

Response to RFP 0464

—

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

Submitted To:

Jefferson Parish Government

Submitted By:

TransReach Talent LLC



TransReach Talent

Connecting Talent

Address: 197 Route 18S #3000 , East Brunswick, NJ 08816

Email: Info@TransReach.com

Phone: (609) 906-4838

Contact Person: Venkat Yellaula, Managing Director



Technical Proposals



A. Cover Letter

Venkat Yellaula
Managing Director
TransReach Talent LLC
197 Route 18S #3000 ,
East Brunswick, NJ 08816

8/25/2023

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

Subject: Response to Request for Proposal RFP No.: 0464 - Cover Letter

Dear Shanna Folse,

I am writing to express our sincere interest in providing the services outlined in the Information Technology Support Services and Supplemental Staffing for the Departments of Electronic Information Systems (EIS) and Telecommunications Request for Proposal (RFP) issued by Jefferson Parish. Enclosed, you will find our comprehensive proposal that underscores our capacity, understanding of the project requirements, and commitment to fulfilling the needs of the Parish. Regarding the legal formalities, I would like to confirm my authority to negotiate and commit TransReach Talent LLC to a contract.

At Transreach, we evaluate the project on a case by case basis to determine which tools or methodologies are the best suited to be successful. Transreach has worked with several entities on multiple projects showing an ability to understand the specific business process and community information, needs of governmental agencies as well as technical issues and system – wide implementations.

On behalf of Company and a signatory for this proposal, I commit to

- All statements and information prepared and submitted in the response to this RFP are current, complete, and accurate.
- Proposed solution for the Project meets all the requirements of this RFP.
- Transreach will comply with all federal and state laws, rules, and regulations that are in force currently or anytime during the term of a resulting Contract.
- Transreach is an authorized dealer in good standing of the products/services included in this response.
- Company is eligible to participate in this transaction and have not been subjected to suspension, debarment, or similar ineligibility determined by any federal, state, or local governmental entity.

As the authorized signatory of TransReach Talent LLC, I confirm our unwavering commitment to executing the services specified in the RFP. Our proposal encapsulates our tailored approach to this project, highlighting our comprehensive understanding of the scope and the strategies we plan to employ to achieve success.



We are keenly aware of the significance of this endeavor to Jefferson Parish and its constituents. Our proposal outlines our team's expertise and experience in addressing the unique challenges and opportunities inherent in the project. We are confident that our approach aligns seamlessly with the goals and expectations set forth in the RFP.

We are deeply committed to transparency and compliance with all applicable laws and regulations, including the Louisiana Public Records Act, LSA-R.S. 44:1 et seq. Our documentation and records will be managed in accordance with these requirements.

We appreciate the opportunity to present our proposal and eagerly anticipate the potential collaboration with Jefferson Parish. Should you require further information or have any questions, please feel free to reach me directly at 973 460 8846 or via email yvr@transreach.com.

Thank you for considering our proposal.

Sincerely,

Venkat Yellaula
Managing Director
TransReach Talent LLC

B. Table of Contents

Technical Proposals.....2

 A. Cover Letter.....3

 B. Table of Contents.....5

 C. Technical Proposal Elements.....6

 D. Proposer Qualifications and Experience.....7

 E. Innovative Concepts.....28

 F. Project Schedule.....30

 G. Financial Profile.....32

 H. Transition Plan.....39

Price Proposal.....41

Appendix.....44



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.)

TransReach's Response:

We are confident in our ability to meet the demands of the outlined Scope of Work/Services. Our team is well-prepared to provide comprehensive support for the technology systems, services, and applications specified.

We will diligently illustrate our compliance with the RFP requirements through thorough documentation of our team's prior experience, employee qualifications, and relevant certifications.

Our commitment is to deliver top-notch service and maintain the high standards expected by the Parish. Rest assured, we are fully capable of fulfilling all aspects of the proposal.



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.)

TransReach's Response:

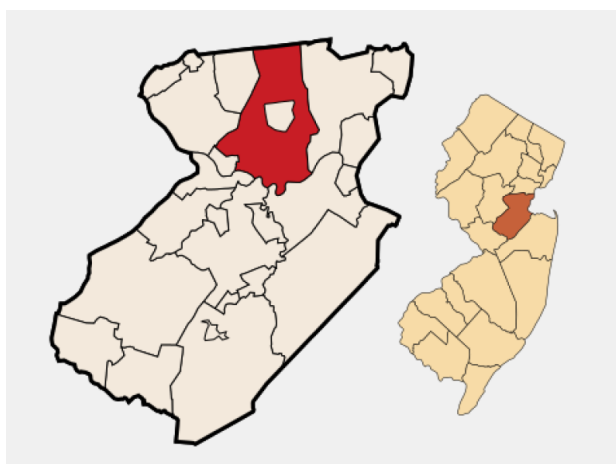
TransReach Talent LLC was established on 22 Oct 2015 and is located in East Brunswick, New Jersey.

We are a complete service provider for IT Staffing services which include Executive search and contingent staffing. We specialize in sourcing and recruiting in many Industries like Banking and Financial services, Retail, Manufacturing, Hitech, Pharma, Healthcare & Life sciences and Media & Entertainment. We serve multiple geographies like the United States, Canada, United Kingdom, Mexico, Middle East and India.

Our team understands customer requirements, vets qualified candidates, and offers clients a choice of viable candidates.

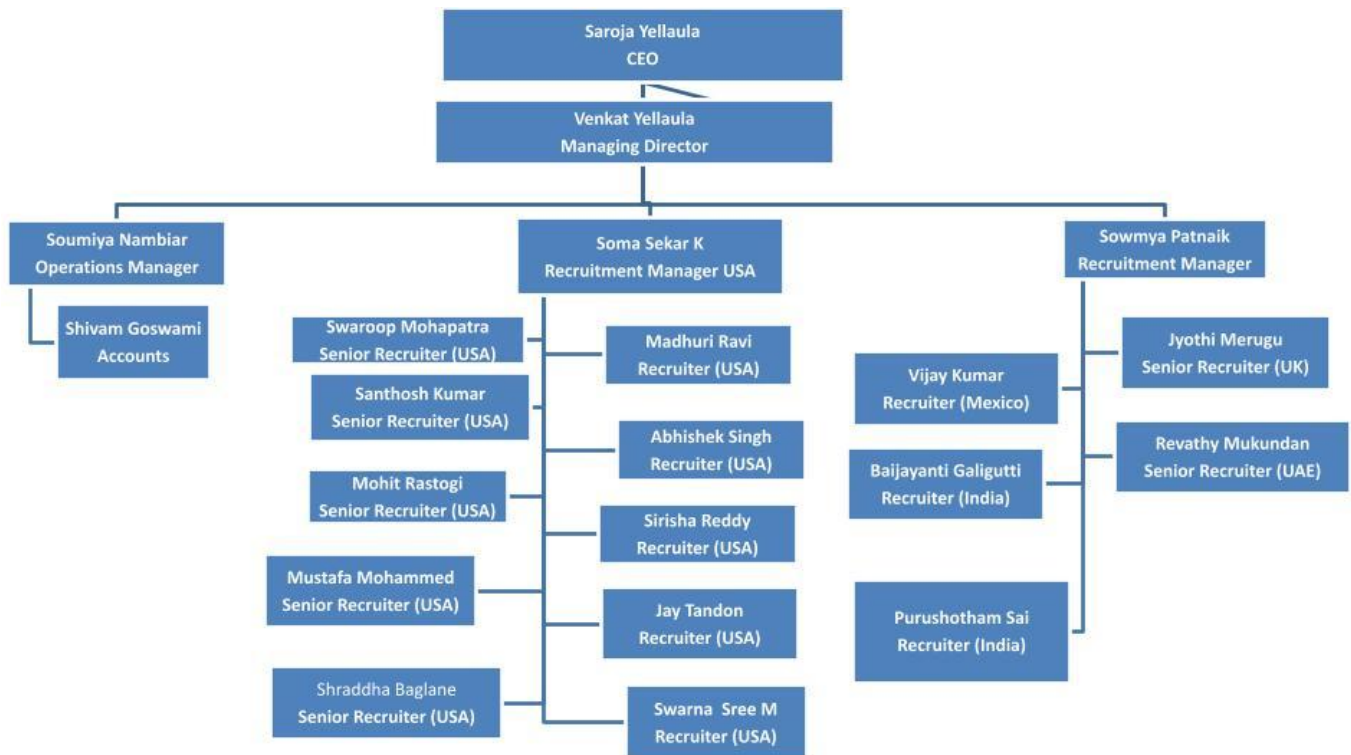
We provide quality Staffing services and have worked with diverse industry segments and addressing staffing needs across technology and management functions or levels. While devoting quality time towards our clients demands and understanding their requirements and dedicating our expert resources towards fulfilling our commitments.

We strive to serve tailored staffing solutions for our clientele by providing assistance organization wide and we will not compromise on the quality of the services provided to the client.





