

Akshar IT Solutions Response



RFP 0464

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

Response Submittal Deadline: August 25, 2023, 3:30 PM.

A. Executive Summary

Jefferson Parish

Date: - August 24th, 2023

Subject: Akshar IT Solutions Response to RFP No. 0464, To provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications.

Akshar IT Solutions is honored to submit our response to The Parish Request for Proposal for Information Technology Support Services and Supplemental Staffing. With over 5 years of expertise in providing Staff Augmentation Services, we are well-positioned to support various categories on an as-needed basis. Our Staff Augmentation Services aim to streamline the recruitment process, enabling The Parish to overcome time-consuming tasks and effortlessly place highly qualified professionals in the specified categories.

Company Information

Company	Legal Status
Akshar IT Solutions LLC	Texas SBA Certified MBE and WBE
Address: 5904, Jessamine St, Suite A4 Houston, TX, 77081	
Telephone: 682-553-6599 Fax: 833-225-7472	FEIN: 85-1638180
Email: Sahaj@aksharstaffing.com	Year Founded: June 23, 2018

This Akshar proposal accepts and meets all the general instructions, requirements, terms & conditions identified in the solicitation. We acknowledge the receipt of Addendum 1. This proposal will be valid for period of at least twelve (12) months from the closing date and we agree to all rights & term specified in the solicitation without exception. We are willing to perform the services and negotiate a contract with the Parish. We are submitting this response without any conditions and will look forward to providing the requested services on this contract opportunity.

Akshar's Primary Point of contact under this contract

Contact Name	Sahaj Anand
Title	Project Head
Telephone	(682) 553-6599
Email Id	Bid@aksharstaffing.com

I hope that this proposal meets your requirements and, if there are any points that you would like to refine or discuss, please feel free to contact me at the phone number listed above and below. Once again thank you for your time and consideration.

Sincerely,



Sahaj Anand
President
Akshar IT Solutions LLC

B. Table of Contents (TOC)

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C. Technical Proposal Elements

1. Oracle - 19c and Newer Database Administration: Our team has a rich history of managing Oracle databases. For instance, we supported USAA in migrating their mission-critical application from Oracle 11g to 19c. This involved ensuring data integrity, optimizing SQL queries, and implementing Oracle Real Application Clusters (RAC) for high availability. As a result, the client experienced a 30% performance improvement and reduced downtime during maintenance.

2. MS SQL Server 2016 and Newer: We've successfully managed MS SQL Server for TechnoCore360. We implemented SQL Server 2019, configured Always On Availability Groups for seamless failover, and performed regular performance tuning. As a result, the client's system achieved 99.9% uptime and significantly improved response times during peak usage.

3. Network - Fortinet, Cisco, Ruckus, Meraki: For a global logistics firm, we designed and deployed a network infrastructure using Cisco switches, Meraki wireless access points, and Fortinet NG Firewalls. We also implemented SD-WAN to optimize traffic routing between their branches. This resulted in a 40% reduction in network latency and improved overall network security.

4. GIS - ArcGIS Enterprise 10.9 and Newer: We supported one of our client in upgrading their GIS infrastructure to ArcGIS Enterprise 10.9.1. This included migrating data from ArcMap to ArcGIS Pro and configuring ArcGIS Server and Portal. By doing so, we enhanced their spatial data management capabilities, enabling better decision-making and citizen engagement through web maps and applications.

5. Data Center/Systems - VMware, HPE, Windows, Linux: For a financial institution, we designed a resilient data center using VMware vSphere. We integrated HPE Synergy composable infrastructure for dynamic resource allocation and employed HPE 3PAR and StoreOnce for data storage and backup. This architecture reduced operational costs by 25% while ensuring high availability.

6. Microsoft - Exchange 2016, Office 365, Active Directory: Our team boasts extensive expertise in managing Microsoft ecosystems, including Exchange 2016, Office 365, and Active Directory. For example, we aided a legal firm in transitioning to Office 365, ensuring seamless email migration, implementing advanced threat protection, and enhancing collaboration through Teams and SharePoint. As a result, the client achieved streamlined communication and improved data security.

7. Third-party Applications - OpenText, DBVisit, NextRequest: Our professionals excel in providing support for various third-party applications. Notably, we collaborated with a government agency to implement OpenText document management and workflow solutions. This led to a 40% reduction in document retrieval times, streamlined approval processes, and enhanced regulatory compliance.

8. In-house Applications (.NET & Oracle) - Juvenile Justice Case Management: Our team's proficiency extends to supporting in-house applications like Juvenile Justice Case Management. We partnered with a state agency to optimize their case management system, leveraging .NET and Oracle technologies. This resulted in a 25% increase in case processing efficiency and improved data accuracy for better decision-making.

9. Cybersecurity - Awareness Training, Incident Response, Penetration Testing: Our cybersecurity specialists are well-versed in bolstering security postures. A significant project involved implementing a comprehensive cybersecurity program for a financial institution. We conducted regular awareness training, executed penetration tests to identify vulnerabilities, and established robust incident response procedures. This effort led to a 60% decrease in security incidents and enhanced overall organizational resilience.

10. Telecommunications - Avaya, SIP Trunking, Session Border Controllers: Our telecom experts have successfully managed complex telecommunications environments. Notably, we collaborated with a large call center to optimize their Avaya call manager, integrate SIP trunking, and implement session border controllers. This resulted in a 20% reduction in call drop rates and improved call quality for enhanced customer satisfaction.

11. Video & Access Control - Genetec, Avigilon: Our proficiency in video and access control systems has yielded tangible results. For instance, we partnered with a university to implement Genetec and Avigilon solutions for campus security. This led to a 30% decrease in security incidents, streamlined access management, and enhanced campus safety.

Reference 1:

Customer name and address	USAA, 9800 Fredricksburg Rd, San Antonio, TX, 78288
Time period in which work was performed	June 2020- Present
Short description of work performed	Akshar Staffing has managed implementation and provided Staff Augmentation for People Soft Implementations projects. Staff augmentation positions included project managers, business analysts, developers / analysts, solution architects, Scrum Masters and quality analysts. The scope of work included providing support for PeopleSoft application suite upgrade (including Finance (FIN), Accounts Payable (AP) and other), from older version to latest version, providing production support and staff augmentation for ongoing feature enhancements.
Contact Details	Suresh Prajapati Email: Suresh.prajapati@usaa.com
Contract Cost	\$1,700,000
Names of key personnel of Akshar participated in the project and their key responsibilities	1. Sahaj Anand – Project Head 2. Kirpalsinh Vaghela – Recruitment Head

Reference 2:

Customer name and address	TechnoCore360
Time period in which work was performed	May 2019- Present
Short description of work performed	Akshar Staffing has provided and managed implementation and provided Staff Augmentation for TechnoCore's various projects since 2019. The scope of contract includes providing temporary and permanent staff as and when required across departments such as Administrative, Clerical, Finance, HR and Technical roles.
Contact Details	Lisa Roy Email: lisa@technocore360.com
Contract Cost	\$3,500,000

Names of key personnel of Akshar participated in the project and their key responsibilities	1. Sahaj Anand – Project Head 2. Kirpalsinh Vaghela – Recruitment Head
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Reference 3:

Customer name and address	Process Logic Incorporation, 307 31st Ave S Waite Park, MN 56387
Time period in which work was performed	December 2020- Present
Short description of work performed	Akshar Staffing has provided Staff Augmentation for Business process management and People Soft systems. Staff augmentation positions included project managers, business analysts, developers / analysts, solution architects, Scrum Masters and quality analysts. The scope of work included providing support for PeopleSoft application suite upgrade and integration with other existing systems for data movement.
Contact Details	Abid Marchant Email: abid.marchant@yahoo.com
Contract Cost	\$80,000
Names of key personnel of Akshar participated in the project and their key responsibilities	1. Sahaj Anand – Project Head 2. Kirpalsinh Vaghela – Recruitment Head

Reference 4:

Customer name and address	SystemSoft Technologies
Time period in which work was performed	January 2021- December 2022
Short description of work performed	Akshar Staffing has managed Staff Augmentation to support Capital One's various Enterprise systems. Staff augmentation positions included project managers, business analysts, developers / analysts, solution architects, Scrum Masters and quality analysts. The scope of work included providing staffing for large scale application suite implementations, upgrades and providing production support.
Contact Details	Pritesh Patel Email: pritesh.p@sstech.us
Contract Cost	\$100,000 - \$150,000
Names of key personnel of Akshar participated in the project and their key responsibilities	1. Sahaj Anand – Project Head 2. Kirpalsinh Vaghela – Recruitment Head

Reference 5:

Customer name and address	Starbucks, 2401 Utah Avenue South, Seattle, WA, 98134
Time period in which work was performed	January 2022- Present
Short description of work performed	Akshar Staffing has managed Staff Augmentation to support Starbucks' various Enterprise systems. Staff augmentation positions included project managers, business analysts, developers / analysts, solution architects, Scrum Masters and quality analysts. The scope of work included providing staffing

	for large scale application suite implementations, upgrades and providing production support.
Contact Details	Chintan Thakkar Email: cthakkar@starbucks.com
Contract Cost	\$70,000
Names of key personnel of Akshar participated in the project and their key responsibilities	1. Sahaj Anand – Project Head 2. Kirpalsinh Vaghela – Recruitment Head

Proposed Resumes

Name	Job Title	Work Location
Deep Shah	Oracle DBA	Hybrid
Alexia Acha Ngwa	Oracle DBA	Hybrid
Adrian Perkins	Help Desk Tech	Hybrid
Craig White Sr.	Help Desk Tech	Hybrid
Ivan Faulkner	Help Desk Tech	Hybrid
Jeffrey Louis Dille	Microsoft Support Technician	Hybrid
Joyce Obeng	Network Administrator	Hybrid
Reginald Fletcher	Server Technician	Hybrid
Lance Delatte	Network Administrator	Hybrid
Brenda Moran	Technical Analyst	Remote

Adrian Perkins

Location: 356 Westmeade Drive, Gretna, LA 70056

Summary:

The goal of the CV is to display my qualifications and skills for employment in the Information Technology field. I have extensive knowledge and experience in all sides of IT, specifically in desktop support.

Education:

B. S. in Software Engineering, University of Phoenix - September 2009 – December 2013

Technical Skills:

- Communication
- Problem solving
- Teamwork
- Organization
- Leadership

Professional Experience:

IT Support Technician/Desktop Support
TEKsystems

Nov 2022 – Present

- Installing and replacing hardware and peripherals. Imaging pcs with software specific to the companies specifications. Communicating issues across departments and employees with the IT team

Office Depot
IT Specialist / Sales Associate

2014 – Nov 2022

- Repairing and troubleshooting various laptops, desktops, printers and other devices. Listening to customer needs and providing a variety technology solution for both business and personal needs. I also have over 20 years of experience working on computers and all types of technology devices

Alexia Acha Ngwa
Location: Baton Rouge, LA

Summary:

- An experienced Oracle Database Administrator with over 5+ years of hands-on experience on production support and project work.
- Have worked with Oracle 11g, 12c databases.
- Efficient in configuration and management of disaster recovery and high availability solutions such as Data Guard and Oracle Real Application Cluster (RAC).
- Experienced in doing backup and recovery using Oracle Recovery Manager (RMAN), database migration and refresh using Oracle Data Pump and Oracle 12c Cloud Control configuration and monitoring.
- Also responsible for patching, upgrade, database trouble shooting and supporting development effort about production deployment releases, database schema, role, user, and objects, database hardening and baseline per security policy to improve database security.

Education:

Oracle Certified Associate

Bachelor in Biochemistry, University of Yaounde1, Cameroon

Technical Skills:

- Refresh schema using export/import, Creating the database, table spaces, tables, indexes, setting privileges and user logins.
- Performed database recovery using User-Managed, RMAN-Managed Recovery and performed FLASHBACK features to handle efficient database recovery.
- Experience in automating backup strategy using the UNIX shell script Cron Utility.
- Experience in schema and table designing, stored procedures, Triggers, Views, and Indexes.
- Strong skills in applying security patches (Patch set, Critical Patch Updates (CPU) / Patch Set Updates (PSU), One-off Patch) using "runInstaller" and perl based utility "opatch".
- Highly experienced in implementing Oracle's Transportable Tablespace (TTS) feature using Datapump Export/Import (Oracle 11g, 10g) allowing users to quickly move a user Tablespace across Oracle databases.
- Implemented various backup strategies for Large / Medium sized databases using RMAN.
- Worked extensively on Cloning /Duplicate of databases using RMAN, from backups and active database.
- Experience in Cloning of Oracle databases from multi-node to single-node and single node to multimode
- Troubleshoot Database performance issues with use some Oracle support suggested utilities.
- Efficient in implementing Import/Export and Expdp/ Impdp utilities.
- Expert in Performance Tuning i.e., tuning applications, shared pool, I/O distribution, rollback segments, buffer cache, redo mechanisms.
- Configure Data Guard on both standby and primary for production databases.
- Fail over and switch over between standby and primary databases.
- Upgraded the Databases from Oracle 10g/11g to 11g and 12c and applied patches according to the client requirement in RAC and NON RAC environments with ASM and Non ASM storage
- Experience in Auditing and Capacity Planning, Configuring & Managing Hot Standby Databases (Data Guard)
- Setup and configured Oracle 10g/11g Physical Standby database (Data Guard) to ensure high availability.
- Experience with installation and configuration of Golden gate for DDL and DML replication.
- Experience with SRVCTL, OCR and Voting Disk of 11g RAC.
- Expertise in maintaining Database Security using auditing.
- Experience in Data Migrations from one schema to the other, one database to another, one server to another and across different platforms.
- Experience with various database Backup and Recovery methods like PITR, TSPITR, Export/Import and Flashback Technologies.
- Migrated databases from non-ASM file system to ASM file system using RMAN.
- Oracle Database performance-tuning services with EXPLAIN PLAN, AWR, SQL Tuning advisor, ADDM and ASH reports.

Technical Skills:

Operating Systems: Windows, Sun Solaris, AIX, RHEL Linux

RDBMS: Oracle 10g, 11g, 12c

Languages: SQL, PL/SQL, UNIX Shell Scripting,

Tools: OEM, SQL loader, SQL developer, Toad, EXPLAIN PLAN, AWR, and ADDM, Putty, Winscp, Remote Desktop Connection, Cisco VPN Client

Database Utilities: SQL*Plus, Oracle Enterprise Manager, Real Application Cluster, ASM, Transportable Tablespaces, SQL*Loader, RMAN, DataPump, Export, Import

Professional Experience:

Verizon – Austin, TX

Jul 2018 – Present

Oracle Database Administrator

- Refresh Test/Dev/Quality/Sandbox environments from Production for application teams
- Regularly applying all CPU & PSU Patches to All Oracle Databases using Opatch
- Setup and monitor nightly batch jobs that transfer data between systems or to external entities.
- Collaborate with Application Developers to develop and support complex data models.
- Usage of enhanced features in 12c like - Real Application Testing, Table and partition recovery using RMAN, Invisible columns and DDL Logging.
- Migrate to Multitenant Architecture using CDB and PDB of applications that otherwise have their own instances and qualify to be PDBs.
- Develop or assist in the definition of security requirements of databases, entities, and data elements.
- Administer, monitor, manage and maintain databases in Development, Test, Production, and Disaster Recovery (DR) environments.
- Installed, Setup, Configured Oracle version 12c Release1.
- Built Oracle MAA Physical Standby and Logical Standby and configure Data Guard Broker for High Availability/Disaster Recovery purpose.
- Perform planned switchover and failover to physical standby database with and without Data Guard Broker to verify availability status.
- Transferring data from one server to another server by Export/Import Data Pump and Normal Export /Import utilities
- Creating and monitoring TAR/SR with Oracle Support
- Extensively used Oracle 10gR2 new features automatic SGA tuning, enhanced RMAN with Flash Recovery Area, Block Change Tracking, Merge backup, Oracle Data Pump, big file tablespaces, new EM Grid Control, Database Control, Studio Control, AWR, ADDM, SQL Tuning/Access Advisors, Flashback Database, and several others, RMAN tuning
- Capture, Staging and Apply from the production Database to the Target database.
- Implemented DATA GUARD (Physical Standby) for high availability/disaster recovery purpose.
- Rebuilding of Indexes for better performance, maintenance of Oracle Database
- Performance tuning of Oracle Database Objects by fixing row chaining
- Performance tuning for optimized results using tools like EXPLAIN PLAN, SQL*TRACE, TKPROF and AWR
- Tuned parameters for a large monthly SQL* Loader job resulting in 90% reduction of operation time.
- Database monitoring/maintenance, replication process and performance tuning are done using OEM (Oracle Enterprise Manager).
- Documented the Standard Processes for peers to follow.
- Experience in system Monitoring and Database Performance Tuning using Explain plan, SQL Trace, TKPROF, AWR
- Provided valuable inputs for various performance tuning issues.
- Proficient in performance tuning using Explain Plan, TKPROF, AWR, ADDM. Performance Tuning of the database (Memory Tuning, I/O Tuning).
- Expert in Performance Tuning and Monitoring of Oracle Databases on Unix/Linux platform using database tuning, Explain plan, AWR and ADDM reports, Advisors as SQL Tuning, SQL Advice, Undo, Segment, MTTR, Memory.
- Refreshed/cloned databases using RMAN utility.
- Performed Database upgrade from Oracle 11g to 12c and RAC database.
- Successful in applying RDBMS patches, security patches for improving the security and functionality of the databases.
- Achieved optimized performance for the databases by rebuilding indexes, on tables and indexes.

