project support for merger and acquisition activities for local client. Completed assessment of commercial-off-the-shelf products (COTS). Development of all customization of software utilizing global development teams. Conducted JAD sessions to elicit and document requirements. Conducted market search for products that met highest priority requirements utilizing Kepner-Tregoe. Negotiated vendor contracts for purchase of this product as well as on-going support maintenance contracts. Training of business analysts and developers on proper documentation of requirements, use cases, and test scripts, test results and defect and requirement tracking. Developed project plans and schedule and defined associated domestic and international resource requirements. Waterfall methodology. Completed cost analysis, work and resource estimates for proposals. Managed project scope and change management process. Conducted risk assessment and established mitigation plan. Determined performance criteria and metrics as well as maintained quality controls.

Technology Staffing Resources, Inc., Virtual Office
Consultant - Program Manager **Feb 2004- Mar 2005**
Telecommunications and Utility Billing/Revenue Assurance Analyst –
Support development of new carrier billing and validation software products. Validated telecommunication carrier invoices for LIDB, CNAM, and Unbundled Network Element (UNEP) carrier to ensure compliance with tariffs and inter-company agreements and tax computations. Utility billing for electrical and natural gas companies. FCC reporting. Established dispute process, coordinated customer negotiations through resolution. Defined requirements for exception reporting, validation of inter-carrier accounts receivable and payable invoices. Merger and acquisition telephony usage subject matter expert. Developed training documentation

and conducted training sessions on telephony usage data, collection, analysis, processing, billing and validation as well as asset management.

RV Traveler's Discount Book, LLC – Denver, CO *President – Project Manager* **Feb 2003-Apr 2005**
Managed entrepreneurial venture to write, publish, and market a national discount book for recreational vehicle owners. Direct market and via developed websites. There were 10,000 books in print during 2004

Comcast/AT&T Broadband/Media One – Denver, CO **Jan 1999-Feb 2003**
Director of Data Management
Managed portion of transition team for merger and acquisition both from Media One to AT&T as well as the AT&T to Comcast merger. Managed implementation of Oracle data-warehousing system. Created business case, presented to and obtained executive budget committee approval for new data management/data warehousing system to ensure revenue and cost accuracy. Managed end-to-end project to collect telephony usage, analysis; reporting and error correction via the proprietary business intelligence software developed. Translated business needs into written business requirements and functional design documents Created test cases. Established repeatable process methods and procedures to collect, analyze, report data within switch network and billing systems that 1) increased collections by 25% and reduced disputes by 73%; 2) provided accurate and reliable tracking of customer invoices; 3) realized a net savings of over $53 million in 18 months. Developed training documentation and conducted training sessions with new resources, managers, and consultants to ensure continuity throughout the project and new department. Managed cross-functional team to complete a switch standardization and asset management project to ensure accuracy of recordings and review interconnection (inter-company) agreements, FCC and carrier tariffs to determine rating, pricing, tax computation, and dispute criteria. Based on GIS technology, provided recommendations to Engineering, Network Planning, IT, Marketing and Legal to improve routing, connections and rating for current and future contracts. Conducted proof of concept of collection, analysis and data storage for third party vendor new business intelligence/CRM software. Served as subject matter expert for merger related activities and system conversion and consolidation as well as represented company at industry forum (ATIS-Order and Billing Forum) as a member of the Message Processing Committee and VoIP sub-committee to create standardized usage format for Voice and VoIP

MCI WorldCom, Dallas, TX **Jan 1995- Jan 1999**
Project Manager
Managed call-to-rate mapping, identification and analysis project. Established and implemented processes for local rating and telephony productions management; developed correction of erred records and billing processes. Identified and documented new rating system requirements. Developed and implemented test plan and conversion plan. Lead billing and rating system conversions reducing errors by 75% to 95% respectively. Developed training documentation and conducted training sessions for new department employees. Other positions: Subject matter expert assigned to the M&A team/project. Prepared documentation, general ledger inputs, accruals and federal reporting for conversion of fixed assets and tax relating to the purchase, installation, turn-up of optic fiber. Managed accounts payable department staff of 15. Collection, acquire approvals and check creation and distribution for all MCI Corporate payables.

Varied finance operations, project management, customer service positions 1979-1995

- Michigan National Bank, wire transfers department, proof operations team lead
- American Express Services Company - Customer Service Representative (Call Center)
- Certified Financial Planner Business analyst - manage firm and partner's bank accounts, statement reconciliation; prepare Schedule K for executive partnership tax returns.
- Bookkeeper- customers included Telecommunications, Attorneys, Lawn Service, HVAC, Land Management company
- Real Estate agent in the States of Utah and Colorado (2003 – 2007) (Keller Williams)

EDUCATION AND CERTIFICATIONS

- **Project Management Institute (PMI) - Project Management Professional (PMP®) (2006 - current)**
- Mining Safety Health Administration Certification (MSHA)
- Information Technology Infrastructure Library (ITILv3) (certification 2011)
- Agile Software Development (2009) currently working towards AGILE Certification (PMI-ACP) & Risk Management Certification (PMI-RMP)
- SCRUM (2009)
- Oracle Enterprise Tax Management (2008)
- Rational Unified Process (RUP) (2006)
- Colorado and Utah Real Estate License (2003)

Resume 2 # Network Engineer

THOMAS A. KUEHL

PROFESSIONAL SUMMARY

Network Engineer and Military Veteran with an **ActiveSecret Security Clearance** and **16** years of proven experience working on Cisco equipment. Accomplished measurable results in a dynamic environment installing, upgrading and troubleshooting network equipment. Possesses a comprehensive background in Cisco Routers and Switches derived from conducting domestic and global operations in Germany and Iraq**.** Managed risk upon multiple lines to protect assets property and equipment while meeting the expectations of senior leadership to accomplish tasks and missions to meet deadlines. Possess extensive knowledge in routing protocols to include OSPF and EIGRP**.** Recipient of multiple awards for outstanding performance and professionalism in the **United States Army.**

Network Design	Policy Implementation	Cisco Network Systems
Tier III Network Support	SimpleNetwork Management	TACACS Authentication
Tier II Network Support	Protocol monitoring software	Microsoft Office Suite

PROFESSIONAL EXPERIENCE

INFORMATION TECHNOLOGY ENGINEERING CORPORATION –
Colorado Springs **2019 - Present**
Network Engineer

Subcontract employee for Lockheed Martin on SBIRS Survivable/Endurable Evolution as a Network Engineer on the network team, deploying and upgrading network equipment. Developing and updating network design documentation, deploy and checkout documentation, and configurations for the current network.Configuration development for obsolescence upgrades within current operational networks.

- **Maintain and update network detailed design documents using Visio and Word**
- **Troubleshoot network issues during deployment of configurations and network Operating System upgrades**
- **Work with SNMP traps for active network monitoring**
- **Work with ACS and ISE for network user authentication.**
- **Work with CLI and ASDM for administration of Firewalls and IPSs in the network**
- **Working on Python script automation for device checkout**

AEROTEK
Colorado Springs **2016 – 2019**
Subcontract employee for Boeing performing network design and configuration development on the GPS OCX contract.

- **Network Engineer for Boeing supporting the delivery of network design and configurations to Raytheon in support of the GPS OCX contract. Development, testing and onsite deployment of configurations for the GPS OCX Launch Control System Network (LCS).**
  - **Develop network configurations for the ground stations for GPS OCX contract.**
  - **Deploy developed configuration for testing in a lab environment prior to deployment into**

the deployed network.
  - **Develop configuration updates to fix issues found during testing to the current deployed network.**
  - **Deploy network configuration updates to live system at Schriever Air Force Base (SAFB).**
- **Network Engineer for Boeing supporting Raytheon in network operations and continued engineering development for the deployed LCS environment at SAFB.**

INFORMATION TECHNOLOGY ENGINEERING CORPORATION –
Colorado Springs **2015 - 2016**
Network Engineer
Subcontract employee for Honeywell Technology Solutions Inc. performing network maintenance, design and upgrade on the Air Force Satellite Control Network Test Bed (ATB) lab network in support of theSatellite Control Network Contract (SCNC).