Organizational Chart



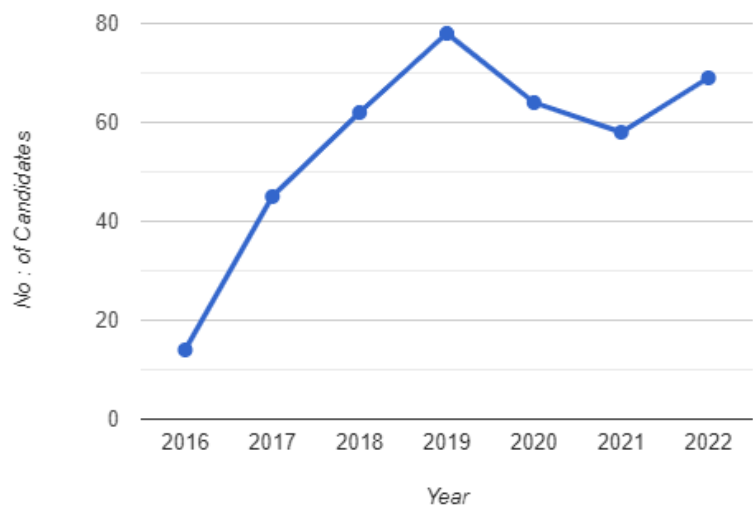
Our Focus Areas

- Artificial Intelligence
- Blockchain
- Cloud
- Internet Of Things
- Security
- Microservices and
- Robotic Process Automation

TransReach’s Timeline



Candidates Placed - 2016 - 2022





Key Customers & Partners:



Why Transreach

We prioritize clients' needs, expectations, and preferences and build long-term relationships and loyalty.

We offer customized solutions, personalized communication, which differentiate us from our competitors.

TransReach is dedicated to helping our clients address those demands. Our team consists of highly focused members with key knowledge and industry expertise. Our practice specializes in all operational and strategic roles critical to our clients' growth.

Our Philosophy

We prioritize clients' needs, expectations, and preferences and build long-term relationships and loyalty.

We offer customized solutions, personalized communication, which differentiate us from our competitors.

TransReach is dedicated to helping our clients address those demands. Our team consists of highly focused members with key knowledge and industry expertise. Our practice specializes in all operational and strategic roles critical to our clients' growth.

**Mission:**

To be a client centric company where People can find and discover any kind of Solution in regards to Executive Search and Contingent Staffing.

We will not compromise on the quality of the services provided to the client.

Vision:

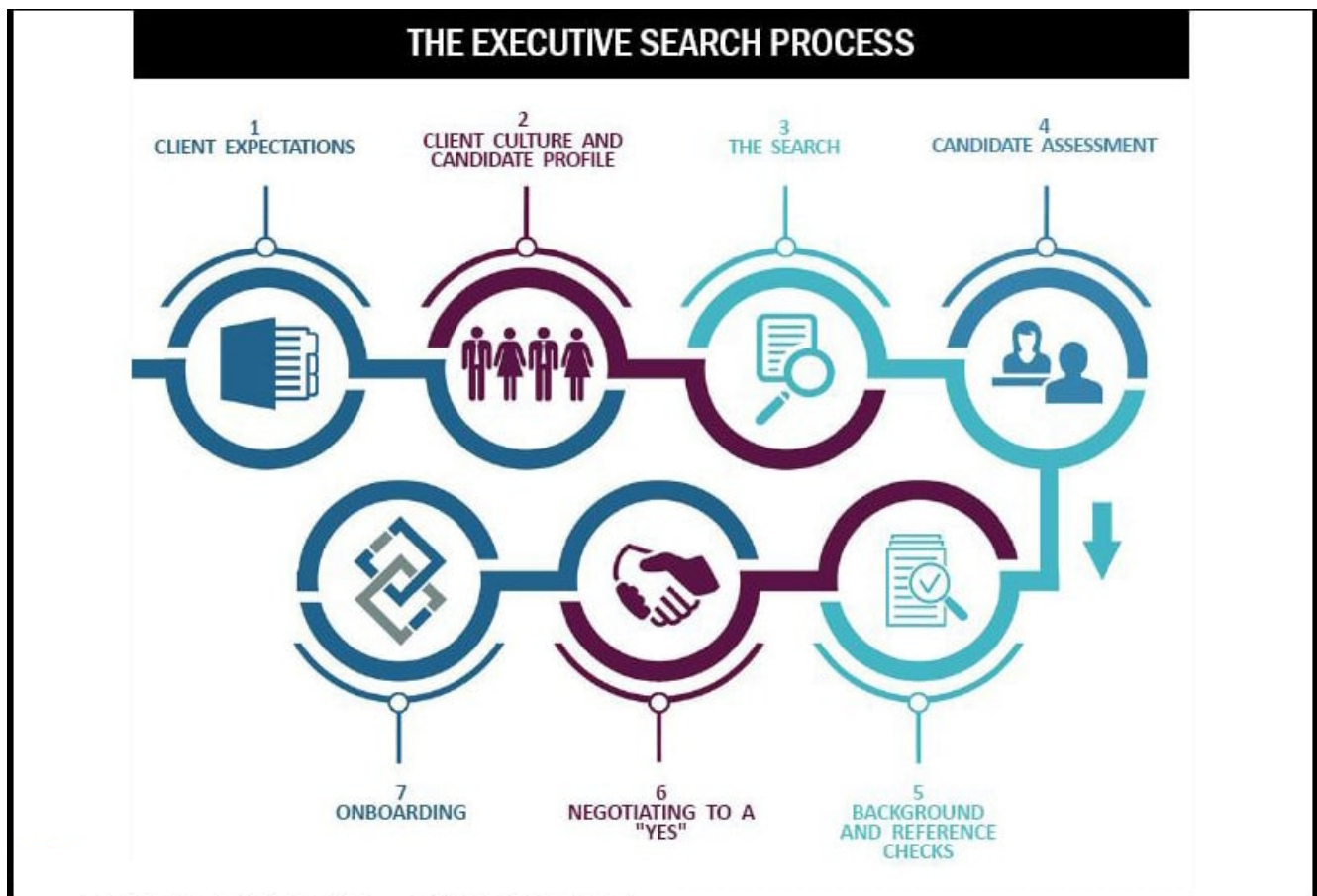
We strive to serve tailored staffing solutions for our clientele by providing assistance organization wide.



Our Search Methodology

At TransReach, we've distilled our years of successful search experience into an exclusive 24 step process and 5-part overall plan of action.

This logical, structured approach means we are not reinventing the wheel each time TransReach undertakes a new search. Instead, we can concentrate all our energies on tailoring the search process to build the best candidate selection pool for your particular opening.



Here's how TransReach's 24 Step Process can work for your company.

Listening

Possibly the most important part of the search process. If we don't understand exactly what you want in a candidate, then the results of the search are useless. That's why

TransReach concentrates on listening first.

1. Conduct a complete needs analysis that will provide us with all pertinent information required to complete a professional search. Includes brainstorming on how to attract candidates from your top competitors.
2. Build a profile of the ideal candidate against which to screen potentials. If desired, interview your top-performing employees as part of the profiling process. Prepare a typewritten document outlining the perfect profile and a plan of how to present the opportunity. Obtain your sign-off.



3. Consult with you on industry compensation standards and construct a compensation framework.
4. Assemble the project team and begin marketplace research. Examine direct and indirect competitors and identify additional companies that employ candidates possessing the skills you seek.
5. Complete review and revise the list of targeted companies and candidates. Obtain your sign-off.

Searching

This is where TransReach Team's years of experience really begin to count. We have the unique ability to identify the best talent in your marketplace, which means the target candidate list we assemble will match your profile.

6. Conduct in-depth candidate telephone interviews using behavioral based questions to ascertain three crucial qualifying factors:

Do they have the appropriate background?

Are they willing to change jobs for the right opportunity?

Do their goals match yours?

7. We can conduct face-to-face interviews of potential candidates or interview them via video conferencing.
8. Present you with a short list from our process of elimination
9. Submit resumes and analysis of qualifying interviews with selected candidates.

Comprehensive Interviewing

Here's where you determine if you have a match. We've already increased the chances of success by learning your needs and then presenting the candidates who best meet your requirements. Next, we smooth the way during this vital introductory process.

10. Arrange first face-to face or videoconference interviews with you.
11. Prepare candidates for the first interview, including briefing on your goals and priorities.
12. Prepare you for the first interview with emphasis on the candidate's particular goals and aspirations.
13. Debrief candidate
14. Debrief you and present preliminary conclusions. Politely release any candidates you do not want to pursue.
15. Provide results of in-depth reference checks.
16. Arrange second interviews and discuss particular areas of concern.
17. Post interview, debrief both you and the candidates.



Negotiations

Experience, again, makes a big difference. Our years of dealing with sometimes delicate negotiations can help you avoid potential pitfalls. Our goal is a win-win result for you and your candidate.

18. Verify earnings and negotiate a win-win compensation package.
19. If desired, provide educational verification, credit history, motor vehicle records, drug testing and other background checks.
20. Transmit verbal offers to candidates to help ensure acceptance.
21. Consult with candidates and resolve resignation and counteroffer issues.
22. Confirm start date; obtain written confirmation from candidate.

Follow Through

With TransReach it's not over when it's over. We have an extensive post search debriefing protocol to evaluate the search process and results.

23. Remain in contact with you and the candidate through the start date and initial phases of employment.
24. If acceptable, ask you for a reference letter and permission to use your name for reference purposes.

Success Mantra

At TransReach, a successful search is a partnership between a motivated and involved client, and experienced recruitment executives. We begin by listening, apply the knowledge we've gained to begin the research process, extract potential candidates, guide the interview process and then make sure the final negotiations run as smoothly as possible.

By doing what we do best, TransReach lets you concentrate on your business, while we recruit your leaders for the future.