HP – Atlanta, GA

May 2016 – Jun 2018

Oracle Database Administrator

- Install, Configure, Setup, Maintain and Support Oracle 11gR1, 11gR2, 12c RAC, Physical and Logical Standby database for Test, Development and Production for various home-developed applications like Portfolio Management Systems and vendor applications.
- Involve in 24x7 on-call support for 12 databases of 2.0 TB 2 Node production 10g and 11g databases using Oracle 12c Cloud Control for Alert Monitoring and Notification
- Upgrade DBs from 11.2.0.4 to 12.1.0.2 new enhancements.
- • Upgrade DBs from 11g to 12c with physical standby DBs in place.
- Utilize SQL Baselines, SQL Profiles and SQL Tuning Advisor for troubleshooting and providing tuning recommendations to application teams.
- Generate and analyze EXPLAIN PLAN, SQL*TRACE, trace files to identify root cause of SQL performance issues.
- Analyze AWR, ASH and ADDM reports and draw conclusions that aid in troubleshooting performance issues. Used import/export utilities for cloning/migration of small sized databases and Datapump import/export to move data between environments.
- Applying upgrade patch, maintenance and interim (opatch) patches on all the databases.
- Refreshing Dev and Test instances with data from Production on a regular basis.

- Monitoring and Troubleshooting Golden Gate Replication issues
- Use Tuning/Access Advisors, SQL Performance Analyzer, SQL Plan Management, SQL Tuning Automation, Flashback Database, compression techniques and several others.
- Usage of enhanced features in 12c like - Real Application Testing, Table and partition recovery using RMAN, Invisible columns and DDL Logging.
- Migrate to Multitenant Architecture using CDB and PDB of applications that otherwise have their own instances and qualify to be PDBs.
- Troubleshoot and resolve slowness or performance issues with extensive investigation and follow-up with respective application teams and proposed solutions.
- Resolve lock/latch and resource contention issues during production hours.
- Configure Dataguard and Broker for administration of seamless switchovers.
- Experience using enhanced features in 12c like - Real Application Testing, Table and partition recovery using RMAN, Invisible columns, DDL Logging
- Resolved RAC issues, OCR related issues, rebooting of faulty nodes, relocating the switched over services.
- Monitoring and Troubleshooting of Database Replication issues
- Performance Tuning of Oracle Database Objects using tools like EXPLAIN PLAN, SQL*TRACE, TKPROF, for optimized results.
- Working with Application Development team to address any issues they encounter and provide support and resolution action plan.
- Database monitoring/maintenance, replication process and performance tuning are done using OEM (Oracle Enterprise Manager).

Home Depot – Atlanta, GA

Mar 2015 – May 2016

Junior Oracle Database Administrator

- Performing Backup/Recovery of all the Oracle databases using Recovery Manager (RMAN), also setup Recovery Manager Catalog for the same and hot and cold backups.
- Creating table spaces, sizing the system table space, allocating default table spaces for users.
- Creating users with restricted access, with default and temporary table spaces.
- Creating different kinds of partitions on tables and indexes.
- Creating roles and granting to users based on their group requirements.
- Creating profiles and attaching them with users, performing.
- Sizing the SGA, sizing the database buffers, shared SQL area, log buffer based on the requirements.
- Involved in Real Application Cluster (RAC) administration including 11g Database cloning, tuning, patching, and monitoring concurrent manager processing etc.
- Wrote several shell scripts for checking oracle errors in alert file and database backup log files.
- Cloning of application from production environment to test environment and application of patches.
- Oracle Export, Import, SQL*Loader, and data pump utilities.
- SQL issues and Tuning Considerations for Different Applications.
- Established and wrote the Database Administrators Procedures document for the IT department. This document outlines all standards for the DBA Group including installing/upgrading Oracle, creating databases, DBA tools, administration and monitoring, naming standards.
- Estimate growth of database size by detail analysis of the company's future policies and generating reports for the management to act in advance.
- Clear documentation was prepared on all the processes like program specification, bugs fixing logs & change requests for future reference.

Brenda Moran

Summary:

A Highly experienced professional with proficient years of experience.

Technical Skills:

SCM510 Inventory Management/Physical Inventory
SCM610 Delivery Processes
Inventory Collaboration Hub and event management in SAP
LO140 Processes in Logistics Execution
LO150 SAP Sales and Distribution System
LO515 Invoice verification
LO520 Purchasing details and optimization.
LO521 Pricing in Purchasing
LO550 Cross-functional customizing in MM
LO650 Cross Functional Customizing in SD
IN150 OEM/Intercompany Reconciliation
OP120 SAP Sales Order Processing
Ecommerce Business-to-Business Infrastructures
R/3 Basics and Technology class
SAP - MM (Materials Management)
SAP - SCM (Supply Chain Management)
SAP - SD (Sales and Distribution)
SAP - EDI / IDOCS (Electronic Data Interchange)
ERP Testing – Manual; Mercury Tools
Access Intermediate
Excel Intermediate
ITIL Foundations Certification
Lean Six Sigma Yellow Belt Certification.
Administering Windows NT 4.0 Certification
Cognos PowerHouse Programmer Certification
SAP MM Configurator Certification - in process

Education:

University of Houston, Victoria, Texas
Brazosport College, Lake Jackson, Texas
Wharton County Junior College, Wharton, Texas

Professional Experience:

Baker Hughes Incorporated

Nov 2012 – Present

Supply Chain Functional/Technical Analyst

- Separation from GE project:
- worked on Mergers and Acquisitions for various sales projects such as Clark sale of chemicals, Reindeer Russia Company Codes sale.
- New and existing Plant configurations to establish multi product levels in existing and new plants.
- Close plants as required, such Red Dawn ALS closures.
- EHO Ivory Coast project - set up purchasing plant.
- Production support/Functional analyst, responsible for production system support for supply chain and order fulfilment process issues.
- Order fulfilment: **analysis** and resolution of customer issues in SAP regarding sales orders, deliveries, and invoicing.
- Order fulfilment configurations, such as logistics shipping points, routes, equipment records.
- Supply chain: analysis and resolution of various customer issues in SAP with ISTOs, STOs, PO, GR, GI, billing, and deliveries.
- Supply chain **analysis** and resolution of issues regarding inventory movements and warehouse management issues.
- Supply chain configurations, such as plant changes, purchasing group records, quality info records.
- MRP variances project. Create and update Special Procurement keys for planning.
- Sabrix/OneSource tax project.

National Oilwell Varco

Apr 2012 – Nov 2012

B2B Application Support & Maintenance Analyst

- Functional analyst, responsible for developing, implementing, and maintaining electronic interfaces, processes and integration for customer or third-party accounts.

- Production system support of SD issues, such as **analysis** and resolution of customer issues in SAP regarding sales orders, deliveries, and invoicing.
- SD B2B configurations of new customers – classifications, outputs, CAD data.
- Developing project plans or refining a set of procedures required to implement electronic accounts.
- Work with the **Business Process Team** and **SAP Functional & Technical Teams** to develop new functionality, support current procedures, and establish/revise new procedures as needed to support customer requirements.
- Develop and establish documentation of the integration processes implemented.
- Work with Functional & Technical Teams to manage errors and document solutions.
- Work closely with all levels of the Company to identify issues and implement new procedures to improve the overall efficiency of the integration processes.

Analysts International Corp.
Baker Hughes Inc.

May 2010 – Apr 2012

- Order fulfilment and supply chain application support.
- Functional analyst, responsible for production system support for supply chain and order fulfilment process issues via SOLV tickets.
- Order fulfilment: **analysis** and resolution of customer issues in SAP regarding sales orders, deliveries, and invoicing.
- Order fulfilment configurations, such as logistics shipping points, routes, equipment records.
- Supply chain: analysis and resolution of various customer issues in SAP with ISTOs, STOs, PO, GR, GI, billing, and deliveries.
- Supply chain analysis and resolution of issues regarding inventory movements and warehouse management issues.
- Supply chain configurations, such as plant changes, purchasing group records, quality info records.
- IBIS (handhelds for HCC) issues: **responsible** for **analysis**, **resolution** and support for technical field representatives and inventory clerks.

Stockell, Inc
Sigma Aldrich
Test Lead

Jun 2009 – Apr 2010

- Test Lead for a SAP Harmonization and Freight implementation and Vendavo Implementation.
- Lead for a team of 14 testers
- Lead a test effort of new interfaces. Team includes developers as well as testers.
- Regression Testing as well as implementation of new config.
- Work with business' SAP configurators to determine pricing configurations for test.
- Delivered test strategy, approach documents, and test plans for the implementation of SAP XI and Vendavo.
- Managing all phases of testing on unit, integration, performance, product, and user testing.
- Weekly/Daily meetings with the client and other team members to resolve issues identified in **analysis**.
- and testing.
- Created test scenarios for business' testers worldwide.
- Created testing data on SAP systems for testers.
- Participated in mapping configuration meetings for new application implementation.
- Communicated weekly test results and project progress to project/client management team.
- Created and managed a defect tracking tool to monitor and report issues.

Accenture, Inc.
CITGO Petroleum
Business System Analyst

Dec 2006 – May 2009

- Business Systems Analyst responsible for providing BPO SAP 4.7 application support and functional MM & SD configurations for the hydrocarbon bulk purchase and sales model.
- Configured MM enterprise structure elements, including new plants/terminals and service fees.
- Analyzed and Resolved issues on hydrocarbon sales/procurement/pricing models and TSW.
- Implemented various BDC sessions from end to end, **including design**, build, and **testing**.
- Conducted BPS negative testing for Lubes cutover project.
- Led configuration and implementation of a new material/business process.
- Managed functional requirements for the purchase and sale of the new material.
- Developed the new P2P configurations for the new material.
- Coordinated with FI/CO and SD to integrate configurations.
- Provided knowledge transfer on new purchasing and sales processes.

Lyondell Chemicals
Implementation Test Lead

- Delivered test strategy, approach documents, and test plans for the implementation of SAP XI and Vendavo.
- Managed all phases of testing on unit, **integration**, **performance**, product, and user testing.
- Communicated weekly test results and project progress to project/client management team.
- Created and managed a defect tracking tool to monitor and report issues.

Hewlett Packard, Inc.

Systems Analyst

- Systems Analyst/Software Engineer responsible for **developing** and implementing a new EDI transaction to send material dimensions to a 3rd Party vendor.
- Developed EDI Mapping for a new 896 IDOC from HP to a third-party vendor's external system.
- Coordinated with SAP technical team and Vendor for new 896 signal implementation.
- Tracked EDI **testing** and **implementation** with Mercury Quality Center software.
- Provided Implementation Guide and Support Documentation for the new EDI transaction process.

Keane, Inc.

May 2006 – Dec 2006

Baker Hughes, Inc.

- SAP 4.7 SCM Analyst responsible for providing BPO SAP technical and business process support analysis for oilfield supply chain management.
- Managed configuration of MM, IM, WM modules in **SAP 4.7**.
- Provided 24 hour on-call support rotation for MM WM issue analysis and resolution.
- Monitored goods movements and resolved inventory movement issues within WM.
- Provided post Go-Live production & maintenance support for SAP 4.7 onsite at two satellite client sites.
- Documented and provided training for client specific SAP MM WM IM support processes.

Compaq Computer Corporation/Hewlett Packard

Jan 1996 – May 2006

Business Systems Analyst

- SAP3.1 and 4.6 Business Systems Analyst responsible for providing SAP 3rd party direct-ship purchasing process (EDI & ALE) support.
- Resolved IDOC failures for direct ship orders to OEM partners.
- Analyzed and resolved EDI partner configuration issues.
- Analyzed and resolved Sales Order issues for Direct Ship Customers.
- Monitored batch data flows from SAP system to various file handling systems.
- Performed **quality control**; corrected and re-processed failed BDC sessions for ASNs.
- Reconciled shipments and invoices to the legacy systems.
- Validated order flows and material configurations during the implementation from HP3000 ASK/ManMan to SAP 3.1.
- Developed test scenarios and **test scripts** and performed testing for the direct ship purchase order process for SAP 4.6 system migration.
- Created job schedules and resolved break/fixes in Tidal job monitoring tool.
- Involved in 24 hour on-call SCM support rotation.
- Created training and transition documentation for the OEM procurement process for business users.
- Resolved worldwide system issues in ASK/MANMAN environment on HP3000.

Craig White Sr.

Professional Experience:

BBEC (Barowka & Bonura Engineers & Consultants L.L.C. Jefferson, LA

Sept 2019 – Present

Computer Technician

- Diagnosed and repaired computer issues and network issues
- Imaging new computers and getting them ready for deployment.
- Installing certain software to meet the user needs.
- Optimized computer space by utilizing cable management.
- Developed and implemented comprehensive training system, aiding in building of staff's skill set.
- Provided routine tech support to many satisfied customers.
- Help manage a ticketing system which kept track of the scope of work.
- Help increase clients productivity by 30 %
- Optimized computer space by utilizing cable management.

Abbttech/Cenus project, New Orleans, LA

Jul 2019 – Aug 2019

Computer Technician

- Unbox computers, monitors, phone, waps, server equipment, phones.
- Connect pcs and start launch Dell migration tool.
- Start the migration from Windows 7 to 10
- Have good cable management.
- Test systems and server make sure they are working.
- Connect phones and configure them by username and location.
- Set two Multi-function HP printers.

TEKsystems, New Orleans, LA

Jul 2018 – Oct 2018

Computer Technician

- Excellent skills in user IT infrastructure – Desktops, Laptops, Printers, Handhelds, Smartphone etc.
- Windows 10 migration experience
- Strong technical skills in Microsoft Windows desktop operating systems and business productivity applications i.e., Office
- Administration experience of MS Active Directory users & groups, policies, and management concepts
- Provide specialized On Call Support for hardware / software / network problem diagnosis / resolution for customer's end users.
- Having good knowledge about the features of MS office 2007/2010.
- Familiar with common issues related to desktop and should possess ability to make the user understand the steps on call to help him sorting the same quickly.
- Familiar with IP address/Host Name concept which is required to provide RDP support.
- Coordinate and manage relationships with vendors and support staff that provide hardware / software / network problem resolution.
- Help desk, customer service, and support experience with problem solving involving hardware, software, and networks.