- **Network Engineer for the ATB Lab support team in charge of maintain, upgrading and replacing the network infrastructure. Conduct weekly audits of all network devices to ensure that devices remain at baseline.**
  - **Maintainand update ATB network diagrams using Visio**
  - **Work on Design Team for updating the ATB's network infrastructure**
  - **Coordinate with Cisco for replacement of faulty devices or modules, responsible for the replacement of faulty devices or modules, and ensured new devices are configured to baseline**
  - **Troubleshoot network issues in timely manner to maximize network availability and minimize downtime**
  - **Work with SNMP traps for active network monitoring with Solarwinds.**
  - **Work with LogRhythm to maintain and collect device logs.**
- **COMSEC device Subject Matter Expert (SME) for ATB Lab Support Team. This consists of troubleshooting, maintaining baseline configurations of all COMSEC devices in the ATB, as well as replacement of all faulty COMSEC devices.**

UNITED STATES ARMY –
Various Locations **2005 – 2014**
Network Systems Operator
Performed network operations and corrected network faults. Maintained and upgraded all internal telephony and network devices.

- Lead network administrator and supervisor in charge of 5 individuals on a network installing and maintenance team.
  - Installed network infrastructure with cables
  - Production of copper twisted pair network cables
  - Maintained, monitored and upgraded network as needed
  - Monthly team member evaluations
- Responsible for 1.5 million dollar worth of equipment in a 12 month period.
  - Routers and Switching equipment
  - GPS timing equipment
  - Satellite transportable terminal
  - Telecommunication equipment including but not limited to Cisco Unified Call Manger and Redcom PBX
- Submitting all documents required for maintaining and using the equipment such as coordinating shipment for faulty or broken equipment for replacement or repairs
- Filling appropriate documents for Satellite access
- While Deployed to hostile environments maintained communications security equipment
  - KG175
  - KIV 19
  - KIV 7

- Simple Key Loader

EDUCATION& CERTIFACATIONS

- US Army Combat Lifesaver Course (First Responder)
- Army Signal Digital Master Gunner (Army Digital Systems Expert)

AWARDS

- Army Commendation Medal (1)
- Army Achievement Medal (2)
- Iraqi Campaign Medal (2)
- Army Good Conduct Medal (2)
- Meritorious Unit Commendation (2)
- Eagle Scout Award

SKILLS

- Cisco Operating Systems
- Cisco 7600 series, 6500 series, 4400 series, 3800 series, 2900 series, 2700 series, 2800 series and ASR 1000 series Routers
- Cisco 2900 series, 3500 series, 3800 series, 3700 series, and5548 Switches
- Cisco Nexus Switches
- Communication Security Equipment including KG75, KG175A, KG175D, KG175 Classic, KIV19 and KIV7M
- **Cisco ASA 5520, 5525 and 5545Xfirewalls**
- **McAfee Firewall Enterprise S4016 firewall**
- Cisco FirePOWER Management Center
- Cisco Identity Services Engine
- Cisco Access Control System
- SolarWinds
- Gem X
- Python Scripting for Network Automation

Resume 3# Network Administrator

JORIN L. RUDD

Certifications

- CompTIA CSIS, CIOS, S+, N+, A+ 1/29/2021
- Dell Education Services Compellent Storage Center Advanced Administrator Certification 11/4/2016
- Dell/EMC Tech Direct Client and Enterprise Certifications 5/28/2020
- Bridgehead Backup Solutions Administration 2/10/2016
- Cisco ICND1 Networking 1/14/2020
- Light Brigade Advanced Fiber Optics Training Certification 6/20/2011

Software and Operating System experience:

- -Microsoft Office through 2019, Visio, Exchange through 2019, MS Storage Replication
- -Microsoft Windows through 10, Server Edition through 2019, Linux Redhat, Ubuntu, CentOS
- -Advanced File Shares, Advanced DNS, Advanced GPO, Advanced DHCP, Advanced AD
- -VMware through Hypervisor 7.0, Microsoft Hyper V, Parallels, Oracle Virtualbox, Citrix, VM Horizon
- -Veritas/Symantec Backup Executive, Barracuda, Acronis, Rapid Recovery, Bacula, Bridgehead Backups -Inter-Tel DB Management, Mitel NuPoint Applications Console, Cisco Call Manager Phone Systems

Networking experience:

- Cisco Routing, Switching, Wireless and Wireless LAN Controllers, Advanced Security Appliances, Sourcefire, Firepower, Prime, Integrated Security Engine, L2L VPN, AnyConnect VPN, DUO
- Meraki Switching, Routing, Security, Access Points, VPN Configuration, and Content Filtering -HP ProCurve Routing, Switching, Access Points, Wireless Controllers, and Access Points

Sales and Management experience:

- Warehouse operations, inventory control, planogram planning and implementation, product orders
- Product facing, rotation, display creation and management, and stocking
- Employee management, scheduling, hiring, and training
- Sales records keeping, audits, daily money drawer finalizations, and bank deposits

Work Experience

Network Administrator for Community Hospital **Oct 2015– Current**

- Designed, Programmed, and currently support all aspects of the Cisco networking for our new hospital building, providing connectivity and access to all the internal and guest users in a safe and secure method.
- Completed replacement of older HP switches among offsite campuses to our new Cisco standard. Responsible for the stability and security of all hospital related networks and computerized data.
- Full responsibility of all LANs, WLANs, WANs, VPNs, managing all network equipment including routers, switches, wireless access points, wireless controllers, and security appliances.
- Oversee all system administration of Windows and Linux servers, and workstations.
- Delegate, coordinate, and oversee network related work assigned to pc support analysts.
- Foster growth and relationships with Physician offices, including remote access and VPN solutions.
- Oversee data center operations, monitoring, and coordinate associated maintenance.
- Provide internal analysis, support, and assistance to other I.T. team members. Designed, implemented, and now regularly tests the Disaster Recovery plan.

Aug 2013– Oct 2015 **Senior IT Support Specialist for Sequent Information Systems**

- Maintained multiple customer systems related to servers, networking, security, backups, and endpoint devices.
- Provided internal analysis, support, and assistance to other I.T. team members to support the company's customers.
- Monitored and oversaw all network and server related operations and systems administration.
- Programmed all new networking equipment prior to deployment at new customer sites to support wireless connectivity, servers, workstations, and Cisco VoIP phone systems with site-to-site VPN connectivity.
- Provided remote or onsite technical support to customers networks, servers, workstations, and phone systems.
- Maintained customer site documentation and support assistance guides for the company.
- Proposed new ideas and initiatives that enhanced operations for customers and completing testing and implementation of approved changes.
- Provided training to end customers and to the other specialists within the Tech Support department of the organization.

June 2011 – April 2013 **IT Support Specialist II for Peabody Energy**

- Provided IT Support for the Hayden Gulch, Twentymile and Sage Creek Mines' desktop, laptop, and workstation computers, network equipment, printers, copiers, telephones, UPS systems, tape backup systems, and end users with maintenance, troubleshooting, hardware updates, and repairs.
- Supported the IT needs of the Sage Creek Mine start-up, including new single-mode fiber and Cisco Switches.

- Re-organized the Sage Creek and Twentymile Mine server rooms by installing the equipment into new cabinets, removing all of the floor mount racks, and installed all new patch cabling and cable management systems to reduce the risk of lost productivity due to an outage or equipment failure.
- Implemented bar code labeling and tracking on the LTO-3 and LTO-4 tape backups at the Colorado sites with climate controlled storage off-site to provide maximum protection from natural disaster.
- Installed new UPS systems onto the network so that notifications of power problems can be emailed out immediately and started a bi-weekly test program to verify proper operation and maintenance.

April 2011 – June 2011 Warehouse Assistant at Twentymile Mine through Flint Personnel

- Maintained cycle counts of stock in the warehouse and organized parts shelves and drawers.
- Operated the fork lift truck to assist with the loading and unloading of vendor deliveries and parts that were issued to the mine personnel.
- Issued parts and supplies through SAP on the computers and updated the quick reference parts lists on the counters to optimize efficiency for items that were issued out daily. This reduced the time required to look them up and enter them into SAP.