Key Personnel

1. Venkat Yellaula

Venkat Yellaula is the **Managing Director** of TransReach Talent and will act as the **Primary Point of Contact** between the Jefferson Parish and TransReach Talent LLC

2. Soma Shekar

Soma Shekar is the **Recruitment Manager** of TransReach Talent and will be helping the Jefferson Parish with the project.

Resumes of Venkat Yellaula and Soma Shekar have been attached below:



1. Venkat Yellaula – Resume

Venkat Yellaula

Home: (908) 353 5672

Cell: (973) 460 8846

Email: vyellaula@gmail.com

Objective:

Seeking a Recruiting Manager position where over nine years experience and training will add value to increase the company's growth. Able to pick up the latest trend quickly and thrive on learning. Extensive Technical Recruiting experience in e-solutions, web and client / server technologies.

Core Competencies:

Technical Recruiting & Consulting, Team Building & Directing

Direct Sourcing Sales Support

Proactive/Reactive Management Proposal Composition

PROFESSIONAL EXPERIENCE:

TransReach Talent LLC, NJ (www.transreach.com)

Sep 2015 – Current

Managing Director

- Setting the company's overall strategy and direction, and ensuring that all departments and employees are aligned with these goals.
- Managing the day-to-day operations of the company, including overseeing the work of department heads and other senior managers.
- Developing and managing the company's budget and financial plans, and ensuring that the company is operating efficiently and profitably.
- Building and maintaining relationships with key stakeholders, such as customers, suppliers, investors, and other business partners.
- Leading and managing the company's employees, including hiring, training, and developing staff, and ensuring that all employees are working effectively together.
- Identifying and mitigating risks to the company's operations and reputation, and ensuring compliance with relevant laws and regulations.
- Representing the company in external forums, such as industry events, conferences, and public relations activities.



Larsen & Toubro Infotech Limited, NJ (www.LnTinfotech.com)

Jan 2005 -- Aug 2015

Resource Manager

- Managed team of 6 recruiters.
- Hiring of FTEs (various positions, QA's to Solution Architects)
- Participated in various IT career fairs and IT Expo. (Silicon India, Gartner etc).
- Worked very closely with senior management on various brand-building projects.
- Working with the PeopleSoft team to implement the Peoplesoft HRMS module.

Comsys ITS (formerly Venturi Partners), NJ (www.comsys.com)

Feb 2001 – Jan 2005

Placement Manager

- Technical recruiting for IT professionals for direct hire or temporary contracts using company resume database on EZ Access/FOX, internet, sourcing, referral or other resources. Duties include resume review and updating, candidate interviews, background check, drug screen, references, salary and benefits negotiations, employee documentation and contracts, maintenance and support of working contractors. Work with Account Managers in a team environment, source new sales leads through referrals or other contacts. Create a partnership with clients for job order or candidates details
- Source, qualify, interview, extend offers, negotiate salary and relocation options to close business in a timely manner.
- Additional tasks included negotiating fair contractor wages and customer bill rates, assisting client contacts with new requirement listings and grievance reconciliation Conducted
- Filled positions based on specialized knowledge presented by Account Managers. Clients: Avaya , AT&T, Telcordia, Tyco International, Johnson and Johnson, Novartis, Schering Plough, Avantis etc
- Candidates recruited through the use of databases, agencies, brokers, referrals, job fairs, advertising and corporate beach lists.
- Responsible for screening candidates on skills, pay, references and test score.
- Build relationships with clients, prospective candidates and already enlisted recruits.
- Coordinated phone calls and mailings.

Artech Information Systems LLC., NJ (www.artechinfo.com)

Jan 2000 – Jan 2001

Sourcing Specialist



- Full life cycle recruiting including: sourcing, qualifying, interviewing, and submitting candidates for open positions at client companies
- Outsourced IT professionals to our direct clients nationwide. Recruiting for the various technologies including: C, C++, Visual C++, VB, ASP, UNIX, OOD, JAVA, JavaScript, HTML, XML, SQL Server, CGI/PERL, GUI, Win/NT, Oracle, IVR, CTI, JTAPI, VHDL, Verlog, etc
- Marketing of bench consultants, This marketing was done with both direct sourcing and third parties.
- Arranged offshore recruiting camps in Manila, Malaysia, Singapore and India.
- Offshore recruiting from Singapore, Ireland, Philippines, India and Malaysia.
- Setup and coordinate with the job hosting Internet web site team like JobsDB etc

EPS Computer Systems Pte Ltd (Singapore) (www.eps.com.sg)

June 1997 – Jan 2000

IT Recruiting Consultant

Mainly involved in:

- Conducting technical interviews for screening of candidates for relevant positions as per the Client requirements.
- Marketing and follow-up of candidates placed at client sites.
- Communicating and conversing with clients in terms of technical and decision making for hiring candidates and negotiating the salary package and benefits.
- Planning and implementation of sales strategy in improving the company's reputation.
- Recruited around 45 candidates successfully in a Global Recruiting Program for Housing Development Board (Government project)
- Traveled to *Australia, India and Malaysia* for recruiting and taken responsibilities of hiring at these places.
- Improved communications between English-speaking and Mandarin-speaking employees.
- Reorganized filing system for resumes and cover letters allowing for easier retrieval.

Venkateswara Metal (Ibrahimpattanam, India.)

1994-1997

(self employed) Owned and operated steel fabrication unit

Sole vendor of steel furniture to 4 mandals (100 village gram panchayat).

**EDUCATION:**

- ★ **BS (Mechanical Engineering)** Bangalore University, India. (1993)
- ★ **P G Diploma in Computer Applications** through CAT Computer Education, India
- ★ **Undergone Training in ASP 3.0 and Cold fusion 4.0** at TATA INFOTECH, India
- ★ **Undergone VB 6.0 and Oracle 8.0 Training** at Software Solutions Integrated Ltd. (SSI)
- ★ **Undergone SAP R/3 HR training** at LeadingC LLC, NJ.

Membership and Affiliations:

- ★ **Benefits Chair at ITServe Alliance** (www.itserve.org)
- ★ **Member and proud sponsor of NPR (National Public Radio)** , NYC, NY



2. Soma Shekar - Resume

Soma Shekhar. K

Phone: 609-934-9147

Email: sekhar@transreach.com

Professional Summary:

- 14+ years of experience in Executive Search and US Staffing Recruiting + Bench Sales process in the IT, Finance & Technical Sector, Banking, Insurance and Healthcare and other domains.
- **Handled Recruiting needs of State clients:** State of Arizona, State of Arkansas, State of Colorado, State of Connecticut, State of Delaware, State of Florida, State of Georgia, State of Idaho, State of Illinois, State of Iowa, State of Kansas, State of Louisiana, State of Maine, State of Maryland, State of Massachusetts, State of Michigan, State of Minnesota, State of Mississippi, State of Missouri, State of Montana, State of Nebraska, State of Nevada, State of New Hampshire, State of New Jersey, State of New Mexico, State of New York, State of North Dakota, State of Ohio, State of Oklahoma, State of Oregon, State of Pennsylvania, State of Tennessee, State of SC, State of NC, State of KY, State of GA.
- **Handled Recruiting needs of Commercial clients:** Wells Fargo, Nationwide Insurance, American Express, Capital One, Papa Johns, UnitedHealth Group / Optum, Hennepin County, Thomson Reuters, FedEx, HCA, Deloitte, Healthways, Verio, Kaiser Permanente, Bank of America, Equifax, Mercer, NV Energy, State Street, IBM, GTECH, BCBS, CIGNA, Brown Brothers Harriman, CVS Caremark, Columbus, Sovereign Bank, Harvard Medical School, Life Time Technology etc.
- Professionally handled contract and full time positions for Clients across U.S Market on W2, Corp to Corp, 1099 Tax terms.
- Possess strong business skills and understanding of requisitions; deep sourcing skills and experience sourcing passive candidates; excellent candidate assessment skills
- Understanding the client requirements in different domain categories, coordinating for short listing and screening including preliminary interview of the candidates, reference checking, tracking, salary negotiations, and closing. Keeping Track of Responses & Short-listing Profiles.
- Excellent Client Coordination skills daily and extensive experience of working directly on client's portal (VMS).
- Expertise in using job portals like Dice, Monster, Corp-Corp, Bench Folks & Third-party Suppliers & LinkedIn etc.
- Establish and maintain a good relationship with the employees, vendors, and the Clients.
- Marketing the organization bench resources through direct clients and through my own network for placements. Posting their resumes into various job boards like Dice, Monster, Hot jobs, Net-temps and my network contacts, recruiting groups' etc. methods and identifying the matched job positions for the consultants. Sharing the bench resources resume for the mentioned job opportunity upon consultant comfortability and negotiation of the hourly rate / compensation with the agencies and submitting the consultant profile and follow ups regarding the status of the submitted consultants from the clients until they're placed.
- Identify qualified H1B, OPT, CPT candidates for H1 transfers & New Visa Filings.
- Having good experience in Business Development on finding Prime Vendors and Direct Clients.

Education:



- MBA {Human Resource & Information Systems} from Manipal Institute of Management (MIM).
- Bachelor of Science from Andhra University.
- Intermediate from Board of Intermediate, Hyderabad.
- Secondary Education from Central Board of Secondary Education, NEW DELHI.

Certifications:

- ★ Certified Software Quality Analyst (CSQA) from International Software Certifications Board (ISCB) – Validity May 2015.
- ★ Networking & Hardware Certification.

SOFTWARE EXPOSURE :

Operating systems : MS-DOS, MS-WINDOWS,

Applications : MS- OFFICE, FOXPRO

Language : “C “Language

Networking : Networking & Hardware Certification.