Nasa/Stennis Space Center New Orleans, LA

Jul 2018 – Oct 2018

IT Specialist II

- End User troubleshooting and problem solving (hands-on and remote) including device configuration, general network, and VPN connections to Boeing network.
- Loading images and deploying new computing devices to users or locations
- Reconfiguring computing devices
- Supporting Video Tele Conference (VTC) setups to ensure rooms are ready to go.
- Coordinating/interacting with non-Boeing organizations (i.e., NASA, NASA contractor, etc.) located at the facility when needed to ensure technical services operate as planned and any problems get resolved.
- Active participation in weekly team meetings to address status of open work items.
- Server or systems administrator experience for maintaining a computer networking system in an office environment by tracking server activity, performing upgrades of software, maintaining computer hardware, addressing questions about technical problems, and improving efficiency by evaluating system network functions and system upgrades or server fixes.

EbryIT Inc. New Orleans, LA

Sept 2016 – Nov 2016

Computer Technician

- Highly skilled in installing, repairing, and troubleshooting computer hardware and peripherals.
- Well-versed in installing windows, software, applications, antivirus, and patches.
- Working knowledge of modern networking devices and printers
- Demonstrated ability to read and understand technical manuals and schematics.
- Adept at repairing computer hardware including Windows-based PCs and Macintosh Apple platforms.
- Proven ability to manage multiple troubleshooting tasks simultaneously while maintaining the quality of results.

- Extensive experience in backup and image management software
- Expert user of Microsoft Office Applications (Word, Excel, PowerPoint, and Access)
- Able to configure VPN and server/client-side hardware and software.
- Proven record of managing time and priorities effectively
- Known for working efficiently without supervision.
- Committed to learn and relate technical concepts promptly.
- Knowledge of Lotus Notes troubleshooting and configuration
- Proficient in working with end-users remotely.
- Demonstrated expertise in Microsoft Windows XP, Vista, 7 and 8
- Effective skills in supporting server-room team.
- Familiar with active directory security and policies
- Strong attention to detail
- Good organizational skills
- Able to lift to 50 lbs.
- Good customer service acumen
- Excellent analytical and problem-solving skills.
- Outstanding communication skills to relate with team members and support workers.

Warren Easton Charter High School New Orleans, LA
IT Support Technician

01/2014 to 06/2016

- Troubleshooting problems with computer systems, including troubleshooting promethean boards, printers, projectors, monitors, scanners, cameras and other hardware, software, e-mail, and peripheral equipment problems; making repairs and corrections where required
- Maintaining video conferencing equipment, library's Destiny database, attendance equipment and auditorium's a/v equipment
- Assisting users in resolving problems with equipment and data; assisting in managing Easton's IT Help Desk ticketing system
- Assisting with the planning, design, research, and acquisition of new or upgraded hardware and software systems.
- Maintaining current knowledge of hardware, software, operating systems, and network technology
- Building images for multiple Dell desktops and laptops with Acornis True Image software
- Contributes to the vision of the school and assists the principal in maintaining focus and momentum for achieving the vision and mission of the school.
- Interprets the mission of the school to the community through direct involvement, public relations programs, and works closely with the schools administration to promote the school's vision and mission.
- Assists in the development of specific program goals and objectives which are aligned with the mission and vision, and which appropriately meet the needs of the students.
- Ability to manage Office 365, Office 2007, 2010, Symantec antivirus, Citrix administrator.

Algiers Charter Schools Association New Orleans, LA
Desktop Support Specialist

07/2011 to 06/2013

- Demonstrated ability to provide user support by means of remote access tools.
- Proven skills in Windows 7, Microsoft Office 2007/2010, and Antivirus software
- Able to configure and use Microsoft Exchange Server 2007/2010, Windows Server 2003/2008 R2, Active Directory, User and Distribution groups.
- Helped design and implement a new network strategy.
- Carried out on-site analysis, identification, and resolution of difficult desktop problems for end users.
- Troubleshooting and configured some Linux versions.
- Provided network support to servers, switches, and wireless access points.
- Supervised complaint ticketing and followed timely resolution of all work orders.
- Recovery Installed, organized, tested, maintained, checked, and troubleshoot end user workstations and interrelated hardware and software.
- Monitored and responded to phone calls and e-mail requests for technical support.
- Performed desktop upgrades, imaging, software, and hardware upgrades.
- Ability to configure Apple iPhone, Blackberry's, iPads, and Android applications (phones and tablets)
- Maintained Help Desk specific applications and assisted in refining procedures.
- Increased customer satisfaction by administering 4 schools and maintaining user accounts and computers for everyday use.
- Deployed and administered images through Citrix interface Dell Wyse Thin Client
- Supported Windows Servers and Citrix XenApp
- Dell Compellent SAN configuration and administration
- VMware ESX/ESXi (vSphere) installation, configuration, administration, and troubleshooting

State of Louisiana Recovery School District New Orleans, LA
Network Specialist

02/2010 to 07/2011

- Responsibilities included problem detection and solving, fixing and reinstallation of software and hardware, and maintaining the company network.
- Refurbished laptops, desk stations, test stations, and various computer components
- Did troubleshooting, diagnosed, installed, upgraded, configured, and repaired computer systems and network components.
- Repaired and upgraded hardware and software for PC systems.
- Installed and interfaced computer hardware including multimedia, memory and video components and systems.
- Experienced in working with Linux Red Hat
- Provided technical support to end-users in hardware and software proficiency.
- Provided network support to Cisco based equipment, including switches, routers, waps, phones.
- Remotely maintained and support network servers through Altris remote desktop system
- Increased customer satisfaction by maintaining 5 schools to keep computers and network equipment up and running for everyday use.
- Set up equipment for staff use, performing and ensuring proper installation of cables, network equipment, operating systems, and appropriate software.

EBryIT Inc. /Recovery School District/Dell Managed Services New Orleans, LA

02/2007 to 02/2010

Field Service Engineer

- Coordinated problem resolution with engineering, customer service and other personnel to expedite repairs.
- Trained and Managed 7 Field Engineers and achieved significant improvements in their productivity.
- Kept inventory and verified equipment deployment, including parts order, and installation of POS.
- Installed new workstation connected local and network printers through 60 plus schools.
- Organized and documented old equipment for return shipment.
- Did break-fix service on Dell computers, printers, and monitors.

Wal-Mart Supercenter Boutte, LA

04/2002 to 02/2007

Sales Representative

- Displayed and demonstrated product using samples and Catalog, emphasizing salable features.
- Talked with customers on sales floor and by phone.
- Contributed to company success by providing outstanding customer service to 75 plus customers daily and maintaining product for inventory.
- Placed ten plus orders for grocery products with handheld computers system once a month.

Education

- ITT Technical Institute St. Rose, LA
Bachelors' Degree of Science in Information System Security 09/2009
- ITT Technical Institute St. Rose, LA
Associate Degree of Science in Information Technology 06/2007
Computer Networking Systems

Certification:

DES Dell Compellent Storage Center Advanced Administrator 08/2012

Special Skills:

- Computer Hardware
- System Operations
- Microsoft Office
- Computer Installation
- Excellent communication and relationship-building skills

Deep Shah

Summary:

- An excellent Oracle DBA professional with over 14+ years of IT experience in Oracle EBS, Oracle development and JDA Products that includes complete software development life cycle from Analysis and design to implementation and Production support.
- Worked in various industries in IT which include Government Projects, Finance, Banking, Manufacturing and Retail.
- Strong Analytical and Conceptual skills in database design and development on client/server applications.
- Worked extensively in wide range of Oracle Financial Modules – GL, AR, CE, PA and FA.
- Knowledgeable in Oracle Human Resource, Procure to Pay and Order to Cash.
- Proficient in PL/SQL programming Stored Procedures, Functions and Packages, SQL tuning, and creation of Oracle Objects Tables, Views, Materialized Views, Triggers, Synonyms, Database Links, User Defined Data Types, Nested Tables and Collections.
- Involved in project planning and scheduling, System Design, Functional specification, Design specification, Preparation of impact analysis, Coding, System Test Plan, User Acceptance Testing (UAT), Quality Assurance, Code Review.
- Experienced in production support activities like Incident and problem ticket management and their SLAs.

Technical Skills:

- Oracle EBS Financials, Oracle to Cash and Procure to Pay.
- Oracle AIM, SDLC & Agile methodologies
- JDA Intactix Knowledge Base and Enterprise Planning
- Effectively managing Project resource allocation and budgeting
- Data Visualization & Performance Analysis
- Oracle Database 8i, 9i, 10g, 11g, 12c and 19c
- Oracle SQL, PLSQL, UTL, SQL Loader and Json Objects
- Oracle XML Publisher & Forms
- Oracle EBS RICEW components (Reports, Interfaces, Conversions, Extensions, Workflows).
- Oracle database architecture design and migration strategies.
- Unix scripting

Education:

Gujarat University, India – Bachelor of Engineering in Information Technology – 2007

Training & Certifications:

- Oracle 10g Certified Professional – 2009
- Oracle EBS Suite Internal company Training – 2010
- Oracle PaaS – Application Development Learning – DevOps Explorer Badge
- Oracle PaaS – Application Development Learning – Cloud Native Development Explorer Badge
- Oracle SaaS – EPR – General Ledger Explorer
- Oracle SaaS – EPR – Receivable and Collections Explorer
- Employee Excellence Award from KPIT- 2012

Professional Experience:

Pyramid Technology Solutions - Indianapolis, IN

Sept 2014 – Present

Sr Application Developer / Analyst

- Contributing to the scrum team by analyzing, developing, testing, documenting, and maintaining high quality software solutions as required.
- Working as an Application SME, identified risks and shortcomings, developing solutions to further improve the system.
- Writing business workflow and 59 Jurisdictions (Including US, Canada & Mexico) taxes fee calculations in oracle database with help of Oracle packages.
- Oracle database design for any existing application customization or building new applications like Audit, Finance Reconciliation, Management Dashboard etc.
- Created 3-way matching application through Oracle forms, Reports and PLSQL for taxes and vendor payment reconciliation.
- Data load through Oracle SQL Loader, XML files and JSON objects with rest API's.
- Complex Interface programs with encryption for Inbound and Outbound to different state agencies and federal agencies.
- Created and implemented product solution with Proof of concepts for data purging, Image processing, Tax Billing performance for large carriers.
- Unix script maintenance and development.
- Creating daily, weekly and monthly jobs with Linux Cron jobs, Grid jobs & DBMS Scheduler.

- Worked with DOR data Warehouse Team to build custom reports for management to give Monthly highlights of growth graph base on revenue and new carriers moved to Indiana.

KPIT Infosystems – Cummins Inc – Columbus, IN

Oct 2010 – Sept 2014

Technical Consultant/ Sr Technical Consultant/Onsite Lead

- Development of interfaces, Data Conversions, developing new Forms, Reports, Customizing Oracle Reports In order to Cash cycles touching various modules such as AR, CE, FA and GL.
- Implementation of Auto Invoice Interface Program to validate and load credit memos, debit memos and invoices from legacy system.
- Implementation and support on journal import interface program to import journal data from legacy system into GL Base tables.
- Development of outbound and inbound customer load interfaces withing Core Finance, Bolt and BU entities.
- Setup for Lockbox, AR Transaction Type, Bank Accounts, Payments, Source and Accounting rules.
- Part of roll-in Team member to setup Core Finance related AR & GL Setup in plant applications like CPG & RMEP.
- Core Finance and Bolt Application lead support for AR, GL, FA, CE and PA applications.
- Responsible for day to day production support activities likes inbound and outbound interface data for AR, GL , CE ,FA & PA modules , budget JV uploads and CBS Finance monthly reconciliation, Journal Import and Period closing activities.

Future Knowledge Service (Future group) – Ahmedabad, India

Mar 2010 – Oct 2010

Sr. Associate Software Developer

- Involved in day-to-day support for Oracle EBS AR and GL Application to create Customers, Invoices, Journal Import and month end reconciliation and period closing.
- Development of custom interfaces to load data into JDA Enterprise Planning application and generate reports for business which help to forecast and planning.
- Load data into JDA Intactix for creating and maintaining modular's (Plans) which help to create floor plan for stores.
- Implemented APIs to Integrate data between Point of Sale, SAP and JDA applications.

XDuce Infotech Pvt. Ltd– GIDC, Gujarat Government, India

Aug 2008 – Mar 2010

Sr. Oracle developer

- Involved in support team to fix bug defect in Accounting, Law, Land, Inspections, Payroll modules.
- Developed legacy application modules like Engineering, PH, Central Repository, Allotment with Oracle forms, reports and plsql objects.
- Implemented interfaces between GIDC, Gujarat Government Finance and IndexTB departments to flow daily data.
- Created application technical documents and user documents.
- Involved with different IT departments to find better product for E-governance.

HDFC Bank, Ahmedabad, India

Dec 2007 – Aug 2008

Junior Officer Gruh Finance

- Implemented Fixed deposit module which help business to enter data entry for newly or renewed Fixed Deposits (CD) into system and generate monthly/quarterly/yearly interest checks or cumulative amount and carry forward till maturity date through help of Oracle Forms 10g , Reports 10g and plsql objects.
- Developed ECS (Electronic Clearing System) flat file through UTL_FILE package and transfer files through sftp to other bank systems to deposit direct payment to customers bank accounts.
- Involved in support team to support housing loan application system and monthly rate and interest changes enhancement to 120 branches across India.

eNucleus Solution (India) PVT LTD - GIDC, Gujarat Government, India

May 2007 – Nov 2007

Jr Oracle developer

- Implemented Accounting and Land module to build through Oracle forms, Reports and Oracle Plsql objects.
- Worked in creating Technical and User manual for Oracle Accounting and Land module for end users.
- Developed interface programs to load mainframe legacy system's old data into new legacy oracle system.

Key Achievements:

- Implemented ECS process which was first in India in Fixed deposits (CD's).
- IRP Large Carrier's Tax bill generation within same day. (Fleets with 25k – 80k vehicles)

Ivan Faulkner
Location: New Orleans, LA

Summary:

- Customer focused Help Desk Analyst that is a great team player, as well as a strong leader when given a project to Manage.
- Diligent self-starter able to strategize and prioritize effectively to accomplish multiple tasks while staying.
- calm under pressure, resolving complex hardware and software issues in a fast-paced tech environment.

Technical Skills:

Systems: Windows XP/Vista, 7, 8/8.1, 10, Mac OS

Applications: Microsoft Office, Lenel, Bomgar, Remote Desktop Connection, Computrace, Active Directory, Kace, Cisco Phone Management/Call Manager, Remote Administration Server Tool including Active Directory, Manage Engine Service Desk Plus, Remedy, VoIP, ServiceNow

Education:

Southern University at New Orleans — New Orleans, LA

Bachelor of Science in Computer Information Systems (2014)

Professional Experience:

Chevron Oronite Oak Point Plant – Belle Chasse, LA

Jan 2016 – Present

Help Desk Analyst

- Worked with vendors and service providers to facilitate repairs to equipment and applications.
- Responsible of documenting and tracking IT equipment.
- Responsible adding and removing new and old users to and from Active Directory as well as network account, administration, and maintenance.
- Managed the administration, maintenance, setup, and support of desktops, laptops, printers, scanners, audio and visual equipment, video conferencing equipment, and other hardware solutions deployed at the facility.
- Provided technical support and assistance to users related to computer systems both PC and MAC, virtual desktops, IOS and Android devices, hardware, software, and peripherals.
- Responded to incident tickets in person, over the phone, or through email for customers seeking help.
- Created help desk documentation with step by step instructions on problem resolving techniques.
- On call on alternating weekly bases to provide support to user who worked on the night shift.
- Responsible for acquiring and the distribution of Government Emergency Telecommunications Service cards (GETS) to the operation leadership team in case of emergency.
- Install updated patches and security updates on the Process Control Network (PCN) thin clients as well as assisted PCN admin in installing new hardware in the server room.

