

Prepared For



# Jefferson Parish

State of Louisiana

## Information Technology Support and Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications

**RFP # 0464**

**Due Date: August 25, 2023, 3:30 PM EDT**



## **Compu-Vision Consulting Inc.**

**Submitted to:**

Shanna Folse  
Jefferson Parish Purchasing Department  
200 Derbigny Street  
General Government Building, Suite 4400  
Gretna, LA 70053  
Phone: 504-364-2680  
Email: [sfolse@jeffparish.net](mailto:sfolse@jeffparish.net)

**Submitted by:**

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## A. Cover Letter

August 25, 2023

To,  
Jefferson Parish Purchasing Department  
Gretna, LA 70053

### Re – “Information Technology Support and Supplement Staffing”.

Dear Shanna Folse,

Compu-Vision Consulting Inc. (CVC) is pleased to present Jefferson Parish (Parish) our response to RFP # 0464 for Information Technology Support and Supplement Staffing. This RFP response describes CVC's approach to meet the Staff Augmentation requirements for Jefferson Parish (Parish) to complement their specific need.

Established in 1998 under the Commonwealth of Pennsylvania, CVC is a small, minority, woman-owned business, certified as SBE, MBE, WMBE, WOSB, WBENC firm headquartered in New Jersey as a dynamic consulting and workforce solutions company. With 24 years of experience, we specialize in providing staff augmentation and professional consulting services to various Federal, State, Local, Commercial, Healthcare and Education sector clients across the United States. Our diversity certifications span from MBE, SBE, MWBE, WBE, NMSDC, WOSB, and SWAM diversity in various States, and we are a small business qualified under the Small Business Act and certified by SBA. Over the span of several years, we have built strong relationships with State and Local government entities. Furthermore, CVC has reaped worth \$600+ million awards from RFP vendor awards due to its persistent focus on contract/contingent staffing solutions. CVC has also been granted a GSA Contract #47QTCA23D004L SIN 54151S and #47QTCA23D004M SIN 561320SBSA.

Being a staffing solution provider, we are known for sourcing, recruiting, staffing, and providing knowledgeable professionals with highly responsive, high-impact full-time recruiters experienced in identification and integrating skilled and cleared personnel. As a Tier 1 Staffing vendor, we have successfully placed thousands of talented employees across Information Technology, Business Analysis, Business Administration, Project Management, Systems Engineering, Data Entry Management, and General Labor Services for States such as Georgia, Maryland, Colorado, Oregon, West Virginia, Connecticut, Massachusetts, Florida, Arizona, as well as with the state of Louisiana. Outside of the public sector, CVC has delivered several levels of staff augmentation services for its clients like Oracle, Dell, NYU, MIT, Merck, just to name a few.

**Experience in the State of Louisiana:** We have presence in the State of Louisiana by having already provided recruitment and staffing services to State of Louisiana, Dell Technologies in the field of Information Technology. Our staffing services in Louisiana are also extended to healthcare field to clients - National Guard agency - provided RNs and LPNs, AUSA Health Network – wherein we filled positions for Psychiatric, Trauma Brain and General medical staffing services.

CVC understands that Parish is seeking vendors who can support the Parish IT department and its users. We further understand that besides providing supplemental staffing, we would be required to provide as-needed technical assistance for existing hardware and software, strategic planning, product acquisitions, special projects, and any other technology-based support. To cater to above needs, CVC has a virtual database of talent built over the past 24 years that has helped us fill in and address to our client needs. We also have the ability to quickly and effectively identify best in class staff augmentation resources and consultative services to deliver a full turn-key solution utilizing our internal database of over 1,000,000 candidates. Furthermore, our recruiting teams would develop customized, targeted recruitment strategies including leading-edge methods to engage and attract high-quality talent that best aligns with Parish's culture and mission. CVC would provide staff who would also provide assistance to Parish for non-traditional IT-related projects supporting technology infrastructure, including electrical, copper & fiber wiring, directional drilling & boring, backup UPS devices, backup generators, data center HVAC & environmental controls.

We have thoroughly understood all the requirements of the RFP and assure that we will provide skilled staff as per the service requests for various positions, as per our capability. CVC would work with the Parish to provide the skilled staff

Information Technology Support and Supplement Staffing

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for all the target areas mentioned in the SOW. We acknowledge the receipt of **Addendum # 1** and accept financial responsibility for all expenses incurred for oral presentations (if required) and candidate interviews. We state that CVC is willing to perform the services mentioned in the RFP and negotiate a contract with the Parish. Further, we will be responsible to comply with all applicable registration, labor, and safety compliance requirements and will perform all necessary background checks and screenings.

Our goal is to exceed your expectations by providing you the highest quality of staff and competitive rates. We look forward to the opportunity to work with the Parish. Information provided in the response is correct and shall bind CVC to the proposed technical proposal. We welcome the opportunity to elaborate further on our proposal and we look forward to working with the team at the Parish to demonstrate our commitment to your success. We are excited about the opportunity to work with you.

Sincerely,



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## C. Technical Proposal Elements

*Illustrating and describing compliance with the RFP requirements defined in the Scope of Work/Services (Part II) and Proposer Qualifications. (See Section 2.7.A for further details.*

### 1. Our Understanding of SOW

CVC understands that Parish is seeking a technology firm with proven experience and expertise to support Parish IT department and its users. We further understand that in addition to provide supplemental staffing at Parish's current level, Parish also expects the firms to provide as-needed technical assistance for their current hardware and software, strategic planning, product acquisitions, special projects, and any other technology-based support. Further, we acknowledge that qualified firm is also expected to be Parish's partner by introducing introducing new efficiencies and Innovation as technology evolves to enhance the overall operation of the Parish. We further acknowledge that firms should possess required experience and ability to provide consistent on-site members to provide supplemental staffing support.

CVC understands that as mentioned in the SOW. the firm should be able to support, maintain and enhance technology systems, services and applications in use namely: Oracle, MSSQL, Network, GIS, Data Center/Systems, Microsoft, Third-party Applications, In-house Applications (.net & Oracle), Cybersecurity, Telecommunications, Video & Access Control. Towards above, the Parish requires staffing support to fill positions of: Server Technician, Network Administrator/Technician, Oracle Database Administrator, Microsoft Support Technician, Programmer/Analyst, PC/Help Desk Technician

Furthermore, Parish is also seeking support from the firms for traditional projects and non-traditional projects. Traditional project includes: application upgrades/integrations, Microsoft Office 365 development related to SharePoint, Teams, Power Platform, power automate, etc., telecommunications auditing, disaster recovery planning & testing, graphic design, IT training, project management, data analytics, and indoor & outdoor Wi-Fi projects. Non-traditional projects are IT-related projects that support technology infrastructure, including electrical, copper & fiber wiring, directional drilling & boring, backup UPS devices, backup generators, data center HVAC & environmental controls.

To support Parish in its above mission, CVC is equipped to provide certified and qualified staff that can fulfil Parish's requirements.

**Note: The resumes for the above desired personnel(s) attached with the response.**

### Implementation Schedule

		<b>Information Technology Support and Supplement Staffing</b>			
<b>Company Name</b>		Compu-Vision Consulting Inc. (CVC)			
<b>Date</b>	25-08-2023				
	<b>TASK TITLE</b>	<b>TASK OWNER</b>	<b>START DATE</b>	<b>DUE DATE</b>	<b>DURATION</b>
	<b>Initiation</b>				
<b>Milestone</b>	<b>Contract Award</b>		Proposed 2 Oct-2023		
	<b>Project Conception and</b>				

## Information Technology Support and Supplement Staffing

<b>Initiation</b>					
	Formation of Project Charter	Project Manager	3 Oct-2023	4 Oct-2023	2 day
	Project Charter Revisions	Project Manager	5 Oct-2023	6 Oct-2023	2 day
	Identify and establish Contact with Parish representatives and stakeholders	Project Manager	6 Oct-2023	6 Oct-2023	1 day
	Key relationships outlined	Project Manager	6 Oct-2023	9 Oct-2023	2 day
	Meeting to discuss vital contacts	Project Manager	10 Oct-2023	11 Oct-2023	2 days
	Create master list of vital contacts	Project Manager	10 Oct-2023	11 Oct-2023	2 days
	Provide formal introductions	Project Manager	11 Oct-2023	12 Oct-2023	2 days
<b>Milestone</b>	<b>Project Initiation/Kick-off</b>	Project Manager/Parish	12 Oct-2023	12 Oct-2023	1 day
	<b>Project Definition and Planning</b>				
	Scope & Goal Setting	Project Manager	13 Oct-2023	16 Oct-2023	2 days
	Create Work Breakdown Structure (WBS)	Project Manager	17 Oct-2023	19 Oct-2023	2 days
	Planning Resources	Project Manager	17 Oct-2023	19 Oct-2023	2 days
	Budget	Project Manager	20 Oct-2023	23 Oct-2023	2 days
	Communication Plan	Project Manager			
	Risk Management	Project Manager			
<b>Milestone</b>	<b>Development of Project Management Plan</b>	Project Manager	24 Oct-2023	27 Oct-2023	4 days
	<b>Execution</b>				
	Allocate staffing need to the recruiting team	Recruitment Head	30 Oct-2023	30 Oct-2023	1 day
	Identify incumbent personnel and begin transfer process. Search database of over 100,000 and cleared staff	Recruiting team	30 Oct-2023	31 Oct-2023	2 day
	Evaluate technical/soft skills through telephone/online interviews and online tests	SMEs/Recruiting team	Nov 1-203	Nov 1-2023	1 day
	Gather Interviewer feedback within 24 hrs and check candidate references	Recruiting team/ Recruitment head	Nov 1-2023	Nov 2-2023	2 day
	Setup technical interview via phone or online with Project Manager to assess technical and communication skills fit	Project Manager/Delivery Head	Nov 2-2023	Nov 3-2023	2 day
	Conducting background and security checks	On-boarding officer	Nov 6-2023	Nov 7-2023	2 days

**Information Technology Support and Supplement Staffing**

	Complete all paperwork and formalities including e-verification, conduct new employee orientation	HR	Nov 8-2023	Nov 9-2023	2 days
<b>Milestone</b>	<b>Candidate verification and background checks complete</b>				
	Coordinate the joining process with Parish and the candidate.	Project Manager/HR team	Nov 13-2023	Nov 14-2023	1 day
	Schedule training on project requirement on Parish policies, maintain training plan of each candidate.	Project Manager/HR	Nov 14-2023	Nov 15-2023	1 day
	Project updates and Chart updates	Project Manager			
	Change Management	Project Manager			
<b>Milestone</b>	<b>On-boarding Candidate</b>				
	<b>Monitoring and Controlling</b>				
	Project Performance / Monitoring	Account Manager/Delivery Head	On-going	On-going	
	Project Objectives	Account Manager	On-going	On-going	
	Quality Deliverables (ensure quality standards for candidate selection and on-boarding are met. Conducting quality checks and make improvements as needed)	Account Manager	On-going	On-going	
	Client Communication and Relationships	Account Manager	On-going	On-going	
	Budget and Risk Management	Account Manager/Delivery Head	On-going	On-going	
	Effort and Cost Tracking	Account Manager/Delivery Head	On-going	On-going	
	<b>Closeout</b>				
	Coordination with Parish for pending deliverables	Account Manager			
	Furnish Candidate replacement if necessary	Account Manager/Recruitment Head/Delivery Head			
	Checking Payments receivable if any	Account Manager/Delivery Head			
	Documentation (including lesson learned) and Archiving	Project Manager			
	Submitting Project Closure Report to Parish				

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	Conducting final close-out	Project Manager			
	Release resources				
	Conducting survey with Parish				
<b>Milestone</b>	<b>Deliverables achieved and Close-out</b>				

**2. Our Training Process**

We strongly believe in the importance of training employees as a means of professional and career development as well as a non-financial reward to retain talent. For our consultants, our strategy has always been to recruit talent based on the unique needs of our clients and to find candidates that are experts in those skill sets. Accordingly, our talent usually requires limited training. However, we are committed to continually exceeding high expectations and recognize that ongoing training is essential both for clients and talent who want to thrive in today’s rapidly changing technology marketplace. Our testing and training procedures cater to both our internal staff as well as our candidates.

In the event a talent requires training, we offer recommendations on free and discounted training opportunities, and direct the talent to complete their assessments based on the skill sets needed for the job. Courses we recommend to the candidate can include a mixture of static conceptual content, interactive “knowledge builders” to reinforce skills, quiz questions to verify comprehension and hands-on exercises, refreshers on technical abilities, and knowledge of new emerging technologies. For City specific training, we would direct talent to attend and or complete virtual training for any type of training needed on the applications mentioned but not limited to: Desktop Operating systems Windows 10, MS Office Suite programs, Adobe Acrobat, Procurement, Mechanics, and other software skills needed.

CVC has reviewed SOW and understands the nature thereof and is willing to provide the services thereof.

The picture below depicts our training process in detail:



As part of our career planning process, employee training needs are identified and scheduled on an ongoing, proactive and as-needed basis.

- o **Internal training:** We’ve built a flexible “online university” with learning formats catered specifically to our internal HR team. The innovative, intentionally designed competency-based education format enables our newly hired team to keep up with our contingent hiring needs of our client’s goals. Along the way we measure and report back on the competencies they are demonstrating, to show how they are building skills over time. We have several layers of management training for different departments of the company. We are a small, dedicated team that always has a hands-on approach to coaching our external contractors as well as our internal fulltime employees.

## Information Technology Support and Supplement Staffing

- Candidate training: Our strategy has always been to recruit talent based on the unique needs of our clients and to find candidates that are experts in those skill sets. Accordingly, our talent usually requires limited training. However, we are committed to continually exceeding high expectations and recognize that ongoing training is essential both for clients and talent who want to thrive in today's rapidly changing technology marketplace.
- Software Assessments: CVC extensively tests candidates on their software proficiency. CVC's talent acquisition team ensures that candidates possess the necessary skills for exceptional performance. These tests provide the highest quality performance-based testing for virtually all of today's top office software on Windows and operating systems. Before assignment, CVC can test candidates on over 250 applications across several disciplines, with customized training and evaluation programs that simulate the work to be performed at locations within the CVC.
- OSHA Hazard Communications Standard Training: We provide our employees with the 10-hour OSHA Outreach Training Program to train workers in the basics of occupational safety and health. The Outreach courses assist employers in training and introducing employees to the basic practices of identifying, reducing, eliminating, and reporting hazards associated with their work.

Additionally, CVC has well defined Policies, Processes/Procedures for Handling and Securing Client Data. CVC educates its qualified personnel on client's security policies. With respect to this, all employees and temporary personnel working at different client locations are trained to treat all client information with utmost confidentiality. The staff who have access to confidential or proprietary information are completely educated and well informed about not to reveal any information unless authorized to do so. We also require all our temporary personnel to attend mandatory confidentiality training annually or depending on the position requirements that deals with sensitive data on regular basis. Furthermore, we have data privacy policies and workflows about confidentiality, privacy and security. During our training sessions we train all our new hires regarding client's confidentiality policies and procedures at the time of orientation. In addition, we also give refresher classes on annual basis to all personnel. These trainings are delivered using conference calls and online presentations. Also, all our personnel sign the non-disclosure agreements as part of their employment contracts.

To ensure employee and client data is handled and treated securely, CVC's security policy adheres the following:

- Inventory of Authorized and Unauthorized Software
- Secure Configurations for Hardware and Software on Laptops, Workstations, and Servers
- Secure Configurations of Network Devices Such as Firewalls, Routers, and Switches
- Boundary Defense
- Maintenance and Analysis of Security Audit Logs
- Application Software Security
- Controlled Use of Administrative Privileges
- Controlled Access Based On Need to Know
- Malware Defenses
- Continuous Vulnerability Assessment and Remediation
- Account Monitoring and Control
- Limitation and Control of Network Ports, Protocols, and Services
- Wireless Device Control
- Data Loss Prevention
- Secure Network Engineering
- Penetration Tests and Red Team Exercises
- Incident Response Capability
- Data Recovery Capability
- Security Skills Assessment and Training

### 3. Innovative Concepts

Refer to section E for Innovative Concepts

## D. Proposer Qualifications and Experience

*History and background of proposer, including but not limited to status with related services to government entities existing customer satisfaction, demonstrated volume of merchants, etc. (See Section 2.7.B for further details.)*

Incorporated in 1998, with headquarters in North Brunswick New Jersey, Compu-Vision Consulting, Inc. (CVC) is small, minority, woman-owned business with a strong national footprint. We are certified as SBE, MBE, WMBE, WOSB, WBENC; SAM registered, NMSDC certified, and SWAM Virginia as well as **GSA Contract Holder**.

Our management team, with over 20 years of experience, come from the business consulting and technology arena themselves and understand the clients’ challenges, as they have been on the other side of the equation. CVC’s recruitment team is also backed with seasoned professionals with past experience in their respective fields of expertise and disciplines. Our recruiting team proactively recruits a pool of talent that could be a potential fit for our clients. We have a virtual database of talent built over the past 24 years that has helped us fill in or cater to our Client needs. Our recruitment team screens and evaluate candidates thoroughly on a number of client specific criteria including technical abilities, work ethics, and personality, prior to being submitted for a role. Our mission is to advance the way the world connects with Talent. We deliver innovative solutions that provide extraordinary service, efficiency, cost savings, risk mitigation and access to the very best people in our nation’s highly diverse talent pool.

Our two decades of workforce solutions, consulting and professional services expertise has helped our numerous clients transform their business models and operations for the digital era. Compu-Vision Consulting, Inc. goes beyond operational efficiency to provide the insights and practical innovations needed to maximize our customers’ business value across all lines of labor spend. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. We offer a personal, intelligent approach that resonates with Hiring Managers, Business stakeholders, Workers and Supplier partners. Our talent-enabled solutions provide our customers with a comprehensive framework for managing their total contingent workforce management needs. Our diversified portfolio strategies are built around IT and Admin, Healthcare, Pharma, Finance, Digital, IoT, Cloud, Automation, Cybersecurity, Analytics, Infrastructure Management and Engineering Services, amongst others. Behind the core of Compu-Vision Consulting Inc, are some of the most skilled talented candidates, motivated and empowered by a strong philosophy of client first.

CVC has **24 years** of experience in providing temporary personnel services on a nationwide basis for both government and corporate sector clients. With offices strategically located throughout the US, CVC currently works with clients in various industries, including but not limited to: Government (State/Local), professional, staff augmentation and consulting services. As a solution provider to various College Districts, Universities, Cities, Counties, Local, State and Federal government customers, we bring 24 years of capability in delivering and managing staffing projects in a timely manner (often ahead of schedule). Since our inception, we have successfully acquired, managed and delivered a variety of services (the majority of these being very similar to State). Within the last 5 years, CVC has not had any buyout, takeovers, IPOs, etc. Our employees consist of management team, corporate and administrative support, and recruiting and delivery team members adding up to **75+ employees** on staff.

### *i. Market Positioning*

#### Technology Partnerships



#### MSP and VMS Partnerships



**ii. Some of our Clients**



**iii. Our Services**

Staff Augmentation	Human Resource & Financial Consulting
Temporary Hire Expertise	Salesforce Consulting
Temp-to-Hire Services	SharePoint Consulting
Payrolling/Passthrough	Infrastructure Consulting
Contingent Workforce Outsourcing	Business Intelligence
Recruitment Process Outsourcing	Big Data Analysis
Fixed-Pricing Staffing	Vulnerability & Risk Assessment
Variable-Pricing Staffing	Cloud Computing Assessment

**iv. Our Core IT Services Specialities**



**v. Some of Our Government Contracts Awarded & Clients**

Cooperative Purchasing	
OMNIA Cooperative, TN	University of CA lead - IT Temp Staff and Professional services
Houston-Galveston Area Council, TX	Temporary Staffing, Direct-Hire and Other Employer Services
BuyBoard, TX	Temporary Staffing and Workforce Management
Schools and School Districts	
Atlanta Public Schools, GA	IT & Non-IT Staff Augmentation
Parkway School District (PSD), MO	Dell EMC Hardware & Software Maintenance Renewal
Greenville School District, SC	Temporary Staff Services
Jersey City Schools District, NJ	Network and Computer Implementation

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<b>Utility Agencies</b>	
Washington Community Transit, WA	IT & Non-IT Staff Augmentation
Foothill Transit, CA	All Cisco Phones Upgrades
Sacramento Municipal Utility District, CA	ServiceNow Professional Services & IT Staffing
<b>Cities/Municipalities/Counties</b>	
City of Sunnyvale, CA	Temporary IT Professional Services
City of Virginia Beach, VA	IT Consulting Services & IT Staff Augmentation
City of Glendale, AZ	Technical Recruiting
City of Phoenix, AZ	Technology Professional Services
Warren County, NJ	Temporary Staffing Services
Coconino County, AZ	Consultants Recruitments Services
County of San Mateo, CA	Contingency Staffing
<b>Fund Agencies</b>	
Chicago Teacher's Pension Fund, IL	Recruitment and Staffing Services
Maryland Health Benefit Exchange, MD	Cisco Wireless Controllers Maintenance and Support services
<b>State Government/Courts</b>	
State of Colorado	IT Staff Augmentation
State of Connecticut	IT Staff Augmentation
State of Massachusetts	IT Staff Augmentation
State of Oklahoma	IT Staffing Services
State of West Virginia	Temporary Staffing Services and Augmentation
State of Minnesota Judicial Branch	IT Technical/Infrastructure Services
<b>Higher Education</b>	
Rowan College at Burlington County, NJ	Temporary Staffing Services
University of Oklahoma, OK	IT Staffing and Consulting Services
University of California Irvine Campus, CA	Information Technology Temporary Staffing
University of California Davis Campus, CA	Information Technology Temporary Staffing
University of California Santa Cruz Campus, CA	Information Technology Temporary Staffing
University of California Berkeley Campus, CA	Information Technology Temporary Staffing
University of California Riverdale Campus, CA	Information Technology Temporary Staffing
University of California Office of the President, CA	Information Technology Temporary Staffing
University of Washington, WA	Staffing Services and Workforce Solutions
<b>Healthcare</b>	
NYU	Technology roles for Medical services
NYCCH	Clinical roles for Children's Hospitals in NYC and 5 Boros
Riverdale School District	Skilled Nursing Services
Memorial Hermann Hospital	Staffing Services
AHSA	Temporary Clinical Staffing services
LifeBridge Health	Through MSP Workspend; healthcare services
FocusOne Solutions	Various segments of healthcare roles

**vi. Some of the positions we have supplied to our Clients**

<b>Client Name</b>	<b>Delivery Type of Candidates</b>	<b>Project Description</b>
Merck	Project Manager	CVC became a qualified vendor for Merck Pharmaceuticals to provide Contingency workers based on Work Orders from

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		<p>client. CVC delivered Project Managers to Merck with following scope:</p> <ul style="list-style-type: none"> <li>• Experience in managing IT infrastructure/application projects to support the COVID 19 project responses.</li> <li>• Develop a specific project plan and workstreams.</li> <li>• Create Project Management Plans.</li> <li>• Track and Manage IT Team Resources Assigned Project Tasks.</li> <li>• Manage and develop work products such as issues logs, risk logs, status report documents, and meeting agendas.</li> <li>• Anticipate and identify project blockers and facilitate their removal.</li> <li>• Develop work plans, roadmap documents, and written reports.</li> <li>• Ability to manage multiple complex projects concurrently.</li> <li>• Ability to manage within high tempo environment</li> </ul>
<p>Washington Community Transit</p>	<p>Administrative and IT</p>	<p>We have provided staffing services for various positions such as File Clerk, HR Administrative Assistant, Receptionist, Office Assistant, Senior Accountant, Service Desk, Desktop Technician, IT Office Administrator.</p>
<p>Sacramento Municipal Utilities Department</p>	<p>Cybersecurity Services</p>	<p>We have provided Cybersecurity Services MSA and Professional services for Staffing roles.</p>
<p>State of Colorado</p>	<p>Database Analyst – Level 4</p>	<p>Along with our MSP partner Covendis we entered into a customer agreement with the State of Colorado to provide Staff Augmentation services. Based on Task of Order we procured Data Analyst with the qualifications needed by CO: 9+ years of Software Development, Maintenance, or Implementation experience; a Bachelor’s degree and 2 years of relevant experience. Experience involving large-scale web or multi-platform applications utilizing SQL Server environment. Experience with MicroPact eLicense application database conversion and interface projects. Maintains data storage and access by evaluating, designing, and implementing company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams, and documents the process. Writes codes for database access, modifications, and constructions.</p>
<p>State of Connecticut</p>	<p>Help Desk Service Specialist – Level 2</p>	<p>Along with our MSP partner Covendis we entered into a customer agreement with the State of Connecticut to provide Contingent staff services on an as needed basis. We have procured resources needed for CT, one being Help Desk support with the following qualifications: 2 years of work experience as a Network Engineer-Intermediate; LAN Administrator-Intermediate; Systems Administrator-Intermediate; Network Engineer-Associate; LAN Administrator-Associate Single point of contact for client by providing desktop support to local and remote locations.</p>

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		<p>Maintaining, installing, diagnosing, repairing, and upgrading PC, laptop, tablets, printers, MFDs equipment, and computing peripherals, Win 10 deployment Active Directory (AD) Support. Communicate and present technical information to both IT staff and Business Users in an understandable and concise format and will be responsible for creating and validating standard operating procedures (SOPs).</p> <p>Coordinate hardware repairs and ensure timely product delivery and proper functioning of new equipment and services; maintain an inventory of installed software, hardware assets and manage software licensing to ensure accurate licensing.</p> <p>Create user accounts and manage access control based on agency policies</p> <p>Manage the agency’s ticketing system to create, track, review, and escalate service requests; provide support on a variety of computer hardware and software issues by identifying researching, and resolving technical problems.</p> <p>Experience in Windows 7, Windows 10, MS Server 2012, 2008, 2016. Familiar with modern host and client-based productivity and collaboration tools – Slack, Google Docs, GoTo Meeting, Webex, Teams.</p>
State of Oregon	Software Engineer	<p>State of Oregon needed temporary IT staff personnel. Our agreement with OR is to procure different labor disciplines, including software engineers responsible for software development of SharePoint Team sites, services, BI, KPIs, dashboards and web content. Based on OR’s requirements we delivered candidates with following:</p> <ul style="list-style-type: none"> <li>• 5+ years in coding, developing, and deploying solutions in Microsoft SharePoint 2010/2013/2019 using C# .NET, App Model, Oauth, Odata, REST, Angular JS, Powershell and JSON leveraging secure coding best practices.</li> <li>• Develop SharePoint sites/applications and enhancements using .NET, SQL Server, Microsoft.NET Framework solutions using Java and HTML, the JSON, AngularJS/Angular and REST services, SharePoint Client-Side Object Model (CSOM), and JavaScript Object Model (JSOM), Bootstrap for responsive UI, ASP.</li> <li>• Develop custom features, web parts, and workflows within SharePoint 2019.</li> <li>• Integrate data from external web services.</li> <li>• Automate maintenance, deployment, and monitoring tasks for various platforms.</li> <li>• Communicate with internal customers in non-technical terms, understand business requirements, and propose solutions.</li> <li>• Automate data exports and imports from a database as well as pull data from a database Unit testing for all assigned deliverables.</li> </ul>
State of West Virginia	Business Information Assistants; Analysts; Systems Program	<p>We were contracted with State of WV since 2020 to provide Temp Augmentation Statewide. Following candidates were filled: <u>Business Analysts</u> - Support all Federal, State and Program</p>