August 2004 - March 2008 Parts Manager and Bobcat Service Specialist for Tri-State Equipment Co., LLC

- Placed and received breakdown and stock orders for Bobcat Parts, and filed parts warranty claims to maintain the inventory.
- Managed work orders to be performed, rental equipment repairs and servicing, and the parts billing on the work orders.
- Managed pre-delivery, setup, and the filing of new equipment arrival condition reports.
- Repaired, operated, and serviced construction equipment, and other equipment as needed.

April 2004 - August 2004 Parts Manager for AutoZone

- Assisted in training of new associates in the areas of merchandising, computer skills, customer service, sales, and the general operation of a retail auto parts store.
- Assisted in the design and maintenance of the stores product displays and Plan-o-grams.

March 2002 - March 2004 1st Assistant Manager for Checker Auto Parts

- Maintained one of the highest average weekly sales averages of all the associates in the region.
- Assisted in hiring and training of new associates in the retail and commercial sales areas.
- Organized and kept an updated inventory of back room merchandise and overstock parts.
- Implemented new product facing methods for a better overall store appearance.

Education

Western Governors University - Online Salt Lake City, UT
▪ Bachelors of Science – Information Technology Networking and Security

Dell Education Services Online Training Session and Testing
▪ Dell Compellent Storage Center Advanced Administrator

Bridgehead Backup Systems Grand Junction, CO
▪Bridgehead Backup Systems Administrator

Resume 4 # Desktop Support Technician

Farhad Davari

Summary:
Tri-lingual, gregarious individual possessing years of experience in IT support, computer hardware and software implementation, customer service, sale. Currently looking to build on prior experience and utilize my skills.

Skills :

Blockchain Skills:
Blockchain and Cryptocurrency Researcher
Cryptocurrency Trader and Investor

Computer Skills:
IT Support
Windows PowerShell
Computer Hardware and software troubleshooting
Windows and Mac

Computer Software Skills:
Adobe Flash
Adobe Photoshop
Microsoft Office
Powershell
Adobe Illustration
Corel Draw
Microsoft Excel

Language Skills:
Persian- Native Language
English- Verbal and Written Fluency
Turkish- Verbal Fluency

Education:
- Associate degree in computer software: Neyriz Azad University, Fars, Iran (2002)
- Bachelor of Art in Graphic Design with High Honors: Girne American University, Girne, Northern Cyprus. (2009)
- Teaching Assistant in Graphic Design department at Girne American University. (February 2009 to July 2009)

Work Experience:
IT mentor and Relationship Banker, Bank of America, Denver, Co (Mar 2020 to Present)
- Banker
- Explaining new hardware, software, windows and updates
- IT Supporting and troubleshooting
- Help improve overall IT systems, build processes and network efficiency
- Resolve the Customers issues

Bank Teller, Wells Fargo Bank, Denver, Co (Oct 2019- Mar 2020)

IT trouble shooter /Associate, Nordstrom Rack, Denver, CO (May 2016 to Oct 2019)
- Sales, Customer service, Cashier and Merchandising. Mentored all new employees while completing 100% of the daily tasks.
- IT Supporting and troubleshooting

IT/Sales Associate, Dillard's, Denver, CO (March 2016 to April 2016)
- Responsible for administering local servers and local networks
- Sales, Customer service and Cashier
- Provide accurate and timely status of activities
- Installing and Repairing

IT/Sales Associate, Macy's, Denver, CO (September 2015 to February 2016)

- Trained and developed new sales
- Implemented up-selling strategies.
- Install workstations to include all hardware and software set ups as well as network accounts

IT Support,Daf Leather, Shiraz, Iran (2013 – 2015)

- Manage & troubleshoot networks, internet connectivity throughout the organization
- Provide network access to all staff
- Assist in developingand maintaining server level disaster recovery plans

Graphic Designer and Freelancer, Shiraz, Iran (August 2011 to January 2013)
IT and Graphic design Advisor at Persian Elite Research Institute, Shiraz, Iran (January, 2011 to July, 2011)

- Designed and advised in Institute's design and production's needs using Adobe and Corel.
- Advised and counseled members in related Art and Design Fields.

IT Support Specialist, Barge Sabz Company, Shiraz, Iran (September 2009 to December 2010)

- Troubleshooting Sell, install and/or assemble PC, Laptop, Computer accessories and Software programs.

Self-Employment
Owner and Designer, Dafad Handmade www.dafad.org(August 2021- Present)

- Designer and creator of unique handmade accessories.

Owner and Designer, Daf Leather. Shiraz, Iran (November 2013- August 2015)

- Designer and creator of unique handmade leather accessories.

Resume 5 # System Administrator

Hunter M. McCallum

Technical Skills

Systems: Windows Server and Workstation OS, Mac OS (10.4-10.10), VMware ESXi (5-6.5), Novell Netware, Red Hat Enterprise Linux, Cisco UCS, Amazon AWS
Software: RSA SecurID, Adobe Creative Cloud, SCCM, Google Apps Platform, CommVault Backup, NetApp OCUM, Ubiquiti Unifi, Microsoft Office (2003-2016, 365), Exchange 2013

Certifications:

CompTIA A+	CompTIA Network+
CompTIA Security+	CompTIA Project+
CompTIA Linux+	LPIC-1
CCENT	SUSE Certified Linux Administrator

Professional Experience:

Xcel Energy - Sr. IT Systems Administrator
October 2020 – Present

- Act as team leader on geographically distributed cross functional OS Delivery team providing all OS builds and templates for server operating systems at Xcel.
- Develop multi-functional PowerShell based scripts and tools that perform systems automation tasks for build, refresh, and vulnerability remediation on Windows Server operating systems.
- Support multiple high visibility projects as Windows Server SME with impact to all operating regions at Xcel.
- Provide Tier 3 escalation support for Windows, VMware and Linux systems.

Robert Half Technologies (Contract for City of Lafayette, CO) – Systems Administrator
August 2020 – October 2020

- Acted as technical SME and contributor in remediation of vulnerabilities and restoration of operations after major security incident.
- Provided plansand implemented solutions for a secure PKI hierarchy, consolidation of wireless network management, reintegration of Point-to-Point Wi-Max sites, RADIUS based authentication for internal wireless devices, ticketing solution, and patch management solution for environment endpoints.
- Supported migration, integration, rollout, and adoption of Azure AD, Office 365 and Microsoft Intune across all organization devices.

Premier Members Credit Union – Sr. Systems Administrator
May 2018 – July 2020

- Acted as primary technical resource, planner, and implementer in multi Windows AD domain re-architecture for production Credit Union systems.
- Owner of BMC Client Management architecture across 12 branch locations and primary operations center.
- Coordinated and implemented server and workstation hardening with combination of NIST and CIS standards across all organization devices.

General Dynamics Information Technology – Sr. Operations Engineer
June 2016 – May 2018

- Acted as primary Operations Engineering resource and assist with writing of GDIT Cloud's System Security Plan (SSP) for maintaining the FedRAMP Cloud Moderate Accreditation.
- Provided expertise and supported the initial build-out of Development, Systems Integration Testing and Production environments for the US Census Bureau's 2020 Census Questionnaire Assistance (2020 CQA) program.
- Performed in-place architecture redesign of multi-tenant cloud Active Directory infrastructure to realign current infrastructure with industry best practices and DISA Security Compliance Baselines.
- Supported multiple US Government clients with a focus in Windows Active Directory infrastructure design
- Provided training to junior staff regarding changes to Directory Services infrastructure.
- Acted as a secondary point of contact for Storage and Virtualization technologies.

Vantiv - Associate Systems Engineer
November 2015 – June 2016

- Performed Microsoft SCCM administration support, developing/delivering reports, creating packages and application deployments for multiple domain environments.
- Performed Production Release Management reviews of ongoing changes in the environment via ITIL process: including everything from desktop infrastructure changes to mainframe maintenance implementation review.
- Provided support, mentoring, guidance, and technical development (seminars, documentations, instructions) to other IT staff, including working with others individually and in group settings.

Voice Media Group LLC - Systems Administrator
July 2014 – November 2015

- Developed new system and application implementation plans, custom scripts utilizing Batch and PowerShell, and testing procedures to ensure operational reliability.
- Created new operating procedure around deployment and management of system updates that have since been deployed to all newspapers related to Voice Media Group LLC.
- Primary "Point of Contact" for all Western US IT operations.
- Worked directly with C-Level management to provide technical expertise on projects and system rollouts.
- Managed multiple Google Apps environments and piloting beta programs like Inbox for Gmail.