Testing : Manual Testing & Testing Methodologies.

Packages : MS-Office, Excel, Power point.

Professional Experience:

Organization: TransReach Talent LLC

Role: Recruitment Manager

March 2021 till Present

Roles & Responsibilities: -

- Working in the fast-paced environment, handling requirements from US based direct clients and layer requirements.
- Working closely with very experienced Business Development/Accounts Managers, regularly interacting with them on a daily basis with regards to new requirements, status of the requirements, submittals, feedbacks, follow up, and other activities.
- Working on requirements of industrial verticals not limited to Retail, Financial, Banking, Insurance, Healthcare/Pharma, Telecom, Entertainment, and Energy etc.
- Obtain candidates from Job boards (Monster, Dice, Vendors, Career Builder, Indeed), pipeline candidates, internal database, networking (passive searches: LinkedIn, Google, Facebook etc.).
- High-level screening of candidates' resumes, negotiating, short listing, scheduling telephone interviews and face-to-face interview, selecting the right candidate and follow up after the Interview, background check and obtaining feedback from the Accounts Manager.
- Very good at maintaining good turnaround time to close requirements.
- Working with Direct clients & Implementation partners including PSE&G (Public Service Enterprise Group), Bank of America, Equifax, D&B, JPMC , Workday, Splunk, Siriusxm , Virtusa, Cognizant, Tata Consultancy Services ,Aquent & Google Inc, Mphasis, John Deere etc.

**Organization: COOLSOFT LLC**

Company Profile: COOLSOFT LLC headquartered in Louisville, KY. We are an E-Verified Employer & Certified Minority Business Enterprise (MBE) Company. Formed in 2001, we are the trusted software development partner for Commercial and Governments clients nationwide. COOLSOFT was rated #85 in top 100 Growing software companies by Inc. 5000 in 2008 and 2014 Fast Dozen Honoree, Louisville. We have around 500+ consultants working with us and assigned with different clients on different projects across US and India.

Role: Sr. Lead – Recruitment & Bench Sales**June 2016 till April 2021****Roles & Responsibilities: -**

- Directly managing a team of Eight IT Recruiters.
- Involved in Full life Cycle of Bench Sales Recruitment.
- Involved in the End to End US International Recruitment Process.
- Sourcing & identifying the Requirements from Top vendors to place Consultants in quick turnaround time in contract, contract-to-hire and permanent positions. Submitting, scheduling interviews, follow up with Vendors, negotiation of offers.
- Establish and maintain a good relationship with the employees, vendors and the clients.
- Marketing our bench of consultants by Posting their resumes to the suitable requirements received from Prime Vendors & Third Party & through Job Portals {Dice, Monster, Hot jobs, Net-temps etc}.
- Placed high-end technical professionals in the area of Information Technology Industry in contract and full-time positions. Specialized in Software Engineers/Architects (Distributed and Mainframe), Database Architects/Developers/Administrators, Network/System/Security Engineers, Web Developers, Quality Assurance/Test Engineers, Technical Program/Product/Project Managers, Development Managers, and Business Analysts etc.
- Fair Knowledge of US Immigration laws of H1 VISA, GREEN CARD, US Citizen etc.
- Working experience with W2, 1099 and Corp2Corp Candidates.
- Submitting the Profiles to the Concern Lead or Client Manager.
- Making Follow ups with different vendors for previously submitted positions.
- Maintaining the Database of the profiles screened and submitted.
- Maintaining excellent interviews to offers ratio. Coordination and Follow-ups on offers and joining.
- Followed up with candidates prior to and after interviews to keep key candidates warm throughout the hiring process.

Organization: DATA STREAMS Inc – Hyderabad

Company Profile: DATA STREAMS Inc. provides consulting services to the world's leading corporations with its flexibility, highly experienced staff, dedication to customer service at cost effective solution for



any customer's project needs for all the skill sets. Our proven expertise makes us the ideal strategic partner for most of the companies in providing industry-focused consulting services.

Role: Team Lead – Recruitment & Bench Sales

May 2015 to May 2016

Roles & Responsibilities: -

- Directly managing a team of six IT recruiters.
- Extensive experience in the full lifecycle of recruiting from sourcing to onboarding for contracts, contract to hire and direct hire requirements.
- Very good knowledge of US Visas classification and Tax Terms (W2 / Corp to Corp / 1099).
- Duties also include maintaining availability lists, tracking the status of the technical resources, updating profiles, running reports and queries using a proprietary database and Excel application.
- Review the job orders and match the applicants (sourcing) with job requirements.
- Maintain talents pool/networked with candidates through referrals, vendors and internet based recruiting strategies.
- Technically interviewed / screened candidates to determine their skill set and qualify the fit for the job requirements
- Maintain excellent interviews to offers ratio. Coordination and Follow-ups on offers and joining.
- Followed up with candidates prior to, and after, interviews to keep key candidates warm throughout the hiring process.
- Attend regular conference calls with CEO/Managers onshore.
- Solid experience in recruiting w2 consultants.
- Well knowledge in sourcing Passive Candidates.
- Brief conversation with candidates about the requirements to make sure it is a good match or not.
- Attend conference meetings once a week with clients to understand what client's requirements are most important and focus.
- Revise everyday requirements assigned by the Manager and search for candidates.
- Submit each individual/candidate's resume with requirements documents like RTR, Professional reference Check, and Formatted resume in a client's logo document since these are regulations.
- Marketing bench resources through our direct clients and through my own network for placement in various projects. Posting their resumes into Various job boards like Dice, Monster, Hot jobs, Tech fetch and my vendor contacts etc & Negotiating the rate and submitting them to the clients / vendors and follow ups regarding the status of the submitted consultants until they're placed.



- Exclusive work experience on hiring various visa status / work authorization consultants i.e. GC,US Citizens,EAD GC,OPT, L2 EAD, TN Visa holders etc.

Organization: Paradigm InfoTech Inc - Visakhapatnam
2014

February 2014 – December

Paradigm Infotech. Inc is a global IT solutions provider focused on delivering customer value through high Quality Processes and Cost-efficient solutions. Paradigm has been one of the trendsetters in global delivery practices with our Client-Centric Model for customer management and delivery. Established In 1998 to provide these services to an expanding base of potential clients. Our team provides the entire range of IT solutions from strategy consulting to implementation and maintenance across a range of vertical domains. We offer a full-suite of end-to-end services Including project support specialized project services, vendor management, eBusiness and other specialty services.

Role: Senior Lead Recruiter

Roles & Responsibilities: -

- Directly managing a team of six IT recruiters.
- Working in the fast-paced environment, handling requirements from US based direct clients and layer requirements.
- Working closely with very experienced Business Development/Accounts Managers, regularly interacting with them on a daily basis with regards to new requirements, status of the requirements, submittals, feedbacks, follow up, and other activities.
- Handling requirements of industrial verticals not limited to Retail, Financial, Banking, Insurance, Healthcare/Pharma, Telecom, Entertainment, and Energy etc.
- Obtain candidates from Job boards (Monster, Dice, C2C, Career Builder), pipeline candidates, internal database, networking (passive searches: LinkedIn, Google, Facebook etc.).
- High-level screening of candidates' resumes, negotiating, short listing, scheduling telephone interviews and face-to-face interview, selecting the right candidate, mentor and counsel in meeting clients, follow up, background check and obtaining feedback from the Accounts Manager.
- Very good at maintaining good turn around time to close requirements.
- Worked with clients including State of Tennessee, Hennepin County, Thomson Reuters,FedEx,Life Time Technology, HCA,Deloitte,Healthways,Verio,Kaiser Permanente, Bank of America, Equifax etc.
- Handling a team of recruiters, allocating requirements based on criteria and making sure the team is able to meet targets.

Organization: VigiBoss Inc, Visakhapatnam

June 2011 – December 2013

**Role: Sr. IT Recruiter & Bench Sales Recruiter**

Headquartered in Medway, Boston. VigiBoss has a global footprint supported by multiple development centers across key locations in the United States & India. The direct presence of our sales force, domain experts and business analysts in key geographies enables us to deliver highly responsive, value-added services to our clients. VigiBoss provides solutions to clients according to their requirements in order to drive their business towards excellence. VigiBoss is a firm committed to exceed client expectations into Software development, testing, Medical Billing, Medical Transcription & IT Staffing services.

Roles & Responsibilities: -

- Hiring & placing professionals to fill open contract positions in the area of Telecom, Systems Administration, Database Management, Software Development, Quality Assurance, Network Architecture and various other positions. Partnered with all levels of management to understand their needs, developed and implemented staffing plans, conducted interviews; assisted managers with candidate selection.
- Used a variety of methods to source candidates through vendors, online searches, resume databases, and networking.
- Worked with Mercer, NV Energy, State Street, Harvard Medical School, IBM, GTECH, BCBS, CIGNA, Brown Brothers Harriman, CVS Caremark, Columbus, Sovereign Bank, etc. to meet their Consultant requirements.
- Performed full cycle recruitment including screening applicants, interviewing, selection, reference and reference checks, providing candidates with job descriptions, negotiating compensation packages, and placing them on assignments.
- Worked with different vendors to get the requirements filled.
- Prepared consultants for the required position and for the interviews & follow-up with the vendor for interview feedback, Po's and Contract's.