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	<p>Analysts</p>	<p>regulation and policy changes; Experience in the review, analysis, and evaluation of business systems and user needs; Experience with relational database concepts, and client-server concepts and preparing/documenting Functional and Technical Specifications for reporting and data warehouse work; Assist with business warehouse/intelligence support and enhancements; Must assist in deployment and management of end-user reporting tools and platforms; Must provide reporting knowledge transfer training to other team members; experience with facilitating meetings or Joint Application Development (JAD) sessions in eliciting business requirements, operational constraints, and assumptions; Must play an active role in acceptance testing, document results, reports issues and retests, as necessary. Must adhere to project standards</p> <p><u>Information Systems Assistants</u> - Experience in data processing, word processing, computer operations, system monitoring, data job coordination or advanced level office work which involved operation a computer equipment; Experience maintaining hardware and software and backup and recovery procedures; Maintaining and preparing comprehensive and accurate reports such as inventory, electronic calendars, and database files; Experience purchasing equipment and products for the State Experience with database management, documentation project control techniques, data processing concepts and equipment usage; Developing and maintaining complex systems; Evaluate and analyze system requests to develop work plans for systems development and maintenance</p>
<p>Federal Reserve Bank</p>	<p>Reporting and Data Analyst</p>	<p>CVC became a qualified vendor for several locations of the Federal Reserve Bank – NYC, Boston, Dallas, San Francisco to provide highly skilled resources with financial industry experience. CVC procured a Reporting Data Analyst Associate to work on tasks such as analyzing data, data models for reports, development of reports and carrying out data analytics with reporting tools.</p> <p>Skills needed were as follows:</p> <ul style="list-style-type: none"> <li>• 2+ years’ experience in relevant IT projects with Financial Services background.</li> <li>• Good data knowledge on Banking and/or Asset Management data.</li> <li>• Bachelors or Advanced Degree in Information Management, Computer Science, Mathematics, or Statistics.</li> <li>• Hands on experiences with a database and/or transformation tool (e.g. SQL).</li> <li>• An expert with at least one of key reporting/visualization tools such as Tableau or QlikView/QlikSense.</li> <li>• Help with defining Business Specification Documents and delivery scope for reporting components of projects.</li> <li>• Work on R&amp;D to develop effective, high performance, big data solution reporting/visualization solution.</li> <li>• Assist with SIT/UAT tests; creation of data dictionary; verify data qualities and correct errors; data preparation for data</li> </ul>

**Information Technology Support and Supplement Staffing**

		<p>scientists; data exploration with reporting/BI tools.</p> <ul style="list-style-type: none"> <li>• Work on data related tasks such as SIT/UAT tests, checking data quality, and preparing data for data scientists.</li> <li>• Good data handling; SQL skills; investigation and transformation.</li> <li>• Proficient in both Qlik and Tableau along with having very good technical data modeling skills and design skills for the front end.</li> <li>• Strong reporting creation capability</li> </ul>
<p>Ford Motor Co.</p>	<p>Java Full Stack Developer Engineer</p>	<p>CVC was awarded a contract by Ford Motor Co. to provide Temporary Staffing Services for their IT department. Ford needed staff that could develop software in Extreme Programming (XP) style, employ pair-programming, test driven development, continuous integration and delivery, can assemble components, provide engineer solutions and deliver value. Our placement of Full Stack Developer has the following skills:</p> <ul style="list-style-type: none"> <li>• 2-4 years working experience in Agile practice and rituals, delivering Services (REST, SOAP) and Web applications in Microservices architecture; Spring Boot and components of Spring framework; JavaScript framework such as Angular or React; TDD using Junit or similar frameworks; developing and deploying Java solutions to cloud.</li> <li>• Experience delivering software in Test Driven Development.</li> <li>• Relational database experience and demonstrated abilities in SQL and data modeling.</li> <li>• Strong in fundamentals, data structures, algorithms, design patterns, best practices.</li> <li>• Solves the problem and then writes the code.</li> <li>• Ability to develop new and innovative applications as well as debug and refactor existing code.</li> <li>• Demonstrate experience architecting, developing &amp; deploying high-volume, multi-tiered, mission critical applications; strong software &amp; system design skills.</li> </ul>
<p>Dell Technologies</p>	<p>Sr.Solution Architect, Field Engineer, Solutions Architect</p>	<p>Our client Dell needed us to fill roles for several IT categories for their direct clients on contingent staff services on an as needed basis. Role defined as follows:</p> <ul style="list-style-type: none"> <li>• <u>Sr. Solutions Architect</u> - Review backup IT processes and policies (incident, capacity, performance and change management, user and backup policy); Monitor backup windows / identify ways to improve backup windows (when applicable); Assist customer with understanding all aspects of the backup restores/recovery; Conducts knowledge transfer for new technology features, management and admin activities and Standard Operating Procedures</li> <li>• <u>Field Engineer</u> - Is 100% onsite role, with Level II Clearance or higher, and needs to be a server/storage candidate; setting up networks and storage as well as trouble shooting and fixing customer's network and storage; some of Legacy EMC product experience like VxRail, Unity, Power Store that would be a big plus</li> <li>• <u>Program Manager</u> - Must have Consulting Skills, Program</li> </ul>

**Information Technology Support and Supplement Staffing**

		Management Skills and have managed Cyber Recovery projects
DISH Telecom Network	IT Staffing	We have provided below positions: Telco Senior Consultant (DISH) Telco Senior Consultant Telco Architect Senior Consultant VMC on AWS Senior Consultant

**vii. Staffing and Recruitment Capabilities**

CVC has undergone complete restructuring over the last two years. We have on-boarded several new clients who have placed rising demands for hires across IT, Non-IT and Clinical sectors. This has raised the monthly demand by 7 times. To handle this exponential demand, CVC has hired 5 new sourcer’s to the team who acquire an average of 250 resumes per day. Additionally, we have also added 4 marketing resources to our team with domain specific knowledge as well as possessing expertise in job board advertising and data acquisition. With this in regard, CVC is able to increase its job board activity annually by 30%, that gives us over 60,000 additional views for our recruiters to headhunt resources. Besides this, CVC has also signed up on several ATS system that aggregates jobs out to the public and target over 125 niche job boards. CVC is also raising its hiring potential and have currently added 15 new recruiters under its belt and still counting with an overall target hiring of 75 resources. CVC has also revamped its training methodology and our recruiters are continuously being trained and put under 30-day training period (for fresher’s) before they hit the floor. Apart from new recruiters, CVC also has a bunch of senior recruiters who as well provide knowledge transfer to the new and fresh recruiters. Training is an essential component of our recruiting process and to achieve this target, CVC also has appointed a full-time trainer who works with our teams on daily basis ensuring improvement in turnaround times and purposeful placement with our clients. In the backdrop, we have also built up an aggregate grid of roles, which we anticipate requisitions coming from the new clientele. The roles specifically have focus based on seniority, geography and need based as per our client preferences. Our marketing and sourcing team has built upon grids for cross posting roles on a heat map based on specific needs of the client. This allows us to post roughly 400 new roles a day, acquire passive and active candidates daily from Job ads. Furthermore, we are able to fetch roughly 2,000 to 3,500 new resumes per day with our continued team efforts.

With all the above, CVC has been able to increase its submission process by 700% and has tripled the amount of hires being done on a monthly basis.

**Our Accomplishments**

- Ability to understand the client better, due to our core staff being from the technology side of the business. this allowed us to identify better resources for our projects in a fraction of the time
- We tripled our staff on sourcing, so we are able to stay ahead of the curve with talent acquisition. this allowed us to stay ahead if the competition by getting to the resources first and in half the time
- We invested heavily in our Account Managers and Client Service Managers, so they can personalize with the clients better and more frequently. Since we have done this, we have scaled from middle of the pack to top 5 in every account we manage.

**viii. Staffing Personnel(s)**

**Account Management & Support Team**

- Corporate Management support:- Michael Bavaro
- Single point of contact & Local support - Kavita Rana

**Core Recruiting Team**

- Dedicated staffing and recruiting Lead, Amardeep Singh

**Corporate Support**

- Dedicated operational support

**Roles and Responsibilities**

➤ **Corporate Support (Michael Bavaro, Director Business Development)**

Michael will provide guidance to our account team to ensure service commitments are met for the project. He will perform internal quality checks and will ask your feedback as part of our continuous improvement initiatives. Mike and additional members of our HQ team will be your corporate support to assist in any challenges and/or conflict resolutions at the highest level.

➤ **Single Point of Contact (Kavita Rana, Account Manager/Client Relationship Manager) :**

To manage the contract, CVC’s proposed Senior Account Manager and local direct contact for the MC is *Kavita Rana*. Kavita is our Client Services Manager and manages our public and private clients throughout the United States. She will work closely with the MC’s team, backed with a team of Subject Matter Experts (SMEs) and Quality Assurance Managers to assist in contract management and keep track of contract requirements and needs. As Senior Account Manager, she has supplied mid to large-sized organizations with contract hiring efforts and supported clients in generation of gross profit goals by quickly delivering contract, contract-to-hire, direct hire, and SOW labor for information technology roles. She has helped facilitate the right resumes for staffing needs through the management of Boolean searches through our database, resume searches, initiating skill assessments and assisted in build pipelines of matched candidates for anticipated roles. She is a dedicated business executive with over 8 years of experience directing teams in achievement of aggressive business goals for the staffing, consulting services, and operations sectors. Kavita’s qualification and credentials are as below:

Name of Personnel, Role	Kavita Rana, Account Manager/_Client Relationship Manager
Education	MBA
Credentials and certifications	<ul style="list-style-type: none"> <li>• Proficient with MS-Office (Word, Excel, PowerPoint and Outlook)</li> <li>• US tax terms: C2C, W2 and 1099; Well-versed US positions: Contract, Contract to hire, Full time</li> <li>• Hands on experience with HR policies and procedures, payrolls, induction, employee grievances, performance appraisal, exit end-to-end recruitment cycle from the phase of requirement- analysis to salary negotiation &amp; joining</li> <li>• Ability to communicate clearly and fluently; ability to grasp new things promptly</li> <li>• Independent working with little supervision</li> <li>• Ability to co-ordinate with the team and ensure team spirit</li> <li>• Can learn any tool or software if required or new skills and techniques</li> </ul>

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### ➤ **Dedicated Delivery Lead (Amardeep Singh, Head of Delivery)**

Our Delivery Head is Amardeep Singh having close to 15 years of experience and expertise in the field of IT recruitment, high frequency staffing, managing IT clients and currently managing the overall operations for our company, taking from TL through the whole recruitment process life cycle. As our Delivery Head, managed Fortune 100 to 500 clients from different level of customers include direct clients, Integrators, Prime Vendors and placed IT contractors inside companies like Bank of the West, Ford, UPS, Persistent, Cintas, Fifth Third Bank, PWC, Mphasis. In the Government space, he has worked as a Head for Federal Recruitment dealing with DOD customers for clearances and with certain certifications for both IT/Non IT staffing requirements. Some clients have been DOL, ATEC, USPS, DISA, FBI, DeCA just to name a few. His primary work areas include, but not limited to:

- Resources & Operations Management
- Strategic Planning & Implementation
- Business & Client Delivery
- Process & Procedure Improvement
- Replicating Success Factors
- Training & Development

His wide range of skills sets in his IT career include Java, .Net, Networking people, System admin and Engineers Etc. IT positions recruited and placed have been Project/Program/Product Managers; Business/Systems Analysts/Technical Writers; Solution Architects/Enterprise Architects; Implementation Specialists; Data Warehousing/Business Intelligence/MicroStrategy/Data Stage/Data Modeling/Cognos/Informatica/Business Objects OLAP; Oracle/Sybase/SQL Server DBAs; Oracle Applications Developers (Functional and Technical); ERP Specialists (PeopleSoft, JD Edwards, SAP); Siebel CRM; Software Developers (.Net, SharePoint, Java/J2EE, C/C++, PHP/PERL/MySQL, ColdFusion, Embedded Prog.); QA Testers/Quality Assurance; Systems/Network Administrators; Cloud Architects (AWS, Azure, DevOps).

Name of Personnel, Role	Amardeep Singh, Delivery Head and Recruitment Lead
Education	BA
Credentials and certifications	Over 17 year's extensive experience in Staffing, Technology Recruitment and Consultative Sales with a highly successful track record at Big IT services firms. Extensive hands-on experience in recruiting and providing IT talent for US marketplace as Federal Account Manager

### Our Screening/Talent Acquisition Team includes:

- Team lead – responsible for developing and implementing a timeline for their team to reach each staffing related goal. They will oversee all usage of tools, evaluate all final candidates selected and present them to the Director of Delivery for final recommendations.
- Technical Recruiters (*Junior and Senior levels*) with a mix of IT and Resourcing background - responsible for partnering with internal Account Managers as well as the clients hiring managers to determine staffing needs. They will perform the initial phone interviews with candidates and making recommendations to their Team Leads on hiring decisions. They are also responsible for posting jobs ads, doing initial screenings, administering appropriate assessments, scheduling interviews and performing reference and background checks.
- Resourcing Managers with a mix of Talent Acquisition, IT and Managerial background - tasked with leveraging all online/offline resources to generate qualified resumes for the recruiters they work with. They are responsible for handling the company's end to end sourcing operations. They will help generate the right resumes for all of their team members. Gather the skill assessments off of JobDiva for each role, pull resume searches and build pipelines of matched candidates for each recruiter's roles.
- HR Managers with a mix of HR, Talent Acquisition, IT and Managerial background
- Account Managers with a mix of IT, Account Management & Service Delivery background

### ➤ **Recruiting support**

We have offices with recruiting professionals working in North Brunswick, New Jersey, Toronto & Vancouver, Canada and Mohali, India. They support all of our client's needs directly or through MSP programs. We are fully capable to

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support any contract, contract-to-perm, SOW project based work or permanent needs for any client with specific IT related staffing needs.

### ➤ **Operational Support**

Each of our local managers is assigned members from our corporate office to provide all general operational functions. Our candidates and MC will have a representative to work in conjunction with our account team to handle the specific onboarding, invoicing, reporting and administrative requirements.

## ix. Resumes of Key Personnel(s)

### Michael Bavaro, Contract Director

#### Summary

A skilled entrepreneur and accomplished executive with 15+ years of experience in sales leadership & business development.

#### Skills/Qualifications

- Innovative & persistent problem solver that thrives on challenges, excels under pressure, & gets the job done.
- Energetic, resourceful, & enthusiastic team leader that possesses an outstanding commitment to success.
- Firm but fair leader showing compassion & understanding, while holding teams accountable for results/success.
- Results-driven sales professional with proven record of aggressively moving sales efforts to the next level.

#### Specialties

Sales Process, Sales Execution, Advertising, Marketing, Customer Relationship Management, Customer Service and Retention, Online Marketing, Account Management, Prospecting, Building Pipeline, Consultative Selling, Strategic Selling, Team Building & Development, Recruiting, Customer Engagement and Satisfaction, Market Development and Expansion, Brand Awareness, Business Strategy, Strategic and Operational Planning, Business Growth, Executive Leadership, Resourcefulness, Outside-the-Box Thinker.

#### Professional Experience

##### Director of Sales & Business Development

Dec 2019 - Present

##### Compu-Vision Consulting Inc., North Brunswick, NJ

As the Director, I leverage my background in the staffing industry to work with Fortune 1000 clients to deliver a 'total value-added customer experience'. I'm responsible for all internal growth with Account Managers (internal & remote), to reach the company's overall growth metrics.

- Managing the sales team, providing consistent support, development of playbooks, pitch decks, talk tracks and high impact email outreach
- Directly involved in hiring, coaching and developing inside/remote sales team to help master skills such as cold-calling, understanding ideal customer profiles/personas, facilitating discovery calls, all with the aim of creating qualified opportunities
- Increased team's efficiency by instilling a culture of hyper-focused based work and accountability, resulting in every team member closing new business on a consistent basis
- Analyze complex data sets to identify effective marketing campaign strategies and recommend data-based action plan
- Led the sales strategy, operations, enablement, and support organizations provide program management, sales support, guidance, and delivery of critical sales programs to support the strategy of our lines of business
- Owner of full sales, marketing and account management process including top of the funnel lead definitions, routing, pre-pipeline conversions, pipeline, forecasting and analytics
- Provided leadership in demonstrating high-level selling and marketing skills by quickly developing ongoing relationships with new, old and dormant clients to ensure steady brand growth

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- Establish processes and responsibilities to enable and foster permanent optimization and client handling, utilize lean management approach to support continuous improvement process within the Account Management department.

### Director Of Government Relations

Dec 2019 - Present

#### Confidential, New Brunswick, NJ

Serving to provide outstanding service and support to our Government Accounts. With a focus on collaboration and partnership we strategize to be a consultative resource to our partners to achieve their workforce staffing goals and objectives. Responsible for the strategic growth and execution on the government landscape inside of the company. Leading and developing sales leaders to achieve profitable growth, whilst enabling our clients to win in the ever-changing world of work.

- Lead and develop our National Government Strategy and team with a strategic focus in the IT and Non-IT arena to support our delivery team to overcome any challenge to source the right talent, in the right time in the most compliant way.
- Developed and drove a demand planning approach to support the ramp up phase for our expansion in the State, Local and Federal RFP business in the Government space.
- Cultivate strong relationships with sub-vendors and partners across the IT landscape for delivery.
- Cultivate tactical partnerships with solution-based companies and predominate leaders in the industry to further our reach as an IT staffing provider.
- Develop and implement processes to improve research & development and the creation of RFP to bring our award ratio above 25% victories.
- Responsible for account planning, business development, and strategy at key accounts primarily focused with the government.
- Create awareness around all of our staffing and professional services capabilities (staff augmentation, co-managed, project based, SOW work), and grow our brand within the government marketplace.
- Oversee Account Managers who support all government accounts in some capacity and drive productivity; mentor/coach sellers on high level messaging, overall account strategy and planning, and business development.
- Define, implement and enforce business development strategies.
- Align sales and delivery to meet client and market demands.

### Prior Experiences

- Director of Business Development - Reflik, Inc. Somerset, NJ, Mar 2016 - Sep 2019
- Director of Sales & Aqualete Industries - Ocean, NJ, Oct 2013 - Mar 2016

## Kavita Rana: Account Manager/ Client Relationship Manager

### Summary

9+ years of working with various companies from a recruiter to an HR, Team Lead and finally client delivery manager. 4+ years of experience serving various commercial clients from Logistics, IT, Healthcare and Pharma industry with the help of recruiting professionals. She has been working on different VMO systems & VMO clients and building & maintaining relationships with appropriate client stakeholders, such as VMS/MSP/VMO team and hiring managers. She is experienced in the complete Recruitment Life cycle process starting from sourcing, screening resumes, preliminary interviews, HR interview, salary negotiations, Follow-up with the client until the roll out of offers. Further, she has extensively worked on negotiating rates on W2/C2C/Annual Salary. She is well versed with US Tax Terms and has profound knowledge of sourcing candidates through Monster, CareerBuilder, Dice, Indeed and LinkedIn along with the internal ATS tools. She has extensive experience in Contractual Staffing Recruitment on W2 (Green card, Citizens and others) and coordinating with the vendors.

### Areas of Expertise

- Successful client service, interaction and delivery.

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- Onboarding of W2 candidates (DT and BG).
- Windows XP, Windows 7, Windows 10 and IOS.
- Performance Management, Talent Management & Succession Planning.
- Employee Relations & Engagement.
- Planning, sourcing, executing and managing the HR functions.
- Complete Recruitment Cycle and maintaining the Database.
- New Employee Administration, induction and orientation.
- Internal ATS (Leoforce, Job Diva), HRIS and VMS, PeopleSoft.

### Skills:

- IT Skills: Proficient with MS-Office (Word, Excel, PowerPoint and Outlook), PeopleSoft, Window 7, IOS.
- Familiar with US tax terms: C2C, W2 and 1099.
- Well-versed with US positions: Contract, Contract to hire, Full time.
- HR Knowledge: Hands on experience with HR policies and procedures, payrolls, induction, employee grievances, performance appraisal, exit end-to-end recruitment cycle from the phase of requirement- analysis to salary negotiation & joining.
- Good Communication: Ability to communicate clearly and fluently at all levels of management.
- Quick learner: Have the ability to grasp new things promptly.
- Independent working: Can work with little supervision.
- Team Player: Have the ability to co-ordinate with the team and ensure team spirit.
- Dynamic: To learn any tool or software if required or new skills and techniques.

### Professional Experience

#### Sr. Client Relationship Manager/ Sr. Accounts Manager

Feb 2021 – Present

#### Compu-Vision Consulting Inc., NJ

- Working on different VMO systems & VMO clients and Direct clients.
- Manage and supervise IT recruitment staff so they identify potential leads through IT recruiting activities. Act as a primary contact for the offshore recruitment team and ensure that all the requirements are fulfilled.
- Quality check - Pre-screening candidates /resumes before submitting to the client to ensure quality submissions.
- Work to generate significant volumes of placements on a staff augmentation, temporary, temp-to-perm, direct hire and/or payroll basis.
- Develop and implement strategic plans in order to solidify long-term business relationships and partnerships with clients.
- Assist recruiters with sourcing strategies and recruiting techniques.
- Meet assigned revenue targets through growth in assigned accounts and effective utilization of direct reports.
- Grow revenue through the effective management and expansion of the existing account(s).
- Ensure all assigned team-members have a solid understanding of client business objectives and the plans in place to attain those objectives.

#### Accounts Manager

Aug 2018 – Nov2020

#### Outline Systems Pvt. India Ltd., Chandigarh

- Managed VMO Clients/portals.
- Worked on different VMO systems & VMO clients.
- Built and maintained relationships with appropriate client stakeholders, such as VMS/MSP/VMO team and Client hiring managers.
- Understood how VMO clients work and prioritized them and their open requirements.
- Prioritized requirements based on technology/rates/location.
- Achieved the VMO targets.

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- Followed-up with the delivery team to ensure they understand the requirements and have a clear understanding of how and what they need to find.
- Worked closely with On-boarding, and Employee Support to ensure successful delivery to the client.
- Quality check - Pre-screened candidates /resumes before submitting to the client to ensure quality submissions.
- Training team members
- Retrieved feedback on existing consultants, submittals, and interviews.
- Responsible for overall fulfilment of client needs.
- Assisted recruiters with sourcing strategies and recruiting techniques.
- Followed-up with the delivery team throughout the day to ensure they are working as discussed / they are on target.
- Focused on gross margin and target for success.

### Client Relationship Manager

August 2017 – March 2018

#### MWIDM, Mohali

- Managed IT and Non-IT clients for On-site Technical, Pharmaceutical and Non -Technical Hiring & responsible for performance and management for the same account.
- Handled the team of 5 members consisting Senior Recruiters and Recruiters.
- Was directly reporting to the Director of Talent Acquisition.
- Was Responsible for building and maintaining relationships with appropriate client stakeholders, such as VMS/MSP/VMO team, talent acquisition and Client's hiring managers.
- Was managing the interview process and gathering information for guiding recruiters and helping them inch by inch to increase their productivity.
- Generated new possibilities for more business opportunities within the existing client portfolio.
- Assisted in developing recruiting strategies for long term and sustainable growth.
- Handled the Vendor Management process, set the deadlines/ SLA's to all the vendors/monitoring their performance on quarterly basis.
- Sourced potential candidates as per the client's requirement through various portals (Monster, CareerBuilder, Dice etc.)

### Corporate Recruiter (contract)

November 2016 – February 2017

#### Oceaneering International, Chandigarh

- Handled whole life cycle recruitment, including candidate's identification, interview, evaluation, salary negotiation, interview scheduling, and post interview aspects such as follow-up with the candidate till the inboards.
- Obtained JD's from respective Hiring Managers.
- Scheduled selected candidates for interview with the client and post interview follow-ups on candidate's status.
- Recruited candidates for permanent and temporary positions.
- Searched for qualified candidates from common databases, job portals, LinkedIn, Google and references, networks, referrals, Internet searches etc.
- Done basic level screening of resumes and negotiating with candidates upon salary.
- Maintained and updating the database of candidates on a daily basis.
- Scheduled interviews once resume is short-listed by the Technical Panel.
- Arranged Telephonic or Video Conference interviews for outstation candidates.

### Recruiter II

September 2015 – October 2016

#### Spectraforce Technologies, Chandigarh

- Handled Annuity accounts for one of the leading financial services companies in the U.S.
- Helped advisors and clients with transactions and account questions
- Provided information to clients, advisors, or other relationship partners, by utilizing a variety of systems.
- Worked with appropriate internal partners to resolve any outstanding question(s).

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- Conducted research to resolve account problems
- Responsible for closures of professionals into both contract and permanent employment opportunities.
- Developed and maintained a network to assist in identifying and sourcing qualified candidates.
- Created and maintain a custom database of candidate contacts and job requisitions from open to close.
- Posted and maintaining jobs online.
- Pre-interview preparation and post-interview follow-up.
- Extensively worked on negotiating rates on W2/C2C/Annual Salary.

### HR Executive

May 2013 – August 2015

#### Eminence Technosoft, Mohali

- First point of contact for all HR-related queries.
- Managed and resolved complex employee relations issues.
- Conducted effective, thorough and objective investigations.
- Works closely with management and employees to improve work relationships, build morale, and increase productivity and retention.
- Provided HR policy guidance and interpretation.
- Provided guidance and input on business unit restructures, workforce planning and succession planning.
- Participated in evaluation and monitoring of training programs to ensure success.
- Followed up to ensure training objectives are met.
- Administered HR-related documentation, such as contracts of employment.
- Ensured whether the appraisals are made at the proper time and other training requirements are met for employees.
- Responsible for sourcing, recruiting, screening, submitting to the client, arranging interviews, and determining candidate's suitability by evaluating placement feasibility for various positions.
- Prepared Weekly and Monthly report relating to the data of number of interviews happened, Offer Made and Candidates Joined.
- Notified existing staff of internal opportunities.
- Paid employees by calculating pay; distributing checks; maintaining records.
- Maintained human resource records by recording new hires, transfers, terminations, changes in job classifications, merit increases; tracking vacation, sick, and personal time.
- Induction and Orientation of new employees.
- Background check, Screening and providing documents ex: - Offer Letter/Appraisal Letter, Pay slips, Educational Documents, Official E-Mail ID, Company ID card, PAN Card etc.