- Utilized client management tools such as SCCM and WSUS for patch management.

Self Employed - IT Consultant
June 2008 – Present

Geek Squad - Remote Support Engineer
October 2011 – July 2014

- Performed "White Glove" executive resolutions with highly escalated clients; laid framework for future interactions with those clients to ensure proper handling of cases, and to prevent further escalation.
- Acted as Team Supervisor under leadership of manager to train and support new team members with their integration into the remote support channel.
- Worked with Corporate HR to define Remote Support Channel policies.
- Performed the training of over 1000 remote support employees and 3rd party contractors.

Hawkeye Community College - Tier 2 Help Desk
September 2010 – April 2011

Denver Community School District – IT Intern
August 2009 – May 2010

Resume 6 # Security Analyst

STEVE ROSS

SUMMARY
An experienced security and networking professional with over 20 years of experience in information security and information assurance. Emphasis on enterprise network security, to include firewalls, IDS/IPS, SEIM, and network device and server hardening.

PROFESSIONAL SKILLS

- **Information security/information assurance:** risk/vulnerability assessments, incident response, security policy generation/review/auditing
- **Firewall:** Cisco ASA/FirePower/PIX/FWSM firewall, Palo Alto PAN-OS, Juniper NetScreen, CheckPoint, Cyberguard
- **Software/hardware:** Cisco ASA/FirePower, Palo Alto Panorama, Splunk, Crowdstrike, ArcSight, Rapid7, Arbor Peakflow

MAJOR ACHIEVEMENTS/RELEVANT WORK EXPERIENCE:

- **Senior IT Specialist, Cybersecurity, SM Energy, Inc (12/2018-Present)** Responsible for network security, to include Cisco ASA/Palo Alto firewall configuration, management, troubleshooting, and auditing. Installed, configured, and troubleshot Cisco FirePower infrastructure. Implemented comprehensive firewall rule change management process/documentation.

- **Contract Senior Security Analyst, SM Energy, Inc./Connecting People, Inc. (12/2016-12/2018)** Served as a consultant for information security initiatives, to include installation, maintenance, and troubleshooting of security infrastructure. Assist IT team in furthering information security initiatives and best practices.

- **Senior Network Engineer, Aerotek, Inc. (10/2015-9/2016)** Responsible for network design and testing of GPS OCX next generation GPS system for the US military. Conduct information assurance design, reviews and configuration updates for enterprise network infrastructure, to include Cisco firewalls, routers, and switches.

- **Security Engineer, Charter Communications (1/2014-10/2015)** Project lead for Charter network backbone DDoS detection and mitigation infrastructure. Project lead for auditing enterprise firewall rulebases in order to meet best security and compliance practices.

- **Security Engineer, First Data Corporation (3/2012-1/2013)**
  Conducted design, configuration, install, and tier 2/3 support/troubleshooting for 800+ firewall platforms, to include Checkpoint, Juniper, and Cisco firewalls. Conducted training sessions on advanced Cisco ASA support and management.

- **Contract Security Engineer, NewGen Technologies, IBM Federal Data Center Security Engineering Team (5/2010-3/2012)**
  Managed firewall and VPN infrastructure for multiple government customers on the IBM Federal cloud computing initiative.

- **Contract Security Engineer, TekSystems, Department of Homeland Security (5/2009-5/2010)**
  Managed 60+ Cisco ASA/FWSM firewalls and provide tier 3 support for same;
  Managed Cisco MARS SIMS system; provided firewall training to watch desk personnel.

- **Contract Senior Network Engineer, Army Corps of Engineers Gulf Region Division, Baghdad, Iraq (07/2005-05/2008)**
  Served as technical network and security engineering lead for 1000+ node 1000+ user commercial voice and data network. Designed and implemented robust web usage and bandwidth management system and QoS/usage policy in order to conserve satellite bandwidth.

- **Contract Network Engineer, Intecon/Raytheon, Baghdad, Iraq (09/2004-04/2005)**
  Served as network lead for network operations and maintenance for NIPRNET, SIPRNET, and CENTRIXS networks. Documented and integrated network devices via network management software in order to ease troubleshooting and reduce network downtime.

- **Contract Senior Systems Engineer, DigitalNet, Federal Bureau of Investigation (09/2003-09/2004)**
  Served as onsite technical lead for Trilogy, the FBI-wide Cisco/Windows 2000 Active Directory implementation for the Denver Federal Bureau of Investigation field office. Provided training for both end-users and FBI IT staff to facilitate transfer of ownership from prime contractor to FBI.

- **Information Assurance Chief, Marine Corps Logistics Command, State of Kuwait (02/2003-07/2003)**
  In support of Operation Iraqi Freedom, managed the information assurance posture for NIPRNET/SIPRNET 1000+node/1400+ user WAN. Served as Information Systems Security Officer for same. Served as technical lead for an integrated suite of security/intrusion detection tools (CyberGuard, RealSecure) for use with Marine Corps Enterprise tactical networks.

Mayank Gupta

Professional Summary:

Expertise in solution design, Architecting, Planning & implementation of large-scale databases, Enterprise data-warehouse & Analytical Solutions. Over 14 years of experience in Database Management, Big Data, ETL & Reporting in the telecom, retail and transportation industries.

Technical Proficiency

- DBMS: Vertica, MySQL , Postgres , Teradata , Oracle
- ETL: Talend, Informatica, SAP Business Objects and Data Services (BODS)
- Reporting and Dashboards: Tableau, Qlikview
- Cloud Management: Amazon Cloud (AWS), Google Cloud (GCP), Microsoft Azure
- Big Data System: Cloudera Hadoop, Hive, HDFS, Sqoop, Flume

Professional Experience

BuzzClan LLC **Apr' 23 - Present**

Bigdata Solution Architect, Microfocus (OpenText) **Oct'21– Apr '23**

- Implemented real-time dashboard and analytics which reduced query execution time by almost 300%.
- Designed a real time database solution that enabled customer's fault tolerance and Disaster Recovery.
- Transformed EDW from an In-house cluster to a cloud solution (AWS) that allowed on-demand auto-scaling and high availability.
- Implemented end to end solution for sentiment analysis for twitter data using Apache Flume.
- Designed a hybrid analytics platform (Google Cloud, In-house datacenter) that permitted immediate actionable insights from credit scoring, recommendations, and BI reporting. The FinTech customer had 31 million users in Vietnam using 2 PetaBytes data.

Hewlett Packard **Oct'17– Aug'21**
Senior Database Consultant,

- Migration of datawarehouse from In-house data centers to Google Cloud including Database objects.
- Integrated Hadoop with a large scale database, helped to load CDR log files to structured database tables, resulted in fast analysis of data.
- Re-designed ETL batches, improved execution time from 14 hours to 2 hours, facilitated quicker data availability in EDW platform from multiple sources.
- Built Google big query; it enabled faster query execution.
- Implemented solution to minimize revenue losses through customer churn.

Sabre Travel Technologies **May '17– Sep' 17**
Business Intelligence Consultant,

- Implemented Airvision Market Intelligence, a tool to analyze real-time and historical flight operations data at a global level.
- Designed unified dashboards incorporating multiple data sources to visualize real time flight landing and takeoff status.
- Developed a comprehensive dashboard for ticket booking agents to see month-on-month sales/cancellations, Un-sold flight tickets to maximize revenue and provide excellent customer service.
- Configured campaign management. It rolled out offers to customers based on flight/sector occupancy levels.

Hewlett Packard **Sep '14 – Jan '17**

- Migration of data from legacy Amdocs system to Bigdata analytical database.
- Designed Centralized data warehouse solution; it helped in real-time decision making to manage stock positions and re-ordering based on daily sales.
- Implemented promotion management dashboards to improve its effectiveness.
- Performed predictive analysis to better manage inventory to meet seasonal demand and customer service.
- Designed and built Artificial Intelligence (AI) to analyze vast amounts of customers' data and extract patterns from their purchases and preferences. It triggered automatic personalized recommendations to potential customers. The automation improved conversion rates, order values, and customer satisfaction.