Bench Sales Responsibilities: -

- Marketing Our H1b Resources and placing them into Various Projects.
- Posting resumes on various job boards and handling inquiries generated out of those.
- Submitting bench consultants for different requirements in job boards and following up with the clients regarding the update.
- Building relationships with the new vendors to generate business.
- Pay Rates Negotiation with Employers and Vendors.
- Scheduling Interviews for Consultants and guiding them at the time of interview by providing the information of the client.
- Handling post interview aspects such as follow-up with the vendor for interview feedback, Po's and Contract's.



Organization: Maple Software LLC - Visakhapatnam

June 2010 – June 2011

Maple Software is one of the leading IT Service providers. Founded in 1999 and Headquartered in Maitland, Florida. Maple has compiled a strong track record of client service and satisfaction and has grown into a mature organization with professionals having vast experience in delivering quality services and solutions around the globe. Maple is an ISO 9001:2008 (Equivalent to CMM Level 3) certified company and employs state-of-the-art software technologies and personnel. Maple Software is into Software development, testing, Medical Billing, Medical Transcription & IT Staffing services. Our clients have the flexibility to engage resources through Contract, Contract-to-Hire, and Direct Hire basis.

Role: Sr. IT Recruiter

Roles & Responsibilities: -

- Placed technical professionals in the area of Information Technology Industries in contract positions. Specialized in Software Engineers/Architects, ERP (Functional and Technical) Professionals, Web Developers, Quality Assurance / Test Engineers, Technical Program / Product / Project Managers, Development Managers, and Business Analysts.
- Worked with CSC, Cisco, First American, Volt, Citizen Bank, BCBS etc. to meet their
- Consultant requirements.
- Used an internal database, Internet sites and referrals to source active and passive candidates for contract, contract-to-perm, and permanent positions
- Conducted in depth interviews with candidates both in-house and by telephone to determine skills, knowledge, interest, market value, and availability
- Matched the candidate with appropriate jobs and submitted candidates to the clients for the desired position.
- Negotiated salaries, checked references, presented verbal offers of employment to selected candidates and completed necessary paperwork after hire
- Established and maintained professional relationships with candidates.

E2S TECHNOLOGIES INDIA PVT LTD {IDEXCEL} - Hyderabad

SEP 2009 – June 2010

Headquartered in Virginia, Idexcel has a global footprint supported by multiple development centers across key locations in North America & India. The direct presence of our sales force, domain experts and business analysts in key geographies enables us to deliver highly responsive, value-added services to our clients. Idexcel provides solutions to clients according to their requirements in order to drive their business towards excellence. Idexcel is a firm committed to exceed client expectations.

Role: Technical IT RECRUITER

Roles & Responsibilities: -

- Hired & placed professionals to fill open contract positions in the area of Telecom, Systems Administration, Database Management, Software Development, Quality Assurance, Network



Architecture and various other positions. Partnered with all levels of management to understand their needs, developed and implemented staffing plans, conducted interviews; assisted managers with candidate selection.

- Used a variety of methods to source candidates through vendors, online searches, resume databases, and networking.
- Worked with Macy's, Disney, T-Mobile, ConAgra, Apache Energy, AT&T, TCS, Home Depot, Target, Hartford Insurance, Kaiser Permanente, etc. to meet their consultant requirements.
- Performed full cycle recruitment including screening applicants, interviewing, selection, reference and reference checks, providing candidates with job descriptions, negotiating compensation package, and placing them on assignments.
- Worked with different vendors to get the requirements filled.
- Prepared consultants for the required position and for the interviews.

DECLARATION: I hereby declare that the particulars furnished above true to the best of my Knowledge



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?

TransReach's Response:

Innovative Concepts and Uniqueness of TransReach's Approach

- 1. Client-Centric Approach:** Our approach centers around understanding and aligning with our clients' needs, expectations, and preferences. We prioritize building long-term relationships and loyalty, offering tailored and customized solutions that distinguish us from competitors.
- 2. Personalized Communication:** We believe that effective communication is pivotal. TransReach goes beyond conventional communication approaches, offering personalized and highly engaging interactions that enhance collaboration and understanding.
- 3. Industry Expertise:** Our team comprises industry experts with deep knowledge and experience. This allows us to provide specialized insights and solutions that cater specifically to the needs of our clients.
- 4. Comprehensive Services:** TransReach specializes in both operational and strategic roles crucial for our clients' growth. This holistic approach ensures that we cover all aspects of your staffing and executive search needs.
- 5. Mission and Vision:** Our mission to be a client-centric company focused on delivering comprehensive solutions sets us apart. We're committed to uncompromising quality in the services we provide to our clients.
- 6. Roadmap and Project Plan:** Our roadmap is built on a meticulous analysis of industry trends and feedback from clients, partners, and employees. This ensures that our initiatives align with your long-term goals and are responsive to market dynamics.
- 7. Search Methodology:** TransReach follows a structured 24-step process and a 5-part action plan. This proven approach streamlines candidate selection, ensuring that the search process is tailored to your specific opening.
- 8. Continuous Improvement:** We engage in regular evaluation and refinement of our approach. Client feedback, market changes, and unexpected events prompt adjustments to our roadmap, ensuring ongoing excellence.
- 9. Comprehensive Listening:** Our process starts with active listening to understand your precise requirements, ensuring that the results of the search align effectively with your needs.
- 10. Tailored Candidate Profiling:** We build a comprehensive profile of the ideal candidate and consult with you to ensure a perfect fit. This profile becomes the foundation of our search strategy.
- 11. Thorough Market Research:** Our marketplace research involves analyzing both direct and indirect competitors, allowing us to identify a broad pool of potential candidates.
- 12. In-Depth Candidate Interviews:** Our detailed candidate interviews employ behavioral-based questions to ensure the candidates' skills, goals, and willingness to change jobs align with your needs.



13. Comprehensive Interviewing Support: We assist in preparing both you and the candidates for interviews, ensuring a seamless and productive interview process.

14. Transparent Negotiations: Our experience in negotiations contributes to crafting win-win compensation packages that benefit both you and the candidates.

15. Continuous Follow-Through: Our commitment extends beyond hiring. We maintain contact through the initial phases of employment, ensuring a smooth transition and onboarding process.

16. Success Mantra: TransReach's success mantra is founded on partnership, active listening, strategic research, interview guidance, and streamlined negotiation support. Our goal is to let you focus on your business while we handle the recruitment of your future leaders.

TransReach offers a unique blend of personalized service, industry expertise, and a structured approach that aims to revolutionize your staffing and executive search needs. Our innovative concepts and commitment to excellence set us apart, ensuring that you receive the highest level of support in achieving your staffing goals.



F. Project Schedule

Detailed methodology/approach to project management.

TransReach's Response:

Project Management Approach for Integrated Technology Services

1. Holistic Project Initiation:

- Initiate the project with an in-depth review of the RFP, ensuring a comprehensive understanding of the technology systems and services.
- Define project objectives, measurable outcomes, and align with the Parish's vision.

2. Proficient Resource Deployment:

- Assign an experienced project manager skilled in overseeing multifaceted technology initiatives.
- Deploy specialized technicians and experts, each aligned with the necessary certifications and expertise.

3. Comprehensive Project Blueprint:

- Develop a robust project blueprint encompassing tasks, timelines, milestones, and ownership for each technology domain.
- Design the plan with flexibility to accommodate adjustments while maintaining alignment with the Parish's needs.

4. Proactive Risk Strategy:

- Conduct a rigorous risk assessment for each technology area, identifying potential roadblocks and vulnerabilities.
- Develop proactive risk management strategies to mitigate and address potential challenges.

5. Transparent Communication Network:

- Establish transparent communication pathways between the project team, Parish stakeholders, and relevant parties.
- Conduct regular progress meetings to foster collaboration, address concerns, and ensure Parish objectives are met.

6. Continuous Technical Proficiency:

- Verify the qualifications of technicians and specialists, ensuring they possess the required certifications and expertise.
- Regularly evaluate and enhance their skills to maintain compliance throughout the project.

7. Adaptive Work Arrangements:

- Create a flexible on-site and remote work strategy to cater to Parish demands and evolving circumstances.
- Seek approval for remote work arrangements from the EIS Director, ensuring accountability.

8. Robust Emergency Support:



- Establish a robust protocol for after-hours and emergency support, prioritizing rapid resolution of critical issues.
- Ensure contract employees are readily available for urgent support requirements.

9. Meticulous Documentation:

- Implement a meticulous documentation process to record all actions performed by contract technicians.
- Align documentation with the Parish's help desk ticketing software and reporting procedures.

10. Collaborative Knowledge Exchange:

- Encourage collaborative work between contract technicians and Parish staff to foster knowledge sharing and enhance operational efficiency.
- Facilitate smooth workflows through collaborative engagement.

11. Rigorous Quality Assurance:

- Institute rigorous quality assurance and testing methodologies to validate technology system support and enhancements.
- Conduct thorough testing to ensure optimal performance post-enhancements.

12. Flexible Project Support:

- Anticipate future technology needs and offer support for non-traditional projects beyond conventional services.
- Contribute to infrastructure improvements and accommodate the Parish's technology growth.

13. Transparent Project Reporting:

- Maintain a comprehensive repository of project-related activities, documentation, and communication.
- Provide periodic status reports to the Parish, ensuring transparency and consistent project tracking.

14. Legal and Compliance Adherence:

- Adhere to the Louisiana Public Records Act, LSA-R.S. 44:1 et seq., ensuring that all project documents are managed according to legal standards.

15. Accurate Billing and Responsibility:

- Implement a transparent billing structure aligned with the project's pricing model (hourly or SOW-based).
- Ensure invoices accurately correlate with documented project activities.