### Administrative Assistant

June 2012 – May 2013

#### DIPS Institute, Chandigarh

- Provided support to the Chairperson of the company with daily tasks.
- Prepared daily, weekly and monthly reports for employee performance.
- Advertised through post and tele-communication.
- Maintained the feedback registers.
- Ensured for a full-cycle of admission.
- Counseled the courses suitable for the student.
- Handled fee structure till final admission.
- Maintained the records of students according to their courses i.e., contact numbers and address, fee received and due with due date using Excel.
- Maintained monthly expenses and revenue reports.
- Maintained attendance of students and staff.
- Handled payroll of staff.
- Tutored in Personality Development.

### Education

- Punjab Technical University, India | 2011, Master of Business Administration

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- Major: Human Resource; Minor: Finance
- S.D. College, Hoshiarpur, India | 2009, Bachelor of Commerce (B. Com)

### Amardeep Singh: Recruitment and Delivery Head

#### Summary

Over 17 year's extensive experience in Staffing, Technology Recruitment and Consultative Sales with a highly successful track record at Big IT services firms. Extensive hands-on experience in recruiting and providing IT talent for US marketplace as Federal Account Manager

#### Professional Experience

<b>Delivery Head</b>	<b>February 2022 - Present</b>
<b>Compu-Vision Consulting Inc.</b>	

- Responsible for handling overall Delivery and operations for the company
- Assist CEO & COO to set comprehensive goals for performance and growth
- Establish policies that promote company culture and vision
- Lead employees to encourage maximum performance and dedication
- Evaluate performance by analyzing and interpreting data and metrics through ATS etc.
- Write and submit timely reports to the CEO in all matters of importance
- Participate in expansion activities (investments, acquisitions, corporate alliances etc.)
- Manage relationships with partners/vendors
- Responsible for managing and enhancing the existing Client relationships.
- Handling Client Management, Service Delivery, Operations and Employee Management for both sourcing and recruiting teams
- Fulfilment of current open positions, and proactively preparing enough pipeline for all fall-outs, including creating innovative ways of hiring
- Work closely with recruiting and sourcing team leads to prepare client retention plan reports and develop client retention strategies
- Ensure that client performance goals are monitored, and recruiters achieve performance goals on their clients
- Monitoring SLA for clients and performance on quarterly basis.
- Develop and interpret data, metrics and analytics and drive action, based on insights.

<b>Federal Recruitment Manager</b>	<b>Sept 2017 - Feb 2022</b>
<b>Confidential</b>	

- Worked as a Federal Account/Service Delivery Manager to ensure full support to all DOD (Army/Navy/Air force) and Federal customers.
- Worked on multi-million-dollar contracts to entrust smooth recruitment process to get the work done.
- Ensured and taking care of full life cycle of recruitment to provide candidates on the open roles.
- Co-ordinated with Project/Program Managers understanding the needs and attending weekly calls/meetings.
- Single POC for all the Federal contracts in terms to fulfilling the IT needs.
- Took care and co-ordinated with recruitment team to make sure of smooth process of work and productivity.
- Dealt with all candidate with clearance within US and overseas to fulfil DOD needs (Army/Navy/Air force).
- Coordinated with FSO to ensure VAR is submitted and approved.
- Getting the entire open requirement and right candidates from recruitment team and providing to HM and taking care of interviews.
- Ensured that recruitment teams work to provide qualified candidates and providing those to HMs to push and close the positions.
- Sold Company as a brand to the candidates to ensure less back out ratio.
- Dealt as company's face in front of Hiring Manager and Front-end Managers to support them all the recruitment needs.
- Maintained the SLA to make sure of proving support and closing the roles in timely manner.

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- Co-ordinated with the HR team to make sure offers are sent on timely manner and paperwork is completed in the given time frame and making sure candidate is joined on the said date.
- Ensured productivity of candidates with follow ups for current and future needs.

**Sr. Manager****February 2015 – August 2017****iTech US**

- Set up, Coordinate and Conduct in-person and phone interviews for direct client needs and work.
- Developed & Managed of US Staffing Business Operations.
- Designed Business and Recruitment Processes for US Staffing Operations.
- Developed and implemented comprehensive Business, Recruitment and Sourcing Strategies.
- Led US Recruitment and Technology Staffing Team.
- Good client base of prime vendor to work with and get the requirements from them to work on.
- Screened, cold-called, and qualified candidates utilizing position specific matrix, prepared and formatted resumes for presentation to clients, submitted top candidates through client online submittal process (within 24-48 hours of original job posting on DICE and MONSTER), prepped candidates for client interviews and negotiated offers.
- Set up, Coordinate and Conduct in-person and phone interviews for the consultants and working with direct clients/Implementation Partners for new important jobs and close them.
- Regular follow up with the prime vendors/Implementation Partners for the quality of the services being provided and to get and understand new job openings.
- Expertise in recruiting the .Net Developers, Java/J2EE, Project Managers, Business Analyst, SAP, System Administrators, Unix/Linux Engineers and administrators, Oracle and networking technologies and other major technologies used in US.

**Sr. TA Manager****September 2013 – January 2015****DamcoSoft Inc.**

- US Staffing and IT Market Research and Business Analysis
- Developed and implemented comprehensive Business, Recruitment and Sourcing Strategies.
- Developed New Client Relations and maintaining existing Clients.
- Worked with implementation partners and to get maximum business from them and maintain a long-term business relationship for the continuity of work orders.
- Demonstrated ability to work across multiple business units & service offerings and diverse technology spread. Successful track record in sourcing, identifying, securing and closing the hard-to-find candidate under tight turnaround schedules.
- Developed and implemented comprehensive Business Development and recruitment strategies for US IT staffing, successfully attracting, screening and presenting qualified candidates to hiring managers.
- Developed & Managed US Staffing Business Operations.
- Designed Business and Recruitment Processes for US Staffing Operations.
- Developed and implemented comprehensive Business, Recruitment and Sourcing Strategies, Leading US Recruitment and Technology Staffing Team, Market Research and Business Analysis, Diversified Business/Recruitment Strategies and Vendor Qualification.

**DRM (Deputy Regional Manager)****March 2007 – Sept 2013****FCS Software Solution Limited (CHD)**

- Marketing a bench of about 100 consultants with different skill sets, interacting with the assigned consultants on regular basis to know their strengths for better results.
- Maintained good prime vendor relations with regular interaction, and getting their hot requirements and also building new vendors for quick process to clear the bench.
- Formated the resumes and updating the resumes based on the consultant's projects skills and strengths to competitive the present market and creating more opportunities to the consultants.
- Set up, Coordinate and Conduct in-person and phone interviews for the bench consultants.
- Regular follow up with the prime vendors for the quality of the services being provided.

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- Expertise in recruiting the SAP, System Administrators, Unix/Linux Engineers and administrators, .Net Developers, Java/J2EE, Project Managers, Business Analyst, Oracle and networking technologies and other major technologies used in US.
- Screened, cold-called, and qualified candidates utilizing position specific matrix, prepared and formatted resumes for presentation to clients, submitted top candidates through client online submittal process (within 24-48 hours of original job posting on DICE and MONSTER), prepped candidates for client interviews and negotiated offers.
- Successfully maintained and increased client base by designing strategic positioning for customer-retention projects.
- Successfully managed full recruitment cycle independently including resource requirement gathering, sourcing, initial screening, short listing, and pre and post interview follow-ups, reviewing with stakeholders, reference checks, preparing offers, negotiation and closures.
- Play integral role in product development activities. Lead and direct forward-thinking marketing team.
- Trained new employees on company software, products, technical issues, and sales techniques.
- Having a wide knowledge of contracts used in this industry and the legal procedures followed.
- Responsible for dealing with Corp-to-Corp and permanent positions.
- Established strategic tie-ups, with major clients, for business development.
- Scrutinized the resumes, interacting with candidates understanding their capabilities, strengths, limitations etc.
- Head hunting for middle level positions.
- Conducted interviews as per the client's requirements.
- Coordinated with various other recruitment agencies, to put across our requirements and vice versa.
- Coordinated with various clients to have regular interaction with them regarding their requirements and also feedback about the candidates sent.
- Interacted with new clients either through cold calls or with feedbacks from various other organizations.
- In depth knowledge of onsite IT recruitments.
- Good negotiator when it comes to staffing consultants on full time or contract assignments.
- Solid understanding of contract(s) on a Corp-to-Corp, 1099 and W2 candidature.
- Having a wide knowledge of contracts used in this industry and the legal procedures
- Conducted and designed material of entire recruitment process trained for the new technical recruiters.
- Proven leadership qualities; able to direct, motivate, and supervise personnel to achieve maximum productivity.
- Responsible for sourcing IT professionals.
- Understanding client requirements and evaluate, pre-screen candidates against those requirements.
- Used Internet to research and identify new prospects, consultants and vendors.
- Coordinated with the employers and got approvals of their consultants
- Maintained database of consultants and vendors for recruiting.
- Responsible for sourcing IT professionals.
- Developed and maintained relationships with employers.
- Actively received calls from consultants, permanent residents, and citizens counselled about our company and successfully convinced them to join the company.
- Designed call and feedback reports in order to facilitate the process smoothly.

### Sr. Business Development Executive

April 2006 – March 2007

#### Virka InfoTech (LDH)

- Worked as a business development executive for an IT business.
- Call different clients and find out requirements and produce business out of it.
- Ensured to convert the incoming calls in to a productive order for the company.
- Designed call and feedback reports in order to facilitate the process smoothly.

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- Actively received calls from companies counselled about our company and successfully convinced them that we could enhance and improve their productivity if they go for making or updating their website from our company.
- To sell the packages with different technologies like ASP.net, PHP, SEO, Web Content Management, Flash sites and many more.
- Successfully involved in the inflow of projects from different client.
- Successfully maintained and increased client base by designing strategic positioning for customer-retention projects.
- Experience in selling SEO, design & development services.
- Co-ordinated with designing team to help them to know the exact requirement of client to improve the quality of website.
- Coordinating with various clients to have regular interaction with them regarding their requirements and also feedback about the website we have already made for them.

**Sr. Executive**

**May 2004 – Nov 2005**

**Net Cradle India Pvt. Ltd. (LDH)**

- Gathering requirements from US clients for our developers in different technologies.
- Working closely with the IT developers and to understand the business proposals to forward to the client.
- Regular interaction with clients for the ongoing process of requirements and deliveries.
- Materialize all the incoming calls to ensure the full support regarding our services.
- Worked as a Sr. business development executive for an outbound process called juniors.net for UK.
- To call up schools around the world representing our product and providing demos and presentation and getting sales out of it.
- Worked for an inbound process that caters to the questions and queries of the customers and resolve their concern.
- Worked for juniorsathome.net, this is also an outbound process.
- Goal was to call up homes in UK and fix up appointments.
- Worked in online business development department.
- Used to find out productive leads that can be matured and produce business to our company.

### ***x. Timeline of Customer inquiries /Routine filling of client's request***

Our account manager is able to respond to clients' needs and communicate immediately. Quick response and action are intended to maintain best in class level of performance and to ensure the project is moving forward as scheduled. When filling in positions, our account manager creates skills requirements for the positions. Generally, we present qualified resumes to clients one business day as our recruitment team cover all hours of US time zones. **Our lead times to qualify fill and hire quality candidates as follows:**



***xi. Grievances and Complaints***

We have dedicated recruiters and Accounts Managers that will work diligently with Parish to identify client’s needs and to provide best resources. We recognize that there could be a need of escalation process to fulfill customer's concerns. We are committed to resolving such issues very quickly and efficiently.

If a placed resource proves unsuitable for a task due to inadequate credentials or knowledge not obvious at the time of placement, CVC is prepared to find suitable replacement candidates if, for any reason, a proposed staff person does not meet the Parish requirements or expectations. CVC will recognize Parish right of approval for any candidates proposed as a replacement for any key staffing positions. CVC will provide satisfactory replacement candidates for all vacant positions within 24-48 hours.

We have well-defined and documented replacement for an inadequate performance and mitigation plan. After we have completed the recruitment, selection, and screening process, we continuously strive to motivate and retain our employees. In case, if Parish asks for replacement of consultant due to his/ her inability to perform the tasks set out by the Parish, we have a well-defined step to handle situations. Our Account Manager will have a one-to-one meeting with the Parish Manager to understand the areas in which the employee is lagging. After having detailed discussions with the Parish Manager and concerned employee, our Project Manager will have a complete understanding on the situation and will act accordingly for Parish benefits.

## E. Innovative Concepts

***Present innovative concepts, if any, not discussed above for consideration. How is the responding firm uniquely different from other firms? What new innovations can you offer?***

Being in the business for 24 years, and with over 100 years of combined personnel/staffing experience, we have the resources and capabilities to handle any staffing and professional service project or request. CVC provides temporary, contract, contingent, T&M, SOW Project-based IT staffing services, direct hire placement and consulting services for private and public clients. We have provided these services to a specific client base of approximately 40 companies by placing talented candidates in Government agencies including Federal Reserve Bank, State of Georgia, State of Connecticut, Jersey City Schools, and Atlanta School System-just to name a few.

### Key Differentiators

CVC also believes the following key differentiators will help to achieve the project objectives for this important initiative.

Compelling Value Proposition	<ul style="list-style-type: none"> <li>▪ Management teams as well as dedicated teams come from technology and consulting services bridging the gap in challenges and full understanding of customers’ needs.</li> <li>▪ Diversity led minority, woman-owned entity certified as MBE, WMBE, WOSB, WBENC, and SAM.</li> <li>▪ Bringing our experiences in Information Technology and Healthcare perspective, familiarity with State laws, ability to quickly and effectively identify best in class staff augmentation resources and consultative services to deliver a full turn-key solution.</li> <li>▪ Recognized as a “go-to” partner with clients.</li> </ul>
Functional Expertise	<ul style="list-style-type: none"> <li>▪ More than 20 years of experience within IT and Healthcare staff augmentation and consultation services.</li> <li>▪ Strong employee retention agendas, training programs and subject matter expertise.</li> </ul>
Solution Ownership	<ul style="list-style-type: none"> <li>▪ Demonstrated ability to drive project progress and appropriately manage project delivery risks &amp; issues.</li> <li>▪ A pragmatic, collaborative approach to multi-phased initiatives, with a focus on achieving results.</li> </ul>
Industry Knowledge	<ul style="list-style-type: none"> <li>▪ Client base of private and public sector clients, approximately 35 customers, 30% of our business focused on government agencies.</li> <li>▪ Government, Universities, Utility, Software, Healthcare, High Tech, Financial and Telecom.</li> </ul>
Accelerated results	<ul style="list-style-type: none"> <li>▪ Industry specific solutions and accelerators that help reduce time to market and cost without compromising on quality.</li> </ul>
Recruitment Capabilities	<ul style="list-style-type: none"> <li>▪ Our recruitment and staffing division is well supported with all the latest sourcing, selecting and recruitment tools and technologies. Our recruitment and staffing division is amalgamation of recruiters, Account Managers, Human Resources, E-care Executives, Trainers, SME and Support employees. Also our recruitment and staffing covers all major time zones serving 24X7.</li> </ul>
Skill Diversity	<ul style="list-style-type: none"> <li>▪ Being a staffing company we have provided diverse range of clinical and non-clinical professionals job classifications. This diversity in providing skill qualifications enables us to fulfill any job classification and skill requirements within short time frame, thereby making us to stand ahead in the competition.</li> </ul>
Applicant Tracking System (ATS)	<ul style="list-style-type: none"> <li>▪ Our temporary staffs have sufficient breadth of experience in providing projects of all sizes and complexities. With a trained team composed of domain specific recruiters with a proprietary database of over 1,000,000 pre-vetted resumes</li> </ul>

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	powered by 'Job Diva' makes CVC capable to provide UH with required and skilled consultants within the assigned timeline.
Internal Pool	<ul style="list-style-type: none"> <li>CVC’s internal pool of 500+ temporary consultants is always available and ready to be deployed at Parish location. Of 300+, there are 80+ consultants working within the State of Louisiana.</li> </ul>

**Technology/Tools/Platforms used**

We have different avenues for sourcing and keep a number of pre-screened green-lite candidates accessible for projects or referrals. We use Job Diva, Recruiting Partner connections, Job boards/portals (Indeed, CareerBuilder, Dice, Zip Recruiter, Monster, LinkedIn, Salesforce). We also use Job Diva Applicant Tracking System, and also our internal and databases of several pre-screened candidates for faster processing of work orders. After the screening process, we perform rigorous background check and screening of the candidate. The minimum background check includes investigation of criminal history and reference checks. Typically, CVC uses USA Smart Hire to handle all its screening needs for faster, easier, enhanced employment screening solutions. Furthermore, we also use Job Diva for reporting, candidate traction and billing. Job Diva would serve as a time keeping system for all temporary employees.

CVC utilizes web-based software implementation to reduce paperwork and expedite response times.

- **QuickBooks:** CVC uses QuickBooks for accounting and maintains billing accuracy. QuickBooks is accounting software which provides CVC a secure platform which can process bills and business payments. For all the billing and payments, we will utilize this tool for the County contract.
- **Office Clip:** CVC is utilizing online tools from last 7 years and currently we are handling our entire contract. For this project, CVC believes that we have the best tool to manage the County contract. It provides us a secure and customized platform to organize information such as Tracking Leads, Managing clients; Customizing Invoices maintain files as required by state and federal regulations.

**Performance Management of Placed Candidate**

At project onset, we work with the Clients to define performance objectives and develop meaningful ways for clients to track our results. We keep an open line of communication with the Clients to verify we are meeting the expectations, address any issues proactively, and discuss continuous improvement options to increase efficiency. We understand the importance of providing clients with accurate, timely, and relevant data to help run the business and assess the effectiveness of our service.

*Our follow-up services will include following steps -*

Performance meeting 1: After completion of 1 month of providing services, we schedule a performance meeting with the candidate and the client to evaluate the performance of candidate and we discuss multiple points which include but not limited to following:

- Challenges and successes
- Ideas for development/action plan
- Actions to be taken for upcoming goals

Goal meeting 1: After completion of 2 months of providing services, we schedule a goal meeting with the candidate and the client to evaluate “Whether we have achieved the targeted goal or are we going in right direction to achieve the goal?”

Performance meeting 2: After completion of 3 months of providing services, we schedule a performance meeting with the candidate and the client to evaluate the performance of candidate & status of the targeted goals. We discuss multiple points which include but not limited to following:



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- Do we have achieved our targeted goal?
- New ideas for development/action plan
- Actions to be taken for upcoming goals

### Retaining Talent

**CVC has less than 10% Turnover rate of high-quality temporary personnel:**

**Over 95% of contract employees that start an assignment with CVC, complete the project.**

Retaining and rewarding our contract employees is one of our key objectives and operating principles to ensure collaborative relationships with our contract employees. Here are just some of the elements of our Employee Retention:

- **Pre-Recruitment** – We know that a good retention policy starts at pre-recruitment. Communicating and giving prospective employees a 'realistic job preview' at the recruitment stage. We take care not to raise expectations only to dash them later. We will familiarize potential candidates with the Client's environment before committing themselves to join the organization. Our team of recruiter's screens candidates to ensure that the right candidate is submitted for the right job.
- **Open communication** – We act as an extension and a voice for our contractors and District requesters and manage expectations between both parties to instill a spirit of collaboration and communication.
- **Career development and progression** - Maximize opportunities for individual employees to develop their skills and move up in their careers. Where promotions are not feasible, look for sideways moves that vary experience, challenge employees, offer cross-training and make the work more interesting.
- **Consult employees** - Ensure whenever possible that employees have a 'voice' through consultative bodies, regular appraisals, feedback surveys and grievance systems. This will provide dissatisfied employees with several mechanisms to sort out and resolve issues.
- **On-going communication** – We have several levels of communication to keep abreast of information with our candidates. We have developed processes to ensure periodic communication.
- **Treat people fairly** – We respond to employee questions and concerns promptly, and being genuinely concerned with the employee's wellbeing.
- **Training** – We strongly believe in the importance of training employees as a means of professional and career development as well as a non-financial reward to retain talent. As part of our career planning process, employee training needs are identified and scheduled on an ongoing, proactive and as-needed basis.
- **Fringe Techniques** – We promote a positive working environment. For example, a company-funded team or individual bonuses, recognition awards that increases the opportunity for each candidate to befriend colleagues and make them more likely to remain with the company. Other morale-building practices that contribute to employee retention and successful completion of assignments are retention awards, recognition honours, holiday gifts, and birthday cards or gifts.

Our approach is based on the spirit of collaboration and full cooperation. We operate in a team environment with the vision to provide a culture of compliance, accountability, and relentless performance to each program and task.

In case the Client's Manager feels the employee will not be able to perform and wants immediate replacement, a mail will be sent by CVC Account Manager to the Client's Manager that we will provide a replacement of the candidate. The employee is informed by the e-Care department that his/ her services on this project are not required any more. Our Account Manager immediately escalates the same to the senior management for corrective action. Parallel, the request will be forwarded to the recruiting team along with complete skill-set, qualification and experience requirement and other preferred areas like domain experience. We will:

- Provide resumes to Client within one business day from internal.
- Facilitate the candidate interview with Client's Manager.
- Initiate the joining process of selected consultant.

### Dispute Resolution

CVC continuously monitors the performance of its resources and ensures that service delivery meets or exceeds the Parish's expectations. We have dedicated recruiters and Accounts Managers that would work diligently with the Parish to identify their needs and to provide best resources. We recognize that there could be a need of escalation process to fulfill customer's concerns. We are therefore committed to resolving such issues very quickly and efficiently. If a placed resource proves unsuitable for a task due to inadequate credentials or knowledge not obvious at the time of placement, CVC is prepared to find suitable replacement candidates if, for any reason, a proposed staff person does not meet the Client's requirements or expectations. CVC recognizes Parish's right of approval for any candidates proposed as a replacement for any key staffing positions. For this, we will provide satisfactory replacement candidates for all vacant positions within 1 day.

### Structured Interview

We structured Interview process wherein all candidates receive the same questions, in the same order, and are graded using the same scorecard. This innovative recruitment strategy gives us the confidence that we've objectively made the right decision in who makes it through the screening phase.

### Strategic alignment with company goals

We ensure that candidate's understand and meet client's mission, and where they fit into that vision. By understanding this, it steers our decision making when developing a recruitment strategy.

### Collaborative Hiring

We invite team members across departments to review candidates and give their opinion on the most promising candidate's. Through collaborative hiring we are able to harness internal expertise which alone recruiter may not have. Additionally, we ensure through this practice, a consensus is built around which candidate would be the best cultural fit.

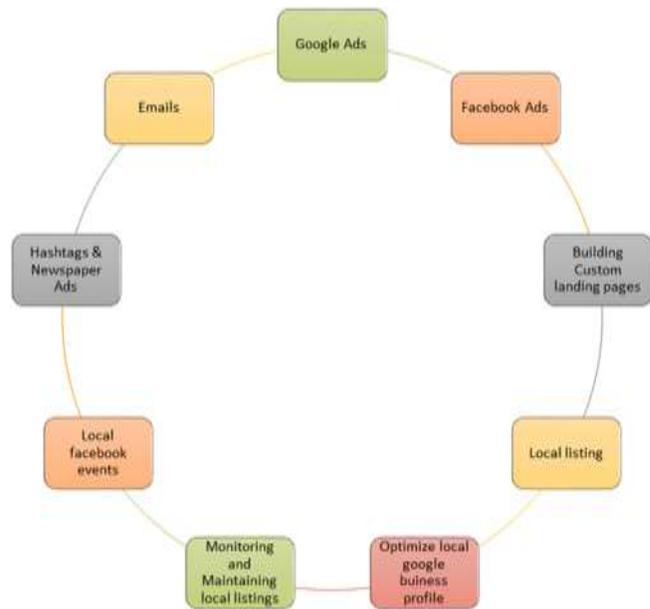
### Recruitment Ways

1. Our sourcing team takes the list of roles that we are participating on. They research what levels of candidate the clients going to be requesting and creates 5 template roles to be marketed. We take these 5 roles and cross-market them in every city within a 50-mile radius around the client's primary location. Essentially, we are posting roughly 30 jobs online for every one job title we are interested in, to generate a sense of what the talent pool is looking like. We post roles in a 50-mile radius around our client's location; roles will range from entry level to senior. We take this data and route it through our junior recruiters to get a sense of emergency on starting a new role.
2. We run searches in our database for a local talent pool. Once we have data pulled, we have our junior recruiters call batches of people to see if they are still in the market.
3. Our government team leads pull searches in up to 5 resume databases we pay for to see the number of resumes added within the last 30 days to a certain area. Our teams will pull searched based on roles and level of experience to understand a proactive talent pool locally.

Local ways we market to generate a passive and active pool of candidates:

### 1. Run local, targeted Google Ads

- Google, one of the foremost search engines in the world, allows companies to target potential candidates in the local area specifically with pay-per-click ads. With this platform, we run the classic search engine result Google Ad, Google Local Services Ads, Google Candidate Ads, and more. A higher volume of inquiries and increased responses are just two of many benefits of running Google Ads. A well-thought-out ad strategy can also yield long-term results that are less tangible, such as improved brand awareness and brand recognition, which often leads to referrals and sales down the road.
- The most important part of this Google Ads optimization strategy is using data to make your decisions. Now that the locations are placed in the campaign, we give them time to collect clicks and more importantly, conversion data.



### 2. Run local Facebook Ads

- Running local Facebook ads in conjunction with Google Ads will even further facilitate sustained increase in candidates applying to jobs. Not only can social media ads increase candidate visibility; they can also increase our company Brand locally to help with future recruiting efforts. As they scroll through their feeds and perform searches on Google and see our staffing firm more and more, when the time comes that they need a job, the candidate is more likely to be receptive to the call.

### 3. Build custom landing pages for jobs and leverage call-only ads

- We create multiple landing pages for applicants off of online searches and job postings to create a local banter of opportunity.
- Call-only ads allow us to completely avoid the need for a landing page or a “leaky funnel.”