Early Professional Graph

- **Nov '12 to Sep '14: Bigdata Consultant, Hewlett Packard Globalsoft, Bangalore.**

Project handled: Telefonica Spain (Migration of CDR data), Teradata toVertica Migration, AT&T USA - query tuning, Rogers Canada -configuring cluster for large scale database.

- **Apr'11 to Oct'12: Senior Software Engineer, Hewlett Packard**

Project handled: ASTROEDW (Enterprise Datawarehouse) Migration

- **Aug'08 to Jul'10:Sr.Test Engineer, Global Logic, Noida India.**

Education

Bachelor of Engineering, Computer Science (2008)

E. INNOVATIVE CONCEPTS

At Buzzclan, we recognize the critical importance of partnering closely with the EIS (Enterprise Information Systems) department to implement new technologies that drive efficiencies and deliver transformative capabilities. Our proposed strategy focuses on a collaborative and systematic approach that ensures seamless integration, optimal utilization, and tangible benefits to Jefferson Parish.

1. In-Depth Needs Assessment:

We will commence our collaboration by conducting a comprehensive needs assessment in close coordination with EIS. This will involve engaging stakeholders, understanding existing processes, and identifying pain points and opportunities for improvement. By aligning our strategy with the unique requirements of Jefferson Parish, we will lay the foundation for a targeted and effective technology implementation.

2. Technology Alignment and Roadmap:

Working closely with EIS, we will define a technology roadmap that aligns with the Parish's strategic objectives. Our experts will analyze the current technology landscape, evaluate potential solutions, and recommend technologies that have the potential to enhance efficiencies and deliver new capabilities. The roadmap will outline clear milestones, timelines, and deliverables to guide the implementation process.

3. Solution Design and Customization:

Based on the roadmap, we will design tailored solutions that address the specific needs of Jefferson Parish. Our team will collaborate with EIS to ensure that the proposed technologies seamlessly integrate with existing systems, fostering a unified and efficient ecosystem. Customization will be a key focus, enabling us to adapt solutions to match the unique processes and workflows of the Parish.

4. Agile Implementation Approach:

We propose an agile implementation methodology that allows for iterative development and continuous feedback. This approach enables us to quickly prototype, test, and refine technology solutions in collaboration with EIS. Regular check-ins and progress reviews will ensure that the implementation remains aligned with the Parish's evolving needs and priorities.

5. User Training and Change Management:

A successful technology implementation relies on effective user adoption. We will develop comprehensive training programs that empower Parish staff to use the new technologies effectively. Additionally, our change management strategies will facilitate a smooth transition, addressing any resistance and ensuring that the benefits of the new capabilities are realized throughout the organization.

6. Performance Monitoring and Optimization:

Our collaboration does not end with the initial implementation. We are committed to monitoring the performance of the implemented technologies and gathering feedback from users. This ongoing

assessment will enable us to make necessary adjustments and optimizations, ensuring that the technologies continue to deliver the desired efficiencies and capabilities.

7. Innovation and Future-Proofing:

As technology evolves, we will remain at the forefront of innovation, actively seeking opportunities to enhance the Parish's operations. Our partnership will involve continuous research into emerging technologies and their potential applications to further improve efficiencies and deliver new capabilities to Jefferson Parish.

F. PROJECT SCHEDULE

In our commitment to delivering exceptional support and enhancement for the technology systems, services, and applications listed, we present a comprehensive project schedule that spans multiple phases. Each phase is designed to ensure meticulous assessment, meticulous support, continuous enhancement, and collaboration with your team to achieve optimal performance and efficiency.

Phase 1: Initial Assessment and Onboarding
In this foundational phase, we will delve into a meticulous review of the entire spectrum of technology systems, services, and applications. Our dedicated team of experts will immerse themselves in understanding the intricacies, dependencies, and requirements of each area. During this phase, our primary objectives include:

- Comprehensive Review: Our team will meticulously review the details provided for each technology system, service, and application. We will engage in in-depth discussions to gain insights into their current states, challenges, and future goals.
- Onboarding Excellence: We understand the significance of a smooth transition. Our onboarding process will ensure the seamless integration of our technical team members, who will bring their specialized knowledge to support and enhance each technology area.
- Establishing Collaboration: Effective communication and collaboration are pivotal. We will establish clear communication channels with your technical team and stakeholders, ensuring a strong foundation for future collaboration.

Phase 2: Technology Support and Maintenance
This phase is characterized by continuous vigilance and proactive support. Our dedicated teams, each specializing in a distinct technology area, will be in constant motion to ensure the reliability, performance, and availability of your critical systems and applications. Our objectives include:

- Active Monitoring: Our experts will monitor the systems, services, and applications round the clock, leveraging advanced tools and methodologies to identify any anomalies, deviations, or potential issues.
- Immediate Incident Response: In the event of incidents or issues, our teams will spring into action swiftly, employing their expertise to diagnose and resolve problems promptly. This approach aims to minimize downtime and disruptions.
- Proactive Maintenance: Prevention is key. Our experts will implement regular maintenance routines, encompassing updates, patches, and performance optimizations, to keep your systems in prime condition.

Phase 3: Enhancements and Upgrades
Continuous improvement is central to our philosophy. Our collaboration with your team will lead to identifying opportunities for enhancing the performance, functionality, and user experience of your technology landscape. Our objectives include:

- Collaborative Enhancement: We will collaborate closely with your stakeholders to identify areas where enhancements or upgrades can bring added value. This collaborative approach ensures that our efforts align with your strategic objectives.
- Seamless Upgrades: Staying current is crucial. Our teams will plan and execute upgrades, updates, and patches meticulously, ensuring that your systems remain up-to-date, secure, and optimized for performance.
- Performance Optimizations: We will delve into your technology systems to identify opportunities for performance improvements and efficiency measures. Our aim is to enhance user experience and system efficiency.

Phase 4: Technicians and Personnel
Collaboration and knowledge sharing are paramount. Our qualified personnel, including Server Technicians, Network Administrators, Oracle Database Administrators, Microsoft Support Technicians, Programmer/Analysts, and PC/Help Desk Technicians, will work in tandem with your Parish employees. Our objectives include:

- Collaborative Excellence: Our technicians will work alongside your Parish employees, fostering knowledge sharing and creating layers of redundancy to ensure seamless operations even during absences or contingencies.
- Open Communication: Communication is the linchpin of effective collaboration. We will maintain open channels of communication, facilitating knowledge exchange, and contributing to the growth of your internal team.

Phase 5: After-hours Support and Emergency Response
Our commitment extends beyond standard hours. Our expert teams will provide after-hours support, ensuring that infrastructure updates, patching, and troubleshooting high-priority issues are addressed comprehensively. Our objectives include:

- Responsive Support: Our technicians will be available after hours and on weekends to ensure that your infrastructure remains updated, secure, and operational. This includes participating in project cutovers and addressing urgent issues.
- Emergency Preparedness: We recognize the significance of declared emergencies. Key contract employees will be available remotely or on-site, as instructed by the EIS Director, to support Parish operations, showcasing our dedication to maintaining operational continuity even in critical situations.

Phase 6: Continuous Improvement and Reporting
Excellence is a continuous journey. Our commitment to improvement drives us to implement streamlined processes, enhance resilience, and optimize resource utilization. Our objectives include:

- Transparent Reporting: We believe in transparency. We will provide regular reports that detail system performance, incident response, enhancements, and other key metrics, ensuring you are informed every step of the way.
- Efficiency Initiatives: Our experts will continually identify opportunities to streamline processes, enhance resilience, and optimize resource utilization. This commitment to efficiency ensures that you receive the highest value from our services.

Project Mitigation Strategies:
The following are some of the mitigation strategies that will be used to address the potential risks:

- The project manager will closely monitor the progress of the project and identify any potential risks early on.
- The project manager will work with the Parish to ensure that the staff is available to train on the new systems and applications.
- The project manager will have a contingency plan in place in case any of the necessary equipment or supplies are not available.
- The project manager will closely monitor the project and take steps to mitigate any unforeseen circumstances that may arise.