16. Evolving Strategy and Learning:

- Continuously review and evolve the project management approach, adapting based on insights and shifting project requirements.

TransReach's comprehensive project management approach guarantees exceptional support for Jefferson Parish's diverse technology landscape. We are committed to delivering solutions that resonate with the Parish's.



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.

TransReach's Response:

Please find below documentation from the past three (3) years demonstrating TransReach's financial stability.



9:42 PM
02/17/22
Accrual Basis

BOOKS TRANSREACH TALENT LLC
Profit & Loss
January through December 2020

	<u>Jan - Dec 20</u>
Ordinary Income/Expense	
Income	
Consulting Income	3,101,007.02
EIDL Advance	7,000.00
Interest Income	2.20
PPP Loan Received	194,042.00
Total Income	<u>3,302,051.22</u>
Cost of Goods Sold	
Subcontracting Exp	1,976,121.52
Total COGS	<u>1,976,121.52</u>
Gross Profit	1,325,929.70
Expense	
Advertising and Promotion	895.92
Automobile Expense	2,474.93
Bank Service Charges	2,080.89
Dues and Subscriptions	1,243.79
Entertainment	1,825.33
Gifts	1,097.99
Insurance Expense	16,490.21
Lease Exp	3,953.71
Licenses & Permits	4,547.09
Lodging	1,655.06
Logo Design	39.00
Meals and Entertainment	6,537.91
NJ Corporation Tax	1,688.00
Office Equipments	6,641.20
Office Expenses	9,202.41
Office Supplies	5,665.56
Parking & Tolls	361.60
Payroll Processing Fees	1,040.09
Payroll Taxes	70,406.43
Postage & Delivery	1,069.32
Professional Fees	1,500.00
Recruitment Exp	9,545.22
Rent a Car	958.00
Rent Expense	966.06
Salary Exp	879,599.10
Security Exp	442.92
Software Expenses	3,855.58
Telephone Expense	8,558.42
Travel Expense	4,572.16
Utilities	1,541.81
Visa Filing Fees	10.00
Web Site Exp	6,927.75
Total Expense	<u>1,057,393.46</u>

9:42 PM
02/17/22
Accrual Basis

BOOKS TRANSREACH TALENT LLC	
Profit & Loss	
January through December 2020	
	Jan - Dec 20
Net Ordinary Income	268,536.24
Net Income	268,536.24



Form 1120-S Department of the Treasury Internal Revenue Service	U.S. Income Tax Return for an S Corporation ▶ Do not file this form unless the corporation has filed or is attaching Form 2553 to elect to be an S corporation. ▶ Go to www.irs.gov/Form1120S for instructions and the latest information.	OMB No. 1545-0123 <div style="font-size: 2em; font-weight: bold;">2021</div>	
For calendar year 2021 or tax year beginning _____, 2021, ending _____, 20			
A S election effective date 01/01/2019	TYPE OR PRINT	Name TRANSREACH TALENT LLC	D Employer identification number 47-5392620
B Business activity code number (see instructions) 541519		Number, street, and room or suite no. If a P.O. box, see instructions. 197 ROUTE 18 SOUTH SUITE 3000	E Date incorporated 10/22/2015
		City or town, state or province, country, and ZIP or foreign postal code EAST BRUNSWICK NJ 08816	F Total assets (see instructions) \$ 413,123.
C Check if Sch. M-3 attached <input type="checkbox"/>			
G Is the corporation electing to be an S corporation beginning with this tax year? See instructions. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
H Check if: (1) <input type="checkbox"/> Final return (2) <input type="checkbox"/> Name change (3) <input type="checkbox"/> Address change (4) <input type="checkbox"/> Amended return (5) <input type="checkbox"/> S election termination			
I Enter the number of shareholders who were shareholders during any part of the tax year 1			
J Check if corporation: (1) <input type="checkbox"/> Aggregated activities for section 465 at-risk purposes (2) <input type="checkbox"/> Grouped activities for section 469 passive activity purposes			
Caution: Include only trade or business income and expenses on lines 1a through 21. See the instructions for more information.			
Income	1a	Gross receipts or sales	2,844,273.
	b	Returns and allowances	
	c	Balance. Subtract line 1b from line 1a	2,844,273.
	2	Cost of goods sold (attach Form 1125-A)	
	3	Gross profit. Subtract line 2 from line 1c	2,844,273.
	4	Net gain (loss) from Form 4797, line 17 (attach Form 4797)	
Deductions (see instructions for limitations)	5	Other income (loss) (see instructions—attach statement)	
	6	Total income (loss). Add lines 3 through 5	2,844,273.
	7	Compensation of officers (see instructions—attach Form 1125-E)	
	8	Salaries and wages (less employment credits)	409,248.
	9	Repairs and maintenance	
	10	Bad debts	
	11	Rents	989.
	12	Taxes and licenses	35,089.
	13	Interest (see instructions)	
	14	Depreciation not claimed on Form 1125-A or elsewhere on return (attach Form 4562)	
	15	Depletion (Do not deduct oil and gas depletion.)	
Tax and Payments	16	Advertising	
	17	Pension, profit-sharing, etc., plans	
	18	Employee benefit programs	
	19	Other deductions (attach statement) <i>See Statement</i>	2,348,842.
	20	Total deductions. Add lines 7 through 19	2,794,168.
	21	Ordinary business income (loss). Subtract line 20 from line 6	50,105.
	22a	Excess net passive income or LIFO recapture tax (see instructions)	
	b	Tax from Schedule D (Form 1120-S)	
	c	Add lines 22a and 22b (see instructions for additional taxes)	
	23a	2021 estimated tax payments and 2020 overpayment credited to 2021	
	b	Tax deposited with Form 7004	0.
c	Credit for federal tax paid on fuels (attach Form 4136)		
d	Add lines 23a through 23c	0.	
24	Estimated tax penalty (see instructions). Check if Form 2220 is attached		
25	Amount owed. If line 23d is smaller than the total of lines 22c and 24, enter amount owed	0.	
26	Overpayment. If line 23d is larger than the total of lines 22c and 24, enter amount overpaid		
27	Enter amount from line 26: Credited to 2022 estimated tax ▶ Refunded ▶		
Sign Here	Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than taxpayer) is based on all information of which preparer has any knowledge.		
Paid Preparer Use Only	Signature of officer _____ Date _____		Title PRESIDENT
	Print/Type preparer's name NARENDRA C LALWANI, CPA		Preparer's signature NARENDRA C LALWANI, CPA
	Firm's name ▶ AMTAX INC		Date 09/15/2022
	Firm's address ▶ 2100 US HIGHWAY 1 NORTH BRUNSWICK NJ 08902		Check <input type="checkbox"/> if self-employed PTIN P00520763 Firm's EIN ▶ 20-1081908 Phone no. (551) 353-7559

For Paperwork Reduction Act Notice, see separate instructions. BAA

REV 08/01/22 PRO

Form 1120-S (2021)



Copy B To Be Filed with Employee's FEDERAL Tax Return.		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
111-11-1267	47232.00	2975.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	47232.00	2928.38	
	5 Medicare wages and tips	6 Medicare tax withheld	
	47232.00	684.86	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. ARUNA JETTY 34 BAILEY RD AVON CT 06001			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 66.12		
Retirement Plan	NJ-SUI 152.23	12c Code	
	NJ-WFD 16.72		
Third-party sick pay	NJ-FLI 66.12	12d Code	
NJ	475-392-620/000	47232.00	945.11
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement
This information is being furnished to the Internal Revenue Service.

Dept. of the Treasury - IRS

Copy 2 To Be Filed With Employee's State, City, or Local Income Tax Return.		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
111-11-1267	47232.00	2975.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	47232.00	2928.38	
	5 Medicare wages and tips	6 Medicare tax withheld	
	47232.00	684.86	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. ARUNA JETTY 34 BAILEY RD AVON CT 06001			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 66.12		
Retirement Plan	NJ-SUI 152.23	12c Code	
	NJ-WFD 16.72		
Third-party sick pay	NJ-FLI 66.12	12d Code	
NJ	475-392-620/000	47232.00	945.11
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement

Dept. of the Treasury - IRS

This information is being furnished to the Internal Revenue Service. If you are required to file a tax return, a negligence penalty or other sanction may be imposed on you if this income is taxable and you fail to report it.

REV 01/17/23 QBDT

Copy C For EMPLOYEE'S RECORDS. (See Notice to Employees).		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
111-11-1267	47232.00	2975.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	47232.00	2928.38	
	5 Medicare wages and tips	6 Medicare tax withheld	
	47232.00	684.86	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. ARUNA JETTY 34 BAILEY RD AVON CT 06001			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 66.12		
Retirement Plan	NJ-SUI 152.23	12c Code	
	NJ-WFD 16.72		
Third-party sick pay	NJ-FLI 66.12	12d Code	
NJ	475-392-620/000	47232.00	945.11
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement

Dept. of the Treasury - IRS

Copy 2 To Be Filed With Employee's State, City, or Local Income Tax Return.		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
111-11-1267	47232.00	2975.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	47232.00	2928.38	
	5 Medicare wages and tips	6 Medicare tax withheld	
	47232.00	684.86	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. ARUNA JETTY 34 BAILEY RD AVON CT 06001			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 66.12		
Retirement Plan	NJ-SUI 152.23	12c Code	
	NJ-WFD 16.72		
Third-party sick pay	NJ-FLI 66.12	12d Code	
NJ	475-392-620/000	47232.00	945.11
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement

Dept. of the Treasury - IRS



Copy B To Be Filed with Employee's FEDERAL Tax Return.		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
111-11-2247	41535.00	237.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	41535.00	2575.17	
	5 Medicare wages and tips	6 Medicare tax withheld	
	41535.00	602.26	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. SAROJA YELLAULA 119 CHURCH LN EAST BRUNSWICK NJ 08816			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 58.15	12c Code	
Retirement Plan	NJ-SUI 152.23	12d Code	
	NJ-WFD 16.72		
Third-party sick pay	NJ-FLI 58.15		
NJ 475-392-620/000	41535.00	809.28	
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement
This information is being furnished to the Internal Revenue Service.