### 4. We get listed locally in every format possible

- We create our listing on multiple sites to pose as a local company, extremely detailed, and making sure our information is consistent across listings. We want candidates to be able to use these sites to not only discover our business, but also to learn about, engage with, and become a potential candidate for any of the listings that your company is looking to hire for.

### 5. We optimize our Local Google Business Profile

- We market ourselves in specific categories, so applicants can find us and learn more about our staffing capabilities with the state. It’s also one of several optimizations we do to improve the efficacy of your Google listing. Just as with ads and websites, Google ranks Business Profiles according to their relevancy to the search term and overall quality. This means that by optimizing our Local Business Profile, we can rank higher in local search, show up for more search terms, stand out from competitors, and even win more candidates over our competition.

### 6. Monitor and maintain our local directory listings

- Once our team has set up our local directory listings, it will start attracting local candidates in the area that might be pulling online searches to find work. We also monitor our listings to respond to comments and reviews from candidates.

### 7. We leverage Local Facebook events

- Whenever we have an event, we create a Facebook event for it and send out invitations to people we have gathered off of the targeted marketing efforts. Hosting an event and making a Facebook event or even an ad

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for it will increase our event's and business's visibility and will help get more people interested in attending. This event happens when roles become live from our local companies.

8. Use local hashtags

- An easy tool that we use to attract more local candidates is by using hashtags in addition to location tags on social media. When used correctly, we engage local candidates with our social media accounts and make your business more likely to be found by users browsing around. Use local hashtags for your city, state, or town. People searching and using local hashtags will be more likely to find your business this way.

9. Local newspaper ads

- Social media is huge, but that doesn't mean that newspapers don't still have a place in the world. Our marketing team researches local papers that people read, and we will try advertising in it for certain roles. We also try and build a partnership with the local papers on hiring events that we're hosting. We try and spin this event to offer or provide inside access for a story.

10. Send locally-focused emails

- Email is an effective way to keep in touch with local past candidates and gain new ones, especially for local businesses we are hiring for. With this constant outreach, and targeted email campaigns going out, we are able to leverage the interested replies or ask for referrals. Many local people know more local people that are looking for work. Any response from these efforts generates more applicants to evaluate for our clients' needs.

## F. Project Schedule

### *Detailed methodology/approach to project management.*

Our approach is based on the CVC Delivery Methods. We have combined the CVC team and industry-leading practices to customize our project management and execution approach to the requirements of your Project. We believe that joint participation in project management is vital to the successful implementation of an on-schedule and on-budget solution that meets the needs of its users and the goals of Parish. The jointly operated Project Management Office (PMO) would oversee your project and would reflect the true teaming relationship between us and Parish teams that we would like to establish. For Parish, the CVC team has defined five guiding principles of project management to guide the project and to facilitate achieving requirements and goals. These guiding principles include:

- **On Time** – complete the project according to the schedule that is developed and agreed to with the Parish leadership.
- **Within Budget** – complete the project within the workday and cost budgets for both the CVC team and Parish team efforts.
- **Conformance to Specifications** – complete project deliverables in substantial conformance with mutually agreed upon requirements to facilitate value creation for Parish and high performance for system users.
- **Effectively Manage Risks and Issues** – remove roadblocks to project success as expeditiously as possible.
- **Knowledge Transfer** – promote knowledge transfer to build capabilities and facilitate Parish ability to support the new system following implementation.

To support Parish requirement, we commit ourselves to deliver exceptional service and expertise to ensure the successful implementation of the project. In this regard, we are fully prepared to provide outstanding technical staff who can provide exceptional services to Parish for both its traditional and non-traditional projects.

With an aim to progress in Parish mission, CVC has access to over 1500+ cleared and qualified employees who could be considered for this project, majority of being technical professionals within the Louisiana area. CVC will use its proven processes and tools used for 24 years to provide qualified staff with skills required from day 1 and to the end of contract. Our staffing approach is driven by selected meticulous screening process, combining our understanding of the requirement and similar experience in staffing federal organizations for enterprise level initiatives. As screening of candidates is embedded in our recruitment process, this includes – Pre-screening, Screening, Technical Skills Evaluation, and Reference Verification. Also, we at CVC maintain 165,000+ pre-vetted candidate's strong database and have 24X7 recruiting team which consists of 30+ technical recruiters and resume miners with an average experience of 5+ years to support Parish.

Furthermore, CVC will follow a comprehensive to project management based on PMBOK industry standards and use our years of experience with federal and commercial clients. CVC also has certified staffs that understand how to apply project management processes in real world and deliver results. Also, we are familiar with collection of tools for project management. Our implementation plan is a well-organized and disciplined process of initiating, planning, executing, controlling, and closing with the alignment of communications amongst staff, Parish stakeholders. It outlines the key milestones, responsibilities, and deliverables to meet the project's objectives and will meet success criteria by ensuring that all deliverables are on time, on budget, and within scope.

We will follow below approach for Parish immediately after the project award.

- Once the project is awarded, within 1 week, CVC will contact with Parish Contract Administrator for scheduling an initial kick-off session. CVC will prepare materials to conduct an orientation briefing that would be held at client facility on a suitable time and date after mutual agreement. The purpose of this meeting would be to introduce key participants, explain their role and set expectations and assure each participant has understood all the necessary tasks and objectives. Further, this meeting would also address any questions, identify point of contact, review the information provided and recommend any changes or improvements.

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- Initiation: At the outset, our assigned project manager would create a project management plan for documenting the project scope, objectives, management processes and relationship with stakeholder organizations. This project management plan would entail a) the integrated project team, their roles and responsibilities and reporting, b) project management approach, the technical approach and how each phase of the project lifecycle would be achieved, c) identify project governance board and its structure, d) describe procedures, resources and tools that would be used in managing the project and any controls to be utilized to track performance and project cost, e) direction of all activities within each phase of project life cycle, which could be refined during the course of the project.
- Planning: CVC understands that planning is typically important to success of any project and amount of planning would reflect the overall project scope. Our planning process would be driven by your objectives and would primarily focus on your customers. Also, our planning processes will be subjected to iterations based on your need. At this stage, our project manager would work with you and optimize priorities as per your requirements. Based on your requirements, a well thought out action plan comprising of task breakdown, resource allocation, project timelines and milestones would be prepared. This important stage will therefore lay the foundation to move forward with appropriate recommendations and suggestions to carry out successful project management. CVC assures that we would submit initial resource loaded Work Breakdown Structure (WBS) to the Parish within two (2) weeks following contract execution.
- Execution: As this is longest phase of the project lifecycle and is usually the most demanding, we will ensure to carry out the project plan, perform the tasks identified and concurrently managing various technical and organizational interfaces. This phase would involve managing and coordinating resources, tasks and stakeholder's to achieve the desired project objectives. *Kavita Rana*, who would also act as project manager for this contract would have the core responsibility in organizing team members, managing timelines, supervising planned activities, building deliverables, and presenting to the Parish stakeholders. Additionally, we will follow best practices related to project communication with Parish stakeholders and facilitating biweekly status review meetings biweekly keeping all stakeholders engaged regarding project status. During this time, Kavita (our PM) would keep record of deliverables, change requests, issue logs, documentation updates, minimize any associated risks and ensure to safeguard integrity and confidentiality. During this period, CVC will inform Parish in writing, within 5 calendar days any changes in the assigned Candidate assigned to project tasks/deliverables. We will periodically communicate with Parish about the Candidate performance. If CalVCB determines that a Contractor is failing to adequately perform services for cause, illness, resignation, breach of security, unacceptable conduct, failure to follow Parish policies, or other factors (not in the control). In such situations, CVC would make all efforts to provide a suitable candidate replacement, possessing the desired Mandatory qualifications or better than the already assigned candidate.
- Monitoring and Controlling: This would consist of: tracking the project schedule, reviewing every milestone, combined weekly report to the project head, team meetings with project head, weekly reports filled by each team member that shows details of task done in the respective week and planned tasks for the later weeks. CVC will ensure that there is a regular reporting mechanism and flow of information thereby assisting in quick issue resolution. We will also regularly communicate with the Parish in all phases of the project in the form of weekly status reports and project meetings, periodic face-to-face project reviews. Based on project stage, actual progress against the estimates and project schedule would be tracked in terms of size and project duration, lifecycle, project performance and required level of visibility. Also, assigned staff and their completed activities would be tracked and reported each week. This effort-tracking task assessment would be done using effort-tracking spreadsheets, maintained by each team lead.
- Reporting: CVC understands the need to make strategic decisions, therefore based on continuous project monitoring and periodic written and verbal information status, this would be done. In the beginning itself, a communication plan would be established such that timely and exact communication is done to Parish. Our assigned project manager would be responsible for ensuring the coordination with Parish stakeholders. We will

**Information Technology Support and Supplement Staffing**

also provide written project status reports and present the same in the meetings as required. The reporting would involve: - project status reports, quality, risk and cost management reporting and action items reporting.

- **Close-Out:** In this final phase, CVC would thoroughly ensure that required deliverables have been accepted by Parish and all work has been completed as per the plan. During this phase, we would also ensure that lesson learned register and any associated project documents are updated and archived. Once individual placements are completed, we will also ensure that proper project closeout activities, such as finalizing paperwork, conducting exit interviews, and collecting feedback from Parish and candidates. We would also make sure that as per communication plan, all electronic documents are provided to Parish in a format compatible with Parish standard applications.

The key activities and deliverables in respective phases and associated milestones are as below:

	TASK TITLE
	<b>INITIATION</b>
<b>Milestone</b>	<b>Contract Award</b>
	<b>Project Conception and Initiation</b>
	Formation of Project Charter
	Project Charter Revisions
	Identify and establish Contact with Parish representatives and stakeholders
	Key relationships outlined
	Meeting to discuss vital contacts
	Create master list of vital contacts
	Provide formal introductions
<b>Milestone</b>	<b>Project Initiation/Kick-off</b>
	<b>PROJECT DEFINITION AND PLANNING</b>
	Scope & Goal Setting
	Create Work Breakdown Structure (WBS)
	Planning Resources
	Budget
	Communication Plan
	Risk Management
<b>Milestone</b>	<b>Development of Project Management Plan</b>
	<b>EXECUTION</b>
	Allocate staffing need to the recruiting team
	Identify incumbent personnel and begin transfer process. Search database of over 100,000 and cleared staff
	Evaluate technical/soft skills through telephone/online interviews and online tests
	Gather Interviewer feedback within 24 hrs and check candidate references
	Setup technical interview via phone or online with Project Manager to assess technical and communication skills fit
	Conducting background and security checks

	Complete all paperwork and formalities including e-verification, conduct new employee orientation
<b>Milestone</b>	<b>Candidate verification and background checks complete</b>
	Coordinate the joining process with Parish and the candidate.
	Schedule training on project requirement on CDT and CalVCB policies, maintain training plan of each candidate.
	Project updates and Chart updates
	Change Management
<b>Milestone</b>	<b>On boarding Candidate</b>
	<b>MONITORING AND CONTROLLING</b>
	Project Performance / Monitoring
	Project Objectives
	Quality Deliverables (Ensure quality standards for candidate selection and on boarding are met. Conducting quality checks and make improvements as needed)
	Client Communication and Relationships
	Budget and Risk Management
	Effort and Cost Tracking
	<b>CLOSEOUT</b>
	Coordination with Parish for pending deliverables
	Furnish Candidate replacement if necessary
	Checking Payments receivable if any
	Documentation (including lesson learned) and Archiving
	Submitting Project Closure Report to Parish
	Conducting final close-out
	Release resources
	Conducting survey with Parish
<b>Milestone</b>	<b>Deliverables achieved and Close-out</b>

**Our Approach to Candidate Selection, Evaluation, Background and Reference Checks**

Our rigorous selection process ensures that candidates live up to the highest expectations. Our recruiting team proactively recruits a pool of talent that could be a potential fit for our clients. Candidates are screened and evaluated on a number of client specific criteria including technical abilities, work ethics, and personality. We also conduct online tests as a part of the screening process



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- ✓ **Step 1: Client Priorities Assessment:** Through in-depth discussions with the client, we gain an understanding of the desired personality traits, technical background, & other skills that make up the ideal candidate.
- ✓ **Step 2: Candidate Definition:** CVC's dedicated Account Manager Works on a specific client account determines and defines the candidate requirements.
- ✓ **Step 3: Candidate Identification:** Potential candidates are identified through various channels such as our internal Applicant Tracking System that has an extensive candidate database of professionals, social media such as LinkedIn, Twitter, Facebook etc., search engines such as Indeed, Monster, Career Builder etc., and through Professional Networking events. This is the first step in identifying and shortlisting candidates that suit our clients' initial criteria.
- ✓ **Step 4: Pre-Qualification:** We conduct interviews & evaluate shortlisted candidates on a number of different client--specific criteria, including technical abilities, work ethic & personality, and more. Based on our client needs, we also perform background checks, drug testing, reference checks and aptitude testing.
- ✓ **Step 5: Credentials Verification:** We verify candidate's credentials, references and assess their compensation, availability and other relevant details.
- ✓ **Step 6: Candidate Presentation and Interview:** CVC presents the top candidates' resumes to the client and answers any questions about candidates' backgrounds. We also arrange all interviews, field follow--up questions and serve as the liaison between our client and candidates.
- ✓ **Step 7: Candidate Offer and Employment:** CVC coordinates all communication regarding offers, second interviews, employment paperwork or other logistics related to a candidate's hiring.

Our account manager will be available and able to respond to Parish's emergency needs and communicate immediately. Quick response and action are intended to maintain best in class level of performance and to ensure the project is moving forward as scheduled. When filling in positions, our account manager will create a requirement of skills for the positions. Generally, we present qualified resumes to clients in **one business day** as our recruitment team covers all hours of the US time zones. For any urgent requests, we have the capability to have positions filled in as less as (8) hours turnaround, our target goal would be to provide the Parish job requestors a status update of the recruiting strategies implemented, and the results of those strategies within that (8-72) hour window. Turnaround times for urgent requests will also depend upon obtaining results of any required drug tests and/or background checks of our candidates.

### ***i. Candidate Screening***

Thorough screening of quality candidates is embedded in our recruitment process. Our recruiting process is implemented by our 40+ recruiters, data miners, and research analysts who leverage our proprietary database of over 100,000 pre-vetted resources in matching candidates to Board's needs. Once identified, CVC uses a meticulous screening process combining our understanding of the Board environment and scope requirements with our expertise in staffing. The steps of our screening process are; Prescreening, Screening, Technical Skills Evaluation, and Reference Verification. In order to screen our participants, we create a survey that will have a series of questions that ensures each participant meets one of the profiles we wish to include as part of our tests. Questions will be created as part of the project and help segment qualified candidates for the testing. Below is our in-depth screening process:

#### 1. *Pre-screening & Security Pre-Screening (Responsibility: Recruiting Team and Qualified Screening Team)*

##### Pre-screening

- Execute a comprehensive pre-screening that confirms previous experience, motivation, salary, skill level, and potential team-fit. Pre-Screening includes online test and internal tools
- Discuss salary requirements and relocation needs with candidates and update in Job Diva
- Evaluate attitude and aptitude by discussing team scenarios
- Provide CVC an overview and explain benefits

##### Security Pre-screening

- Review existing clearances
- Check references
- Conduct basic background checks

## 2. Interview (Responsibility: Recruiting Team and Qualified Screening Team)

### Technical Skill Evaluation

- Conduct initial assessment of the candidate's technical qualifications
- Conduct detailed technical interviews based on job requirement

### Soft Skills Evaluation

- Evaluate candidate's communication, creativity, analytical thinking, diplomacy, flexibility, change-readiness, problem solving, leadership, team building, and listening skills

## 3. Evaluation (Responsibility: Account Manager/ Technical Recruitment team)

- Prepare the feedback form to summarize the results of the interview and update Job Diva with qualified consultants
- Relay interview results to the consultants
- Check consultant's references

## 4. CVC Setting up Interview with Client

- Create skill matrices matching required skills with experience of consultants to present consistent skill summary to Board. *(Responsibility: Account Manager)*
- Submit resumes with a Skill summary of the selected consultants and references to Board *(Responsibility: Recruitment team)*
- Set face to face or telephone interview depending upon the Board requirements *(Responsibility: Account Manager)*

## 5. Final Security Screening (Responsibility: On-boarding team)

- Conduct criminal, credit and background check including driving record and sexual offender database search
- Conduct drug check for selected consultants
- Verification of employment, education, certifications and licenses

## 6. Offer (Responsibility: On-boarding team)

- Complete all due diligence before extending an offer to successful consultants
- Extend the offer
- Share candidate's decision or initial response with hiring managers
- Submit Security Forms to Board.

## 7. Joining (Responsibility: On-boarding team, Account Manager)

- Inform the joining date of the candidate to Board.
- Conduct e-Verification
- Candidate joins the project on specified date

We conduct multiple screening and assessments before submitting our candidates. Following are the different screening and assessment practices:

- Skill Background: To provide best available candidate from the market, we understand Client's requisitions. Our dedicated account manager coordinates with our recruitment manager and experts for creating skill sets of required needs. This process is forwarded to our sourcing team to find the best match.
- Screening by our recruiting staff: Here candidate's technical skills are evaluated. At this stage, the recruiters conduct first level Technical Screening and Job Description with our Question List that we have accumulated through the years. This includes questions across technologies and skill sets and also verifying resume accuracy.

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- Interview by our recruiting manager: Here candidate's soft skills & interpersonal skills are evaluated through a pre-screening of communications. This step evaluates the candidate's technical abilities and business acumen, as well as his or her professionalism and interpersonal skills.
- In-person/Video interview: When necessary and where COVID regulations allow, secondary screening of job history, technical skills, communication and interpersonal skills, body language and education is discussed face to face with the candidate. We ask tough questions so that we place the candidate in the job best suited from his/her background and to provide the clients with the right candidate in skill and personality.
- Reference Check: Our recruiting team will check the quality of work candidates have performed in the past via checking references. It is also the responsibility of the recruiter to verify the contents of a resume for accuracy by conducting reference checks and a thorough HR evaluation by virtue of an interview.



### ii. Candidate Evaluation

To evaluate candidate the role, CVC conducts below interviews to assess candidate relevant knowledge skill and ability.

- Behaviour Interview: We recognize the value of a thorough interview process. A trained member of our team conducts a behavioural interview, a method to gather and evaluate information about what applicants have done in the past to provide an indicator of how they would perform in future situations.
- Initial Interview – We assess the basic capabilities and character of the candidate, as well as the nature of our assignment profiles and the culture of our client base. Previous employment history is reviewed, and references are comprehensively checked.
- Technical Interview (for executive, technical, and professional positions) – A team member with expertise in the same domain assesses the candidate's level of technical proficiency. Candidates are rated based on an understanding of the client's required skill set, as well as on oral and written communications.
- Client Interview – At the client's request, interviews with candidates who have cleared their Technical Interviews are scheduled to meet with the hiring manager.
- Skills Evaluation: During the interview, job skills are identified, and the applicant is directed into job-related skills evaluation. We utilize Internet based technology to test applicant's skills and knowledge. Tests results are provided to the client when a candidate is presented for consideration for any position.

### iii. Skills and Aptitude Testing

Based on the outcome gathered after discussion with the Board, we will conduct candidate's evaluation process for their workplace readiness. After the candidate search and identification, we will conduct detailed interviews with the potentially suitable candidates. The detailed process will be as follows:

- Develop a long list of prospects best qualified candidates for the role, with the goal of providing deserving options for clients to consider.
- Conduct rigorous competency-based interviews with candidates based on the proven skills, knowledge, abilities and aptitudes outlined in the position specification.
- Develop a short list of candidates with the qualifications and interest in the position.

**iv. Candidate Background Checks**

After the screening process, we perform rigorous background check and screening of the candidate as follows: The minimum background check includes investigation of criminal history and reference checks. Depending on the nature Based on the position, and Client requirements, additional checks could be conducted.

Agency for background check: Typically, CVC uses USA Smart Hire; however, if the Client has its own portal and requires us to use the same, CVC will completely commit itself and perform some common types of checks as below:

- Verification of educational degrees
- Verification of licenses and certifications
- Driving record
- Credit record
- Drug Screening



We are e-verified company. We adhere to federal, state and privacy protection laws when conducting background checks and provide the required waivers, authorizations, notices, disclosures and releases. We also follow state and federal laws with respect to discrimination and adhere to our Equal Employment Opportunity rules. Once a candidate is identified, approved for hire and an offer is extended, CVC will conduct the following background checks upon request:

Once a candidate is identified, approved for hire and an offer is extended, CVC will conduct the following background checks upon request:

<p>A. Basic Information</p>	<ul style="list-style-type: none"> <li>• Candidate Full Name</li> <li>• Candidate Phone Number</li> <li>• Candidate Email</li> </ul>	<p>We then let the candidate know they will be receiving email from USA Smart Hire to start the background check &amp; to fill out required fields ASAP</p>
<p>B. Technical Check</p>	<ul style="list-style-type: none"> <li>• Past 7 Years employment</li> <li>• Global Sanction Database</li> </ul>	
<p>C. Background Verification</p>	<ul style="list-style-type: none"> <li>• SSN Verification</li> <li>• E-verification</li> </ul>	
<p>D. Drug Test and Finger Printing</p>	<ul style="list-style-type: none"> <li>• 10 Panel Drug Test</li> <li>• National Criminal File or Nation Scan check (7 years)</li> <li>• Last 7 years address</li> <li>• Felony/Misdemeanor conviction check at County, State, and Federal level, where available (7 years)</li> </ul>	
<p>E. Education and employment checks</p>	<ul style="list-style-type: none"> <li>• Verification of Education</li> </ul>	

**v. Candidate Reference Checks**

Reference checks are a part of our background checks and as stated above, CVC uses Smart Hire to conduct all background checks. We utilize a Smart Hire platform, that provides us an efficient and simple way to handle all screening needs for faster, easier, enhanced employment screening solutions. With the Smart Hire, CVC can conduct a complete sign up process on-line using a clean and simple but powerful interface. Further, we can not only screen, but also fill up several candidates or just one. The Board can experience the following benefits from the CVC:

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- Verification of educational degrees, licenses and certifications, Driving record, Credit record and screening for drug usage
- Track all submitted requests through Smart Hire portal
- Modify the request if there is any error
- Cancel the request
- Receive notifications when the request is at each of the below steps: -
  - Order has been sent to the employee
  - Order has been completed
  - Order is determined to be eligible as the employee's criminal background check was satisfactorily returned

The utilisation of Smart Hire also facilitates CVC simply just inputting the name and email address of the candidate and it does the rest below:

- ✓ Directly contacting the candidate to obtain their screening authorization through electronic signature, provide their required disclosure.
- ✓ Obtain signatures on any government-required forms
- ✓ Collecting all the required information directly from the candidate for further processing their screen
- ✓ Saving valuable time and resources.

Furthermore, depending on one's requirement and choice, candidate's information can also be directly entered manually. In addition to Smart Hire, CVC also uses Hire Right →



## G. Financial Profile

*Proposers must submit documentation from the past three (3) years demonstrating the proposer's financial stability. Documentation may include audited financial statements, including balance sheets, income statements, and documentation regarding retained earnings, assets, liabilities, etc. Such information should be included in the technical portion of the proposal submission and MUST NOT be included with the cost proposals and/or price schedules.*

Please refer to past 3 years financial statements attached with the response.

## H. Transition Plan

***To ensure business continuity and no disruption to Jefferson Parish operations, the proposer shall submit a detailed Transition Plan. At a minimum, the plan should include the new contractor's transition approach, a description of the Transition Team, how the workforce will transition (including subcontractors), how network user accounts and passwords will be transitioned, knowledge & intellectual property transfer, and how Parish equipment and Contractor equipment be transitioned. In addition, proposers shall indicate what is expected of the Parish to ensure a successful transition.***

CVC's Transition Approach is based on our experience with programs of similar size and scope. CVC fully understands that the most critical aspect in vendor transition is getting the knowledge transferred. Clients may choose to go about this process in different ways, depending on the exact scenario that exists. Transition of the existing work with no loss in progress and no interruption of service will be our

first priority. This would be achieved through a structured phase-in program, incumbent capture, selective hiring, and a comprehensive knowledge transfer process. CVC's phase-in approach is executed in definable phases: Pre-Award, Mobilization (Day 1-15) and Execution (Day 16-30), with detailed transition activities, responsibilities, objectives, and deliverables. Our transition schedule would be delivered and discussed at the Kick-off which will be provided in MS Project or other Parish approved method of delivery. CVC would provide a schedule that highlights key milestones that would be met in achieving full operational tempo in 30 calendar days, including coordination with Parish representatives, transfer of information, code, and assets, personnel security processing, training, and assumption of duties and control of tools and systems. We would also collaborate with incumbent employees and Parish stakeholder community to tailor the schedule during the first days of the transition period adjusting for any new information received during data discovery.

Described below is CVC recommended Five Step transition plan which also takes in to account cases where 100% cooperation from the incumbent is not expected. We will follow the same process for transition for Parish's resources.

### ***i. Transition Approach***

CVC recommended Five Step Transition plan for first thirty days.

- ***Step 1 - Analyze***  
We will thoroughly analyse the current scenario and the client-vendor dynamics. This will help us to understand the context, and the situation of the Parish as well as that of the existing vendor.
- ***Step 2 - Build Portfolio***  
With an understanding of the ground situation from the earlier stage, CVC, along with the client, will build a portfolio of functions that need to be transferred from the incumbent vendor. This is critical as it determines the scope of the new contract that will be made. In case the vendor transition is taken up mid-engagement, CVC would also need to capture the exact state in which the different projects of the engagement are. As part of the portfolio building exercise, CVC, in conjunction with Parish, would prioritize the different functions that need to be transferred. This prioritization takes into account parameters like the business criticality of the function and the state of the existing work/assignments.

At this stage, we would create and Parish shall verify a repository of all the necessary documentation that can be obtained from the incumbent as this would help to reduce the time required for transition.

These details, along with the results of the analysis stage, would then contribute to the contract that would be created between CVC and Parish.

- ***Step 3 - Architect***  
The next step in the process is to create a contract between the new supplier (CVC) and the client (Parish). This new contract would be exhaustive and will imbibe lessons from the Parish's prior experience with the incumbent. The CVC would aid Parish in drawing up a contract that has mutually beneficial safe guards for both sides.

○ Step 4 - Transition

Once the contract is in place, the next step is the actual transitioning of the knowledge from the incumbent to the new supplier. Ideally this phase requires certain degree of co-operation from the incumbent. In cases where there is low cooperation from the incumbent, the onus is on the vendor (CVC) and Parish to ensure that sufficient know-how is gathered from the incumbent that will allow us to take over the functions. CVC would consider measures like employing staff members from the incumbent vendor team, shadowing client SMEs, use of checklists, scientific knowledge transfer processes, setting up knowledge repositories and continuous monitoring to ensure that all required know how is obtained before the incumbent vendor exits.