Southern University at New Orleans – New Orleans, LA

Mar 2014 – Jan 2016

Help Desk Specialist

- Provided technical assistance and support to faculty, staff, and students related to computer systems both PC and MAC, virtual desktops, IOS and Android devices, hardware, software, and peripherals.
- Led a team of two full-time desktop technicians and three work study students.
- In charge of the help desk ticketing system and the distribution of the help desk tickets.
- Diagnosed and resolved network issues involving hardware, software, power, and communications issues.
- In charge of implementing anti-virus software on 350 plus machines that is managed from a server.
- Supported network administrator with monitoring network and data center support.
- Provided technical assistance and support for incoming trouble tickets and issues related to approximately 2,830 faculty/staff and students, computer systems, software, hardware, and peripherals.
- Responded to trouble tickets in person, over the phone, or through email for customers seeking help.

Southern University at New Orleans — New Orleans, LA

Jun 2013 – Mar 2014

Desktop Support Technician

- Maintained six labs containing approximately 40 computers in each lab.
- Aided faculty, staff, and students with technical support of desktop computers, applications, IOS and Android devices, and related technology.
- Configure, deploy, and performed repairs to hardware, software, and peripheral equipment, following design and installation specifications.
- Created help desk documentation on problem explaining techniques.
- Informed customers about issue resolution progress.
- Responded to trouble tickets in person, over the phone, or through email for customers seeking help.

Jeffrey Louis Dille

EDUCATION:

Master of Science [MS], LOUISIANA STATE UNIVERSITY [LSU], Computer Systems Engineering – 2010

- Bachelor of Science[BS], COMMUNITY COLLEGE OF THE AIR FORCE [USAF], Computer Science 2000
- Associate of Applied Science [AS] Information Systems Technology 1996 UNITED STATES AIR FORCE TECHNICAL TRAINING SCHOOL [USAF]
- Communications-Computer Systems Operator 1994
- Data Circuitry Specialist 1992
- Basic Military Training 1990
- DONALDSONVILLE HIGH SCHOOL
- Diploma 1983

Knowledge Base:

- Microsoft Windows [all / NT / 7 / 10 / et.al.]
- Microsoft Windows Server [2000 / 2003-R2 / 2008 / 2008-R2 / 2012-R2 / 2016 / 2019]
- System Center Operations Manager [SCOM] [v2012r2 / 2016 / 2019]
- System Center Configuration Manager [SCCM] [v1610 / 1820 / 1902 / 1906]
- Microsoft Endpoint Configuration Manager [MECM] [v1910 / 2002]
- Microsoft Hyper-V / Hyper-V Server
- Microsoft SQL Server / SQL Server Express
- Microsoft Exchange / Exchange Server
- Windows Server Update Services [WSUS]
- Remote Desktop Services [RDS] [RDP]
- Microsoft Active Directory
- Group Policy management
- Microsoft Infrastructure Optimization
- Microsoft Office Suites [et.al.]
- Microsoft Office365
- Azure Cloud Services
- [IaaS] / [PaaS] / [SaaS]
- Oracle Cloud Infrastructure
- Oracle VirtualBox Enterprise
- Altiris Deployment Solutions
- Altiris Client Management
- VMware ESX Server
- VMware vSphere
- VMware Workstation
- VMware vCenter
- Operations Management Suite
- Autodesk Design Suites
- Autodesk AutoCAD
- Ubuntu Linux Workstation v19.10, v20.10
- Ubuntu Linux Server v19.10, v20.10 Linux [et.al.]
- PowerShell / Batch [scripting]
- Bash [scripting]
- Licensing Servers [AutoCAD / FlexNet / Sentinel / KMS]
- GSuite
- Mac OS / Apple iOS / Android OS [etc.] routers / switches / wireless access points firewalls / VLAN / VPN
- HIPAA / ePHI / SOC 2 / ISO 27001 / IPsec ITIL / ITSM / ISO/IEC 20000 PPTP / L2TP / TLS / SSL / SSH
- TCP/IP protocol architecture / layers
- Department of Defense [DoD] protocol model
- Cryptographic Algorithms / PGP / Kerberos

Certifications:

- MCSE [Microsoft Certified Systems Engineer]
- MCSA [Microsoft Certified Solutions Associate] Windows Server 2012
- Windows Server 2016 Cloud Platform
- MCP [Microsoft Certified Professional] Server Virtualization with Windows Server Hyper-V and System Center
- MCSA [Microsoft Certified Systems Administrator] MCSE [Microsoft Certified Solutions Expert]
- Core Infrastructure Desktop Infrastructure
- MCTS [Microsoft Certified Technology Specialist]
- Microsoft 365 Certified
- Enterprise Administrator Expert
- Microsoft Office Specialist: Associate Office 365 / Office 2019 CCA-V [Citrix Certified Associate]
- Virtualization
- Oracle VM Administration
- Oracle VM Implementation Specialist Oracle VM Server
- Network Virtualization Administrator
- Microsoft Partner [edit 21apr21]

Professional Experience:**Dille Consulting Gonzales, LA****Feb-2020 to present****Systems Analyst / Owner / Consultant**

- Provide end-user support to home users and companies with large and small networks [100%]
- Responsible for planning, installation and management of network infrastructure, security monitoring, backup and server/workstation remote administration [Windows Server 2012r2/2019 / Hyper-V / SCCM / SCVMM] [100%]
- Engineer and build virtual server/workstation environment, Windows and Linux for imaging, distribution, engineering and development [Windows Server 2012r2/2019 / Windows 10 Pro/Ent / Ubuntu Server 19.10/20.10 / Hyper-V / Oracle / SCCM / SCVMM] [100%]

Start Corporation | Start Community Health Center | Covington, LA**Jun 18 – Jan 20****Systems Analyst / It Support**

- Provide end-user support to on-site and remote users for all locations [100%]
- Manage all local and remote routers, switches, wireless access points, firewalls, VLAN's and VPN's [25%]
- Manage all local and cloud-based access to resources and databases thru VPN's and wireless access points, ensuring HIPAA, ePHI, SOC 2 and ISO 27001 compliance and PPTP, L2TP and IPsec protocols [100%]
- Manage local and remote database and data storage servers, Windows and Linux using RDP, SSH, SCCM and other server administration tools [25%]
- Engineer and build new server environment, Windows and Linux, physical and virtual, for local database and data storage migration [Windows Server 2012r2 / Ubuntu Server 19.10 / Hyper-V / Oracle] [75%]
- Engineer and build new server for Remote Desktop Services (RDS) to facilitate for remote users [Windows Server 2012r2 / Ubuntu Server 19.10 / Hyper-V / SCVMM] [25%]
- Engineer and build new server for Windows Update Services (WSUS) to manage Windows updates [Windows Server 2012r2 / SCCM] [25%]
- Manage email administration for all users in Microsoft Exchange, Active Directory, Outlook and G Suite [100%]
- Manage all mobile devices, phones and tablets, and configure for secure cloud and database access [50%]
- Negotiate with vendors, Evaluate and approve for purchase, all computer hardware, enterprise and non-enterprise software ensuring cost efficiency and work efficiency balance [25%]
- Author and maintain all related policies, documents and SOP's and licensing compliance tracking [100%]
- Maintain licensing compliance tracking [Excel / Access / SCCM] [25%]
- Manage all local and remote user access to Microsoft Office, Office 365 and Google Docs [100%]

Albemarle Corporation – Baton Rouge, LA**Jun 13 – Jun16****IT Manager / Systems Analyst / Network Engineer / Enterprise Network Architect**

- Systems Analyst - Application support for IT personnel as well as end-users [26 sites - worldwide / 4000+ users - local and remote]
- Network Architect / Systems Engineer - Desktop Transformation Project
- [Develop, plan and implement all phases of Desktop Transformation and Enterprise Infrastructure Project]
- Design, configure, test, deploy and monitor new operating system, applications [old and new] and hardware [Altiris / SCCM] [75%]
- Manage, supervise and assist offshore contractor Infosys team members, local team and India team, on project operations [Altiris / SCCM] [75%]
- Design, test, develop, implement and maintain entire virtual environment for deployment testing and production [Hyper-V / SCCM / vSphere] [75%]
- Manage all enterprise licensed software and license manager servers
- Manage Active Directory and Group Policies [Server 2012r2] [25%]

- Maintain asset management / life cycle and security patches on software and hardware [SCCM] [25%]
- Manage Windows updates thru Windows Update Server [WSUS]
- Evaluate and approve for purchase all computer hardware, enterprise and non-enterprise software

DOW Chemical – Plaquemine, LA

Feb 09 – Jun 13

IT MANAGER / SYSTEMS ANALYST / NETWORK ENGINEER

- On-site support to over 5,000 users thru-out all units and plants at the Louisiana Operations site
- Troubleshoot and resolve all software, hardware and network related issues on desktops, servers, routers and switches
- Author and maintain all related policies, documents and SOP's

Georgia Gulf – Plaquemine, LA

May 04 – Feb 09

IT MANAGER / SYSTEMS ANALYST / WORKSTATION SUPPORT

- Provide desktop and server support to over 500 workstations and over 60 servers on a Windows and Novell network
- Troubleshoot and resolve all software, hardware and network related issues on desktops, servers, routers and switches
- Author and maintain all related policies, documents and SOP's as well as track licensing compliance
- [01/00 - 05/04]
- EXXON | Baton Rouge, LA
- SYSTEMS ANALYST / WORKSTATION SUPPORT
- Provide end-user support to over 1200 Windows workstations, laptop and remote users on a Windows server network
- Author and maintain all procedure manuals, SOP' and user databases

United States Air Force [USAF], Pentagon – Washington, D.C.

Feb 1996 – Apr 1998

Communication & Information Systems Analyst

- Provide information operations capabilities and deliver the global information grid to Support commanders and Joint Task Forces (JTF) with command and control communications, computer support, and information resources management
- Provide command and control intelligence to the Secretary of Defense, Joint Chiefs of Staff, Secretary of the Air Force and the Chief of Staff Air Force
- Compile, segregate, evaluate, research, interpret, analyze, and disseminate intelligence information situation estimates and order-of-battle studies
- Conduct intelligence debriefings of US and allied military personnel involved in combat operations
- Provide command and control voice and data communications, secure and non-secure, to the Secretary of Defense, Joint Chiefs of Staff, Secretary of the Air Force and the Chief of Staff Air Force
- Install and configure pc's, printers, scanners, network hardware and software
- Generate station presentations and operating procedures
- Interact daily with high ranking political and military officials

United States Air Force [USAF] Ramstein, GE Communication & Information Systems Operations & Support

Nov 1993 – Feb 1996

- Develop and maintain plans and policies, monitor operations, and advise commanders
- Plan, install and test data system installations
- Install and maintain data circuits, intrusion alarms, computer, and radio circuits
- Coordinate, install and repair data equipment for Headquarters, United States Air Forces in Europe, the 86th Airlift Wing, and over one hundred tenant units
- [07/90 - 11/93]
- United States Air Force [USAF] | Patrick AFB | Cocoa Beach, FL COMMUNICATION & INFORMATION SYSTEMS OPERATIONS & SUPPORT
- Develop and maintain plans and policies, monitors operations, and advises commanders
- Plan, install and test data system installations
- Install and maintain data circuits, intrusion alarms, computer, and radio circuits
- Coordinate, install and repair data equipment for the 45th Space Wing, NASA, and over thirty-five tenant units.

Joyce Obeng

Summary:

- Motivated Network Engineer who strives to learn and grow professionally in networking and information technology.
- Have years of technical experience in upgrading and management of enterprise networks, monitoring, configuration, and troubleshooting of various LAN/WAN technologies.
- Proficient in routing protocols. I have strong leadership and interpersonal skills which help me to thrive in every environment.
- Fast learner, and eager to learn more technologies in new environments.

Education:

Sunyani Technical University
Bachelor of Science
Electrical Engineering Technician Program

Certifications:

200-301 CCNA- Cisco ID: CSC014112220

Technical Skills:

- Protocols- MPLS, QOS, EIGRP, HSRP Static Routing, VPN, DHCP, DNS, ARP, NAT, OSPF, ACL
- Configuring layer-2 technologies like VLANs, Trunking, VTP, VLAN Access Maps, Switch links aggregation using Ether Channel and Inter-VLAN Routing
- Monitoring: SolarWinds
- Able to work unsupervised, but also to utilize direction, supervision, criticism, and training effectively.
- Strong written and verbal communication skills
- Ticketing Systems: ServiceNow, Remedy
- Hands-on experience in configuring Cisco Catalyst 2900, 3560, 3750, 4500 4900, 9200, 6500 series.

Professional Experience:

Kenner Discount Pharmacy Network Engineer

Jan 2019 – Present

- Troubleshoot various day to day network and wireless issues such as improper port configuration, duplicate IP addresses, VLAN mismatch, AP group mismatch and physical interface speed/Duplex issues.
- Monitor stability of network and wireless services to deliver comprehensive stability, also configure AP's and replace dead APs while monitoring it on the wireless controller.
- Perform Switching Technology Administration including VLANs, inter-VLAN Routing, Trunking
- Work on incident or problem tickets, Create change request ticket for new network changes.
- Work closely with senior network engineers, system, security team and network lead for requirements, design and planning phases of projects and participates in the weekly on call and incident response rotation team.
- Configure and replace dead switches and routers, activate ports and assign IP address to new or existing devices.
- After hours/weekend support as required.
- Engage external vendor support as required.

Kenner Discount Pharmacy NOC Engineer

Jul 2017 – Jan 2019

- Initiated troubleshooting and corrective actions upon receipt of network events, logs and customer reports.
- Served as the primary point of contact for all customer troubles inquiries.
- Performed escalation of incidents to higher tier for alerts and events
- Properly escalated and communicated tickets to engineering and operations groups as required in SLA agreements.
- Provided technical support on incident calls.
- Responded to client support requests.
- Contacted clients to find out the nature of the problem.
- Travelled to the client's location or connected via remote link.
- Troubleshoot hardware and software issues.
- Accurately logged and documented NOC incidents in ServiceNow ticketing system

Brookdale Assisted Living Network Administrator

Aug 2015 – Jun 2017

- Installed, and maintained LAN and WAN systems including APs, switches, and routers.
- Created and maintained documentation for network configurations, processes, and service records.
- Monitored network using Solar Winds.
- Assessed and designed plans to meet near and long-term network capacity needs.
- Troubleshot network incident, created and documented ticket with findings.
- Communicated networking issues to other employees and management.

Electricity Company of Ghana

May 2010 – Apr 2015

Computer Technician

- Configured and installed PCs and printers
- Served as level 1 escalation for troubleshooting and resolving network incidents.
- Ensured faults were resolved within the stipulated time.
- Computer hardware maintenance, servicing and software support
- Provided remote IT support to all our internal employees who worked onsite or remote.

Lance Delatte

Summary:

- An enthusiastic 15-year IT professional with experience applying hardware and software design, installation, administration, and configuration to support growing businesses.
- Proven critical thinking skills with the keen ability to assess needs, define requirements, develop value-added solutions, and execute technical solutions that improve operating efficiencies. Seeking a challenging Team Lead or Sr. Network Engineer position that will make best use of my existing skills and experience.