Dept. of the Treasury - IRS

Copy 2 To Be Filed With Employee's State, City, or Local Income Tax Return.		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
111-11-2247	41535.00	237.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	41535.00	2575.17	
	5 Medicare wages and tips	6 Medicare tax withheld	
	41535.00	602.26	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. SAROJA YELLAULA 119 CHURCH LN EAST BRUNSWICK NJ 08816			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 58.15	12c Code	
Retirement Plan	NJ-SUI 152.23	12d Code	
	NJ-WFD 16.72		
Third-party sick pay	NJ-FLI 58.15		
NJ 475-392-620/000	41535.00	809.28	
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement

Dept. of the Treasury - IRS

This information is being furnished to the Internal Revenue Service. If you are required to file a tax return, a negligence penalty or other sanction may be imposed on you if this income is taxable and you fail to report it.

REV 01/17/23 QBDT

Copy C For EMPLOYEE'S RECORDS. (See Notice to Employees).		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
111-11-2247	41535.00	237.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	41535.00	2575.17	
	5 Medicare wages and tips	6 Medicare tax withheld	
	41535.00	602.26	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. SAROJA YELLAULA 119 CHURCH LN EAST BRUNSWICK NJ 08816			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 58.15	12c Code	
Retirement Plan	NJ-SUI 152.23	12d Code	
	NJ-WFD 16.72		
Third-party sick pay	NJ-FLI 58.15		
NJ 475-392-620/000	41535.00	809.28	
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement

Dept. of the Treasury - IRS

Copy 2 To Be Filed With Employee's State, City, or Local Income Tax Return.		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
111-11-2247	41535.00	237.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	41535.00	2575.17	
	5 Medicare wages and tips	6 Medicare tax withheld	
	41535.00	602.26	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. SAROJA YELLAULA 119 CHURCH LN EAST BRUNSWICK NJ 08816			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 58.15	12c Code	
Retirement Plan	NJ-SUI 152.23	12d Code	
	NJ-WFD 16.72		
Third-party sick pay	NJ-FLI 58.15		
NJ 475-392-620/000	41535.00	809.28	
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement

Dept. of the Treasury - IRS



Copy B To Be Filed with Employee's FEDERAL Tax Return.		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
145-06-0640	95095.00	7904.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	95095.00	5895.89	
	5 Medicare wages and tips	6 Medicare tax withheld	
	95095.00	1378.88	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. VENKAT YELLAULA 119 CHURCH LN EAST BRUNSWICK NJ 08816			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 133.13		
	NJ-SUI 152.24	12c Code	
	NJ-WFD 16.72		
	NJ-FLI 133.13	12d Code	
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
NJ 475-392-620/000	95095.00	2750.80	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement
This information is being furnished to the Internal Revenue Service.

Dept. of the Treasury - IRS

Copy 2 To Be Filed With Employee's State, City, or Local Income Tax Return.		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
145-06-0640	95095.00	7904.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	95095.00	5895.89	
	5 Medicare wages and tips	6 Medicare tax withheld	
	95095.00	1378.88	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. VENKAT YELLAULA 119 CHURCH LN EAST BRUNSWICK NJ 08816			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 133.13		
	NJ-SUI 152.24	12c Code	
	NJ-WFD 16.72		
	NJ-FLI 133.13	12d Code	
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
NJ 475-392-620/000	95095.00	2750.80	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement

Dept. of the Treasury - IRS

This information is being furnished to the Internal Revenue Service. If you are required to file a tax return, a negligence penalty or other sanction may be imposed on you if this income is taxable and you fail to report it.

REV 01/17/23 QBDT

Copy C For EMPLOYEE'S RECORDS. (See Notice to Employees).		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
145-06-0640	95095.00	7904.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	95095.00	5895.89	
	5 Medicare wages and tips	6 Medicare tax withheld	
	95095.00	1378.88	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. VENKAT YELLAULA 119 CHURCH LN EAST BRUNSWICK NJ 08816			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 133.13		
	NJ-SUI 152.24	12c Code	
	NJ-WFD 16.72		
	NJ-FLI 133.13	12d Code	
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
NJ 475-392-620/000	95095.00	2750.80	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement

Dept. of the Treasury - IRS

Copy 2 To Be Filed With Employee's State, City, or Local Income Tax Return.		2022 OMB No. 1545-0008	
a Employee's SSN	1 Wages, tips, other comp.	2 Federal income tax withheld	
145-06-0640	95095.00	7904.00	
b Employer ID no. (EIN)	3 Social security wages	4 Social security tax withheld	
47-5392620	95095.00	5895.89	
	5 Medicare wages and tips	6 Medicare tax withheld	
	95095.00	1378.88	
c Employer's name, address, and ZIP code TRANSREACH TALENT LLC 197 ROUTE 18S STE 3000 EDISON NJ 08816			
d Control number			
e Employee's name, address, and ZIP code Suff. VENKAT YELLAULA 119 CHURCH LN EAST BRUNSWICK NJ 08816			
7 Social security tips	8 Allocated tips	9	
10 Dependent care benefits	11 Nonqualified plans	12a Code See inst. for box 12	
13 Statutory employee	14 Other	12b Code	
	NJ-SDI 133.13		
	NJ-SUI 152.24	12c Code	
	NJ-WFD 16.72		
	NJ-FLI 133.13	12d Code	
15 State Employer's state ID number	16 State wages, tips, etc.	17 State income tax	
NJ 475-392-620/000	95095.00	2750.80	
18 Local wages, tips, etc.	19 Local income tax	20 Locality name	

Form W-2 Wage and Tax Statement

Dept. of the Treasury - IRS



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.

Transition Plan for Ensuring Business Continuity

Transition Approach:

TransReach understands the critical importance of seamless transition for Jefferson Parish operations. Our transition plan is founded on a structured approach that ensures minimal disruption. We will initiate the transition by conducting a comprehensive assessment of the existing systems and services in use, understanding their intricacies and dependencies.

Transition Team:

Our Transition Team will consist of experienced professionals who specialize in different domains, ensuring a holistic approach. This team will include experts in database administration, network management, system administration, cybersecurity, and project management. Each team member will be responsible for overseeing the transition of their respective area.

Workforce Transition:

The workforce transition will be managed meticulously to ensure a smooth handover. TransReach will collaborate with the Parish to identify key personnel involved in each technology area and coordinate their seamless transfer. Any subcontractors engaged in providing support will also be brought into the transition process.

Network User Accounts and Passwords:

TransReach will collaborate with the Parish to ensure a secure transition of network user accounts and passwords. We will establish a secure process for transferring access credentials while maintaining the confidentiality and integrity of sensitive information.

Knowledge & Intellectual Property Transfer:

TransReach recognizes the value of knowledge transfer. Our experts will document the existing systems, configurations, processes, and any unique insights to facilitate knowledge transfer to our team. This will ensure continuity and proficiency in managing the systems.

Equipment Transition:

We will work closely with the Parish to define a detailed plan for transitioning both Parish and Contractor equipment. This will include a thorough inventory of all equipment, clear ownership transfer procedures, and testing of equipment functionality after the transition.

Expectations from the Parish: To ensure a successful transition, TransReach expects the Parish to actively participate in the following:

1. **Collaboration:** Collaborate with our Transition Team to provide insights, access to resources, and guidance on specific Parish requirements.
2. **Timely Communication:** Provide timely and accurate information about systems, services, and requirements that will aid in the transition process.



3. Resource Allocation: Allocate resources, if required, to support the transition process, such as access to existing documentation and subject matter experts.
4. Feedback Loop: Maintain an open feedback loop, addressing any questions, concerns, or challenges that may arise during the transition.
5. Coordination: Coordinate with Parish employees to facilitate a smooth integration of Contract staff and ensure effective knowledge transfer.
6. Testing and Validation: Collaborate on testing and validation procedures for both hardware and software components after the transition.
7. Emergency Preparedness: Ensure that the Parish's emergency plans and procedures include provisions for technology support during critical situations.

In conclusion, TransReach's Transition Plan is designed to guarantee business continuity and minimize disruptions during the transition process. We believe that a well-coordinated effort, close collaboration, and effective knowledge transfer are key to achieving a successful transition that aligns with the Parish's operational needs and goals.