○ Step 5 - Execute

The last step in the process is the execution phase where the business processes outsourced are transitioned from the existing vendor to the new vendor. Metrics will be defined in conjunction with Parish and these are monitored against the service level agreements set up in step 3 to ensure that the engagement is on track.

**ii. Transition Team**

CVC will establish a transition management team that would include key personnel, and contain specialists from every area of our company. These will be experts who would work with Parish and design transition as per specifications of Parish. CVC would work in close association with Parish to establish an in-depth understanding of requirements and develop a specific timeline. Each aspect of transition would focus on matters related to Parish and community.

The transition team would start discussions and preparations directly after approval. The team would work with Parish to set goals and hold orientations for faculty, staff, and current substitute employees. These meetings will make sure everyone is well informed about the start-up plan, specific roles and responsibilities, key timelines and, most importantly, the meetings allow the transition team to answer any questions and adapt to newly discovered needs.

We would design a customized action of plan which would drive the start-up across the Parish. At the time of initial expectation meeting, our transition team would work with Parish administrators to establish a comprehensive implementation strategy which would meet their every need. Further, during this time we would work collaboratively with Parish officials to guarantee a smooth transition for Electronic Information Systems (EIS) and Telecommunications team.

Below table shows key roles in transition management team which would enable full operational rhythm within 30 days.

Organization	Title	Roles/Responsibilities
CVC	Technical and Functional SMEs	<ul style="list-style-type: none"> <li>Take the lead planning transition activities by coordination with on-site manager.</li> <li>Conduct Initial discovery and requests.</li> <li>Establish technical understanding of customer environment</li> </ul>
Electronic Information Systems (EIS) and Telecommunications Team	Senior Technical Representative	<ul style="list-style-type: none"> <li>Work with Parish to coordinate and schedule all transition activities.</li> <li>Provide weekly reporting on transition progress.</li> <li>Coordinate activities between Parish and CVC throughout transition.</li> <li>Facilitate transition meetings as required.</li> <li>Secure workplace for transition staff.</li> </ul>
Electronic Information Systems (EIS) and Telecommunications Team	EIS workforce	<ul style="list-style-type: none"> <li>Ensure all IT activities such as transfer of tools, code and permissions are completed during transition.</li> <li>Support transition discovery and document all IT processes, tasks, and activities for transition.</li> </ul>
CVC corporate resources	HR Specialist	<ul style="list-style-type: none"> <li>Facilitate all matters related to staffing on-boarding including submission of credentials and clearance information.</li> </ul>

- Executing hiring process, transitioning incumbent workforces to CVC.

**iii. Knowledge Transfer**

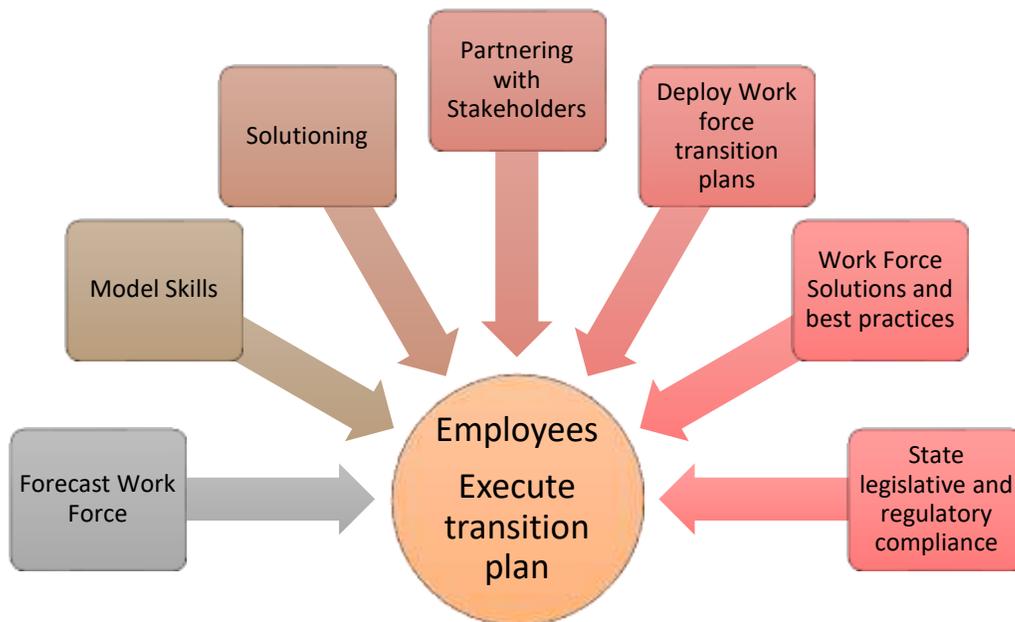
This will be a seamless activity as our team is familiar with the transfer process in general. Our approach is a systematic process that would entail technical knowledge transfer stepwise and involve Parish staff and incumbent contractor involvement effectively.

Step 1	Organizational Level	<ul style="list-style-type: none"> <li>• Charters, procedures, roles, schedules, access needs, position descriptions, work agreements, operating level agreements (OLA) and service level agreements (SLA).</li> </ul>
Step 2	Process Level	<ul style="list-style-type: none"> <li>• Process flows, descriptions, specifications or briefings, and escalation of issues.</li> </ul>
Step 3	Procedure Level	<ul style="list-style-type: none"> <li>• Data on users and service levels reports, training materials, how to guides, help desk scripts and escalation procedures, SOPs.</li> </ul>
Step 4	Job Shadowing and Scenario Testing	<ul style="list-style-type: none"> <li>• Mock execution of work scenarios, ensuring focus on the most frequent or critical areas; hold table-top exercises; Refinement of operational procedures, how to guides, application profiles, and environment information within knowledge-based articles.</li> </ul>

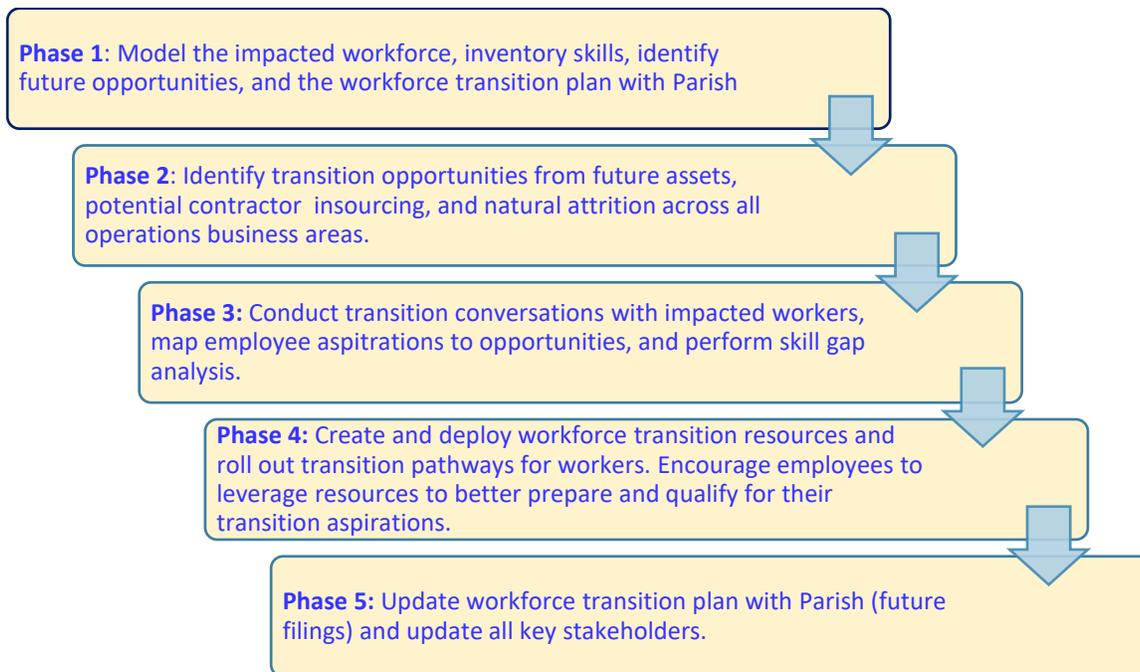
**iv. Workforce Transition**

Our Strategic Workforce Planning (SWP) department will work closely with Electronic Information Systems (EIS) and Telecommunications Team and Parish both internal and external stakeholders to model, plan, design, and facilitate workforce transition.

Workforce transition planning collaboration



To facilitate workforce transition, our Strategic Workforce Planning (SWP) would adopt a phase wise multifaceted approach to enable a smooth transition. The process for workforce planning for transition is as below:

Transition Workforce Planning Process**v. Network user accounts and password transition**

We understand that efficiently managing the login process for existing users is crucial. We will therefore offer a streamlined login flow by providing passwordless, passkey-first logins to these existing users to facilitate passkey transition. Users with passwords can use passwords to log in or make use of passwords email links. After any of logins, user can opt-in to create a passkey. Once passkey is created, it would become the preferred login method. This optimization would enhance security and experience of users, boost their satisfaction and trust.

We would follow the below steps to make the process work:

1. **Simplified login process for current users:** Users would only be required to enter their email address and click 'continue' button. We would explicitly check if email address already exists in customer's backend. Further, we would also check if login methods exist for the users and which are technically possible.
2. **Logging in with password or email link:** For users, who have had a password earlier, an option to log in with the password or via email magic link will be provided. Through this, users would be able to securely access their accounts, thereby enhancing the overall login experience.
3. **Increasing security with passkeys:** After successfully logging in using either a password or an email magic link, our technical team would check whether the user's device supports passkeys. If compatible, users would be asked if they would like to create a passkey, which would provide an additional layer of security, mitigating the associated risks with password-based authentication methods, and also simplifying the login experience.
4. **Passkey as preferred login method:** Once passkey has been created, our technical team would make this as preferred method of login. This would simplify the login process and put an emphasis on security. Further, Parish users would be able to enjoy a seamless login experience, knowing that their accounts are protected by an advanced authentication mechanism. New users would no longer create a password at all, but register passwordless with a passkey.

## vi. Transitioning Equipment's

CVC's technical team would follow a 3-phase structure: Discovery, Assessment, and Operational Integration. Each phase would have its own unique tasks and objectives to meet for the transition process.

### 1. Discovery Phase:

- Access to environment: We understand that gaining access to environment is foundation of transition, which is most often time consuming aspect of a project. No other transition work can be performed without access. Therefore we would start this process as early as possible.
- Discovery of the Environment: Once our technical team has access, they would begin surveying the environment. The equipment, tools and processes that are present would be needed to be located and documented. If they are available, this will be accomplished by using a Parish's existing asset lists and standard operating procedure (SOP) documents.
- Creating an Activity matrix: With the knowledge gained from access and discovery, our team would start building an activity matrix. The tasks involve everything from system power up/down to upgrades and decommissions. The matrix will also list the technical staff level (Level 1, 2, or 3) required for each task.
- Attending Operational Meetings: our technical team would meet with concerned representatives of Parish team and understand the pain points (system malfunctions, capacity issues) existing in an environment. Also, the meeting would give us an insight who the leaders are, operational process flow (especially if an account uses ITIL principles).
- Developing a Gap Analysis: Our team would conduct a gap analysis which would involve pain points that Parish wants to address during the transition process. For example, equipment that is no longer supported or operational functions that do not have any SOPs associated with them. As this would be the final step in the discovery process, we would then generate a report which would identify what needs to be learned, documented, and managed in the environment. We would ensure that this is thorough so that e account contract team can set expectations of the level of service at "go live" and also have a plan for closing the gaps through knowledge, training, and maintenance.

### 2. Assessment Phase

This phase would entail knowledge and materials obtained through the discovery phase and organizing them into documentation and processes that will be used by our technical staff.

- Standard Operating Procedures (SOPs): SOP is required with every action or change performed in an environment. SOPs would provide us a repeatable template for performing an operation. Our technical team would validate any SOP that is existing and useful, or if any new SOPs need to be developed.
- Training Materials and Runbook Authoring: Our technical team would need to understand account's Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). Protocols, procedures, and communications relating to emergencies and major outages. Once this is done, a "runbook" will be created that has all the above information, which will further be used to train new team members and also used during service auditing processes.

### 3. Operational Integration Phase

This will be the final phase of transition. This is where our team would prepare to take over the Parish's environment.

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- Shadowing and Reverse shadowing sessions: This is where our team would be observing the work of an experienced staff member, which could be through a virtual (WebEx) session. The tasks would also include managing tickets, providing data restores, or provisioning storage. During reverse shadowing, our team would then perform the processes to demonstrate their ability to take over an assigned job.
- Completing Account Deliverables This task would involve completing any equipment installation that is part of the contract and delivering any required operational Runbooks or documentation.

### **vii. Expectations from Parish for successful transition**

We understand that no transition is simple and most, if not all, are complex. We also understand that successful transition increases revenues, cuts costs, and boosts customer satisfaction. Also, it frees up critical resources you can use to shore up activities designed to create a sustained competitive advantage. And creating a sustained competitive advantage is imperative if you want to survive.

For pulling off a successful transition, we would require Parish to:

- Identify the obvious organizational barriers to a successful transition
- Identify the blind spots that can block a successful transition
- Align the cultures
- Set realistic expectations
- Manage change using a top-down approach

Once Parish had identified the above barriers, we would require Parish to address them and for which are 8 keys as below:

- ✓ Create A Vision For A Successful Transition
- ✓ Secure Senior Manager Commitment
- ✓ Determine Organizational Readiness
- ✓ Create An Infrastructure For Successful Transition
- ✓ Create A Plan For Managing Change
- ✓ Anticipate Organizational Risks
- ✓ Establish Reporting / Governance Mechanism
- ✓ Define Successful Transition

## I. References

**Proposers must provide a minimum of three (3) references (governmental and/or private) for whom equal or larger scope of services are either currently being provided or have been provided in the recent past two years. Contact person(s) addresses and telephone numbers for each reference shall be included**

### Reference 1:

Client	Dell Technologies 
Address of the firm	1117 Perimeter Center W E407, Atlanta GA
Contact Person name	Lisa Gehling
Contact Person details	Phone: (774) 803-2367; Email: lisa.gehling@dell.com
Contract dates	Since 2018, ongoing
Scope of Services Provided	We have a master contract with DELL and providing multiple roles in IT staffing. We have already deployed 85 resources.

### Reference 2:

Client	University of California 
Address of the firm	1 Shields Ave Davis, CA 95616
Contact Person	Brian Spray
Contact Details	Phone: 916-759-0858; Email: bspray@ucdavis.edu
Contract dates	2020 - Present
Scope of Services Provided	Project Title: Information Technology Temporary Staffing We have provided technical roles to several campuses for UC institution including UC Davis, UC Irvine, UC Santa Clara, and several more. The roles we have submitted are: Senior DevOps Engineer, Senior Business Intelligence Developer, Drupal CMS Developer, Senior Business/Technical Analyst, Mid/Senior Front End Developer, Sr. SQL Server Database Administrator, Sr. Informatica Developer.

### Reference 3:

Name of the Firm	State of Massachusetts 
Address of the firm	Boston, MA 02108
Contact Person	Melissa Welsh
Contact details	Phone: (857)529-0572, Email: Melissa.welsh@mass.gov
Contract dates	Since March 2021, Ongoing
Scope of Services Provided	Information technology Staff augmentation services Statewide to all Massachusetts agencies. We have provided roles: Network Administrator, Helpdesk Technician, Programmer Analyst, Server Technician

**Reference 4:**

Name of the Firm	New York University 
Address of the firm	105 E 17th St New York, NY 10003
Contact Person	Jeffrey Asare
Contact Person details	Phone: (212) 998-2787 ; Email: jeffrey.asare@nyu.edu
Contract dates	Since 2018, ongoing
Scope of Services Provided	CVC has been awarded a contract with NYU to provide staff augmentation to their IT department in various categories. We have provided staff to serve in Enterprise Data Services, Business Applications Development areas. We have provided staff augmentation to their IT department in various categories such as Project Manager, Programmer Analyst, Database Administrator, Information Security Analyst.

## Lee Newsome

### Server Technician

#### Clearance

Non-Active TS/SCI

#### Experience Summary

I am a highly motivated and dedicated self-starter with over 21 years of professional experience in IT Network/Systems background. My skills include critical DoD network and systems management, long-range planning, engineering solutions for current and future projects. Demonstrated ability to troubleshoot complex IT problems in a 24/7/365 environment, as well as recommend detailed, workable, cost-effective solutions. Specialized expertise in Life Cycle Management, Cyber operations network infrastructure, and sustainability. Proficient in policy development with proven ability to apply Cyber Security methods and procedures. My background in managing, planning, designing, procuring, and implementing the latest technologies is unique and compelling.

#### Employment History

**Lead Network/Systems Engineer – Test Manager**  
**Salient CRGT**

**1 Jun 2017- Present**

##### Project History

Provide daily subject matter expertise for test environment configurations for the 25th AFJWICS BOSS project. Build and deploy virtual server instances for testing and configuration verification purposes. Also responsible for implementing mission system configuration and testing functionality within a secure environment. Produce, update, and archive configuration notes, wiring diagrams, and Visio system drawings. Maintain a detailed log of all test plan requests and provide updates for success/fail results. Research products and services for modernization of the lab environment to stay on the leading edge. Produce, maintain, and present engineering diagrams for purchase order and contribute to engineering planning sessions to determine the best course of action along with monitoring cost-effective measures and options.

##### Project Duties

- Plan, design, install and configure virtual environment infrastructure, network VLAN requirements for traffic segmentation and security and storage containers for development and testing operations
- Search, build, and deploy virtual machines, virtual vendor platforms, and programs to be used in a secure virtual test environment.
- Support team members patching and configuration efforts to ensure IA compliance standards are up to date.
- Collaborate with external team members to design future build requirements.
- Lead lab engineering meetings to collaborate with team members and assign duties and tasks.
- Catalog test case solutions, industry-standard, build guides, and checklist notes for future reference.
- Provide detailed engineering and test case project briefing to PMO leadership for review and continuity.
- Assist engineers with modifying configuration models for testing and evaluation before introduction into a production environment.

##### Technologies Used

Proficient in setup, configuration, and deployment of multiple systems and software to include: Cisco Adaptive Security Appliances (ASA) 5510, 5515 and 5525 / Cisco Routers and Switches 800 series ISR router, 2960 3550, 3750 switches and Nexus5K / Brocade 300 fiber switches / Dell servers R-Series 610, 720, 730, 820 / Compellent Storage Network devices / Simpana CommVault disaster recovery / Red Hat Linux software and applications versions 6.5 thru 7.4 / CentOS version 5 thru 7 / VMware 5.1, 5.5, 6.0 and 6.5 / One-Way-Link (OWL) cross-domain solution (CDS) software and devices. Air Force Standard Desktop Configuration models (SDC) to include Microsoft Server 2008, 2012 and 2016, Windows 7 and 10, also capable of configuring Nutanix Hyper-converged infrastructure environments.

## **Virtualization Engineer – Lead Cyber Technician**

**1 November 2016 – 1 June 2017**

### **Intelligent Decisions**

#### Project Duties

- Managing and directing CDA PMO project support management personnel, equipment and server infrastructures as well as data-center operations across multiple platforms.
- Effectively organize and structure installation methods and providing guidance for configuration and optimization of IT infrastructure.
- Oversaw and approved travel arrangements for fly-away mission support teams and equipment.
- Conduct engineering and planning methods from inception to completion for system modernization and coordinate hardware, software installations and upgrades.
- Configure virtual environment utilizing VMware ESXi 5.5 along with NSX network security settings and features to secure infrastructure connectivity.
- Secured and configured environment disaster recovery and backup efforts per government leadership requirements.

## **Information Systems Security Network Specialist**

**15 July 2014 - 1 November 2016**

### **AT&T Government Solutions**

#### Project Duties

- Effectively organize, plan, install, configure, and optimize IT infrastructure, striving to achieve higher availability and performance of computer hardware and software components.
- Deliver administrative and technical support for a medium-sized Microsoft Windows and Linux based server network.
- Conduct engineering and planning methods for system modernizations and coordinate hardware, software installations, and upgrades.
- Establish configuration of virtual VMware 5.1 environment as needed per operational rhythm.
- Maintain virtual Fidelis analyst monitoring software and hardware licensing along with ensuring data files transferred successfully using a designated cross-domain solution.
- Maintain SecureLogix digital voice recording software and portable DVMS kits to include providing data file transfer of calls transferred via a dedicated cross-domain solution.
- Coordinated with outside support teams to ensure 100% connectivity of mission system connections and helped correct errors promptly per DISA fault recovery standards.
- Perform system backups and restoration as necessary.

## **Tier 2 Help Desk Technician**

**1 April 2014-15 July 2014**

### **Enterprise Information Systems**

#### Project Duties

- Maintain and ensure operational capabilities of VMware virtual environment and conduct regular system maintenance and patch upgrade procedures to ensure system security and functionality.
- Maintain desktop upgrades following Client Support Administrator (CSA) guidelines.
- Provide technical assistance to Help Desk Personnel, Functional Support Administrators (FSAs), and CSAs who provide administrative support to their end-user's workstations.
- Provide desktop support to the Air Force IT services to include the delivery of organizational and individual email to the desktop, access to shared file/data storage, a capability to print from the standard desktop to network printers, and centrally managed web services and storage.

## **RF SATCOM / Systems Engineer**

**10 Apr 2011-01 April 2014**

### **The Merit Group, LLC**

#### Project Duties

- Performed helpdesk support and troubleshooting methods to correct faulty signals and lost packet incidents.
- Responsible for setting up and configuring deployed 1.8, 2.4, and 4-meter satellite communication systems in the field for optimal performance.
- Support Joint Improvised Explosive Device Defeat Organization (JIEDDO) Counter-IED Operations/Intelligence Integration Center (COIC).
- Maintained IA compliance on servers/workstations using Retina, WSUS, and Group Policy. Configure Secure Crypto devices (KG-175B and 175D) for connection over Secure LAN.

## **Field Systems Engineer**

**1 June 2009-10 April 2011**

### **ManTech**

#### Project Duties

- Configure a virtual environment for multiple OS instance required for U.S. Army data collection and data storage weapon systems.

- Prepare system hardware and software to include all peripherals before delivery to end-user.
- Utilize Ghost imaging software to copy OS across multiple platforms. Maintain data backups for future migration of files to new equipment.
- Assist with system inventories and transfers of fielded systems.
- Perform software checkout and verification of all systems using standalone systems to ensure proper operation before delivery to the end- users.
- Responsible for the testing of new and developmental systems to ensure compatibility with existing ASAS/DCGS-A systems to include; DCGS-A ACE BLK II, DCGS-A CGS, DCGS-A ACT-E, AND DCGS-A DTSS.

**Help Desk Level 2 / Supervisory Data Analyst**  
**Westar Aerospace and Defense Group**

**15 August 2005-01 June 2009**

Project Duties

- Work remotely with ISP on a new DSL solution, providing analysis of the viability of product design based on performance metrics.
- Planned and implemented Microsoft Information Security and Authentication server and McAfee ePolicy Orchestrator, improved network security, and monitoring for a 20-user environment.
- Responsible for daily operations of military and civilian satellite equipment: Firebird radio, and satellite phones (Inmarsat).

**Database Administrator**  
**DynCorp International**

**10 October 2003-15 August 2005**

Project Duties

- Train civilian and military personnel on proper migration procedures with electronic virtualization logbook and maintenance procedures.
- Ensured Very Small Aperture Terminal (VSAT) satellite system remained at 100% connectivity and assisted in resolving failed packet incidents promptly.

**Education**

Bachelor of Science – American Military  
 University Degree: Cybersecurity - 50 credit  
 hours completed

**Certifications**

- MCSA – Server 2012 MCSE – Private Cloud
- MCITP – Windows 10  
 Desktop
- AdminITIL v3
- CompTIA - Security + / Linux+
- VMware - VCP6-DCV / VCP6-NV / VCP6-DTM

# Gabe Barahona

## Network Administrator

### Objective

To obtain the position of System Administrator, where my 17 years of experience working on medium and enterprise network environments, will be utilized in the process of implementing new technologies to reach company goals and objectives.

### Profile

Motivated and energetic professional with multiple abilities in the field of Information Technology. Talent for organizing and implementing multiple projects while maintaining day-to-day operations. Committed to meeting company goals. Accustomed to handling strict deadlines and implementing reliable solutions. Ability to quickly integrate new skills or knowledge necessary to meet the needs of changing situations. Flexible and versatile – able to maintain consistent and appropriate responses and decisions under pressure. Poised and competent with ability to easily read and respond to unfolding circumstances. Excellent oral and written communication skills.

### Skills Summary

- Project Planning/Management
- Avaya/Nortel Infrastructure
- Fluent Spanish Speaker
- Network Management
- VMWare 3.5 – 6.5
- Netbackup/DPM Management
- Network Deployment
- Hyper-V Administration
- Managed 100+ Client Networks
- Application Implementation
- Microsoft Office/365
- Managed 350 Servers Single Site
- Cisco Network Administration
- Mac Network Administration
- Remotely Managed Client Sites
- Redhat Linux OS
- Windows Server 2000 - 2016
- WAN Networks
- Symantec Endpoint Protection
- Propalms/Citrix hosting
- SAN Storage Management
- Dell Compellent Storage
- EMC Storage
- Disaster Recovery Planning
- Sonic Wall Firewalls
- Palo Alto Firewalls
- VPN/Remote Connectivity

### Professional Experiences

#### Communication: Training/Publications/Technology

- Designed and implemented training seminars including departmental operations, policy and procedures, and individual responsibilities for departmental staff.
- Create, review and revise network policies and procedures.
- Prepare and conduct weekly department meetings.
- Collaborate with other departments/offices and other areas of service on implementation of client networks and system installations/upgrades.
- Conduct evaluation surveys, client meetings to collect feedback for the implementation of new ideas and strategies based on improving services and meeting company needs.
- Utilize written and technological resources to prepare all training, communications, publications, record keeping and forms, online information, and organization etc.
- Created and documented all IP addresses, Server Information, VPN, and Firewall Information.

### Problem Solving/Customer Service

- Experienced programmer in troubleshooting proprietary and 3rd party business applications.
- Emergency management and responder for critical down situations.
- Review and maintained emergency procedures, maintenance, and security issues related to hardware/software implementation and updates.
- Design and coordinate Disaster Recovery plans for critical down situations and natural disaster situations.