G. FINANCIAL PROFILE

Business Credit Report Plus

BUZZCLAN, LLC
110 JAMES ST. HINTON, WV 25951
Phone: +1 (469) 251-2899

Experian BIN # 470059791
DUNS # 012882406

Search Inquiry: BUZZCLAN LLC / Dallas / TX / 75240 — Ordered: 6/7/2023 7:54:48 PM (UTC)

Analytics

Credit Logic Score

84

High Risk — Low Risk

Key Score Factors

- CURRENT MONTH DAYS BEYOND TERMS 5 OR LESS.
- TAX LIENS OR JUDGMENTS PRESENT.

Data Depth Score

4

Shallow — Deep

Data Depth Score is based on:

- Years in business
- Number of trade lines
- Number of bureaus pulled

* Indicates the volume of predictive data available on a company. Scale of 0 9 where 9 indicates greatest level of predictive data.

Business Failure Assessment — Caution

Assessment is based on a combination of the Credit Logic Score and Data Depth Score.

MultiMax Credit Guideline — N/A

This calculation is based on high credit amounts in recent trade payment history. Your final decision must be based upon your company's own business policies.

Highest Non-Financial Line:	$2,800
Highest Financial Line:	$20,900

Payment Summary

Experian DBT 0

Average Days Beyond Terms N/A

No Monthly History Found

Derogatory Item Summary

Bankruptcy	No	Judgments	0	Liens	1
Collections	0	Charge-Offs	0	NSF Checks	0
Most recent derogatory	N/A			Derogatory items in previous 24 months	N/A

Balance Summary

Accounts	3
Total Balance	$17,700
Recent High Credit	$20,900
High 100% Current	$16,400
Average Balance	$5,900
Current	$17,700 (100%)
1-30	$0 (0%)
31-60	$0 (0%)
61-90	$0 (0%)
91+	$0 (0%)

Balance to High Credit Ratio
(Total Balance / Total High Credit)
(Data Sources: Experian)

Balances At Risk (> 60 days past due)

Account Type	Recent High	Balance	Current	1-30	31-60	61-90	91+

Total Balance at Risk: N/A

Credit Utilization Summary

Business Category	Total High Credit	Balance	Utilization
Total Available Credit	**$23,700**	**$17,700**	**75%**
BANK CARD	$20,900	$16,400	78%
BUS SERVCS	$2,800	$1,300	46%
COMPUTERS	$0	$0	0%

Credit Lines / High Credits

Credit Line Category	Accounts	Total Available Credit	Utilization
$250,000 and Over	0	$0	0%
$100,000 - $249,999	0	$0	0%
$50,000 - $99,999	0	$0	0%
$15,000 - $49,999	1	$20,900	78%
$1,000 - $14,999	1	$2,800	46%
Under $1,000	1	$0	0%

Top Recent High Credit Lines

Account Type	Recent High	Balance	Current	1-30	31-60	61-90	91+
BANK CARD	$20,900	$16,400	100%	0%	0%	0%	0%
BUS SERVCS	$2,800	$1,300	100%	0%	0%	0%	0%
COMPUTERS	$0	$0	0%	0%	0%	0%	0%

Fraud Flags

Address Info for: BUZZCLAN, LLC, 110 JAMES ST, HINTON, WV 25951

- Address zone: Commercial
- Corporate registration information available

Additional Company Background Information

Principal(s):	SACHIN JAIN, MEMBER	Sales:	$164,000
Primary SIC Code:	INFORMATION TECHNOLOGY SERVICES - 7371	Number of Employees:	2
Secondary SIC Code:	BUSINESS SERVICES, NEC - 7389	Year Founded	2019
Additional SIC Codes:	7379, 8742	Years In Business:	4
		Business Type:	Corporation

Secretary of State or Corporate Registration

The following information was provided by the state of WEST VIRGINIA

State of Origin:	WV	Charter Number:	000471799
Date of Incorporation:	3/18/2019	Agent:	CALIFORNIA REGISTERED AGENTS
Current Status:	Active	Agent Address:	110 JAMES ST HINTON WV
Business Type:	Incorporated - Profit		

Firmographics (data sources: D&B[4])

Business Information

Name		DUNS #	
Buzzclan, LLC		012882406	
Address		**Website**	
5757 Alpha Rd Ste 340, Dallas, TX 75240-4921		www.buzzclan.com	
Phone #	**Registered Address?**	**Residential Address?**	**Undeliverable Address?**
+1 (469) 251-2899	No	N/A	No
Operating Status	**Organization Start Year**	**Incorporation Year**	**Years In Business**
Active	2013	N/A	10

Doing Business As (DBA)

	Name
1	BuzzClan

Ownership & Diversity

Ownership Type	Ownership Control Date	Ownership Ethnicity
N/A	2013	Asian
Minority Owned?	**Small Business?**	**Labor Surplus Area?**
Yes	Yes	N/A
Current Principals Name	**Current Principals Job Title**	
ARCHANA JAIN	President	
SACHIN JAIN	Vice President	
Nupur Sharma	Member	
Most Senior Principal Name	**Most Senior Principal Job Title**	
Nupur Sharma	Member	

Roles

Standalone Organization?
Yes

Registered Identification Numbers

Type	Number
Commercial And Government Entity Code	79CC6
US General Services Administration Unique Entity Identifier	MEU7KMF5H9C6

Employee Count

Total Employee Count	Individual Location Employee Count
45	N/A

Financial Information

Annual Sales Amount	Financial Statement Date
$5,000,000 USD	2018 - Past 1 Year

Industry Information

Primary SIC Division	Line of Business
Services	Custom computer programming
Industry Code Type	**Industry Code & Description**
D&B Standard Industry Code	73710101 - COMPUTER SOFTWARE SYS
D&B Standard Industry Code	73740000 - DATA PROCESSING/PREP
D&B Standard Industry Code	73760000 - COMPUTER FACS MGMT
D&B Standard Industry Code	50519903 - FOUNDRY PRODUCTS
D&B Hoovers Industry Code	1119 - Information Technology Services
US SIC (1987)	7371 - Custom computer programming
US SIC (1987)	7374 - Data processing/preparation
US SIC (1987)	7376 - Computer facility management
US SIC (1987)	5051 - Metals service center
North American Industry Classification System 2012	541511 - Custom Computer Programming Services
NAICS	541511 - Custom Computer Programming Services
North American Industry Classification System 2012	518210 - Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services
NAICS	518210 - Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services
North American Industry Classification System 2012	541513 - Computer Facilities Management Services
NAICS	541513 - Computer Facilities Management Services
North American Industry Classification System 2012	423510 - Metal Service Centers and Other Metal Merchant Wholesalers
NAICS	423510 - Metal Service Centers and Other Metal Merchant Wholesalers
UK SIC 2003	72.22 - Other software consultancy and supply
UK SIC 2003	72.3 - Data processing
UK SIC 2003	51.52 - Wholesale of metals and metal ores
UN Standards Products & Services Code	81111808 - System analysis service
UN Standards Products & Services Code	81112002 - Data processing or preparation services
UN Standards Products & Services Code	81110000 - Computer services
UN Standards Products & Services Code	23160000 - Foundry machines and equipment and supplies

Corporate Linkage

Linkage occurs when one business has financial and legal responsibility for another. Common linkage identifiers are used to identify these relationships. Corporate Linkage enables businesses to make better decisions through the identification of relationships within a corporate family.

Ultimate Parent — Top most responsible member of the family tree.

Immediate Parent Parent refers to a business with a subsidiary. The Immediate Parent is the parent company for the business that is the subject of the profile.

Type of Location	Business Name	Address	Experian BIN
ULTIMATE PARENT	BUZZCLAN, LLC	110 JAMES ST HINTON WV	470059791 *Matches inquired upon business
BRANCH	BUZZCLAN, LLC	5757 ALPHA RD STE 340 DALLAS TX Country: USA	467553071
BRANCH	BUZZCLAN, LLC	3400 MARK TWAIN BLVD FLOWER MOUND TX Country: USA	512106683
BRANCH	BUZZCLAN, LLC	1612 HARVEST GLEN DR FLOWER MOUND TX Country: USA	978256167
BRANCH	BUZZCLAN, LLC	13601 PRESTON RD STE 660E DALLAS TX Country: USA	998182453

6-Month Days Beyond Terms Trends

No monthly history found

Quarterly Days Beyond Terms Trends (previous 5 quarters)

No quarterly history found

Legal Filings and Collections (data source: Experian[1])

Public records have been searched on county, state, and federal levels.