Education & Certifications

LSU 2019

- Project Management for Information Technology
CompTIA Network + Certified 2019

ITT Technical Institute, St. Rose, LA 2004

- Associate of Science: Computer Networking Systems

Skills:

- Exceptional troubleshooting and logic skills.
- Ability to multi-task, prioritize projects, and manage multiple demands while staying within established timelines.
- Expert level Microsoft Windows / Active Directory and related services.
- O365 Global Admin including Microsoft Azure Cloud.
- An ability to learn new technologies quickly.
- Cisco CLI (Command Line Interface)
- Strong desire to share knowledge with colleagues and provide training to teammates.
- Willing and able to work flexible hours to meet project and system uptime requirements.

Professional Experience:

Stupp Corporation

2016 - Present

Network Administrator

- Maintained, designed, and expanded network infrastructure to 88 switches across 170-acre campus.
- Including 4 manufacturing mills and 19 office spaces.
- Configured and managed AD, O365, DHCP, DNS, VMware, Veeam, Meraki AP's, Cisco switches, and servers in the corporate network.
- Collaborative across multiple departments and with vendors to work on and manage multiple Enterprise
- Project Management Capital Expenditure projects.
- Maintained continuous uptime and upgrades for 241 servers.
- Worked with safety and security to upgrade and manage CCTV and access control systems.

NVI LLC, Pipeline Safety Compliance, and NVI Technologies

2015 - 2016

Systems Administrator

- Maintained best practices in system log analysis, backups, network operating center security, user account/permissions management and systems/software auditing.
- Developed VM deployment server. Captured and deployed servers and workstations.

Harvey Gulf International Marine

2015-2015

Senior IT Support Specialist

- Configured new equipment for deployment. Equipment included computers, switches, wired and
- wireless routers, cell phones, Ipads, printers, card readers, CCTV, modems, and IP phones.
- Managed projects for switching out satellite communications on offshore service vessels.
- Managed an Apple Server for Iphone and iPad asset control and configuration.

Reginald Fletcher

COMPUTER SKILLS

Languages

Java, COBOL, C++, Visual Basic, SQL

Software

Microsoft Suite (Excel, Word, Access, Power point), Citrix, landesk management, Ghost, VMWare, VPN, Adobe, Creo, CATIA, VOIP, Active Directory, GPO

Operating System

Windows XP,7,8,10, UNIX

EXPERIENCE

04/14-05/14	<p><u>IT Technician, Resume Referral Services, INC/Louisiana Workforce Commission</u></p> <p>Windows 7 migration at different government facilities. Installing drivers, backing up user files, setting up and breaking down PCs, File transfer, imaging, connecting scanners and printers, rename and join pcs to the domain, knowledge transfer with users.</p>
11/13-6/14	<p><u>IT Technician, Insource, INC/Capital One</u></p> <p>Installation of new software, printers and scanners for teller and platform computers at different Capital One Banks.</p>
07/14-8/14	<p><u>IT HelpDesk Technician, TekSystems/Amedisys</u></p> <p>Perform troubleshooting and diagnostic services and resolve Incidents and requests of Laptops, desktops, monitors, printers, VOIP phones, scanners and network issues.</p> <p>Provide first and single point of contact support to ITA users via phone, email, voicemail, fax, office communicator, or walk-in.</p> <p>Assist with monitoring the ticket queue to ensure Incidents/Requests/Problems are properly documented, updated or escalated to the appropriate support group.</p>
08/14-10/14	<p><u>Technology Deployment Center Analyst, Teksystems/Amedisys</u></p> <p>Provisioning, repairing, configuring, and refurbishing of PC's, laptops, and other IT related devices.</p>
07/15-08/15	<p>Backup, retain, and recover lost data from failed hard drives.</p>
11/14-06/15	<p><u>IT Technician, Teksystems/Ochsner medical Center</u></p> <p>Installation of hardware and software upgrades.</p> <p>Provide onsite and remote troubleshooting of software and hardware problems.</p> <p>Setup and deploy hundreds of PC's in numerous Ochsner Hospitals and clinic throughout Louisiana.</p>

08/15-10/15	<p>Configure and troubleshoot cisco VOIP phones</p>
	<p><u>IT Analyst, Dell/Synergy Services</u></p> <p>Knowledge transfer between companies.</p> <p>Training of employees.</p>
02/16-02/16	<p>Network configuration, data recovery, refurbishment, and repair of systems.</p>
07/16-08/16	<p><u>It Technician, Teksystems/FMOL</u></p> <p>Discovery, replacement, configuration, and troubleshooting of systems and peripherals throughout various facilities throughout Louisiana</p>
10/16-01/17	<p><u>IT Technician, Teksystems/Ochsner</u></p> <p>Testing of patient medical records and different scripts.</p> <p>Mapping of devices to Epic.</p>
09/17	<p>Identify, troubleshoot, and problem solve Epic related issues.</p> <p><u>Server Technician, Robert Half/Target</u></p> <p>Assemble, rack and install servers in control room for Target Department Stores.</p> <p>Cable management, setup and configure chassis, connect NICs to assigned switch port</p> <p>Ensure remote access</p>
10/17-3/18	<p><u>IT Specialist 2, AllPoints</u></p> <p>Hardware, software and network troubleshooting at NASA facility</p> <p>Citrix, NASA and Boeing vpn install and troubleshooting, password resets, imaging, email encryptions, system configuration and data recovery,</p> <p>Migration of sensitive data, and programs from a NASA to a Boeing software load.</p> <p>Train End users on use of new computing devices, vpn, and how to access data programs and printers on new Boeing software load.</p>
4/18-5/18	<p><u>IT Technician, Robert Half/VTG</u></p> <p>Complete setup of network and laptops for teachers and students for kindergarten through 12th grade end of year testing.</p> <p>Installation of drives, software, laptops, peripherals, routers, cable management, and testing site managers.</p> <p>Providing technical support for students and staff for the duration of testing.</p>
6/18-1/19	<p><u>IT Specialist, Freelancer</u></p> <p>Performed a variety of freelance work for various clients.</p> <p>Virus removal, laptop and desktop repair, upgrades, data transfers, data recovery, diagnosis, tune-ups, and installations</p>
3/19-3/19	<p><u>IT Specialist, Robert Half/Freeman</u></p> <p>Install,configure, troubleshoot and repair computers and applications for convention</p> <p>Cable management, wiring, network connection, switches, train end users, and troubleshooting of any issues</p>

	<u>IT Technician, Robert Half/Virtual Technologies Group</u>
	Complete setup of network and laptops for teachers and students for kindergarten through 12 th grade end of year testing
3/19-5/19	Installation of drives, software, laptops, peripherals, routers, cable management, and testing site managers. Providing technical support for students and staff for the duration of testing.
	<u>IT Technician, Robert Half/Compucom</u>
8/19	Installation of hardware and software. Ensure the functionality of operating systems, sccm, printers, applications, and network connectivity.
	<u>IT Technician, Robert Half/Choice Foundation</u>
8/19	Setup printers and laptops throughout school. Install applications for vtg, Reimage laptops and desktops, domain join, cable management, setup monitors, configuring, repair, and troubleshooting of systems. IT Technician, Robert Half/Wilson Elser firm Coordinate and organize inventory.
	<u>IT Specialist, Teksystems/Leidos entergy</u>
9/19-10/19	upgrade hardware and operating systems configuring and hardening of systems, data recovery and retention, transmission of files, reimaging of systems, installation of applications and drivers, cable management, and training of end users
	<u>Sr. Technician, Peak systems/Morgan Stanley</u>
11/19 present	upgrade of Pc's, and peripherals Ensure and the connectivity of network and compatibility of applications. Provide post deployment support to end users

Education

2013	BBA: Computer Information Systems, Grambling State University. <u>Specialty Courses:</u> Project Management, Data Communications Systems and Networking, Visual Basic, C++, System Analysis for business, User Interface Programming, Problem Solving, Java, UNIX, COBOL. <i>Available for relocation and travel</i>
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D. Qualifications and Experience

Akshar IT Solutions (Akshar), is a Texas SBA Certified MBE and WBE firm (Certification no. 803659551), has 5+ years of experience in providing various Temporary Staffing Services to over 25 Government entities within the State of Texas and various states across the United States. Akshar was incorporated in 2018 in the State of Texas and is a nationwide company headquartered at Houston, Texas.

Company Snapshot

Legal Company Name	Akshar IT Solutions LLC	
HQ Address / Branch Address for Managing Account (CA)	5904, Jessamine St, Suite A4 Houston, TX, 77081	
Date established	June 23, 2018	
Additional Office Locations	San Francisco, CA; Los Angeles, CA; Atlanta, GA; White Plains, NY; Philadelphia, PA; Detroit, MI; Charlotte, NC; Boston, MA;	Dallas, TX, Houston, TX; Edison, NJ; Chicago, IL Burnaby, BC London, UK Vadodara, India Noida, India
Type of Ownership/ Structure	Corporation	
State of Incorporation	Texas	

Akshar specializes in providing top-notch staffing solutions in various domains, including Accounting, clerical, administrative, Office Services, Maintenance, IT, and Project Management. We take pride in our ability to offer the finest workforce that ensures exceptional project delivery experiences for your organization. With over 5 years of experience, Akshar has successfully provided direct Staffing support to both Public and Private sector clients, offering flexible arrangements such as Temp, Temporary to Permanent, and Permanent Placements.

Following are the Staff Augmentation capabilities due to which we believe we are the best choice for the Parish to perform the proposed contract services:

- **Thorough Candidate Verification:** Ensuring the highest level of integrity in our candidate selection process, we conduct comprehensive background checks, reference checks, and criminal checks for each applicant. This guarantees peace of mind for our clients, knowing that they are presented with trustworthy and qualified candidates.
- **Extensive and Diverse Talent Network:** Our agency boasts an extensive talent pool of over 15 million resumes, complemented by a database of 40,000+ pre-screened candidates. This wealth of resources allows us to cater to a wide range of industries and roles, providing clients with access to a diverse and specialized candidate base.
- **Streamlined Recruitment Operations:** We prioritize efficiency and client satisfaction by maintaining matured recruitment and Back Office processes. These streamlined operations ensure seamless candidate sourcing, selection, and placement, optimizing the overall recruitment experience.



- **Industry-Specific Expertise:** With a team of 90+ dedicated recruiters, each specializing in specific industries, we possess a deep understanding of our clients' unique needs. This focused approach enables us to identify candidates who possess the right skill sets and cultural fit for the organizations we serve.
- **Certified Workforce Management Professionals:** Our highly experienced CCWP certified staff bring a wealth of expertise in contingent workforce management. This certification underscores our commitment to providing the highest standard of service and knowledge in the field.
- **Highly Qualified Consultant Base:** Clients can choose from a consultant base of 450+ exceptionally qualified on-billing professionals. These individuals have been thoroughly vetted and are well-prepared to contribute their expertise to client projects.
- **Localized Talent Advantage:** Recognizing the significance of regional staffing needs, we offer access to pre-screened local candidates specifically focused on the Louisiana job market. This localized approach facilitates more targeted and efficient hiring for clients operating in the region.
- **Efficient Collaboration and Communication:** Our agency is structured with dedicated recruitment teams and a centralized account management system. This ensures effective communication channels between our team and clients, leading to enhanced collaboration and smoother project execution.
- **Quality-Focused Network:** Our extensive talent network comprises highly qualified professionals in the fields of Accounting, Light Industrial, and clerical work. The stringent SME Screening Process we employ guarantees that only top-quality candidates are presented to clients.

Our agency is equipped with exceptional recruitment capabilities and a commitment to delivering the best talent solutions for our clients. The strengths outlined in this report reinforce our position as a reliable and efficient recruitment partner, dedicated to empowering organizations with exceptional human resources.

Key Highlights			
Our company boasts a nationwide presence, firmly establishing itself as a reputable professional service provider across the entire nation.	With a strong database of over 15 million resumes, we offer an extensive talent pool, comprising 40,000+ pre-screened resumes that align perfectly with the required skills within this region.	Our success is bolstered by a richly experienced team, consisting of over 90 recruiters and resume miners, who are dedicated to sourcing the best talent for our clients.	Our financial stability is evident, with a revenue of over \$13 million since our inception. These factors collectively position us as a reliable and well-established partner for all your staffing and talent acquisition needs.

In order to provide services through the duration of project period, we follow the below key components:

Assistance	Our team of active and passive recruiters work diligently to source top talent, while a dedicated Single Point of Contact ensures constant communication with the Parish. This approach leads to improved service delivery, risk mitigation, and enhanced contract performance.
Expertise	We possess extensive experience in providing candidates for administrative, IT, and healthcare positions, specializing in various categories such as Accounting, SQL Development, Network Support, Direct Care, and more. Our services have reached clients in the State and Public sectors across 35 states in North America.
Reliability	We prioritize compliance with State and Federal Laws, while our financial stability, low risk on D&B report, and excellent Paydex Score further validate our reliability. With a proven track record in government contracts, we excel in delivering qualified candidates within the shortest turnaround time.
Understanding	Our team comprehensively understands the Background, Purpose, and Scope of Services outlined by The Parish. Leveraging our experience, we are committed to providing the right staff to meet your unique needs.
Experience	With over 5 years of experience in offering Temporary Staffing Services, we bring a wealth of expertise and insight to support your staffing requirements.

Our clients:





Timely and effective communication, along with efficient issue resolution

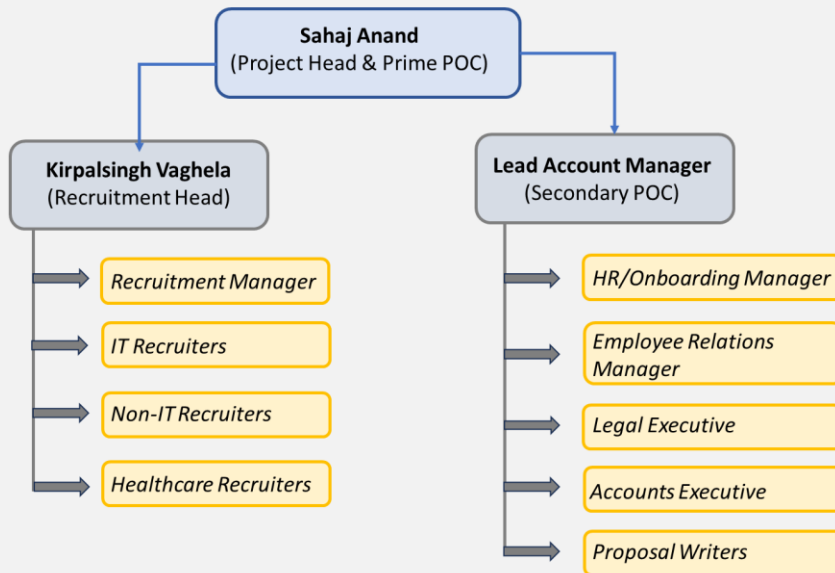
Our company has a well-established process for responding to requirements, and our average turn-around time for responding is between 1 to 2 business days. When it comes to staffing tasks for reporting to duty, our standard lead-time is typically 5 to 7 business days. This lead-time includes one business day for presenting qualified resumes to the clients. However, it is important to note that the actual average time may sometimes be longer due to the implementation of market-standardized methodologies and the presence of dependencies in some client relationships.

In cases where our clients have priority needs, we go the extra mile to expedite the hiring process. For such priority cases, we commit to reducing the time-to-fill by one-third of their previous time-to-fill experience. This means that the lead time for filling positions in such situations is significantly reduced to 1 to 3 days, even when dealing with specialized skill sets.

To achieve these quick response times and efficient staffing processes, we have a dedicated team of expert technical recruiters available 24x7. Our team covers all time zones in the United States, allowing us to engage with candidates during early morning as well as late evening hours, ensuring that we reach the most suitable candidates swiftly and efficiently. Our recruiters are highly experienced and well-versed in sourcing and selecting the right candidates for the job, making the entire recruitment process seamless and effective.