### Special Skills

- Served as Project Manager and Technical Lead on multiple companywide installations.
- Successfully passed several HIPPA compliance audits.
- Created and maintained all documentation outlining security and compliance standards.
- Over 12 years' experience implementing and managing small and large business networks.

### Detail Mastery And Organization

- Maintain, supervise, and update all documentation regarding technical implementations.
- Maintained over 350 physical and VMware servers at a single location.
- Develop maintenance schedules for all Data and email servers.
- Fiscal review of all revenue and expenses associated with the operation of Web Development and Business Applications department.
- Supervise and evaluate project timelines to ensure client expectations are being met.
- Responsible for all Server and application changes and installations.

## Employment History

### **SWIRE OILFIELD SERVICES – Houma, Louisiana Systems/Network Administrator, December 2018 – May 2020**

- Maintained Network Operations for all international locations
- Primary lead for North and South American Networks
- Tier 3 Support for U.S, UK, Brazil, Africa, Asia-Pacific
- Hardware and Enterprise Virtual Environments (Hyper-V)
- GDPR Compliance for UK Networks
- Cisco/HP Network Environment

### **BAYWATER DRILLING – Houma, Louisiana IT Manager June 2018 – November 2018**

- Maintained Network Operations LAN and WAN
- Hardware and Enterprise Virtual Environments (Hyper-V/VMWare)
- Outlined Server Specifications and Deployment
- Active Directory LAN and WAN
- PowerShell Scripting
- Microsoft SCCM
- Maintained 100+ users single handedly
- SAP Cloud Suite support
- Software Support
- Cisco Network Environment

### **LSU – Baton Rouge, Louisiana VMware/Windows Administrator, March 2018 – July 2018**

- Maintained Network Operations LAN and WAN
- Hardware and Enterprise Virtual Environments (Hyper-V/VMWare)
- Outlined Server Specifications and Deployment
- Active Directory LAN and WAN
- PowerShell Scripting
- Network Documentation and Maps (Blue Cat)
- Microsoft Azure
- Network Storage Implementation and Access
- Virtualization Storage Implementation
- Software Support
- Cisco Network Environment

**GRAND ISLE SHIPYARD – Galliano, Louisiana Network Administrator, December 2016 – November 2017**

- Maintained Network Operations LAN and WAN
- Installed New Network Locations
- Hardware and Enterprise Virtual Environments (Hyper-V/VMWare)
- Outlined Server Specifications and Deployment
- Active Directory LAN and WAN
- Microsoft SCCM
- PowerShell Scripting
- Network Documentation and Maps (SolarWinds)
- Cloud Environments
- Network Storage Implementation and Access
- Virtualization Storage Implementation
- Software Support
- Desktop Support

**TERREBONNE GENERAL MEDICAL CENTER - Houma, Louisiana, Network Administrator, January 2011 – January 2013**

**Systems Administrator, January 2013 – April 2015**

- Maintained Network Operations LAN and WAN
- Installed New Network Locations
- Hardware and Enterprise Virtual Environments (Hyper-V/VMWare)
- Outlined Server Specifications and Deployment
- Active Directory LAN and WAN
- Microsoft SCCM
- PowerShell Scripting
- Network Documentation and Maps
- Cloud Environments
- Network Storage Implementation and Access
- Virtualization Storage Implementation
- Software Support
- Desktop Support -HIPPA Policies

**NATIONAL FOOTBALL LEAGUE– Miami, Florida. Systems Specialist, March 2013 – March 2017**

- Setup and Maintenance Combine System to New York Front Office

**BOMMARITO PERFORMANCE SYSTEMS - Miami, Florida, Systems/Network Administrator, September 2010 – Present**

- Setup and Maintenance of Wireless and Lan Network
- Desktop Support

**SONDES MEDICAL ASSOCIATES – Covington, Louisiana, Systems/Network Administrator, June 2010 – March 2017**

- Maintained Network Operations LAN and WAN
- Installed New Network Locations
- Hardware and Virtual Environments (Hyper-V/VMWare)
- Network Documentation and Maps (SolarWinds)
- Cloud Environments
- Software Support
- Desktop Support
- HIPPA Policies

**UNITED WAY FOR SOUTH LOUISIANA – Houma, Louisiana, Systems/Network Administrator, January 2011 – Present**

- Setup and Maintenance of Wireless and Lan Network
- Desktop Support

**CARE AND COMFORT OBGYN – Houma, Louisiana Systems/Network Administrator, April 2010 – December 2010**

- Setup and Maintenance of Wireless and Lan Network
- Desktop Support

**COMPLETE NETWORK MANAGEMENT - Houma, Louisiana, Network Engineer/Sales, February 2006 – April 2010**

Department Manager Web Development and Business Applications, 2007 – 2008

- Setup and Maintenance of Wireless and Lan Networks

- Desktop Support

**ADVANCED SOFTWARE DEVELOPMENT - Houma, Louisiana, Pre-Sales Engineer/Network Engineer, September 2003 – February 2006**

- Setup and demonstrate Corporate Software packages and maintain network

**Education**

LOYOLA UNIVERSITY NEW ORLEANS, Computer Information Systems, Loyola University College of Arts and Science (Fall 1998 - Spring 2003)

**Certifications**

- CCNA A+
- Network+
- Security+
- Dell Certified Solutions Engineer

**Special Achievements**

- Selected to the 2009 – 2016 United States National Team of Grappling Selected as a 2010 – 2016 United States National Team Coaching Staff

### Oracle Database Administrator

#### Summary of Qualifications

- Around thirteen years of IT experience as a DBA(Oracle, PostgreSQL, MongoDB, Versant and SqlServer DBA) on a variety of platforms - UNIX (Solaris, Linux, HP-UX), AWS, Azure, Windows.
- Significant experience in Oil, Financial, Insurance, Transportation(Public) and Trading applications.
- Experience in implementing and managing Oracle 10g/11g features like Real Application Clusters(RAC), Data Guard, Streams and worked extensively in OLTP and OLAP environments.
- Proven hands-on cloud migration solution design/delivery experience.
- Database migration from Oracle and Teradata into PostgreSQL Database using SVC, DMS and Ora2pg.
- Experience in upgrading and migrating various versions of PostgreSQL database on different platforms.
- Administration of PostgreSQL multi node clustered and replicated environments.
- Monitoring of system performance utilizing PgAdmin and command line tools.
- Maintained custom vacuum strategies at table and db level for performance.
- Configured log analyzation using pgbadger.
- Established and documented the PostgreSQL technology stack including standard operating procedures including startup/shutdown, backup/recovery.
- Implemented automated methods and industry best practices for daily data load(complete refresh) withhelp of ETL developers.
- Manage backup and recovery functions for a PostgreSQL reporting data warehouse environment
- Setup alerting mechanism for both PostgreSQL database and supporting environment to ensure system health and maximum availability.
- MongoDB Database Administration on both AWS cloud and on-premises.
- Installed OEM 12c and Migrated 79 servers containing 427 databases.
- Responsible for configuring, integrating, and maintaining all Development, QA, Staging and Production PostgreSQL databases within the organization.
- Experience in upgrading and migrating various versions of PostgreSQL database on different platforms.
- Exposure on Azure cloud services Database Migration Service (DMS) and Ora2pg, AWS Database Migration Service (DMS).
- Experience in upgrading and migrating various versions of Mongo database on different platforms.
- Familiar with MongoDB architecture to improve performance and scalability.
- Familiar with MongoDB clusters, Java scripting to load unstructured data into sharding environment.
- Experience in using MongoDB data models document, key-value & wide column, or graph model.
- Installation, Configuration and Administration of Oracle10g/11g RAC by using ASM.
- Proficient in SQL, PL/SQL, Query/application tuning using optimizer hints, Explain plan, SQL trace, TKPROF, Analyze and Autotrace.
- Worked on various Technologies in Data warehousing - ETL Tool Informatica, Ab initio and database development tools like TOAD, ERWIN, and SQL Developer.
- Setting up Golden Gate requirements and using best practices.
- Experienced in designing, developing, monitoring and scheduling (using crontab) UNIX shell scripts to administer all the environments.
- Database backup and recovery. Used hot and cold backups. Involved in development of scripts to automate backup and recovery procedures for development databases.
- Extensively involved in Database Cloning manually as well as using RMAN.
- Good experience working with various FTP protocols like FTP, SCP using SSH protocol.

- Extensive Database Administration - Oracle 8i/9i/10g/11g/12c experience that includes creation and management of users and their profiles. Tuning of the database for optimum performance.
- Documentation of projects, databases, installations.
- Experience in working with high-transacted OLTP systems.
- Highly motivated, excellent team player, enthusiastic, strong initiative and quick learner of new technologies. Strong interpersonal and communication skills in dealing with customers.
- Excellent troubleshooting skills and committed follower of Oracle Technologies.

#### Education:

Bachelors of Technology in Computer Science, Andhra University, 2005.

Masters in Computer Science, Southern University A & M College, Baton Rouge, LA, 2007.

#### Technical Skills:

<b>Databases</b>	Oracle 8i/9i/10g/11g/12c, DB2 EE/EEE V 9.5, 8.x, 7.x/ESE 11.1/10.5/10.1/UDB, Teradata, PostgreSQL 9/10, MongoDB 3.2/3.4/3.6, SQL Server, My SQL, DB2, Ms-Access
<b>Oracle and other DB related Tools</b>	SQL*Loader, SQL*Net, OEM,TOAD, ER-studio, Oracle migration work bench, Oracle Parallel Server, Oracle Replication, OID, Data Guard, ASM, Golden Gate, Oracle Data Integrator, RAC, OLAP, SQL backtrack and DevOps tools.
<b>Operating Systems</b>	Z-Linux, Sun Solaris, HP-UX, AIX4.3.3, Red Hat Linux 7.2, and Windows Server 03/08/12/16, AWS, Azure.
<b>Languages</b>	VB6.0, C, Pro*C, SQL, Python, PL/SQL
<b>Scripting Languages</b>	Shell scripting, VB script, JavaScript, Perl
<b>Markup Languages</b>	HTML, XML (knowledge).
<b>Web Servers</b>	IIS, Apache, IBM
<b>Server side Tools</b>	ASP, PHP
<b>Reporting Tools</b>	MS Project, Ms-Office, MS-Visio, MSBI, VERITAS, Informatica, Ab Initio, oracle warehouse builder.

#### Client: Express Scripts, Franklin Lakes, NJ

Jan 2018 – Present

Express Scripts is the largest independent manager of pharmacy benefits in the United States and one of the country's largest pharmacies, serving more than 85 million people. OMS, HC360 projects avail the Express Scripts customer care to recommend and remind the patients about their missed and important updates regarding their prescriptions.

#### Role: PostgreSQL DBA

##### Responsibilities:

- Migration of Data from Reports generated by various vendors into PostgreSQL Databases using PostgreSQL Export/Import Procedures.
- Import of Reports to Aurora PostgreSQL from Oracle, Teradata, DB2 Databases.
- Table Partitioning based on application requirement.
- Administration of 9.6/11 (20+ DB's. Data Ingestion, Data Model optimization, Table/Index Optimization.
- Backup/Recovery, Performance Tuning, Data loads, Connectors to other environments, SQL Tuning.
- Optimization management of Query, Storage, Index, - Data Analytics Optimization.
- Maintained custom vacuum strategies at table and db level for performance.
- Configured log analyzation using pgbadger.
- Automating monitoring scripts as a proactive measure to check DB health regular bases.
- Creating roles, individual and generic users for each application.
- Vacuum and Analyse tables as per the need of the application.

- Planning and implementing regression testing after upgrade and release.
- Designing tables and partitions based on the application requirement.
- Performance tuning Sqls and Databases as and when required.
- Ability to proactively identify, troubleshoot and resolve live database systems issues. Knowledge in database design including logical and physical design.
- Ability to thrive in a fast-paced, deadline-sensitive environment. Responsible for configuring, integrating, and maintaining all Development.
- QA, Staging and Production PostgreSQL databases within the organization.
- Develop, implement, maintain policies and procedures and document database architecture to ensure the security and integrity of the databases.
- Implement data models, database designs, data access, table maintenance and code changes together with our development team.
- Experience in code migration, database change management through various stages of development life cycle.
- Providing response for all system / database issues on 24 x 7 Schedule responding to critical events and situations outside normal work hours.
- Work with development and operations teams to tune production queries for optimal performance.
- Implement and monitor replication for high availability and disaster recovery scenarios.
- Review new database schema changes. Monitor and manage database indexes for optimal performance.

Environment: PostgreSQL9/10, AWS, Aurora, DB2 Mainframe Z/Os, Teradata, MongoDB 3.4/3.6, AIX, RHEL 7, Agile, Confluence, ServiceNOW, DevOPS, Jenkins, Chef, Python, PgAdmin, Teradata Studio, Shell Scripting.

**Client: SMBC(JRI America), Jersey City, NJ**

**Jul 2017 – Nov 2018**

Sumitomo Mitsui Banking Corporation (SMBC) is a core member of Sumitomo Mitsui Financial Group (SMFG), a Tokyo-based bank holding company that is ranked among the largest 25 banks globally by assets under management. SMBC Americas Division, with more than 2,500 employees, oversees operations in the US, Canada, Mexico, and South America. SMFG offers corporate and institutional clients sophisticated and comprehensive financial services around the globe.

**Role: Oracle/PostgreSQL DBA**

**Responsibilities:**

- Contracted to provide expert judgment, establish integrated change control processes and to direct and
- upgrade almost 45 databases and related projects, software and security updates, regulatory compliance and state mandated code changes, application enhancements, data quality audits, data extracts and modernization projects.
- Configuring and fixing the Issues with Pgadmin-III client application. Responsible for monitoring environments using monitoring tool viz. Nagios.
- Installing and configuring new servers as per customer's request. Cloning the Development, test and UAT environments with production data as per customer's request.
- Migrating databases from Oracle to Postgres.
- Develop and enhance scripts to automate and execute various DBA tasks.
- Successfully upgraded 11G RAC and standalone databases to Oracle 12C
- Co-ordinated with all application owners who use the databases to pursue the upgrade project.
- Planned and implemented the database upgrade to 12c for both compatible and incompatible applications and third-party tools.
- Sizing of Oplog based on Workloads and to maintain replication properly across all the nodes.
- Changed priority of replicaset nodes to keep Primary on specific data nodes.
- Maintaining Sharded cluster availability and security across all the nodes.
- Implemented a very aggressive patching schedule with applying quarterly Oracle CPU (Critical Patch Upgrades) on most databases and performed database upgrades whenever deemed necessary to improve our applications.
- Secure MongoDB using authentication.

- Documenting MongoDB installation, operations, security, auditing multiple environments.
- Wrote services to store and retrieve user data from the MongoDB for the application on devices.
- Developed a highly secure database user's environment by implementing tight profiles, roles and managing database sessions.
- Automated Upgrades and patches using Jenkins and Chef configuration management.
- Assisted Admins in installing Oracle clients and OJDBC drivers to make the existing application compatible to 12C.
- Constant monitoring of database space and space management
- Designing, Implementing Oracle Golden Gate replication solutions to client.
- Setting up of Oracle and Application user accounts and passwords, monitoring application security
- Responsible to improve the performance by Using the Hints, Indexes, Explain Plan.
- Tablespace management including, adding/resize data files, allocated quotas to user and managed disk space
- Help developers writing database triggers, packages, procedures, functions, utilities for application development.
- Export and Import of User, Tables and Database using exp/imp and Data Pump.
- Involved in monitoring the lock processes, releasing locks in case of resource blockage and gathering statistics.
- Participated in the implementation of Data Encryption both TDE Inflight and At Rest.
- Initiated cronjobs to review alert logs and dump files to check for any ORA- errors.
- Performed Database Administration using TOAD, Oracle Enterprise Manager and SQL scripts.
- Documented the 12C upgrade for each database including all the necessary steps which were applied based on the requirement and troubleshooting issues.
- Designed the regression testing for each database with all jobs and performance respectively.

**Environment:** Oracle 12C/11g, PostgreSQL, DB2 Mainframe Z/Os, AWS,Aurora, Python, IBM DataStudio, Ora2pg, SQL and DB2, MongoDB 3.4/3.6, RAC, OEM 12C, PgAdmin, ASM, MongoDB 3.0/3.2/3.4, AIX, RHEL 7, PL/SQL, RMAN, Jenkins, Chef, RAC, MSBI, SQL Server, GoldenGate, DataGuard, TOAD, TDE, Shell Scripting.

**Client: ExxonMobil, The Woodlands, TX**

**Feb 2015 – Jul 2017**

ExxonMobil is the largest of the world's Big Oil companies, or supermajors, with daily production of 3.921 million BOE (barrels of oil equivalent). ExxonMobil is organized functionally into number of global operating divisions, these divisions are grouped into three categories for reference purposes Upstream, Downstream and Chemical division.

**Role: Database Administrator**

**Responsibilities:**

- Responsible for Database Administration for day to day operational support of Oracle, PostgreSQL, and Versant databases as well.
- Ensuring that database backups of different environments are being taken successfully.
- Designed and Implemented Sharding and Indexing Strategies for MongoDB servers.
- Extensively worked with Mongodump, Mongoexport/import, Mongostat, Mongotop, MMS tools.
- Designed MongoDB replica sets and multi-sharded cluster. Experienced in upgrading 3.2.x databases to 3.4.x.
- Designed and developed load balancing Mongo applications.
- Set up and configured MongoDB Cloud/Ops Manager for monitoring and backup/recovery.
- Experience in SQL, PL/pgSQL, including stored procedures, functions, triggers, and views.
- Exposure on AWS Database Migration Service (DMS).
- Scheduling jobs and troubleshooting in case of failure.
- Performing restores and data refreshes as per the requirement using impdp/expdp and sqlplus.
- Run scripts to create database objects and data manipulation as required.
- Responsible for performance upgrades to newer DBMS versions or preparing upgrades to newer DBMS versions or preparing an application to upgrade itself.
- Wrote monitoring scripts for Golden gate, general maintenance scripts for daily automation tasks.
- Troubleshooting, Performance Tuning Golden Gate issues
- Documented Design and change management for all process.

- Manage sharing of resources amongst applications.
- Primary DBA for 84 databases and responsible for all quarterly refreshes, upgrades, patches, monitoring and administration.
- Database and schema refreshes using impdp/expdp, imp.exp, Cold clone and RMAN duplicate very often.
- Performance tuning including database and SQL tuning to improve performance using tools like AWR, ASH, Explain Plan and thereby gathering stats, creating indexes, hints and altering parameters whenever required.
- Assisted in logical and physical database design.
- Installed, upgraded and patched Oracle software and associated applications.
- Wrote PL/SQL procedures, triggers and functions to enable plug and play of multiple data sources.
- Trained a new DBA in our environment.
- Participating in on call rotations supporting more than 2500 oracle and versant databases.

Environment: Oracle 12C/11g/10g/9i, PostgreSQL, PgAdmin, OID, OEM 12C, ASM, SVN, GoldenGate, DataGuard, MongoDB 3.2/3.4, Hadoop, AWS, Windows Server, AIX, Linux, HP-UX, PL/SQL, RMAN, Azure, Versant 6.4/5/6, SQL Server, SAP, Upstream, Downstream, TOAD, SQL Loader, Shell Scripting.

**Client: Fidelity Investments, Durham, NC**

**Apr 2014 – Feb 2015**

Fidelity Investments is an American multinational financial services corporation. It is one of the largest mutual fund and financial services groups in the world. Fidelity Investments manages a large family of mutual funds, provides fund distribution and investment advice services, as well as providing discount brokerage services, retirement services, wealth management, securities execution and clearance, life insurance and number of other services.

**Role: Database Administrator**

**Responsibilities:**

- Demonstrated experience in performing Oracle Database Administration activities on large multi-terabyte and highly critical environments.
- Primarily involved in providing production support of DB2 UDB databases on AIX and Linux servers.
- Implemented automated backups, Space monitoring, moving db2diag.logs, monitoring size of table spaces by setting up a threshold.
- Migrating databases db2 v8.2 to db2 V9.5 versions on AIX servers.
- Involved in Importing and Exporting data and database structure using db2look and db2move utilities.
- Performing database security audit reviews by using db2cops and db2shc tools and removing all the violations.
- Troubleshooting database issues and quickly resolving them.
- Advanced SQL Tuning and optimization to gain performance data warehousing.
- Creating of Shell scripts to automate monitoring SQLs.
- Introducing advanced SQL/PL\*SQL methods pertaining to exadata.
- Incorporating existing monitoring, access, and access mechanisms into the Exadata environments.
- Consulting with business units to assess needs and recommends appropriate DBMS operational and warehousing methods and tools.
- Administered Oracle Access Manager (OAM) Single Sign-On authentication for user logging in Oracle 12c Cloud control.
- Documenting all the processes/procedures
- Maintaining quality service by establishing and enforcing organization standards
- Rolling out new application code / builds in various production and non-production environments.
- Performance tuning, problem research/resolution, code reviews and deployments, Oracle SQL support, and data movement.
- Partitioning tables with 26 billion records and 4 billion records to gain performance.
- Monitoring the database health and performance.
- Designing and implementing refreshing data using impdp/expdp, RMAN duplicate command, Backup strategies and DR.

- DBA on call every Thursday.
- Providing grants and restricting developers from consuming temp tbs and undo usage as well as running parallel slaves.
- Implemented data movement from Oracle to Hadoop and vice versa.

Environment: Oracle 11gR2/12C, DB2 EE/EEE V 9.5, 8.x, 7.x, Web sphere, RAC, OEM 12C grid control,ASM, Exadata, AIX, PL/SQL, RMAN, GreenPlum, Hadoop, GoldenGate, DataGuard, TOAD, SQL Loader, Shell Scripting.

**Client: CSpire, Ridgeland, MS**

**May 2013 – Apr 2014 C**

Spire, the nation's largest privately held wireless communications company, is based in Ridgeland, Mississippi and employs nearly 1,200. The company has nearly 1 million subscribers and continues to experience strong, steady growth.

**Role: Database Administrator /ArchitectResponsibilities:**

- Production DBA Support for 11Gg/10g RAC Multi Node configs.
- OEM agent installation and configuration.
- High Level Evaluation and Performance Tuning.
- Created 19 Oracle SRs related to different issues including system and DB performance, tuning, etc.
- DR Plan with Informatica Data Replication and different DB Performance Tuning with latest 11g/10g Grid Tools and Technologies for Production Full Life Cycle support.
- Installed and Configured RAC on Linux server with 4 nodes server-side load balancing using Automatic Storage Management (ASM).
- Develop high level DB Performance Reports with Recommendations for future RAC Capacity Planning.
- Responsible for applying Oracle patches.
- Worked on all document process, related to all regular DBA activities.
- Creating table/tablespaces for storing XMLTYPE datatype stored as CLOB and BINARY. Database objects were sized for effective space management and optimal performance.
- Migration, Upgradation works of all critical Production Databases from 10g/11.1g to 11g RAC/Non-Rac and 10g RAC on different OS platforms (Solaris Unix, AIX).
- Written shell scripts to automate RMAN backups and customized monitoring reports using OEM(11g/12C) monitoring templates, Incident rules and events.
- Prepares and/or review database activity, progress, and performance reports.
- Creating crontab entries for various monitoring for deleting logs created for customized monitoring reports, used intermittently to load data into reporting tables.
- Performed weekly tasks and monthly manual reports including backup and restore by using SQL Server Management Studio.
- Implement Production Control and Change Management.
- Providing best practices on new technologies and implementations.
- Recommending application code changes (processing strategies, queries, use of RDBMS features).
- 24x7 production support DBA working on a primary/ secondary pager rotation; and supported on holidays, weekends and beyond regular hours.

Environment: Oracle 10g/11gR2, OEM Grid Control, RAC, ASM, Informatica IDR, MS SQL Server 2005Enterprise Edition, MS SQL Server 2000 Enterprise Edition, Windows 2003 Server, Solaris, AIX, JIRA, PL/SQL, RMAN, DataGuard, Streams, SQL Loader, Shell Scripting.

**Client: Carefirst(BCBS), Owings Mills, MD**

**Apr 2012 – Apr 2013**

CareFirst, Inc. is the not-for-profit, non-stock, parent company of CareFirst of Maryland, Inc., and Group Hospitalization and Medical Services, Inc., affiliates that do business as CareFirst BlueCross BlueShield. CareFirst, Inc. is governed by a Board of Directors and special statutes regulating its business in Maryland, the District of Columbia and Northern Virginia.

**Role: Database Administrator /Architect Responsibilities:**

- Participated in analyzing the requirements for the logical and physical design of the database.
- Oracle 9i/10g installation and configuration.
- Performance tuning in terms of sqls, adhoc sqls etc by using parallel, indexing hints etc and database tuning by setting up the right parameters as and when required.
- Installed and Configured RAC on Linux server with 4 nodes server side load balancing using Automatic Storage Management(ASM).
- Configured Oracle Streams (Advanced Replications) and exchanged data between two databases in remote locations.
- Responsible for applying Oracle patches using the OPatch utility.
- Managing database security. Creating and assigning appropriate roles and privileges to users depending on the user activity.
- Creating tablespaces and database files based on the OFA model. Implemented physical database design after sizing tables and indexes and creating tablespaces taking into account I/O load distribution. Database objects were sized for effective space management and optimal performance.
- Identified SQL and PL/SQL bottlenecks using PL/SQL Profiler (package DBMS\_PROFILER), explain plan, auto trace, TKPROF and tuned them to suit SLA.
- Successfully implemented physical standby database using Oracle Data Guard feature for High availability configuration.
- Written shell scripts to automate loading files into database using crontab, error handling and notification.
- Responsible for capacity planning, administration of Oracle 11g Active Data Guard.
- Generated SQL and PL/SQL scripts to create and drop database objects including: tables, views, primary keys, indexes, constraints, packages, sequences, grants and synonyms.
- Creating crontab entries for various monitoring and maintenance job duties like backups, batch jobs, tablespace monitoring, deadlock alerts etc.
- Responsible for taking weekly backups of data using exp, imp, expdp and impdp.
- Aiding developers in writing efficient code and making efficient use of the resources leading to better performance and optimization.
- Performed daily tasks including backup and restore by using SQL Server 2005 tools like SQL Server Management Studio, SQL Server Profiler, SQL Server Agent, and Database Engine Tuning Advisor.
- Administrator tasks like managing users, roles and permissions.
- Performance testing on stored procedures, indexes, and triggers.
- Data migration using bulk copy program, DTS and SSIS from Oracle Databases and Flat files.
- Modeling and architecture of the SQL Server 2005 database.
- Creating Database Maintenance Planner for the Performance of SQL Server, which covers Database Integrity Checks, Update Database Statistics and Re-indexing.
- 24x7 production support DBA working on a primary/ secondary pager rotation; and supported on holidays, weekends and beyond regular hours.