Filing Type	Total Filed	Total Balance	Total Collections	Original Balance	Amount Paid	Balance Remaining
Tax Liens	1	$120	0	$0	$0	$0
Judgments	0	$0				
UCC Filings	4	n/a				

Trade Payments

	Trade Payment Experiences (Trade lines with an (*) after date are newly reported)					Account Status Days Beyond Terms				
Business Category	Date Reported	Payment Terms	Recent High Credit	Balance	Cur	1-30	31-60	61-90	90+	Comments
BANK CARD	05/2023	REVOLVE	$20,900	$16,400	100%					
BUS SERVCS	02/2023	VARIED	$2,800	$1,300	100%					
COMPUTERS	01/2022	CONTRCT	$0	$0						

Trade Payment Totals

	Trade Payment Experiences				Account Status Days Beyond Terms				
Type	Lines Reported	Recent High Credit	Balance	Cur	1-30	31-60	61-90	90+	Comments
Trade Lines Totals (last 12 months)	2	$20,900	$17,700	100%					

Trade Payment Experiences						Account Status Days Beyond Terms				
Type	Lines Reported	Recent High Credit	Balance	Cur	1-30	31-60	61-90	90+	Comments
Trade Lines Totals	3	$20,900	$17,700	100%					

Collection Filings

No collection information was found after an extensive search of commercial collection agencies.

Bankruptcies

No bankruptcy information was found after an extensive search of public record data.

Tax Liens

File Date	Filing Type	Status	Amount	Filing Number	Jurisdiction
06/22/2021	STATE TAX	LIEN	$120	30180552	MARION CNTY CIRCUIT/

Judgments

No judgment or attachment liens were found after an extensive search of public record data.

UCC Filings

Public records have been searched on county, state, and federal levels.
There are 4 UCC filings for this company.

Date Filed	Status	Document Number	Filing Location	Secured Party	Collateral Codes
04/25/2023	TERMINATED	2300180046	SEC OF STATE TX	JPMORGAN CHASE BANK, NA KY LOUISVILLE 40232 COLLATERAL MGMT	
04/25/2023	TERMINATED	2300180045	SEC OF STATE TX	JPMORGAN CHASE BANK, NA KY LOUISVILLE 40232 COLLATERAL MGMT	
01/09/2020	CONTINUED	2000012392	SEC OF STATE TX	JPMORGAN CHASE BANK, NA KY LOUISVILLE 40232 COLLATERAL MGMT	
07/19/2019	FILED	190027494016	SEC OF STATE TX	JPMORGAN CHASE BANK, NA KY LOUISVILLE 40232 COLLATERAL MGMT	

OFAC Alert

Results for: BUZZCLAN, LLC (BUZZCLAN)

No OFAC hits found

We are providing the Office of Foreign Assets Control (OFAC) Alert Due Diligence Guide, below, as an aid to facilitate a determination of what further compliance action, if any, should be considered. As a reminder, Client may not use OFAC Alert as part of its decision-making process for determining an individual's eligibility for any credit or any other purpose authorized under the FCRA.

OFAC ALERT DUE DILIGENCE GUIDE

The following guidance is provided for clients receiving OFAC Alert notices indicating some level of match with a person on the OFAC List.

Notices:

I. Do **NOT** use this Alert to determine an individual's eligibility for any credit or any other purpose authorized under the FCRA. This Alert is **NOT** a consumer report. It is only an Alert for you to take further due diligence steps.

II. Business Credit Reports assumes no liability for any errors or omissions in this guide. While this guide is intended to facilitate OFAC compliance, its use does not guarantee compliance with applicable law.

Recommended Due Diligence Steps:

A. Access: http://www.treasury.gov/resource-center/sanctions/SDN-List/Pages/default.aspx

B. Locate the name in question.
Compare the complete OFAC entry with all of the information you have on the subject of your request. An OFAC entry often will have a full name, address, nationality, passport, tax ID or cedula number, place of birth, date of birth, former names and aliases.

If you are missing a lot of this information for your subject, contact the individual or company for additional information and then compare the complete information against the information provided in the OFAC entry.

The following are False Positive Review Standard Match Comparison Guidelines:

- Company Name Match - Compare the words in the Company Names.
- Name Match - Compare the First and Last Names.
- Middle Name Match - Compare the Middle Names/Initials.
- Address Match - Compare Street Addresses.
- City/State Match - Compare city and state information.
- Date of Birth - Compare DOB and/or ages, if provided.
- Spouse - Compare the spouse names if the information is provided.
- Occupation - Compare the occupation if the information is provided.
- Suffix/Title/Prefix - Compare the suffix/title/prefix if the information is provided.

C. Are there a number of similarities or exact matches?

- If yes, please call the OFAC hotline at 1-800-540-6322.
- If no, you do not have a valid match. However, if you have reason to know or believe that allowing this person to do business in the United States would violate any of the Department of the Treasury or other Regulations, you should call the OFAC hotline and explain this knowledge or belief.

Much of the above information is from the due diligence steps recommended by the U.S. Department of Treasury for handling and reporting Office of Foreign Assets Control (OFAC) hits. To ensure you have the most recent version of the due diligence steps, please go to: http://www.treasury.gov/resource-center/sanctions/Pages/regulations.aspx

[1] Experian data for: BUZZCLAN, LLC, 110 JAMES ST, HINTON, WV 25951 (Experian File # 470059791 established 03/1/2013)
The information herein is furnished in confidence for your exclusive use for legitimate business purposes and shall not be reproduced. Neither Experian Inc. nor its sources or distributors warrant such information nor shall they be liable for your use or reliance upon it.

[4] D&B data for: BUZZCLAN, LLC, 5757 ALPHA RD STE 340, DALLAS, TX 75240 4921 (DUNS # 012882406)
The information herein is furnished in confidence for your exclusive use for legitimate business purposes and shall not be reproduced. Neither Dun & Bradstreet Inc. nor its sources or distributors warrant such information nor shall they be liable for your use or reliance upon it.

H. TRANSITION PLAN

BuzzClan offers clients the necessary experience and resources to achieve a well-executed and timely transition of the incumbent employees to BuzzClan. BuzzClan is versatile and is prepared to meet difficult challenges if presented by a short timeframe (15 days) in which to establish myriad, simultaneous and consecutive tasks, to transfer large volume of materials and systems while maintaining continuity of excellent services for clients' stakeholders.

Transition Plan

Transition Phase	Days from Contract Award	Tasks	Deliverables
Pre-Award	-15 Days	• Identify Transition Team • Establish Transition Tools, Database and Website • Draft Transition Plan • Identify and Coordinate Transition Strategy	• Transition Website • Draft Transition Plan
Contract Award	**0 Days**	**Contract Award**	
Transition Plan	+1 Day	• Contract Acceptance • Schedule Contract Kickoff Meeting	• Kickoff Meeting Agenda • Transition Plan
	2	• Conduct Contract Kickoff Meeting • Submit Draft Transition Plan • Begin Baseline for Integrated Project Schedule (IPS)	
	3	• Schedule Employee Town Hall Meeting	
	4	• Conduct Town Hall Meeting • Open Recruiting Website	
	5	• Schedule Incumbent Employee Screening	
	+3 to +15 Days	• Consult with Contracting Officer on Proposed Incumbent Hires • Submit Biweekly Transition Status Report	• Proposed Incumbent Hiring List • Transition Status Report
	+3 to +15 Days	• Issue Offer Letters to Incumbent Employees	
	+3 to +15 Days	• Employment Offer In-Processing	
	+3 to +15 Days	• Submit Security Access Request List	
	+3 to +15 Days	• Schedule Employee Orientation Briefing	
	+3 to +15 Days	• Conduct New Employee Orientation	
	+3 to +15 Days	• Coordinate Operational Cutover • Submit Draft Project Management Plan • Submit Draft Quality Control Plan • Submit Draft Staffing Plan • Establish Earned Value Management Reporting • Submit Draft Configuration Plan	• Draft Project Management Plan • Draft Quality Control Plan • Draft Staffing Plan • EVM Reporting Format

Transition Phase	Days from Contract Award	Tasks	Deliverables
		• Submit Draft Risk Management Plan	• Draft Configuration Plan • Draft Risk Management
Transition Implementation	+20 Days	• Execute Operational Cutover	• Transition Status Report
	+20 Days	• Submit Biweekly Transition Status Report	• Transition Status Report
	+20 Days	• Submit Biweekly Transition Status Report	• Baseline Metrics Reports
	+30 Days	• Submit Baseline Metrics Report • Submit Draft Service Level Agreement and QASP	• Draft Service Level Agreement and QASP • Process Improvement Plan

INSURANCE REQUIREMENT

THE HARTFORD
BUSINESS SERVICE CENTER
3600 WISEMAN BLVD
SAN ANTONIO TX 78251

July 7, 2023

Clark County, Nevada
c/o Purchasing and Contracts Division
Government Center, Fourth Floor
500 S GRAND CENTRAL PKWY PO Box 551217
LAS VEGAS NV 89155-4502

Account Information:

Policy Holder Details :	**BuzzClan LLC**

Contact Us

Need Help?
Chat online or call us at
(866) 467-8730.
We're here Monday - Friday.