Organisation Chart and Resumes of Key Personnel


Organizational Chart




• Sahaj Anand – Resume

Sahaj Anand, MS

Leadership, Business Acumen, Strategic Transformation Leader

 (682) 553-6599

 sahaj@aksharstaffing.com

SUMMARY

Top performing operations leader offering success in leading businesses with office locations across the globe

WORK EXPERIENCE

Project head Jun' 20 – Present
Akshar IT Solutions

- Collaborated with Senior management to formulate and deploy long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies.
- Managed staffing department operational and strategic planning, including business expansions, project planning, and organizing and negotiating the allocation of resources.
- Guided organizational leaders in making investment decisions that balance and prioritize current operational demands, disruptions, and opportunities with the longer-term strategic vision of the organization.
- Provided business guidance, road maps, principles, standards, and best practices.
- Defined and communicated project milestones, service level agreements, and resource allocation to executive team, department leads, support staff, and end users.
- Developed and reviewed budgets for department divisions and ensured they comply with stated goals, guidelines, and objectives.
- Reviewed performance of systems to determine operating costs, productivity levels, and upgrade requirements.
- Oversaw negotiation and administration of vendor, outsourcer, and consultant contracts and service agreements.
- Managed operations staffing, including recruitment, supervision, scheduling, onboarding, accounting and Sales.

Director of Operations May '14 – Jun '20
Primattech Consulting

- Led / Guided Tiger team to generate 3-Year GRC transformation roadmap and acquired CEO approval.
- Led and Scaled Release Train / Program from 2 teams to 22 teams with constant, notable improvement after every Program Increment.
- Helped teams inspect, adapt, deliver and mature in Agile practices throughout the implantation life cycles.
- Maintained a close working relationship with the product owner, scrum team and other stake holders.
- Acted as a coach/mentor to ensure development teams work toward core the Scrum/Kanban principles of collaboration, prioritization, team accountability, and visibility.
- Helped manage risks and dependencies, escalated, tracked and resolved impediments
- Managed and optimized the flow of value through the Program using various tools, such as the Program Kanban and other information radiator.
- Assisted with economic decision-making by facilitating feature / capability estimation and tied it with team sizing.

LIFE PHILOSOPHY

"In the success of others, lies our own."


CORE COMPETENCIES

Seasoned project leader -
Managed multiple offices across global time-zones to effectively expand business.


Excellent communicator -
Effectively leveraged business and financial acumen to communicate with Program/Portfolio leaders and operations team members.

Domain	# YEARS
Insurance	6
Finance / Banking	6
Healthcare	5
Pharmaceutical	3
Retail / Product	3


TECHNOLOGY STACK



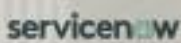
ARIS




Microsoft




salesforce



servicenow



ORACLE



Hyperion

IT manager

Jan '10-Apr '14

TechnoCore Global Solutions

- Managed lightweight, living planning documents, like an Agile Product Roadmap.
- Conducted all Scrum ceremonies, including Sprint Planning, daily Scrum Meetings, Sprint Reviews, and Sprint Retrospectives.
- Performed continuous/active backlog grooming and supported all inter and intra team communication.
- Calculated ongoing team capacity and velocity and other KPIs.
- Helped Product Owner/ Product Managers with prioritization, risk management, and scope management (by using MVP).
- Spearheaded implementation of multiple, complex project/program initiatives, working closely with cross-functional teams and resources to achieve multiple program and project milestones within established timeframes.

STRENGTHS



Senior IT Project Manger

Mar '09-Dec '09

CaptureRx

- Collaborated on creative alternatives to project challenges; partnered to drive adoption and challenge standards. Lead subject matter experts to resolve project challenges and removed obstacles and impediments to ensure business and operational objectives were met.
- Led company's program budget of \$7M and 60 onsite, offsite, 3P Domestic and fixed cost resources.
- Continuously influenced development team members to think beyond the current Program Increment to ensure there was minimal technical debt.

CONCEPTS # YEARS

Scrum / Kanban	5
Minimal Viable Product (MVP)	5
CI/CD	5
Release Planning	4
TDD / BDD	4
Scaled Agile	3

Early Career:

- Business Developer, SP Subs Inc. Jan '08-Jan '09
- Senior Project Manager, UT Health San Antonio Jun '07-Dec '07
- Project Coordinator Associate, UTA Sept '05-Jun '07
- Lead Engineer, Solar Electronics Sept '03-Jun '05

TECHNOLOGY EXPERIENCE

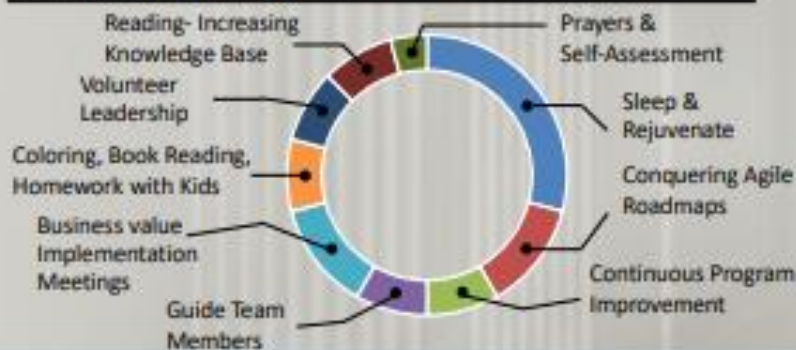
- Agile Tools:** RTC, Jira, Agile Central, StarTeam
- Databases/DBMS:** Oracle, SQL, MySQL, Essbase
- Applications Implemented:** Salesforce, ServiceNow, Hyperion Planning, BSP, MetricStream,
- Data Integration Platforms:** Oracle Data Integrator (ODI), Informatica, SSIS, Datastage, Hadoop
- Reporting and Analytics:** Business Objects, Tableau, SSRS

EDUCATION

Master of Science -
Biomedical Engineering
UT Arlington

Bachelor of Science -
Biomedical Engineering
University of Mumbai

A DAY OF MY LIFE



REFERENCES

Available upon Request

- **Kirpalsinh Vaghela – Resume**

Kirpalsinh Vaghela

+91-9898444571

kirptiger@gmail.com

Summary

- Over 15 years of extensive experience as Vice President (Recruitment & Operations), Director (Client Services) & Senior IT Recruitment Manager in professional IT US Recruitment/Talent Acquisition with leading international professional services companies.
- Implemented recruitment strategies and staffing programs designed to attract and retain the highest quality of candidates.
- Managed some of the biggest accounts i.e. Accenture, Verizon Telecom, Verizon Wireless, Verizon Business, Honda, Deloitte, USAA, CapitalOne, Wabtec, Univar, Expedia, Huntington Bank, Citibank, Wells Fargo and Johnson & Johnson etc.
- Worked horizontally within the organization on skills-based recruitment on latest SMAC technologies (social, mobile, analytics and cloud).
- Mentored and led a team of recruiters in providing recruiting best practices and strategic direction to business unit leaders and key stakeholders and training them to get on speed at the earliest.
- Basic responsibilities include managing a team and ensuring that each and every need of the client is fulfilled.
- Implemented recruitment strategies and staffing programs designed to attract and retain the highest quality of candidates.
- Responsible for development and implementation of recruitment strategies and processes across the team.
- Responsible for meeting the assigned targets of the team on monthly/quarterly/yearly basis.

Specialties: • Experience in Telecommunications, Wireless, Finance, Banking, Insurance and IT industry.

- IT Staffing / Recruitment, Resource Management, Recruitment Management and Delivery Management.
- Focused in the placement of Embedded and Multimedia Software Engineers, Design / Verifications Hardware Engineers, Architects, Database Architects, Technical Program Managers, Product Managers, Project Managers, Development Managers, and Business Analysts.
- Sound sourcing skills.
- Excellent candidate assessment skills.

Education

Bachelor of Computer Application - Madurai Kamaraj University

CERTIFICATION

- **“Delivery Management” – Specialized training for Delivery Manager by US trainer – 2014**
- **ASCB(E) Accreditation Pvt Ltd - Bournemouth, United Kingdom**

Six Sigma Green Belt. (Registration#: P9524-9880)

Professional Experience

Akshar Technology Solutions Private Limited (Subsidiary of Akshar IT Solutions), Vadodara, India May 2022 – Present

Vice President – Recruitment & Operations

Akshar IT Solutions Inc is a Houston, TX based firm with specialised in recruitment and IT solutions services.

Responsibilities:

Manage global recruitment, marketing, and business development activities across the globe.

Responsible for Strategic Business Initiatives, Resource and Delivery Management, process enhancement and ROI and P&L Management.

Establish and manage relationship with the clients, acquire new customers, open new offices, finalize contracts and negotiate the business deals.

Coordinate and make decisions on budget, operations, and investments at organization level.

Work with the head of the global leadership accelerator to build a high-impact team with a strong culture, systems, and communications.

Recruit global department heads/managers and assign/finalize job duties for them using Ceipal ATS.

Drive marketing strategy with business stakeholders/partners and communication with directors/delivery heads for strategies and growth.

Define and drive key performance indicators (KPI's) for recruitment, sales, and marketing teams.

Define and implement annual revenue and sales targets and provide regular reports to the business stakeholders through QuickBooks (accounting software).

**VtechFamily Solutions Pvt Ltd, Vadodara, India
2020 – April 2021**

Oct

Director - Client Service

vTech solution Inc. is a Managed IT Services firm based out of Washington DC with primary focus on Cloud Computing and Professional Services. vTech was incorporated in January, 2006 under the Commonwealth of Virginia as an IT Professional firm. vTech has experienced constant growth over the years and has developed various IT service capabilities by diversifying its service portfolio to IT Consulting, Enterprise Software Solutions and Cloud Computing Services to provide complete IT Managed Service offerings.

Responsibilities

Currently leading the Technology Talent Solutions efforts for our MSP and Direct Government/Commercial Division.

Responsible for determining the business strategy direction and objectives to help accelerate the revenue growth.

Exploring and implementing practices that allow the business to attract topmost talent which in turn supports the business's growth while simultaneously maintaining work culture and quality standards.

Responsible for building strong relationships and deliver results in a rapidly and constantly evolving environment.

**Senior Manager- Client Service
Oct 2020**

July 2019 –

Responsibilities

- Handling the full Life Cycle recruitment, this includes the process of creating candidate profile, submitting for requirement, checking their qualifications, short-listing & interview status, confirming interview, Proving hiring status and acceptance of confirmation on various Clients.
- Responsible for end to end recruitment process, also involved in mentoring Jr.Recruiters with their daily activities.
- Distribution of work, checking the quality, helping them with key words, driving them to finish the assigned work in giving time.
- Making them understand the clients, companies position requirements as well as its business, goals and policies. Identify, qualify and recruit viable candidates using specialized knowledge base and an extensive network of contacts.
- Locating candidates using sourcing methodologies like networks (LinkedIn, Google & Facebook), referrals, Internet searches, cold calling etc.
- Worked closely and negotiated contracts with Vendors and Staffing Agencies.
- Coordination of interview & selection process. Helping the client for reference checks.
- Evaluate and negotiate salary requirements, offers and facilitate acceptance. Conduct professional follow-ups.
- Helping in successfully placing candidates at executive, management and individual contributor positions.
- Developing reports for the Client & Management, Well versed with preparing different kinds of Matrixes.
- Was involved in the Audit process, Internal & External.
- Taking a step forward in mapping the process and defining roles & responsibilities.
- Full Involvement with OJT (On Job training) Program.

Rang Technologies, Vadodara, India
March 2019

May 2017 -

Sr. Delivery Manager/ Talent Acquisition Manager

Established and headquartered in New Jersey, Rang Technologies has dedicated over a decade delivering innovative solutions and best talent to help businesses get the most out of the latest technologies in their digital transformation journey. Rang Technologies has grown to become a global leader in Analytics, Data Science, Artificial Intelligence, Machine Learning, Salesforce CRM, Cloud, DevOps, Internet of Things - IoT, Cybersecurity, IT Consulting and Staffing, and Corporate Training.

Responsibilities:

- Manage End-to-End Recruitment process and responsible for entire delivery management of IT, Retail, Enterprise, Pharmaceutical and Light industrial clients.
- Distribution of requirements to team members based on their expertise & bandwidth.
- Explaining client requirement in detail before handing over the requirement.
- Responsible for Resume Approvals, Interview Prep-ups, Offer closing/Negotiations.
- Manage HR/Operations related activities which include Hiring/Termination of Recruiters, Leave Management, Performance Management, Grievance Management, Training and Development.
- Reviewing Recruiters Performance on Weekly Monthly Basis and making sure their targets/objectives are met
- Responsible for Mentoring / coaching the recruiters to bring their performance up to the standards set by the organization and helping them in getting elevated to the next level.
- Responsible for providing the strategic direction, delivery of service and overall management of the team.
- Manage and mentor Candidate Recruiting/Sourcing team (local and remote)
- Utilize traditional and non-traditional data sources to develop, expand and manage active and passive talent pools

- Research new requirements and partner with recruiters to develop new search techniques and recruitment strategies
- Analyze data to drive sourcing decisions and produce statistical/operational reports, Develop and maintain reports
- Maximize online networking, referral and lead generation to broaden candidate talent pools.
- Taking internal and external Branding initiatives with respect to Talent Acquisition.
- Involvement in internal hiring for recruiters, Identify the need of hiring Fresher through campus and off campus, based on the need identify the colleges/universities.

Collabera Technologies Pvt. Ltd.

Feb 2007 – Mar 2017

Recruiting Manager– (TCU) Technical Competency Unit at Collabera April 2013 – April 2017

- Responsible for overall management of strategic initiatives in addition to earlier responsibilities.
- Responsible for formulating and executing plans to increase fill ratio in emerging technology space - primarily on Big Data, Hadoop, Cloud, iOS, Android etc.
- Performed Full-Cycle for recruiting management the entire delivery of biggest telecom client like Verizon Wireless, AT&T and Amdocs, etc...
- Responsible for delivery management on: time commitment, client satisfaction, performance and feedback retrieval.
- Responsible for development and implementation of recruitment strategies and processes across the team.
- Set metrics that recruiters had to meet on daily, weekly, and monthly basis.
- Responsible for meeting the assigned targets of the team on monthly/quarterly/yearly basis.
- Doing complete analysis of account and think on strategies to increase profitability of the Organization.

Lead Recruiter

April 2011–April 2013

- Led and managed the end-to-end recruiting cycle for team with key focus on designing sourcing strategy, candidate management, offer negotiation and ensuring candidate follow-up till on-boarding.
- Managed team and ensure weekly / monthly targets are met.
- Responsible for recruitment processes, source, screen, submit, and hire qualified candidates who possess a secret clearance / clean background.
- Ensure quality candidate pipeline to Client on multiple technologies & domains.

Technical Recruiter

February 2007 – March 2011

- Performed Full-Cycle Recruiting for all levels of employees including: IT professionals, management, and senior executives in the Telecommunications space.
- Sourced, screened, scheduled interviews and managed candidates throughout hiring processes and salary negotiations.
- Utilized various applicant tracking systems and online recruitment resources including internal Applicant Tracking System (ATS), DICE, Monster, CareerBuilder, HotJobs, LinkedIn and Google searches.
- Developed and maintained a network of IT professionals.
- Develop and maintained a solid pipeline of qualified, industry specific candidates resulting in a steady flow of prospective hires.
- Trained, educated and proficient in the use of all Microsoft Office applications including Word, Excel, PowerPoint and Outlook.
- Proactively manage sources used to generate candidate pipeline with limited supervision.



- Advise candidates on interviewing techniques and help them successfully move through the interview process.

- Manage the tracking and documentation of all open positions, candidate applications and requisite metrics of recruiting success.

Created and managed various hiring reports, to understand the trends and facts, which help in planning and implementing the recruitment strategy for each position.

- Following up with all the offered candidates. Help them to complete joining formalities including completing background checks, filling up joining documents.