Environment: Oracle 10g/11gR2, OEM, PLSQL developer, Power Center 8.6, MS SQL server 2005 Enterprise Edition, MS SQL Server 2000 Enterprise Edition, Windows 2003 Server, AIX, Reflections, Linux, PL/SQL, RMAN, RAC, DataGuard, ASM, ODI, Streams, SQL Backtrack, Grid Control, SQL Loader, Shell Scripting.

**Client: FedEx, Collierville, TN**

**May 2011 – Apr 2012**

Maxi-Merlin” System provides and supports automated methods to satisfy the legal and regulatory requirements of Aircraft Engineering, Maintenance, and Supply Chain activities, within the AOD of FedEx Express.NGPS - Next Generation Publishing System Links, Training and Support information for NGPS.

**Role: Oracle DBA**

**Responsibilities:**

- Installation, Configuration and Administration of Oracle 10g/11g RAC by using ASM.

- Planned and implemented Disaster Recovery solutions using Oracle Data Guard (Physical and Logical Standby).
- Installation, configuration of Oracle Golden Gate installation, configuration and troubleshooting GG issues.
- Supporting Terabyte databases with high transaction volume on HP-UX, SunOS.
- Perform database monitoring including process and query optimization, troubleshooting of locking issues, monitoring of resource contention, analysis of queries, log files, trace files, etc sometimes using statspack and AWR reports.
- Preparing shell scripts for automation and pro-active monitoring.
- Used Datapump for database migration for Maxi-Merlin, EISSC, PPD and GOCSTAR databases.
- Installation, configuration, patching and upgrading of oracle server software (10g/11g).
- Data modeling, database optimization and capacity planning for growth and changes.
- Monitoring and Administrating databases through OEM Grid control as well as manual scripts as and when required.
- Performing customized Backup and Restore through RMAN.
- Performing various types of database migrations using the Oracle Datapump utility.
- Configured Various Replication Types between Primary Server and Read-Only servers, with separate Distributor server and experience in troubleshooting replication problems in MS SQL Server 2000/2005 Environment to Test the Software.
- Problem identification, troubleshooting, resolution, and index tuning databases.
- Successfully loaded data from an EXCEL, Access into SQL Server database Table.
- Work with the development teams to optimize ongoing performance.
- Participating in code reviews and ensure systems implementations occur in accordance with established procedures.
- Supporting RAC-ASM databases on DW and OLTP systems.
- Establishing no-data-loss Database Replication using Dataguard.

Environment: Oracle 9i/10g/11g, MS SQL server 2005 Enterprise Edition, MS SQL Server 2000 Enterprise Edition, Windows 2003 Server, DSN and Active Directory, SunOS, Red hat Linux, OEM, PL/SQL, TOAD9.1, DBArtisan 8.7.6, RMAN, Informatica, Ab Initio, RAC, ASM, Grid Control, DataGuard, Teradata, Blade Logic, Golden Gate, SQL Loader, Tivoli, Shell Scripting.

**Client: Penn DOT, Harrisburg, PA**

**Oct 2008 – May 2011**

“DOT Centric” project involves a comprehensive inventory system for items associated with vehicles registered in Pennsylvania. This includes vehicle titles, tags, emission stickers, renewal stickers, salvage certificates and driver handicap placards. Q-Test project consists of the computerized driver’s license tests to issue Driver’s License based on the test results.

**Role: Oracle DBA**

**Responsibilities:**

- Troubleshooting database performance issues involving problem SQL’s through SQL Advisor, AWR and Stats Pack.
- Successfully installed and configured oracle RAC, ASM and non-RAC databases on Linux, Windows and VMware.
- Disaster recovery using Standby database, Database cloning, Replication and Data Guard technology.
- Implemented Oracle streams for bi-directional schema level replication.
- Monitored and Administered database using Oracle Enterprise Manager Grid Control.
- Analyzing Database configurations and adjust to meet the performance requirements.
- Creating and altering users, managed roles and profiles.
- Maintaining data files, tablespaces, rollback segments.
- Golden Gate set up, tuning, administration on Oracle 10g and 11g.
- Troubleshooting database and application errors and work with the application team to resolve problems.
- Planning database installation, patches and/or upgrades.
- Communicating regularly with technical, applications and operational staff to ensure database integrity and security.
- Auditing detailed records of database changes through the usage of the internal tracking systems and propagate across the environments.

- Performing basic UNIX and application administration tasks as needed for performance monitoring.
- Creating DUPLICATE database for development purposes regularly.
- Creating shell scripts to run as cronjobs based on data modification requirements.
- Working with SQL Loader to move legacy data into current environment by conversion.
- Supported through two whole release cycle from Database build to Production release.
- Utilized Materialized Views and Logs to move data from OLTP to OLAP daily.
- 24x7 production support DBA working on a primary/ secondary pager rotation; and supported on holidays, weekends and beyond regular hours.

Environment: Oracle 9i/10g/11g, MS SQL Server 2005, Windows 2003, IDERA Diagnostic Manager, MSReporting Services, SQL LiteSpeed Backup Software, APEX SQLlog, Quest Spotlight, AIX, ZLinux, Windows Server 2003/2008, OEM, PL/SQL, TOAD9.1, RMAN, Informatica Power Center, RAC, ASM, Grid Control, DataGuard, ODI, Streams, SQL Loader, BladeLogic, Tivoli, Shell Scripting.

**Vaisnavi Group LLC, VA**

**Oct 2007 – Sep 2008**

**Role: Oracle DBA**

**Responsibilities:**

- Involved in interacting with the end-user (client) to gather business requirements.
- Participated in analyzing the requirements for the logical and physical design of the database.
- Upgraded and migrated Oracle 10g to 11g using Rolling upgrade and Golden Gate replication process.
- Oracle 9i/10g installation and configuration.
- Configured Oracle Streams (Advanced Replications) and exchanged data between two databases in remote locations.
- Responsible for applying Oracle patches using the OPatch utility.
- Managing database security. Creating and assigning appropriate roles and privileges to users depending on the user activity.
- Developed or modified some Oracle backup and recovery scripts. Used Oracle backup utility RMAN to implement Oracle backup and performed a number of times of disaster recovery.
- Successfully implemented physical standby database using Oracle Data Guard feature for High availability configuration.
- Written shell scripts to automate loading files into database using crontab, error handling and notification.
- Generated SQL and PL/SQL scripts to create and drop database objects including: tables, views, primary keys, indexes, constraints, packages, sequences, grants and synonyms.
- Identified SQL and PL/SQL bottlenecks using PL/SQL Profiler (package DBMS\_PROFILER), explain plan, auto trace, TKPROF and tuned them to suit SLA.
- Also used Oracle Enterprise Manager (OEM) to schedule jobs using the DBMS\_JOBS package.
- Responsible for taking weekly backups of data using exp, imp, expdp and impdp.
- Aided developers in writing efficient code and making efficient use of the resources leading to better performance and optimization.

Environment: Oracle 9i/10g, OEM, TOAD, MS SQL Server 2005, Windows 2003, IDERA Diagnostic Manager, MS Reporting Services, Sun Solaris 2.8, HP-UX, PL/SQL, RMAN, RAC, DataGuard, ASM, ODI, Streams, GoldenGate, Grid Control, SQL Loader, Shell Scripting.

**Southern University A&M College, Baton Rouge, LA**

**Jan 2006 – May 2007**

**Role: Research Assistant, Computer Science Dept. Responsibilities:**

- Involved in creating fundamental ideas for the systems being designed by the project.
- Created detailed ideas for implementing the systems, project team.
- Participated in frequent thinking-sessions.
- Seeking existing information for implementing the systems: in the Web, printed sources, people.
- Attended, and presented ideas at, rare meetings with people not of this university: UCoMS team meetings at LSU

and others at ULL.

- Rarely: standing in for a professor in some easy duty so that the professor can attend to some conflicting duty (example: proctoring a class).
- Wrote proposals for new projects to be implemented.
- Software and Hardware Installation and Maintenance of the systems.
- Administered and maintained the research related databases.

Environment: Oracle 8.x, VB, C, PL/SQL, Windows Server, Unix, Foxpro.

# TRUONG TRAN

## Microsoft Support Technician

### OBJECTIVE

Able to guide motivated, top-performing technical and application support teams in the administration, installation, training, and support of client/server hardware, software, peripherals, and networked systems MS Windows NT/2000/2003/2008/2012/2016 Server, and workstation operating systems including Windows XP, 2000, and Windows 7, and Windows 10.

### EXPERIENCES

#### **I.T. Support Specialist,**

**11/2021-Present**

#### **Ovation Workplace Services, New Orleans, LA**

- Support all datacenter functions including 8 Windows (2012, and 2016) Servers (physical and virtual), Active Directory, GPOs, DNS, DHCP, and DFS for client Ascension Technology.
- Administering Active Directory users and computers, configuring group policies, administering and configuring Windows 10 computing environment, configuring and manage Avaya VoIP phone system with Avaya IP Office Manager.
- Install, Support, and troubleshoot hardware devices including, desktops, laptops, tablets, printers, scanners, and IP phones.
- Install, Support, and troubleshoot software including Windows 10 operating system, Microsoft Office 2016, Symantec Endpoint, Cylance, eClinicalWorks, Service Now, QS1 Pharmacy, and Dentrix dental. VPN client: Pulse Security and FortiClient. Remote Support software including: RDP, Bomgar, and Dameware.
- Project include Image, deploy, and refresh 400 desktop and laptop computers.
- Provide hands on support with network and infrastructure including Fortinet Firewall, Cisco routers and switches.

#### **Technical Support Specialist/ Desktop Support/**

**2020-11/2021**

#### **Jefferson Parish Public School, New Orleans, LA**

- Manage, support, install, and troubleshoot hardware/ software, including Windows 7, Windows 10 desktop computers, Chromebooks, Promethean ActivPanel, printers, scanners, laptops, iPhones, projectors, broadband devices.
- Support and maintain over 1000 computers and 150 printers, include: setup and configured Kyocera, HP, and Oki laser printers for printing and scanning; installed, troubleshoot, and re-imaged Dell and Lenovo desktop, laptop, and chromebook computers.
- Support applications including Microsoft Office 2016, Microsoft 365, McAfee anti-virus, Triage tickets in HP Openview and Fresh Service. Remote support include: Remote Desktop Protocol, Dameware (remote desktop), and Bomgar.
- Project Migrated all 80 schools from Windows 7 to Windows 10, and roll-out Chromebook for every staff and student.

#### **Independent Consultant, New Orleans, LA**

**11/2019- 5/2020**

#### **I.T. Support Specialist (Contract)**

**6/2019- 11/2019**

#### **Artech Information System, New Orleans, LA**

- Administrative tasks, including Active Directory Users administration, manage Windows Servers (2008, 2012, and 2016), malware protection software (Symantec Endpoint Protection), review application logs, and create Active Directory Users monthly Reports using Windows Power Shell for client DXC Technology.
- Support software's including Microsoft Office 2016, Office 365, Outlook 365,

- Triage tickets in Service Now, Remote Desktop Protocol, Citrix Receiver,
- Windows PowerShell, Cisco VPN client, and Juno Pulse VPN, Symantec VIP .
- Respond to and resolve help desk requests.

**I.T. Specialist/Desktop Support**

**5/2018- 5/2019**

**ByLight Professional IT Services, New Orleans, LA**

- Manage, support, install and troubleshoot hardwares/ softwares including Windows 7, Windows 10 workstations, printers, scanners, laptops, card readers, BlackBerry, iPhones, iPad, and broadband cards, for client (Veteran Affairs Medical Center).
- Support softwares including Microsoft Office 2016, Office 365, Outlook 365, SecureCRT(SSH, Telnet), Putty, Triage tickets in Service Now(Helpdesk tracking), Remote Desktop Protocol, Dameware (remote desktop), Bomgar, Citrix Receiver, Windows PowerShell, Cisco VPN client.
- Configured VLAN, Clear switch port security in Cisco switches, Work with Active Directory, Windows Registry.
- Works on projects including upgrading Laptop, Desktop PC to newer model and upgrading Windows 7 computers to Windows 10.
- Have Public Trust clearance.

**Independent Consultant**

**2/2018-5/2018**

**New Orleans, LA**

**Desktop Support (hired from K-Tek )**

**5/2015-2/2018**

**HCL America, New Orleans, LA**

- Manage, support, and install hardware's/software's including, workstations with Windows XP Pro/Windows 7, printers (Dell, and Xerox), and Windows 2003 and 2008 Servers for Entergy Corporation New Orleans region.
- Support applications including: Microsoft Office 2007 and 2010, MS Outlook 2007 and 2010, Active Directory, Citrix Receiver, Remote Desktop Protocol, and Cisco VPN client.
- Work on projects including replacing old computers, Uninterrupted Power Supplies, and servers.
- Have Nuclear Regulatory Clearance.

**Desktop Support (contract to hire)**

**11/2014-5/2015**

**K-Tek Resourcing, New Orleans, LA**

- Manage, support, and install hardware's/software's including, workstations with Windows XP Pro/Windows 7, printers (Dell, and Xerox), and Windows 2003 and 2008 Servers for Entergy Corporation New Orleans region.
- Support applications including: Microsoft Office 2007 and 2010, MS Outlook 2007 and 2010, Citrix Receiver, Remote Desktop Protocol, and Cisco VPN client.
- Work on projects including replacing old computers, Uninterrupted Power Supplies, and servers.
- Have Nuclear Regulatory Clearance.

**Independent Consultant**

**7/2014-11/2014**

**New Orleans, LA**

**Sr. Analyst, Product Implementation**

**4/2014-7/2014**

**Adecco Technical Services, New Orleans, LA**

- Plan, implement, and upgrade hospitals' Pyxis Med station automatic medication dispensing system from state to state.
- Before arrival at customers' hospital site, schedule time and date to meet with Pharmacy's Directors/Managers for space to un-box new devices, setup, and configure the devices before Go-live process.

- Upgrade Med station 3500 Pyxis hardware and software to Med station 4000, including thermal printers, barcode scanners, bio scanners, monitors, and operating system from Windows XP to Windows 7. Image computers using Symantec Ghost.
- Upgrade Pyxis Console Server software from Windows 2003 to Windows 2008, and replace hardware with new server. The Servers are centralizing devices which store the patients and medications information for Pyxis Med station devices.

**Independent Consultant**  
**New Orleans, LA**

**8/2013-3/2014**

**Desktop Support Analyst**  
**Ochsner Health System, New Orleans, LA**

**4/2006-8/2013**

- Supports, monitors, tests, and troubleshoots hardware, software, and network problems both onsite and remotely. Install, configure, and maintenance workstations, servers, and printers.
- Supported mobile devices includes Blackberry, iPad, and iPhone devices.
- Supported wireless devices includes Dell D630, E6400, E6410, E6420 series laptops and tablets computers.
- Manage, support, and install hardwares/software including, 1000 client workstations with Windows XP Pro/Vista/Windows 7, 200+ printers (Dell)
- Laser, Okidata 320 Dot Matrix, and Ricoh All-in-one), 18 Windows 2000/2003 Servers, at seven locations.
- Installed and Scheduled of daily backup using Symantec Backup Exec 9.x & 10.x with a Dell Powervault 132T and Powervault 136T robotic libraries using LTO tape drives.
- Support softwares include: Microsoft Office XP/2003/2007/2010, EPIC medical record, Care Tracker scheduling, Pharmacy Pyxis, SIS surgery scheduling, Novell Groupwise/Novell Client for workstations computers. VNC, Remote Desktop Protocol (RDP), Dameware, and Landesk remote desktop softwares. Image computers using Symantec Ghost.

**Network Administrator**  
**ASI Federal Credit Union, New Orleans, LA**

**3/2002 – 4/2006**

Install new software releases, system upgrades, evaluates and installs patches and resolves software related problems.

- Performs daily system backups, and recovery. Maintains data files and monitors system configuration to ensure data integrity.
- Installs, configures and maintains organization's network. Builds networks and maintains external and internal web presence, administers the networks.
- Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN/WAN. Recommends and schedules repairs.
- Provides end users support for all LAN/WAN- based applications.
- Support and backup Microsoft Exchange Server/ Microsoft Outlook email system.
- Architected, manage and support internal, 350 Windows clients computers, 50+ printers (HP Laser & Okidata 320 Turbo Dot Matrix), 15 Windows 2000/2003 Servers, setup and maintain Active Directory for Windows Server environment.
- Installed, configured, and monitor Cisco IDS (Intrusion Detection System) sensor and CiscoWorks.
- Managed and configured Cisco 2600 series, 3600 series, and 1700 series Routers in 14 locations via T1 connection for 14 circuits.
- Delivered internal design, implementation, and securely connecting corporate headquarters to the Internet and WAN via Cisco routers, Cisco VPN 3000 Concentrator appliance, Juniper Netscreen 25+5GT VPN devices, and Watchguard Firebox II/2500 Firewall.
- Installed and Scheduled of daily backup using Veritas Backup Exec 8.x & 9.x with 2 Scalar 24 robotic libraries using LTO tape, and 2 Quantum 8000 DLT drives.

**High Speed Internet Technician****8/2000 – 3/2002****Cox Communications, New Orleans, LA**

- Installed, maintained, tested, and serviced high speed data and PCs both within distribution facilities and throughout the distribution systems. Tested, troubleshooted, rearranged, removed, repaired, and maintained all types of distribution facilities and systems.
- Provided the efficient delivery and service of the product line to customer sites and educated customers to maintain customer satisfaction.
- Tested network cables for signal leakage at trouble sites and stopped leakage by making necessary repairs.
- Performed amp (or power) sweeps, checking for forward and return signal transmission using various specialized measurement devices.

**Help Desk Technician (Intern)****2/2000 – 8/2000****Computer Application Inc., New Orleans, LA**

- Installed, troubleshooted, and maintained a small network of about 15 PCs.
- Answered high volume phone calls.
- Prepared, tested, and run CAT 5 cables inside the facility.

**EDUCATION****2004**

- New Horizons Computer Learning Centers, Louisiana
- ICND - Interconnecting Cisco Network Devices courses
- CIPT - Cisco IP Telephony Courses
- Graduated from Computer Education Institute, Anaheim, CA
- Associate Degree, Santa Ana College, Santa Ana, CA

**1999-2000****1990-1993****CERTIFICATION:**

- MCSE – Microsoft Certified System Engineer
- M.C.P. + I – Microsoft Certified Professional + Internet
- C.N.A. – Certified Novell Administrator
- Hubbell – Certified in the Hubbell Premise Wiring
- ComTIA Network + (in progress)
- Cisco CCNA (in progress)
- Lenovo Certified
- Dell Certified

# Brent Bowen

## Software Engineer

Consistent record of enhancing systems by developing innovative features and improvements Comprehensive background developing and supporting internal applications to meet clients' needs. Outstanding problem solver with demonstrated success working with multiple platforms in current methodologies as well as apply past techniques. Experienced using Agile techniques and SDLC analysis and development techniques to serve clients in all steps to implementation of products with training and testing support.

- Product Development
- Waterfall Methodologies
- Database design and support
- Agile Methodologies
- Root Cause Troubleshooting
- Disciplined Programming

### Technical Skills

React Native	Mongo DB	Mongoose	Express
Node.js	BootstrapPL/SQL	NPM	C#/.NET
SQL		Tuxedo	HTML/CSS/SASS
UNIX	Oracle	Toad	Bourne / KSH Shell
MicroFocus Cobol	COBOL	VSAM	Java
C++	React	JavaScript	JCL
Dimensions	Quality Center	C/Pro C	Python
Django	Jinja	MySQL/MsSQL	

### Work Experience

#### Software Engineer

T-MOBILE, Frisco TX

2021 – 2022

- o Supported server upgrades and helped make minor changes to API calls for existing website using full stack technologies. Daily supervised team issues and assisted with delegation and tracking of issues with manager.
- o Removed old scripts when converting codebase from BitBucket to GitLab, ensuring future library scans would not alarm to issue, including removal of log4j.
- o Ensured alarms were relevant and only issued on exceptional cases (and not every day) by turning App Center alarms for system integrity and performance.
- o Improved server upgrade turnaround time (reducing from up to days to 1-2 days) by developing procedural document for upgrading servers for team to use as guide. Worked through several iterations of undocumented process full of trial and error to develop document.

#### Contractor, T-Mobile

REACHIRE (at T-mobile), Frisco.TX

2020 - 2021

- o Developed Python scripting solutions for Network Engineers to support work tasks.
- o Developed MAD configuration deletion tool webpage using Django and Jinja. Access MsSQL andMySQL db's and used API calls to internal routines.

#### Senior Subject Matter Expert

AMDOCS, Monroe LA initial client site then Richardson TX

2000 - 2018

- Performed development and support programming for a telecom billing system in accounts receivable, including proof and balance, general ledger, and aged trial balance as well as tax reporting. Oversaw collections system processing utilizing letter generation, auto dialer file export and collection referrals to outside agencies. Provided on-call support for bill generation and support for installs. Tools used include Micro Focus Cobol, Unix scripting and C as well as Pro C Data-layers for access to Oracle relational database.
- Served as lead analyst in design, development and install and support of collection system rewrite, streamlining collections process for business to 1 collection system rather than supporting 2 systems.
- Enabled company to apply payments to specific products first as outlined by state laws (variable for each state) by supporting usage and creation of dynamic SQL in datalayer for cash app system to apply payments.
- Supported online by building , deploying and bouncing Tuexdo servers (payment adjustment and billing) using Amdocs system.
- Supported team members in applying changes to system including mentoring and oversight of projects. Assisted in enabling turnaround for new team members to become productive and contribute faster.

## ADDITIONAL EXPERIENCE

FIRST DATA, Omaha NE initially then Tulsa OK

Senior Programmer Analyst

- Supported monthly print statement generation for credit card processing system. Provided development and support for primarily oil / gas card statements, mainly in area of statement printing using AFP print technologies used on IBM industrial printers. Provided batch support of mainframe credit card processing. Performed on-call duties included support calls at all times. Worked in Cobol using JCL, VSAM, VIA-SOFT, WSF2, and CA-7.
- Developed designs that assisted in installation of release.
- Assisted in smooth transition into role by providing training of junior team members.
- Selected to participate on planning and work load allocation of team. Provided T-shirt estimates on projects.

MUTUAL OF OMAHA, Omaha NE

Programmer Analyst

- Developed and supported nightly batch mainframe process for purpose of doing rate – up processing to increase policy premium amounts. Provided batch support of mainframe insurance processing. Performed on-call support calls. Worked in Cobol using JCL, VSAM, XPEDITER, and WSF2.
- Ensured accuracy by developing test plan for business approval followed by execution and review with business analyst.
- Attended several insurance industry training courses, including HIAA individual A certification.

## Education

- Full Stack Developer Certificate / Front End Web and Mobile Development, Nucamp MERN Bootcamp, 2020
- Advanced Software Development Certificate, Object Oriented Technologies and Agile, University of Phoenix, Online, 2019
- Bachelor of Arts (BA), Procedural Programming and Database, West Texas State A&M, Canyon TX, 1990

## GitHub Link Samples

- <https://github.com/bodunk2k>
- <https://github.com/bodunk2k/node-myportfolio> - react native - phone lookup app (front end)
- <https://github.com/bodunk2k/node-myport-exp> - node express and mongo db with mongoose backend.
- <https://github.com/bodunk2k/node-myportfolio/blob/master/assets/BrentBowenDemoNode.mp4>  
presentation demo
- <https://bodunk2k.github.io/github.io/> : Sample bootstrap page - code is at
- <https://github.com/bodunk2k/github.io>

# Gary Jeffcoat

## PC Helpdesk Technician

### PROFESSIONAL HIGHLIGHTS

Excellent ability to analyze workflow and make changes that reduce cost. Increase employee productivity by 30% by creating an inventory program. Extensive experience in hardware, software, server, networks, and data management. Create a professional, but fun work environment for my team. Over 20 years of Experience that help build relations and improve bottom lines.

### EDUCATION

*Certificate of Electronics Engineering Technology*  
February 1992 | Southeast College of Technology  
Graduated in top 5% of class GPA=**4.0**

*Programming C++* - July 1998  
Programming Simplicity, LLC  
Studying Python & Java

Windows PowerShell 101  
Windows PowerShell & AD  
Cyber Security (Loyola U)

CompTIA A+ Certified  
OKI Cellular Telephone -Training  
Metropolitan Safety Council

Unigraphics NX -Training  
BellSouth Mobility - Customer Service  
Bellsouth Mobility - RF Antenna class

### PROFESSIONAL AFFILIATIONS

International Society of Certified Electronics Technicians (ISCET) - *Member* Nov. 1991 – present

### EXPERIENCE

#### **Franks International/Blackhawk Specialty Tools**

February 2018 – October 2021

*Help Desk Tier II* Houma, LA

- Manage ticket count using SolarWinds.
- Order equipment needed for new and existing employees.
- Maintain tracking of IT assets.
- Reduce cost by tweaking procedures and training users.
- Create scripts (PS & Batch) to automate and improve resolution times.
- Support Engineering with PDM, AutoCAD, SolidWorks and Mathcad.

#### **Chet Morrison Contractors**

November 2016 – September 2017

*Logistics Coordinator* Houma, LA

- Process all Logistics requests in a timely and cost-effective manner.
- Locate material and supplies and purchase as needed.
- Purchase and create work orders as needed.

#### **Digital Insyte, LLC**

July 2014 – November 2016

*Senior Help Desk Technician* Houma, LA

- Manage all tickets in Labtech ticketing system
- Handle all phone calls to Help desk
- Remotely connect to clients using ConnectWise ScreenConnect to resolve issues

- Install and configure Cloud Applications using VMware vSphere, App Orchestrator.

### **Chet Morrison Contractors**

May 2012 – July 2014

*IT Help Desk Technician* Houma, LA

- Install and configure desktop and Laptop systems in a network environment.
- Cell Phone activation and setup.
- Image new computers and setup profiles for users in an AD environment.
- Respond to emergencies on an on-call basis.
- Setup and configure phones for users.
- Manage and respond to tickets in Labtech.

### **Jeffcoat's Service & Merchandising, LLC**

June 1999 – May 2012

*Owner* Houma, LA

- Manage all aspects of running a computer services business
- Install and configure desktop systems in a network environment.
- LAN/WAN network planning and implementation.
- Experience working in the oil & gas industry
- PDA & Blackberry setup and configuration.
- Video conferencing equipment setup
- Telephone & fax set up
- Printer, Desktop and Laptop setup and configuration
- GHOST images of desktop & laptop computers for future deployment
- Ability to work on-site or off with excellent driving record.