Enclosed please find a Certificate Of Insurance for the above referenced Policyholder. Please contact us if you have any questions or concerns.

Sincerely,

Your Hartford Service Team

WLTR005

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 07/07/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATIONIS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:	
AUTOMATIC DATA PROCESSING INS/PAC 76250815 71 HANOVER ROAD FLORHAM PARK NJ 07932	PHONE (A/C, No, Ext): (800) 524-7024	FAX (A/C, No):
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	NAIC#
	INSURER A : Hartford Fire and Its P&C Affiliates	00914
INSURED BUZZCLAN LLC 5757 ALPHA RD STE 340 DALLAS TX 75240-4921	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED.NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/Y YYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	
	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	
							MED EXP (Any one person)	
							PERSONAL & ADV INJURY	
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	
	☐ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	
	OTHER:							
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	
	☐ ANY AUTO						BODILY INJURY (Per person)	
	☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	
	☐ HIRED AUTOS ☐ NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	
	☐ **UMBRELLA LIAB** ☐ OCCUR						EACH OCCURRENCE	
	☐ **EXCESS LIAB** ☐ CLAIMS-MADE						AGGREGATE	
	☐ DED ☐ RETENTION $							
A	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N ☐ N/ A		76 WEG AV3T6Y	12/14/2022	12/14/2023	X PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$1,000,000
							E.L. DISEASE -EA EMPLOYEE	$1,000,000
							E.L. DISEASE - POLICY LIMIT	$1,000,000

SAMPLE

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES **(ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**

Those usual to the Insured's Operations.

CERTIFICATE HOLDER	CANCELLATION
Clark County, Nevada c/o Purchasing and Contracts Division Government Center, Fourth Floor 500 S GRAND CENTRAL PKWY PO Box 551217 LAS VEGAS NV 89155-4502	**SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.** **AUTHORIZED REPRESENTATIVE** Susan L. Castaneda

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ACORD 25 (2016/03) **The ACORD name and logo are registered marks of ACORD**

AGENCY CUSTOMER ID: _____

LOC# : _____

ADDITIONAL REMARKS SCHEDULE

AGENCY		NAMED INSURED
AUTOMATIC DATA PROCESSING INS/PAC		BUZZCLAN LLC 5757 ALPHA RD STE 340 DALLAS TX 75240-4921
POLICY NUMBER		
SEE ACORD 25		
CARRIER	NAIC CODE	
SEE ACORD 25		EFFECTIVE DATE: SEE ACORD 25

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM

FORM NUMBER: ACORD 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

RE:Job Description/Contract Number: RFQ NUMBER 606374-22 IT TIER 1 PROFESSIONAL SERVICES

ACORD 101 (2014/01)

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 07/13/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER

The Zone Insurance Group, Inc.
3901 Dendron Drive
Flower Mound TX 75028

CONTACT NAME: Lisa D. Lleras
PHONE (A/C, No, Ext): 469-293-5232 FAX (A/C, No):
E-MAIL ADDRESS: lisal@zoneinsurancegroup.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Sentinel Insurance Company, Limited	11000
INSURER B : Hartford Fire Insurance Company	19682
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED

BuzzClan, LLC
5757 Alpha Road, Suite 340
Dallas TX 75240

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC	X		46SBA ZJ5555SC	12/09/2022	12/09/2023	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 2,000,000 $ 1,000,000 $ 10,000 $ 2,000,000 $ 4,000,000 $ 4,000,000
A	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS	X		46SBA ZJ5555SC	12/09/2022	12/09/2023	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
A	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 10,000			46SBA ZJ5555SC	12/09/2022	12/09/2023	EACH OCCURRENCE AGGREGATE	$ 4,000,000 $ 4,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICE/MEMBER EXCLUDED? Y / N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A					WC STATU-TORY LIMITS OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ $
B	Professional Liability			46 TE 0282636-22	01/07/2023	01/07/2024	$5,000,000 glitch occurrence and $5,000,000 aggregate including Cyber Security w/$10,000 retention	

SAMPLE

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

B Crime Coverage 46 TP 0291250 22 07/01/2023 07/01/2024 $1,000,000 EE Client Limits w $10,000 Ded.

State of Georgia, it's officers, employees, and agents is included as an additional insured under CGL and Auto liability policies.

CERTIFICATE HOLDER

CAI
1390 Ridgeview Drive
Allentown PA 18104

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Lisa D. Lleras

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PRICE PROPOSAL

We have submitted a separate proposal for this section.

Request for Proposals #0464

To Provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications

SIGNATURE PAGE

The Jefferson Parish Department of Purchasing is soliciting Request for Proposals (RFP'S) from qualified proposers who are interested in providing Information Technology Support Services and Supplemental Staffing for the for the Jefferson Parish Electronic Information Systems (EIS) and Telecommunications Department.

Request for Proposals will be received until 3:30 p.m. Local Time on: August 25**, 2023.**

Acknowledge Receipt of Addenda: Number: N/A
Number:
Number:
Number:
Number:
Number:

Name of Proposer: BuzzClan, LLC.

Address: 5757 Alpha Rd., Suite 340, Dallas, TX 75240.

Phone Number: 469-251-2899 Fax Number 469-251-2899

Type Name of Person Authorized to Sign: Sachin Jain

Title of Person Authorized to Sign: Vice President

Signature of Person Authorized to Sign: Sachin Jain

Email Address of Person Authorized to Sign: gov@buzzclan.com

Date: August 25, 2023.

This RFP signature page must be signed by an authorized Representative of the Company/Firm for proposal to be valid. Signing indicates you have read and comply with the Instructions and Conditions.

REQUEST FOR PROPOSAL AFFIDAVIT

Request for Proposal

AFFIDAVIT

STATE OF TX

PARISH/COUNTY OF Denton

BEFORE ME, the undersigned authority, personally came and appeared: Sachin Jain, (Affiant) who after being by me duly sworn, deposed and said that he/she is the fully authorized Vice President of BuzzClan, LLC. (Entity), the party who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

Choice B X there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

Affiant further said:

Debt Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

Choice B __X__ There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

Solicitation of Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all elected officials of the Parish of Jefferson, whether still holding office at the time of the affidavit or not, where the elected official, individually, either by **telephone or by personal contact,** solicited a campaign contribution or other monetary consideration from the Entity, including the Entity's officers, directors and owners, and employees owning twenty-five percent (25%) or more of the Entity, during the two-year period immediately preceding the date the affidavit is signed. Further, to the extent known to the Affiant, the date of any such solicitation is included on the attached list.

Choice B __X__ there are **NO** solicitations for campaign contributions which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.

Affiant further said:

Subcontractor Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Affiant further said that attached is a listing of all subcontractors, excluding full time employees, who may assist in providing professional services for the aforementioned RFP.

Choice B X There are **NO** subcontractors which would require disclosure under Choice A of this section.

Sachin Jain
Signature of Affiant

Sachin Jain
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
ON THE 25 DAY OF August, 2023.

_____
Notary Public

_____
Printed Name of Notary

Archana Jain
Notary Public, State of Texas
Comm Expires 04/20/2024
Notary ID 72260066N

_____
Notary/Bar Roll Number

My commission expires _____.