E. Innovative Concepts

At Akshar, we adhere to a comprehensive team management methodology tailored to meet the specific requirements of Agency Temporary Services. Our approach encompasses a well-structured organizational framework, led by a highly skilled management team and supported by an extensive technical workforce, including Subject Matter Experts (SMEs). This ensures optimal support for Parish requirements. Our methodology emphasizes the following key elements:

- ✓ **Clearly Defined Responsibilities:** We provide our team members with well-defined roles and responsibilities to effectively execute the project.
- ✓ **Seamless Communication:** Our staff benefits from various communication channels to foster collaboration and effective coordination among team members.
- ✓ **Flexibility in Staffing:** We offer the flexibility to scale up contract staffing as needed to meet the objectives of the effort and cater to evolving requirements.

As part of our established practice, we appoint a dedicated contract management team consisting of two proficient professionals, led by an experienced Account Manager. These individuals possess a wealth of prior experience in handling similar tasks for Parish, ensuring a deep understanding of the project's intricacies. They take full responsibility for diligently tracking and fulfilling all Parish's account requirements. The primary responsibilities of these key contract management personnel, to meet the demands of the Parish contract, are outlined below:

<p>Sahaj Anand (Project Head and Prime POC)</p>	<p>The designated individual responsible for managing the contract signed with the Parish and facilitating communication with the Parish Project Manager.</p> <ul style="list-style-type: none"> • Contract Compliance: Ensuring and closely monitoring compliance with all contractual requirements stipulated by the Parish. • Account Executive Support: Providing education and guidance to both existing and newly onboarded Account Executives on the specific provisions of the Parish contract. • Quarterly Meetings: Conducting quarterly meetings with Parish Management to discuss project progress and updates. • Performance Monitoring: Holding quarterly meetings with the Parish to assess and monitor Akshar's contract performance, with a focus on understanding Akshar's standing and overall performance on the contract. • Regular Updates: Conducting weekly meetings with the Back Office Staffing Operation & Employee Care Team to provide regular updates on Akshar's performance and forthcoming activities. • Compliance Reporting: Ensuring the timely submission of Monthly Compliance Reports to the Parish and regularly sending dashboard reports to the Management.
<p>Kirpalsingh Vaghela (Recruitment Head)</p>	<ul style="list-style-type: none"> • Responsible for efficiently managing the staffing needs of the Parish requisitions. • Ensuring and meticulously tracking the staffing requirements of the Parish to ensure timely fulfilment. • Implementing well-defined milestones for each activity to expedite the Parish submittal process, aiming to complete it within 2-3 days. • Providing comprehensive training and skill enhancement opportunities for both existing and new recruiters, focusing on the specific staffing requirements of the Parish. • Facilitating and coordinating interview schedules between the Parish and consultants, ensuring a smooth and streamlined process.

Resource Plan

We aim to utilize the following resources as part of the dedicated Account Management Plan to effectively manage the Parish's account:

Designation	Name
Project Head	Sahaj Anand
Recruitment Head	Kirpalsingh Vaghela
Account Manager	TBD
Recruiters (8)	Sanket Tamboli, Mahi Parmar, Kanchi Dixit, Sagar Khunti, Praful Gohli + 3 (TBD)
HR Personnel	Vir Prajapati
Employee Relation Personnel	Prachi Patil
Finance Personnel	Poonam Sharma

Upon receiving the sourcing requirement from the client, our work promptly commences. The task order is immediately recorded in our centralized recruiting portal. Our dedicated Account Executive thoroughly grasps the client's requirements specified in the task order. This includes comprehending the project details, Statement of Work (SOW), hardware/software environment, necessary qualifications, relevant experience, and mandatory as well as desirable skill sets.

Next, the Account Executive proceeds to draft a requisition outlining the specific requirements and forwards it to the Recruitment Manager. Once the Recruitment Manager has identified a pool of 5-6 potential consultants per requirement, the screening process is initiated.

Labor category classification and delivery flow

To ensure the most suitable candidate is placed for your specific needs, we employ a carefully curated process that engages both strategic and technological expertise. Our aim is to identify and secure the right candidate within the provided categories and meet your deadlines. The following steps outline our approach:

- **Category Classification:** We begin by thoroughly understanding the specific categories relevant to your requirements. This allows us to tailor our search effectively.
- **Comprehensive Training:** All our teams undergo rigorous training in labor categories and insights gained from the previous step. Our Skill Development Lead (SDL) oversees this training to ensure all resources supporting your program at Akshar are well-informed about your needs. In addition, our training covers various aspects of contract management, including reports, compliance, diversity requirements, replacement guarantees, submission procedures, and follow-up protocols.
- **Evaluation Templates:** The SDL is responsible for compiling and implementing the insights gained during the training in the form of screening and evaluation templates. These templates will include a concise checklist to ensure that candidates are screened against all your specified requirements.
- **Integrating Criteria into Process Repository:** Our Management Information Systems (MIS) team and Project Manager collaboratively ensure that the training findings are transformed into account management process documents. These documents are then integrated into our online process



repository accessible through our internal portal. This enables all program members to stay updated on any changes to the submission processes and labor category screening procedures.

- **Thorough Screening and Verification:** We diligently assess each candidate's qualifications and background, adhering to your relocation preferences, mandatory qualifications, and desired qualifications. Additionally, we conduct comprehensive background and criminal checks tailored to your specific requirements.
- **Delivery and Follow-Up:** Once we have identified potential candidates who match your criteria, we submit their resumes for your consideration. We maintain open channels of communication to ensure prompt follow-up and address any additional requirements you may have.

By implementing this well-structured process, we strive to provide you with the best candidate who aligns perfectly with your needs and expectations.

Identified challenges and our approach of addressing them:

As a bidder for temporary staffing services projects, we understand the challenges that may arise during the execution of such projects. However, we have a proactive approach to addressing and resolving these issues to ensure smooth project delivery and client satisfaction.

- **Skill mismatches:** Our team conducts comprehensive job analyses in close collaboration with the client to precisely identify the required skill set. This enables us to source candidates with qualifications that precisely match the job specifications. Additionally, we maintain regular communication with the client to address any evolving requirements promptly.
- **Tight timelines:** We have a well-established recruitment and onboarding process supported by an applicant tracking system (ATS). This allows us to quickly screen and select suitable candidates to meet urgent project demands. Moreover, our pool of pre-screened candidates enables us to expedite placements when time is of the essence.
- **Employee turnover:** We prioritize candidate retention by offering competitive pay rates, benefits (if applicable), a positive work environment, and opportunities for skill development. These measures enhance candidate satisfaction and reduce turnover rates.
- **Compliance and legal issues:** Our team boasts an in-depth understanding of labor laws and regulations in the regions we operate. We have a dedicated legal and compliance team to ensure adherence to all relevant employment standards, tax regulations, and labor laws.
- **Payroll and invoicing challenges:** We have streamlined payroll and invoicing systems in place, minimizing administrative complexities. Automation ensures timely and error-free payments for temporary staff, enabling a hassle-free experience for both clients and candidates.
- **Employee management:** Our dedicated employee management team stays connected with temporary staff, whether they work remotely or at various client locations. Regular check-ins and a supportive work environment enhance productivity and job satisfaction.

Being a staffing services provider, we have come across such challenges in past and therefore we have been able to establish a system to mitigate them by prioritizing efficiency, communication, and

compliance. Our proactive approach and commitment to resolving issues ensure that clients receive top-notch service and optimal results.

F. Project Schedule

Akshar IT Solutions has a dedicated team of 120+ recruiters that guarantee highly qualified and cost-effective professionals for your Temporary Staffing needs. Our skilled Account Management Team will ensure the overall performance of the contract. Our Dedicated Account Manager will overlook and ensure successful service delivery start from Kick-off to Onboarding. Akshar has a database of current and prospective employees and an effective recruiting process that would allow us to support you in a timely manner and provide qualified resumes of prospective employees within 24 hours.

For identifying the right fit, we use best features of continuous recruitment, social media, job boards, niche marketing, and our reach-back into organizations and user groups to ensure that we have a large, constantly refreshed pool of qualified talent to meet Parish's needs. All the resumes in our database are fresh and are reviewed on a continuous basis; we have a dedicated team who looks after the resumes and ensure the recruiters have refreshed database on a monthly basis. We are a technology-centric company that uses technology to create a diverse talent pool of pre-vetted, ready to hire individuals after carefully understanding the needs of the client. Our Team will use sources such as Employee Network, Approved Subcontractors, Meetups —Employee Referrals, Local Recruiting in Colleges/Universities, Diversity Forums, Professional Job Boards (such as Monster, Indeed, TechFetch, Dice, Bullhorn, Beyond, JobDiva, NetDoc etc.), Social Networking Platforms (Such as LinkedIn, Facebook, Twitter etc.).

Our recruitment team will conduct a four-step screening process to ensure that the resource is a perfect match for the client's requirement:

1. Technical Screening - This includes an initial interview which involves a review of the candidate's work history, Aptitude and Behavioral skills, application and resume, and competency exams appropriate for the professional's classification and specialty using JobDiva.

Knowledge, Skills and Abilities Assessment

Cognitive ability test

- Behavioral / Personality test
- Job knowledge test — We utilize IKM (www.ikmnet.com) and IBM Kenexa to test our candidates
- Structured Interviews — We use video interviews through JobDiva or in-person interviews for each of our candidates.

Task-based Assessment

- Situation judgment test
- Work sample test

2. HR Round of Screening — This round of screening helps to understand whether the resource is committed to accepting the opportunity with the client. We would make sure that the following expectations are clearly communicated to the resource: Compensation offered, Duration of the project,



Location and travel (if any) requirements, Work hours and any weekend or off-hours requirement, Onsite/offsite, Dress code (if any).

3. Pre-Screen Employment/Background Checks - We conduct complete background checks of candidates before their joining. Depending on the client's requirements, the background checks are completed at the time of candidate submission or before the resource starts at the client site. Some of the checks we conduct are, Identity Check, Employment Reference Check, Health Checks, Education and Credential Check, License verification, Credit History Check, Finger Printing, Blacklist Check, E- Verify, National Criminal Records Check, Drug Testing 4-panel, 5-panel and 10-panel Tests/Urine/Breath Alcohol/Physica1/ TB Test, Other checks Financial Sanction Search (FSS), OFAC, OIG, EPLS, and National Sex Offender, etc.

4. Professional Reference Checks — This includes a thorough 3 — 5 reference check of previous organizations for every candidate that is submitted for client consideration.

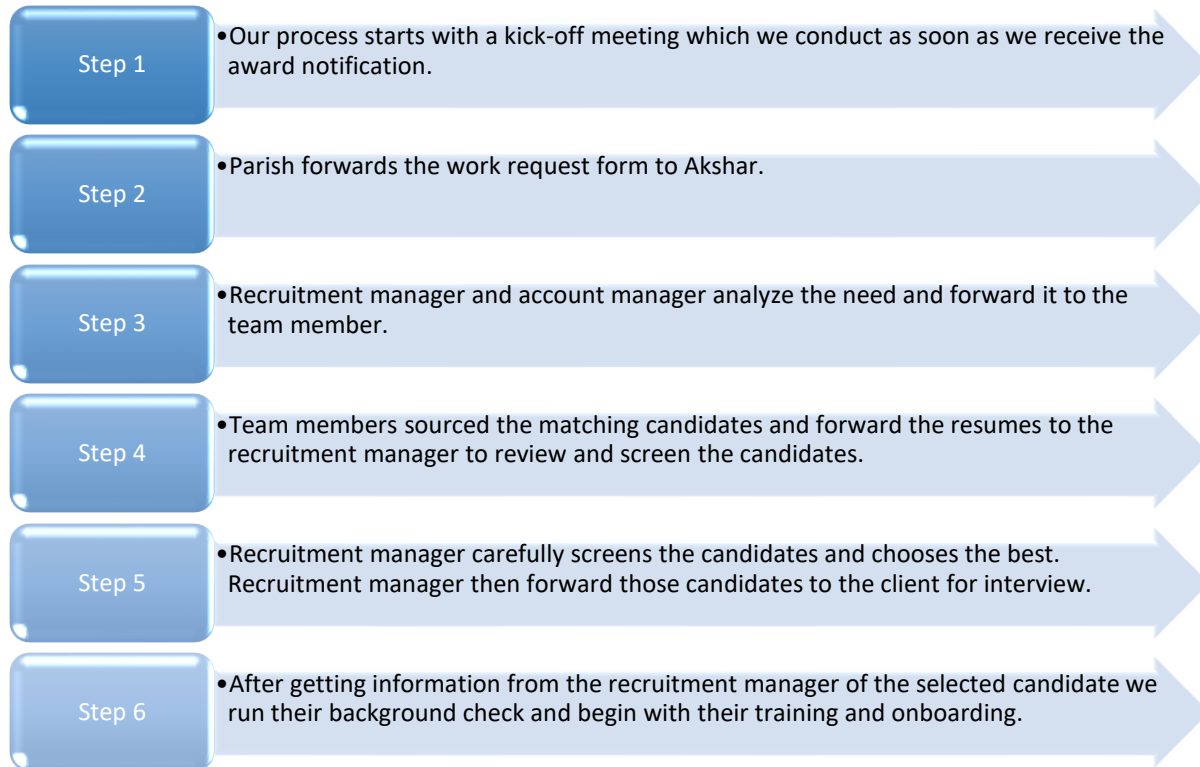
Client Interviews — The later step includes submission of resumes to the client by the preferred delivery method and in the format defined by the client for the final interview.

Job Offer Management & Onboarding — This step includes the initiation of onboarding and orientation process of the candidate such as completing onboarding paperwork, offer letter, benefits, contact information form, etc. and ensuring proper work authorization.

Recruitment Methodology

Akshar intends to offer a tailored recruitment methodology for providing the Temporary Staffing service categories mentioned in the RFP, that follows a systematic approach in candidate selection and review. The review process includes strong verification of references and document check, technical screening, HR rounds, and background checks including a *10-panel drug test*. Our process will route communications through a dedicated single point of contact to manage the account throughout the contract period.

Our Account Manager will initiate and conduct regular weekly, monthly meetings, and quarterly feedback meetings to ensure we are providing the right candidates and improve our service delivery. Our dedicated Account Manager will work as an extended arm of The Parish's and will understand the critical requirements and expectations for all the requisitions through calls, Skype, or in-person meetings. Our Recruitment team will check the databases to track the availability of qualified Candidate and recruit the best fit for The Parish.



Dedicated Point of Contact (Account Manager): As part of our commitment to seamless project management, we will assign a highly experienced Account Manager (AM) as the dedicated point of contact for this engagement. The Account Manager will serve as the primary liaison between our team (Akshar's representative) and The Parish. The AM will be responsible for overseeing the requirements progress, coordinating communication, and promptly addressing any issues that may arise during the contract's lifecycle.

Regular Communication Channels: We recognize the importance of effective communication in ensuring contract's success. If and when required, to facilitate this, we will establish weekly status meetings with key stakeholders from both, Akshar's representative and The Parish. These meetings will serve as a platform to discuss any updates, address any emerging issues, and ensure alignment on requirement objectives. Additionally, we will encourage open email communication and provide a dedicated phone line to foster real-time discussions.