### **General Dynamics (Formerly Anteon Corp.)**

March 2005 – March 2007

*Field Engineer II* Kenner, LA

- Install and maintain radar equipment, video surveillance, computer hardware, microwave, VHF radios and other government equipment.
- Use test equipment such as IFR, Oscilloscope, power meter, T-bird for checking T1 issues, and others to ensure that the equipment for the USCG (Homeland Security) is up and operational 24 hours a day, 365 days a year.

### **Elevating Boats, LLC**

May 2001 – April 2005

*Software Engineer, Research and Development* Houma, LA

- Maintain Cisco network including VoIP phones, workstations, and servers
- Participate in the implementation of enterprise software solution, Unigraphics NX and Ideas, to drafting and engineering departments
- Manage and maintain Windows 2000, 2003, XP Professional, Pro and Advanced Server, IIS server and proxy server, terminal service, and active directory
- Microsoft office applications, MS Exchange 2000 & 2003 and other MS Office applications.
- Test and code ERP package using PHP and MSSQL server
- Active Directory, Voice Network Facilities.
- Program in C and C++
- Manage network security
- Issue security badges for use with Kronos time clock system
- Implement wireless technology to enable wireless barcode readers and wireless VoIP phones
- Develop an electronic circuit board for detecting if a boat was level

## RFP - CVC

---

**From:** Shanna Folsie <SFolsie@jeffparish.net>  
**Sent:** Tuesday, August 15, 2023 9:15 PM  
**To:** rfp@compuvis.com  
**Subject:** RE: RFP 0464 To Provide Information Technology Support Services and Supplemental Staffing

**Importance:** High

Good Morning,

All questions pertaining to this RFP will be answered in an Addendum when they are completed. The Addendum will be posted on Central Bidding. The Deadline for questions is tomorrow. In reference to your question below, **yes, you can submit the same candidates.**

Thank You

 Shanna Folsie

Purchasing Specialist II

[Department of Purchasing](#)

[Jefferson Parish Government](#)

200 Derbigny Street, Suite 4400

Gretna, LA, 70053

O: (504) 364-2678 | D: (504) 364-2680 | E: [sfolsie@jeffparish.net](mailto:sfolsie@jeffparish.net)

Follow us on [Facebook](#), [Twitter](#), [Instagram](#) & [Youtube](#)

["Thank You" Message from Parish President Cynthia Lee Sheng](#)

---

**From:** RFP - CVC <rfp@compuvis.com>  
**Sent:** Monday, August 14, 2023 3:00 PM  
**To:** Shanna Folsie <SFolsie@jeffparish.net>  
**Subject:** RE: RFP 0464 To Provide Information Technology Support Services and Supplemental Staffing  
**Importance:** High

Good Afternoon,

We submitted few questions for the bid last week. We can we expect responses to the questions below?

I also have an additional question with respect to the bid – We submitted candidate resumes with our response for SOQ 23-010-Provide Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications. Can we submit the same candidates with the **RFP 0464 To Provide Information Technology Support Services and Supplemental Staffing** submission?

I look forward to hear from you.

Thanks.

**Regards,**

**Request for Proposals #0464**

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

**SIGNATURE PAGE**

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

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

Acknowledge Receipt of Addenda: Number: 1  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_

Name of Proposer: Compu-Vision Consulting Inc.

Address: 2050 Route 27 Suite 202, North Brunswick, NJ 08902

Phone Number: 732 - 422-1500 Fax Number 732- 422 - 4667

Type Name of Person Authorized to Sign: Michael Bavaro

Title of Person Authorized to Sign: Corporate Vice President

Signature of Person Authorized to Sign: 

Email Address of Person Authorized to Sign: mbavaro@compuvis.com

Date: 8/25/2023

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

## **CORPORATE RESOLUTION**

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF  
Compu-Vision Consulting, Inc.

---

INCORPORATED.

AT THE MEETING OF DIRECTORS OF Compu-Vision Consulting, Inc.  
INCORPORATED, DULY NOTICED AND HELD ON 8/23/2023,  
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

RESOLVED THAT Michael Bavaro, BE AND IS HEREBY APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-FACT OF THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON BEHALF OF THIS CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS AND TRANSACTIONS WITH THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES, DEPARTMENTS, EMPLOYEES OR AGENTS, INCLUDING BUT NOT LIMITED TO, THE EXECUTION OF ALL PROPOSALS, PAPERS, DOCUMENTS, AFFIDAVITS, BONDS, SURETIES, CONTRACTS AND ACTS AND TO RECEIVE ALL PURCHASE ORDERS AND NOTICES ISSUED PURSUANT TO THE PROVISIONS OF ANY SUCH PROPOSAL OR CONTRACT, THIS CORPORATION HEREBY RATIFYING, APPROVING, CONFIRMING, AND ACCEPTING EACH AND EVERY SUCH ACT PERFORMED BY SAID AGENT AND ATTORNEY-IN-FACT.

I HEREBY CERTIFY THE FOREGOING TO BE A TRUE AND CORRECT COPY OF AN EXCERPT OF THE MINUTES OF THE ABOVE DATED MEETING OF THE BOARD OF DIRECTORS OF SAID CORPORATION, AND THE SAME HAS NOT BEEN REVOKED OR RESCINDED.



Shaloo Mital

---

**SECRETARY-TREASURER**

8/23/2023

---

**DATE**

**Request for Proposal**

**AFFIDAVIT**

**STATE OF** New Jersey

**PARISH/COUNTY OF** Middlesex

BEFORE ME, the undersigned authority, personally came and appeared: Linda Lopes  
\_\_\_\_\_, (Affiant) who after being by me duly sworn, deposed and said that he/she  
is the fully authorized Director, Government Relations of Compu-Vision Consulting Inc (Entity), the party  
who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

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

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

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

Affiant further said:

Debt Disclosures

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

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

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

Affiant further said:

Solicitation of Campaign Contribution Disclosures

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

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

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

Affiant further said:

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

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

Affiant further said:

Subcontractor Disclosures

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

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

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

*Linda Lopes*

\_\_\_\_\_  
Signature of Affiant

Linda Lopes

\_\_\_\_\_  
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 24th DAY OF August, 2023.

*[Signature]*

\_\_\_\_\_  
Notary Public

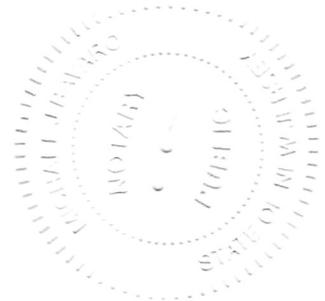
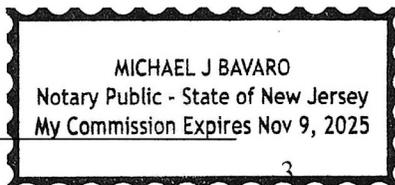
Michael Bavaro

\_\_\_\_\_  
Printed Name of Notary

50142816

\_\_\_\_\_  
Notary/Bar Roll Number

My commission expires \_\_\_\_\_



**COMPU-VISION CONSULTING, INCORPORATED.**

*FINANCIAL STATEMENTS*

*DECEMBER 31, 2020*



COMPU-VISION CONSULTING, INCORPORATED

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## ACCOUNTANTS' COMPILATION REPORT

To

Stockholders,  
Compu-Vision Consulting, Incorporated.  
2050 Route 27, Suite 202,  
North Brunswick, NJ 08902.

Management is responsible for the accompanying financial statements of Compu-Vision Consulting, Incorporated (a New Jersey Corporation), which comprise the balance sheet as of December 31, 2020, and the related statement of income and changes in stockholders' equity and retained earnings for the year then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements, nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

Management has elected to omit substantially all the disclosures and the statement of cash flows required by accounting principles generally accepted in the United States of America. If the omitted disclosures and statement of cash flows were included in the financial statements, they might influence the user's conclusions about the Company's financial position, results of operations, and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters.

### **Supplementary Information**

The supplementary information contained in Schedule of Operating Expenses is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management. The supplementary information was subject to our compilation engagement. We have not audited or reviewed the supplementary information and do not express an opinion, a conclusion, nor provide any assurance on such information.

*Pandya Kapadia Bhatt & Associates*

Pandya Kapadia Bhatt & Associates. CPAs.  
South Plainfield, New Jersey  
May 12, 2021.

COMPU-VISION CONSULTING, INCORPORATED  
BALANCE SHEET  
AS OF DECEMBER 31, 2020

	2020
<b>ASSETS</b>	
<b>CURRENT ASSETS</b>	
Cash In Bank & Cash Equivalents	\$ 71,909
Accounts Receivables	1,312,487
Prepaid Expenses	7,124
Other Current Asset	100,936
<b>TOTAL CURRENT ASSETS:</b>	<b>1,492,456</b>
<b>PROPERTY AND EQUIPMENT</b>	
Furniture, Fixtures & Equipment	164,947
Accumulated Depreciation	(163,874)
<b>TOTAL PROPERTY AND EQUIPMENT (NET):</b>	<b>1,073</b>
<b>TOTAL ASSETS:</b>	<b>\$ 1,493,529</b>
<b>LIABILITIES &amp; STOCKHOLDERS' EQUITY</b>	
<b>Current Liabilities :</b>	
Accounts Payables	\$ 391,776
PPP loan	655,300
Accrued Expenses	4,700
<b>TOTAL CURRENT LIABILITIES:</b>	<b>1,051,776</b>
<b>Non Current Liabilities</b>	
EIDL loan	149,900
<b>TOTAL NON CURRENT LIABILITIES:</b>	<b>149,900</b>
<b>TOTAL LIABILITIES:</b>	<b>1,201,676</b>
<b>Stockholders' Equity:</b>	
Stock Capital	10,000
Retained Earnings	281,853
<b>TOTAL STOCKHOLDERS' EQUITY:</b>	<b>291,853</b>
<b>TOTAL LIABILITIES &amp; STOCKHOLDERS' EQUITY:</b>	<b>\$ 1,493,529</b>

See Accompanying Accountants' Report



COMPU-VISION CONSULTING, INCORPORATED  
STATEMENT OF INCOME  
FOR THE YEAR ENDED DECEMBER 31, 2020

	2020
INCOME :	
Consulting Income Net	\$ 8,455,042
TOTAL INCOME	8,455,042
Direct Cost	
Direct Salaries	3,214,008
Payroll Taxes- Direct portion	234,383
Payroll Fees	7,986
Health Insurance Expenses- Direct Cost	42,119
Workers' compensation Insurance - Direct Portion	6,857
Immigration Expenses	46,795
Recruitment Expenses,Referral Fees & Other Direct Expenses	99,650
Sub contract Expenses	3,626,450
Total Direct Cost	7,278,248
GROSS PROFIT	1,176,794
OPERATING EXPENSES:	
Total Operating Expenses	See Schedule 1,111,079
Depreciation	573
INCOME FROM OPERATIONS	65,142
OTHER INCOME (EXPENSES)	
Interest Expenses	(20,298)
Interest Income	135
EIDL Grant Recevied	10,000
Total Other Income (Expenses)	(10,163)
INCOME BEFORE INCOME TAX	\$ 54,979
Less:	
Income Taxes (States)- Current	4,876
NET INCOME	\$ 50,103

See Accompanying Accountants' Report



COMPU-VISION CONSULTING, INCORPORATED  
 STATEMENT OF CHANGES IN STOCKHOLDERS' EQUITY  
 FOR THE YEAR ENDED DECEMBER 31, 2020

	Stock Capital Issued	Retained Earnings	Total
BALANCE, DECEMBER 31, 2019	\$ 10,000	\$ 244,393	\$ 254,393
COMPREHENSIVE INCOME			
Net Income/(Loss)		50,103	50,103
Distribution to Stockholders		(12,643)	(12,643)
<b>BALANCE, DECEMBER 31, 2020</b>	<b>\$ 10,000</b>	<b>\$ 281,853</b>	<b>\$ 291,853</b>

See Accompanying Accountants' Report



COMPU-VISION CONSULTING, INCORPORATED  
STATEMENT OF RETAINED EARNINGS  
FOR THE YEAR ENDED DECEMBER 31, 2020

	<u>2020</u>
Retained Earnings - as of DECEMBER 31, 2019	\$ 244,393
Current Year Net Income	50,103
Distribution	(12,643)
Retained Earnings - as of DECEMBER 31, 2020	<u>\$ 281,853</u>

See Accompanying Accountants' Report



COMPU-VISION CONSULTING, INCORPORATED  
SCHEDULE TO THE FINANCIAL STATEMENTS

SCHEDULE OF OPERATING EXPENSES  
FOR THE YEAR ENDED DECEMBER 31, 2020

OPERATING EXPENSES	AMOUNT
Accounting Fees	2,300
Auto Expenses	20,062
Bank & Credit Card Charges	2,540
Books & Periodicals	99
Charitable Contribution	1,102
Cleaning Expenses	1,435
Computer & Networking Expenses	2,545
Dues & Subscriptions	18,711
Employee Hiring Expenses	5,390
Gift Expense	10,128
Health Insurance	6,287
Insurance Expenses- General	25,536
License & Permit Fees	2,172
Meals & Entertainment	10,930
Office Supplies & Exp	13,231
Other Taxes	123
Payroll Processing fees	1,192
Payroll Taxes Admin & Officer	39,814
Postage & Delivery	1,214
Rent	48,911
Repairs & Maintenance	1,971
Retirement Plan Contribution	45,789
Salary & Wages - Admin	149,453
Salary & Wages- Officers	330,000
Security Expenses	561
Staff Welfare Expense	1,211
Telephone & Internet Exp	21,466
Training & Recruitment Expenses	338,290
Travel Expenses	2,853
Utilities	5,763
Vendor Management Portal Discount	
TOTAL	<u>\$ 1,111,079</u>

See Accompanying Accountants' Report



**COMPU-VISION CONSULTING, INCORPORATED.**

*FINANCIAL STATEMENTS*

*FOR THE YEAR ENDED DECEMBER 31, 2021*



COMPU-VISION CONSULTING, INCORPORATED

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**PANDYA KAPADIA BHATT  
& ASSOCIATES, CPAs**

T: (908) 769-6500  
F: (908) 769-6503

50 Cragwood Road  
Suite 205,  
So. Plainfield, NJ 07080

[www.pandyacpa.com](http://www.pandyacpa.com)

## ACCOUNTANTS' COMPILATION REPORT

To

Stockholders,  
Compu-Vision Consulting, Incorporated.  
2050 Route 27, Suite 202,  
North Brunswick, NJ 08902.

Management is responsible for the accompanying financial statements of Compu-Vision Consulting, Incorporated (a New Jersey Corporation), which comprise the balance sheet as of December 31, 2020, and the related statement of income and changes in stockholders' equity and retained earnings for the year then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements, nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

Management has elected to omit substantially all the disclosures and the statement of cash flows required by accounting principles generally accepted in the United States of America. If the omitted disclosures and statement of cash flows were included in the financial statements, they might influence the user's conclusions about the Company's financial position, results of operations, and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters.

### **Supplementary Information**

The supplementary information contained in the schedule of Operating Expenses is presented for the purpose of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management. The supplementary information was subject to our compilation engagement. We have not audited or reviewed the supplementary information and do not express an opinion, a conclusion, nor provide any assurance on such information.

*Pandya Kapadia Bhatt & Associates, CPAs*

Pandya Kapadia Bhatt & Associates. CPAs.  
South Plainfield, New Jersey  
July 13, 2021.

COMPU-VISION CONSULTING, INCORPORATED  
BALANCE SHEET  
AS OF DECEMBER 31, 2021

	2021
<b>ASSETS</b>	
<b>CURRENT ASSETS</b>	
Cash In Bank & Cash Equivalents	\$ 173,904
Accounts Receivables	2,595,698
Prepaid Expenses	8,595
Other Current Asset	8,087
<b>TOTAL CURRENT ASSETS:</b>	<b>2,786,284</b>
 <b>PROPERTY AND EQUIPMENT</b>	
Furniture, Fixtures & Equipment	164,947
Less :Accumulated Depreciation	(164,446)
<b>TOTAL PROPERTY AND EQUIPMENT (NET):</b>	<b>501</b>
<b>TOTAL ASSETS:</b>	<b>\$ 2,786,785</b>
 <b>LIABILITIES &amp; STOCKHOLDERS' EQUITY</b>	
<b>Current Liabilities :</b>	
Accounts Payables	\$ 949,864
PNC Bank LOC	468,000
Accrued Expenses	5,000
Other Current Liabilities	153,495
<b>TOTAL CURRENT LIABILITIES:</b>	<b>1,576,359</b>
 <b>Non Current Liabilities</b>	
EIDL loan	149,900
<b>TOTAL NON CURRENT LIABILITIES:</b>	<b>149,900</b>
<b>TOTAL LIABILITIES:</b>	<b>1,726,259</b>
 <b>Stockholders' Equity:</b>	
Stock Capital	10,000
Retained Earnings	1,050,526
<b>TOTAL STOCKHOLDERS' EQUITY:</b>	<b>1,060,526</b>
<b>TOTAL LIABILITIES &amp; STOCKHOLDERS' EQUITY:</b>	<b>\$ 2,786,785</b>

See Accompanying Accountants' Report



COMPU-VISION CONSULTING, INCORPORATED  
STATEMENT OF INCOME  
FOR THE YEAR ENDED DECEMBER 31, 2021

	2021
INCOME :	
Consulting Income Net	\$ 10,100,482
TOTAL INCOME	10,100,482
Direct Cost	
Direct Salaries	3,648,013
Payroll Taxes- Direct portion	288,203
Payroll Fees	8,027
Health Insurance Expenses- Direct Cost	57,596
Workers' compensation Insurance - Direct Portion	16,144
Immigration Expenses	3,285
Recruitment Expenses,Referral Fees & Other Direct Expenses	446,455
Sub contract Expenses	4,540,638
Total Direct Cost	9,008,361
GROSS PROFIT	1,092,121
OPERATING EXPENSES:	
Total Operating Expenses	See Schedule 938,843
Depreciation	572
INCOME FROM OPERATIONS	152,706
OTHER INCOME (EXPENSES)	
Interest Expenses	(10,863)
Interest Income	2
PPP Loan Forgiveness	655,300
Total Other Income (Expenses)	644,439
INCOME BEFORE INCOME TAX	\$ 797,145
Less:	
Income Taxes (States)- Current	4,310
NET INCOME	\$ 792,835

See Accompanying Accountants' Report



COMPU-VISION CONSULTING, INCORPORATED  
STATEMENT OF CHANGES IN STOCKHOLDERS' EQUITY  
FOR THE YEAR ENDED DECEMBER 31, 2021

	Stock Capital Issued	Retained Earnings	Total
BALANCE, DECEMBER 31, 2020	\$ 10,000	\$ 281,853	\$ 291,853
COMPREHENSIVE INCOME			
Net Income/(Loss)		792,835	792,835
Distribution to Stockholders		(24,162)	(24,162)
<b>BALANCE, DECEMBER 31, 2021</b>	<b>\$ 10,000</b>	<b>\$ 1,050,526</b>	<b>\$ 1,060,526</b>

See Accompanying Accountants' Report



COMPU-VISION CONSULTING, INCORPORATED  
STATEMENT OF RETAINED EARNINGS  
FOR THE YEAR ENDED DECEMBER 31, 2021

	<u>2021</u>
Retained Earnings - as of DECEMBER 31, 2020	\$ 281,853
Current Year Net Income	792,835
Distribution	(24,162)
Retained Earnings - as of DECEMBER 31, 2021	<u>\$ 1,050,526</u>

See Accompanying Accountants' Report



COMPU-VISION CONSULTING, INCORPORATED  
SCHEDULE TO THE FINANCIAL STATEMENTS

SCHEDULE OF OPERATING EXPENSES  
FOR THE YEAR ENDED DECEMBER 31, 2021

OPERATING EXPENSES	AMOUNT
Accounting Fees	\$ 6,500
Auto Expenses	22,839
Bad Debts	1,564
Bank & Credit Card Charges	3,126
Charitable Contribution	910
Computer & Networking Expenses	3,248
Dues & Subscriptions	28,640
Employee Hiring Expenses	17,465
Gift Expense	2,453
Health Insurance	7,601
Insurance Expenses- General	9,544
Legal Fees	19,305
License & Permit Fees	8,448
Meals & Entertainment	15,230
Office Supplies & Exp	27,739
Other Taxes	540
Payroll Processing fees	312
Payroll Taxes Admin & Officer	38,069
Postage & Delivery	1,834
Rent	96,039
Retirement Plan Contribution	27,799
Salary & Wages - Admin	169,138
Salary & Wages- Officers	316,250
Telephone & Internet Exp	24,464
Training & Recruitment Expenses	49,682
Travel Expenses	27,587
Utilities	4,720
Web Hosting Charges	7,797
TOTAL	<u>\$ 938,843</u>

See Accompanying Accountants' Report



**COMPU-VISION CONSULTING, INCORPORATED.**

*FINANCIAL STATEMENTS (UNAUDITED)*

*FOR THE YEAR ENDED DECEMBER 31, 2022*



COMPU-VISION CONSULTING, INCORPORATED

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**ACCOUNTANTS' COMPILATION REPORT**

To

Stockholders,  
Compu-Vision Consulting, Incorporated.  
2050 Route 27, Suite 202,  
North Brunswick, NJ 08902.

Management is responsible for the accompanying financial statements of Compu-Vision Consulting, Incorporated (a New Jersey Corporation), which comprise the balance sheet as of December 31, 2022, and the related statement of income and changes in stockholders' equity for the year then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements, nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

Management has elected to omit substantially all the disclosures and the statement of cash flows required by accounting principles generally accepted in the United States of America. If the omitted disclosures and statement of cash flows were included in the financial statements, they might influence the user's conclusions about the Company's financial position, results of operations, and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters.

**Supplementary Information**

The supplementary information contained in Schedule of Operating Expenses is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management. The supplementary information was subject to our compilation engagement. We have not audited or reviewed the supplementary information and do not express an opinion, a conclusion, nor provide any assurance on such information.

*Pandya Kapadia Bhatt & Associates, CPAs*

Pandya Kapadia Bhatt & Associates. CPAs.  
South Plainfield, New Jersey  
March 01, 2023.

COMPU-VISION CONSULTING, INCORPORATED  
BALANCE SHEET  
AS OF DECEMBER 31, 2022

	2022
ASSETS :	
CURRENT ASSETS	
Cash In Bank & Cash Equivalents	\$ 78,673
Accounts Receivables	1,938,231
Other Current Asset	29,995
TOTAL CURRENT ASSETS	2,046,899
PROPERTY AND EQUIPMENT :	
Furniture, Fixtures & Equipment	164,948
Accumulated Depreciation	164,948
TOTAL PROPERTY AND EQUIPMENT (NET)	-
TOTAL ASSETS	\$ 2,046,899
LIABILITIES & STOCKHOLDERS' EQUITY :	
Current Liabilities :	
Accounts Payables	\$ 322,845
Accrued Expenses	178,072
EIDL Loan	149,900
Line of Credit- PNC	35,095
Other Current Liabilities	34,653
TOTAL CURRENT LIABILITIES	720,565
STOCKHOLDERS' EQUITY :	
Stock Capital	10,000
Retained Earnings	1,316,334
TOTAL STOCKHOLDERS' EQUITY:	1,326,334
TOTAL LIABILITIES & STOCKHOLDERS' EQUITY:	\$ 2,046,899

See Accompanying Accountants' Report



COMPU-VISION CONSULTING, INCORPORATED  
STATEMENT OF INCOME  
FOR THE YEAR ENDED DECEMBER 31 , 2022

	2022
INCOME :	
Consulting Income Net	9,344,693
TOTAL INCOME	9,344,693
DIRECT COST :	
Health Insurance Expenses-Direct	31,137
Payroll Tax - Direct	355,340
Project Development Cost	88,000
Referral Fees	9,342
Salaries & Wages-Direct	4,269,671
Sub contract Expenses	3,398,959
Total Direct Cost	8,152,450
GROSS PROFIT	1,192,243
OPERATING EXPENSES:	
Total Operating Expenses	See Schedule 947,799
Depreciation	501
INCOME FROM OPERATIONS	243,943
OTHER INCOME (EXPENSES) :	
Interest	(731)
Bad Debt	(671)
Interest Income	46
Total Other Income (Expenses)	(1,356)
INCOME BEFORE INCOME TAX	\$ 242,587
Less:	
Income Taxes (States)- Current	7,009
NET INCOME	\$ 235,578

See Accompanying Accountants' Report



COMPU-VISION CONSULTING, INCORPORATED  
 STATEMENT OF CHANGES IN STOCKHOLDERS' EQUITY  
 FOR THE YEAR ENDED DECEMBER 31 , 2022

	Stock Capital Issued	Retained Earnings	Total
BALANCE, December 30, 2021	\$ 10,000	\$ 1,217,703	\$ 1,227,703
COMPREHENSIVE INCOME			
Net Income/(Loss)	-	235,578	\$ 235,578
Distribution to Stockholders	-	(136,947)	\$ (136,947)
<b>BALANCE, December 31, 2022</b>	<b>\$ 10,000</b>	<b>\$ 1,316,334</b>	<b>\$ 1,326,334</b>

See Accompanying Accountants' Report



COMPU-VISION CONSULTING, INCORPORATED  
SCHEDULE TO THE FINANCIAL STATEMENTS

SCHEDULE OF OPERATING EXPENSES  
FOR THE YEAR ENDED DECEMBER 31 , 2022

OPERATING EXPENSES	AMOUNT
Auto Expenses	\$ 21,761
Bank & Credit Card Charges	3,599
Business Promotion Expenses	17,954
Computer Networking	8,540
Donation	245
Dues & Subscriptions	18,253
Gifts	3,185
Insurance-Health	7,784
Insurance-General Liability	18,120
Insurance-Workers Comp	10,913
Meals & Entertainment	13,741
Office Supplies & Exp	57,372
Officers' Salary	316,250
Penalty	256
Payroll Processing fees	8,161
Payroll Taxes Admin & Officer	38,888
Pension Plan Expenses	1,287
Professional & Legal Fees	4,870
Postage and Delivery	3,252
Recruitment Expenses	43,706
Rent	72,000
Sales Promotion Expenses	4,583
Salary & Wages - Admin and Sales	151,015
Storage Expenses	194
Telephone & Internet Exp	25,039
Travel Expenses	24,178
Vendor Management Portal Discount	72,653
TOTAL	<u>\$ 947,799</u>

See Accompanying Accountants' Report