G. Financial Profile

<div> <div>4:58 PM</div> <div>03/30/23</div> <div>Accrual Basis</div> </div> <div> <div>AKSHAR IT SOLUTIONS LLC</div> <div>STATEMENT OF REVENUE & EXPENSE</div> <div>January through December 2022</div> </div>			
	Jan - Dec 22	Jan - Dec 21	\$ Change
Ordinary Income/Expense			
Income			
Income from IT Service	4,444,019.97	2,963,688.95	1,480,331.02
Total Income	4,444,019.97	2,963,688.95	1,480,331.02
Gross Profit	4,444,019.97	2,963,688.95	1,480,331.02
Expense			
Advertising and Promotion	2,020.00	0.00	2,020.00
Alarm & Security	0.00	303.09	-303.09
Automobile Expense	26.15	3,331.86	-3,305.71
Bank Service Charges			
Banking Supplies	0.00	23.15	-23.15
Transfer Fees	0.00	57.92	-57.92
Bank Service Charges - Other	547.09	356.17	190.92
Total Bank Service Charges	547.09	437.24	109.85
Charitable Contribution	44,046.98	130,001.87	-85,954.89
Communication	3,887.24	5,679.06	-1,791.82
Dues and Subscriptions	5,213.02	4,933.04	279.98
Insurance Expense	36,554.38	14,234.60	22,319.78
License & Permits	15.41	651.01	-635.60
Meals and Entertainment	27.87	1,579.56	-1,551.69
Miscellaneous Expense	0.00	145.27	-145.27
NSF Check	0.00	0.00	0.00
Outsourcing Fees	1,475,013.53	816,877.69	658,135.84
Payroll Expenses			
Payroll Taxes 940	1,258.90	1,192.38	66.52
Payroll Taxes 941	110,712.79	93,003.74	17,709.05
Payroll Taxes Other States	3,870.97	0.00	3,870.97
Payroll Taxes SUTA	1,507.83	6,754.86	-5,247.03
QuickBooks Fees	236.91	752.75	-515.84
Salaries & Wages	1,501,432.29	1,315,466.14	185,966.15
Payroll Expenses - Other	0.00	0.00	0.00
Total Payroll Expenses	1,619,019.69	1,417,169.87	201,849.82
Postage & Delivery	123.02	60.40	62.62
Professional Fees			
Consultant fees	666.14	13,255.00	-12,588.86
CPA Fees	5,992.01	3,240.00	2,752.01
Legal Fees	43,743.40	43,971.07	-227.67
Total Professional Fees	50,401.55	60,466.07	-10,064.52
Repairs and Maintenance	9,285.70	60.00	9,225.70
Small Tools & Equipment	216.48	2,435.69	-2,219.21
Software Charges	11,998.12	12,277.80	-279.68
Staffing Expense	358,244.00	163,415.00	194,829.00
Supplies	563.63	4,847.15	-4,283.52
Tax			
Franchise Tax	9,810.00	0.00	9,810.00
Total Tax	9,810.00	0.00	9,810.00
Training & Development	3,940.90	7,738.18	-3,797.28
Travel Expense	192.07	10,687.11	-10,495.04
Total Expense	3,631,146.83	2,657,331.56	973,815.27
Net Ordinary Income	812,873.14	306,357.39	506,515.75
Net Income	812,873.14	306,357.39	506,515.75

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03/30/23

Accrual Basis

AKSHAR IT SOLUTIONS LLC
STATEMENT OF ASSETS, LIABILITIES & EQUITY
As of December 31, 2022

	Dec 31, 22	Dec 31, 21	\$ Change
ASSETS			
Current Assets			
Checking/Savings			
Bank & Cash			
Bank of America 0161	792,072.14	274,748.48	517,323.66
Transwise Account	3,412.08	1,544.49	1,867.59
Total Bank & Cash	795,484.22	276,292.97	519,191.25
Total Checking/Savings	795,484.22	276,292.97	519,191.25
Other Current Assets			
Receivables from Technocore360	19,773.70	0.00	19,773.70
Total Other Current Assets	19,773.70	0.00	19,773.70
Total Current Assets	815,257.92	276,292.97	538,964.95
Other Assets			
Loan to TECHNOCORE 360 LLC	0.00	90,000.00	-90,000.00
Suspense	8,729.19	0.00	8,729.19
Total Other Assets	8,729.19	90,000.00	-81,270.81
TOTAL ASSETS	823,987.11	366,292.97	457,694.14
LIABILITIES & EQUITY			
Liabilities			
Current Liabilities			
Credit Cards			
BANK OF AMERICA CC 5850	6,415.52	1,300.45	5,115.07
DISC CC 3982	1,242.07	1,021.97	220.10
Total Credit Cards	7,657.59	2,322.42	5,335.17
Other Current Liabilities			
Payroll Liabilities			
Payroll Tax Payable 940	0.00	1,192.38	-1,192.38
Payroll Tax Payable SUTA	0.00	465.75	-465.75
Salaries & Wages Payable	0.00	2,498.65	-2,498.65
Total Payroll Liabilities	0.00	4,156.78	-4,156.78
Total Other Current Liabilities	0.00	4,156.78	-4,156.78
Total Current Liabilities	7,657.59	6,479.20	1,178.39
Total Liabilities	7,657.59	6,479.20	1,178.39
Equity			
Additional Paid-in-Capital	72,300.00	72,300.00	0.00
Capital Stock	1,000.00	1,000.00	0.00
Retained Earnings	332,738.77	26,381.38	306,357.39
Shareholder Distributions	-402,582.39	-46,225.00	-356,357.39
Net Income	812,873.14	306,357.39	506,515.75
Total Equity	816,329.52	359,813.77	456,515.75
TOTAL LIABILITIES & EQUITY	823,987.11	366,292.97	457,694.14

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02/24/22

Accrual Basis

AKSHAR IT SOLUTIONS LLC
STATEMENT OF REVENUE & EXPENSE
January through December 2021

	Jan - Dec 21	Jan - Dec 20	\$ Change
Ordinary Income/Expense			
Income			
Income from IT Service	2,963,688.95	256,853.50	2,706,835.45
Total Income	2,963,688.95	256,853.50	2,706,835.45
Gross Profit	2,963,688.95	256,853.50	2,706,835.45
Expense			
Advertising and Promotion	0.00	0.00	0.00
Alarm & Security	303.09	0.00	303.09
Automobile Expense	3,331.86	69.95	3,261.91
Bank Service Charges			
Banking Supplies	23.15	0.00	23.15
Transfer Fees	57.92	0.00	57.92
Bank Service Charges - Other	356.17	19.50	336.67
Total Bank Service Charges	437.24	19.50	417.74
Charitable Contribution	130,001.87	12,112.00	117,889.87
Communication	5,679.06	0.00	5,679.06
Dues and Subscriptions	4,933.04	1,367.45	3,565.59
Insurance Expense	14,234.60	1,811.98	12,422.62
License & Permits	651.01	2.05	648.96
Meals and Entertainment	1,579.56	0.00	1,579.56
Miscellaneous Expense	145.27	0.00	145.27
NSF Check	0.00	0.00	0.00
Office Supplies	3,422.61	0.00	3,422.61
Outsourcing Fees	816,877.69	19,632.47	797,245.22
Payroll Expenses			
Payroll Fees	0.00	101.93	-101.93
Payroll Taxes 940	1,192.38	301.92	890.46
Payroll Taxes 941	93,003.74	13,228.24	79,775.50
Payroll Taxes SUTA	6,754.86	1,731.24	5,023.62
QuickBooks Fees	752.75	0.00	752.75
Salaries & Wages	1,315,466.14	172,918.00	1,142,548.14
Total Payroll Expenses	1,417,169.87	188,281.33	1,228,888.54
Postage & Delivery	60.40	0.00	60.40
Professional Fees			
Consultant fees	13,255.00	0.00	13,255.00
CPA Fees	3,240.00	0.00	3,240.00
Legal Fees	43,971.07	0.00	43,971.07
Professional Fees - Other	0.00	700.00	-700.00
Total Professional Fees	60,466.07	700.00	59,766.07
Repairs	60.00	0.00	60.00
Small Tools & Equipment	2,435.69	0.00	2,435.69
Software Charges	12,277.80	411.83	11,865.97
Staffing Expense	163,415.00	3,600.00	159,815.00
Supplies	1,424.54	2,463.56	-1,039.02
Training & Development	7,738.18	0.00	7,738.18
Travel Expense	10,687.11	0.00	10,687.11
Total Expense	2,657,331.56	230,472.12	2,426,859.44
Net Ordinary Income	306,357.39	26,381.38	279,976.01
Net Income	306,357.39	26,381.38	279,976.01

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02/24/22

Accrual Basis

AKSHAR IT SOLUTIONS LLC
STATEMENT OF ASSETS, LIABILITIES & EQUITY
As of December 31, 2021

	Dec 31, 21	Dec 31, 20	\$ Change
ASSETS			
Current Assets			
Checking/Savings			
Bank & Cash			
Bank of America 0161	272,249.83	51,288.87	220,960.96
Transwire Account	1,544.49	51,585.50	-50,041.01
Total Bank & Cash	273,794.32	102,874.37	170,919.95
Total Checking/Savings	273,794.32	102,874.37	170,919.95
Total Current Assets	273,794.32	102,874.37	170,919.95
Other Assets			
Loan to TECHNOCORE 360 LLC	90,000.00	0.00	90,000.00
Total Other Assets	90,000.00	0.00	90,000.00
TOTAL ASSETS	363,794.32	102,874.37	260,919.95
LIABILITIES & EQUITY			
Liabilities			
Current Liabilities			
Credit Cards			
BANK OF AMERICA CC 5850	1,300.45	0.00	1,300.45
DISC CC 3982	1,021.97	1,855.03	-833.06
Total Credit Cards	2,322.42	1,855.03	467.39
Other Current Liabilities			
Payroll Liabilities			
Payroll Tax Payable 940	1,192.38	301.92	890.46
Payroll Tax Payable SUTA	465.75	1,036.04	-570.29
Total Payroll Liabilities	1,658.13	1,337.96	320.17
Total Other Current Liabilities	1,658.13	1,337.96	320.17
Total Current Liabilities	3,980.55	3,192.99	787.56
Total Liabilities	3,980.55	3,192.99	787.56
Equity			
Additional Paid-in-Capital	72,300.00	72,300.00	0.00
Capital Stock	1,000.00	1,000.00	0.00
Retained Earnings	26,381.38	0.00	26,381.38
Shareholder Distributions	-46,225.00	0.00	-46,225.00
Net Income	306,357.39	26,381.38	279,976.01
Total Equity	359,813.77	99,681.38	260,132.39
TOTAL LIABILITIES & EQUITY	363,794.32	102,874.37	260,919.95

AKSHAR IT SOLUTIONS LLC
STATEMENT OF REVENUE & EXPENSE
INCOME TAX BASIS
Year Ended Dec 31, 2020

	Dec 31, 2020
Revenue	
Income from IT Service	\$ 205,268.00
Total Revenue	205,268.00
	<hr/>
Gross Profit	205,268.00
Operating Expenses	
Automobile Expense	69.95
Bank Service Charges	19.50
Charitable Contribution	12,112.00
Dues and Subscriptions	1,367.45
Insurance Expense	1,811.98
License & Permits	2.05
Outsourcing Fees	19,632.47
Payroll Expenses	188,281.33
Professional Fees	700.00
Software Charges	531.80
Staffing Expense	3,600.00
Supplies	2,343.59
	<hr/>
Total Operating Expenses	230,472.12
Operating Income (Loss)	(25,204.12)
	<hr/>
Income (Loss) Before Income Taxes	(25,204.12)
Income Tax	
Net Income (Loss)	\$ (25,204.12)

AKSHAR IT SOLUTIONS LLC
STATEMENT OF ASSETS, LIABILITIES & EQUITY
INCOME TAX BASIS

Dec 31, 2020

Assets

	2020
Current Assets	
Bank & Cash	\$ 51,288.87
Total Current Assets	<u>51,288.87</u>
Total Assets	<u>\$ 51,288.87</u>

Liabilities and Stockholders' Equity

	2020
Current Liabilities	
DISC CC 3982	\$ 1,855.03
Payroll Liabilities	<u>1,337.96</u>
Total Current Liabilities	<u>3,192.99</u>
Total Liabilities	<u>3,192.99</u>
Stockholders' Equity	
Additional Paid-in-Capital	72,300.00
Capital Stock	1,000.00
Net Income	<u>(25,204.12)</u>
Total Stockholders' Equity	<u>48,095.88</u>
Total Liabilities and Stockholders' Equity	<u>\$ 51,288.87</u>

H. Transition Plan

As part of Akshar's commitment to ensuring a seamless transition while maintaining uninterrupted Jefferson Parish operations, we have developed a comprehensive Transition Plan that addresses all aspects of the transition process. Our plan is designed to minimize disruption, facilitate knowledge transfer, and enable a smooth handover of responsibilities. Below is an outline of our approach:

- 1. Transition Approach:** Our transition approach centers on meticulous planning, clear communication, and effective collaboration. We will establish a dedicated Transition Management Office (TMO) responsible for overseeing the entire transition process. The TMO will ensure that all activities are executed according to the plan, timelines are met, and any potential roadblocks are swiftly addressed.
- 2. Transition Team:** Our Transition Team will comprise seasoned professionals with expertise in each service area. This team will include representatives from our organization and key personnel from Jefferson Parish who possess a deep understanding of existing operations. This collaborative approach will facilitate knowledge sharing and contribute to a successful transition.
- 3. Workforce Transition:** We will ensure a seamless transition of the workforce, including subcontractors. This involves a comprehensive onboarding process, orientation sessions, and shadowing opportunities for new team members. Our focus is on maintaining service levels while allowing our team to become fully acquainted with Jefferson Parish's unique requirements.
- 4. Network User Accounts and Passwords:** Transitioning network user accounts and passwords will be meticulously managed to ensure data security and continuous access. We will work closely with the Parish's IT team to coordinate user account transfers, implement secure password protocols, and conduct user training to facilitate a smooth transition.
- 5. Knowledge & Intellectual Property Transfer:** Our plan includes a structured knowledge transfer process. We will document existing processes, configurations, and best practices in collaboration with Jefferson Parish's subject matter experts. This knowledge repository will ensure a seamless transfer of critical information and promote effective knowledge sharing.
- 6. Parish and Contractor Equipment Transition:** Equipment transition will be executed with minimal disruption. A thorough inventory of existing Parish and Contractor equipment will be conducted. We will work closely with the Parish to facilitate the handover of equipment, ensuring proper documentation, testing, and configuration alignment with business needs.
- 7. Expectations from the Parish:** To ensure a successful transition, we expect active participation and collaboration from Jefferson Parish. This includes providing timely access to relevant personnel, facilitating information sharing, and engaging in regular progress review meetings. Additionally, open and transparent communication will be vital throughout the transition process.

Our Transition Plan is a testament to our commitment to business continuity and excellence in service delivery. We are confident that our strategic approach, experienced team, and meticulous planning will lead to a seamless transition that minimizes disruption while maximizing value for Jefferson Parish.

I. Certificate of Insurance



AKSHITS-01

JINTRIAGO

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
4/5/2023


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 have ADDITIONAL INSURED provisions or 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 Trutela Insurance, LLC 8200 Windway Windcrest, TX 78239		CONTACT NAME: PHONE (A/C, No, Ext): (210) 757-4520 FAX (A/C, No): (210) 569-6127 E-MAIL ADDRESS: customerservice@trutela.com	
		INSURER(S) AFFORDING COVERAGE	NAIC #
		INSURER A : Hartford Underwriters Insurance Company	30104
		INSURER B : Hartford Fire Group	00914
		INSURER C : The Hartford	38253
		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 INSD	SUBR WVD	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	X	X	65SBAAJ9XNM	2/3/2023	2/3/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPI/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	X	X	65SBAAJ9XNM	2/3/2023	2/3/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	X	X	65SBAAJ9XNM	2/3/2023	2/3/2024	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ 4,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	65WECAJ9XS3	2/3/2023	2/3/2024	PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Crime (Includes Burg	X	X	65TP037137921	2/4/2023	2/4/2024	Each Occurrence 5,000,000
A	Errors and Omissions	X	X	65SBAAJ9XNM	2/3/2023	2/3/2024	Each Occurrence 5,000,000

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

CERTIFICATE HOLDER 	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 
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ACORD 25 (2016/03)

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