Appendix

Please find the **SIGNATURE PAGE** and **AFFIDAVIT** attached below:



DocuSign Envelope ID: 5449BC0E-7329-4A5B-B3F4-8B2A86929AE8

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: TransReach Talent LLC

Address: 197 Route 18S #3000, East Brunswick, NJ 08816

Phone Number: 6099064838 Fax Number _____

Type Name of Person Authorized to Sign: Venkat Yellaula

Title of Person Authorized to Sign: Managing Director

Signature of Person Authorized to Sign: Venkat Yellaula
DocuSigned by:
F7C18D5910C547C

Email Address of Person Authorized to Sign: yvr@transreach.com

Date: 8/10/2023

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

**Request for Proposal****AFFIDAVIT**STATE OF New JerseyPARISH/COUNTY OF Middlesex

BEFORE ME, the undersigned authority, personally came and appeared: Venkat Yellaula
_____, (Affiant) who after being by me duly sworn, deposed and said that he/she
is the fully authorized Managing Director of TransReach Talent LLC (Entity), the party
who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

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

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

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



Affiant further said:

Debt Disclosures

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

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

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

Affiant further said:

Solicitation of Campaign Contribution Disclosures

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

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

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

Affiant further said:

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



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

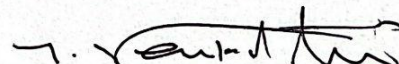
Affiant further said:

Subcontractor Disclosures

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

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

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



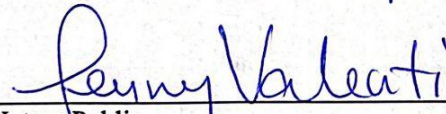
Signature of Affiant

Venkat Yellaula

Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 18 DAY OF August, 2023.



Notary Public

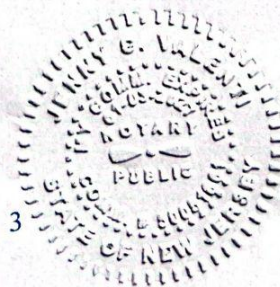
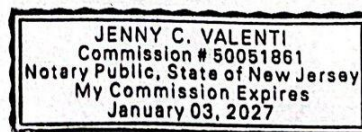
JENNY VALENTI

Printed Name of Notary

50051861

Notary/Bar Roll Number

My commission expires 01/03/2027.



Candidate Resumes

Cliff Brown

New Orleans, LA
504.638.1484
Cbrown19.cb@gmail.com

Senior Information Technology Professional with 15+ years of experience in the support industry serving startups, post-secondary education institutions, Fortune 500 and large enterprise corporations; with proven history of skills in Leadership, Business Strategy, IT Operations, Data Analysis, Cloud Security and Microsoft 365.

Authorized to work in the US for any employer

Work Experience

Senior Support Engineer

Microsoft - Redmond, WA
July 2022 to Present

Senior Support Engineer responsible for supporting the Custom Tools and Security SAW procurement team at Microsoft.

Develop solutions to enhance business operations, workflow, and communication to reduce overall time towards resolution, resulting in 98% overall CSAT score.

Facilitate bi-weekly OEM meetings regarding SAW design, development, delivery, support issues, network and security access, API, and many other global procurement issues.

Skills used:

Organization
Critical Thinking
Time Management
Data Analysis
Microsoft 365
Project Management

Senior Technical Support Engineer

SSAB Americas - Axis, AL
October 2020 to July 2022

Support for servers, systems, end users, network security, workstations, DNS, Exchange Server and email configuration, SharePoint, Microsoft 365, ServiceNow and more.

Facilitate weekly meetings across departments, to plan, design, implement and execute future and current IT projects. Some examples include decommission of end of life servers, InTune, network security, threat analysis and risk assessment.

Successful migration of company email and data to Microsoft 365 tenant. Some examples of tools / methods used: Sky Kick, BitTitan Migration Wiz, and SharePoint Migration.

Successful implementation of InTune in order for external devices such as mobile phones, tablets, laptops to securely access company resources.

Some examples include:

ServiceNow

Microsoft 365

Azure AD

Microsoft Teams

Windows Server

Microsoft Exchange

Workflow and Access Rights

Mobile Device Management

Senior Technical Support Engineer

Intermedia - Sunnyvale, CA

October 2016 to October 2020

Senior Support Engineer for VoIP, Hosted PBX, Hosted Exchange, Microsoft Business Applications and Microsoft 365 customers.

Designed and implemented a clear, detailed, plan and timeline to reorganize support staff, including division of roles and duties to enhance the customer experience which resulted in raising CSAT scores by 30%.

Identified trends in support to adjust support staff and resources accordingly by monitoring support queues, network activity using a variety of tools and methods, mostly running ServiceNow (SNOW) reports.

Developed and updated internal support documentation knowledge base for support agents to deliver exceptional customer support experience.

Monitored support calls to coach team members according to company policy.

Answered 45+ incoming calls, chats and support escalations daily from front line agents and assigned queues.

Contacted customers with unresolved or unsatisfactory customer service experience offering white glove treatment to make their support experience a good one.

Served as an internal resource to peers related to a specific company products, processes, operations and technology.

Successfully mentored and coached new hires and current team members to help win the JD Power Award.

Skills Used:

Organization Skills

Critical Thinking Skills

Time Management Skills

Leadership / Mentoring Skills
Active Listening Skills
Problem Solving Skills
Data Analysis Skills
Requirements Gathering Skills

Microsoft 365 Concierge Ambassador

Microsoft - Seattle, WA
February 2014 to October 2016

Answered 40+ calls and chats daily. Provided white-glove support and service for all Office 365 customers, services, applications. products.

Actively listened to customers to solve complex technical issues related to all things Office 365.

Successful support for OneDrive rollout, administration and troubleshooting any unforeseen support issues including SharePoint, Exchange, Email and Messaging issues.

Support examples include: Office 365 Admin Center, User Provisioning, PowerShell Scripting, Azure Active Directory, Intune Company Portal, Domain Management, DNS, Tenant Administration, Multiple Tenant Administration, Exchange Server, Teams/Skype Administration, SharePoint OneDrive, Security and Compliance.

Skills used:
Critical Thinking Skills
Problem Solving Skills
Active listening Skills
Data Analysis Skills
Requirements gathering Skills
Effective Communications
Leadership Mentoring

AppleCare At-Home Advisor

Apple - Remote, TX
August 2012 to February 2014

Answered 50+ calls daily exceeding team goal to satisfy and empower every customer support scenario.

Highest ranking support agent with high customer satisfaction scores and team leader in up-selling of company services and products.

Support examples: CPU, Hardware / Software troubleshooting, SaaS, Mobile device management, Apple Professional applications, Audio and video troubleshooting, Warranty, and replacement.

Skills used:
Organization Skills
Critical Thinking Skills
Time Management Skills
Leadership and Mentoring Skills
Active Listening Skills

Clear Communication Skills
Problem Solving Skills
Data Analysis Skills
Requirements gathering Skills

Help Desk Team Leader

The University of Texas - Austin, TX
January 2009 to August 2012

Help Desk Specialist, Team Leader and Learning Management Systems (LMS) Administrator for the University of Texas at Austin.

Implemented solutions to enhance learning and in-classroom trainings through Face-to-Face consultations, observing classrooms.

Facilitated instructor-led classroom and online training sessions for large and small class sizes 20 to 50 students per class, on a variety of software applications and interpersonal communication, soft skills.

Created course content and training curriculum for schools and departments, successfully raising customer satisfaction to 98%.

As a Team Leader motivated, coached, monitored, measured team members according to university policies.

Proudest achievement being team lead responsible for implementing Canvas, an alternative LMS to Blackboard which engaged student participation, and made learning more interactive by inverting the classroom.

Instructional Designer for faculty, staff and support teams at The University of a Texas at Austin.

Responsible for Learning Management Systems (LMS) implementation and administration.

Created curriculum, course content and teaching strategies to enhance online course delivery, teaching in the classroom, and customer support.

Facilitated training for LMS, Adobe Creative Suite, Audio and Video production applications, Logic, Final Cut, Adobe Premiere, Canvas, Blackboard.

Identified areas of improvement using feedback forms, monitoring classroom delivery, and ticket systems.

Enhanced instructional design issues, syllabus development, teaching in the classroom, online learning.

Developed clear division of duties to enhance customer support and experience.

Prepared blended learning, hybrid courses and face-to-face training for university faculty and staff.

Results-oriented team leader producing motivated, monitored, and measured in line with help desk targets and performance standards.

My greatest achievement: bringing change to the university's online teaching, learning and delivery.

This included SIS integration, creating content, training faculty and staff, installation and administration of LMS and maintain vendor relations.

Skills Used:

Organization Skills

Critical Thinking Skills

Time Management Skills

Leadership and Mentoring Skills

Active Listening Skills

Clear Communication Skills

Problem Solving Skills

Data Analysis Skills

Requirements gathering Skills

Technical Support Specialist

Whole Foods Market - Austin, TX

August 2007 to January 2009

Successfully provided support for Windows Servers, Systems, Hardware, Software, Exchange Server Administration, Outlook, Microsoft Office, New employee onboarding, ordering, and deploying systems, on-call support for distribution centers, and support for all internal and remote users.

Organized and conducted IT SOX audit control steps to ensure WFM compliance with federal legislation.

Coordinated migration of Wild Oats email accounts to WFM corporate email accounts; ensured completion without errors and on schedule.

Created on-boarding process for new hires with a detailed timeline for integration to better gain an understanding of roles, responsibilities, duties and reduce onboarding timeline by 2 weeks.

Support included: Systems Administration Windows Server 2003/2008, Active Directory Administration, Symantec Enterprise Antivirus and Security Solutions, IoT, Cisco, SharePoint Design and Administration, Exchange, Ordering, POS, Hardware, VoIP, Media And Design software, MDM.

Skills used:

Organization Skills

Critical Thinking Skills

Time Management Skills

Leadership and Mentoring Skills

Active Listening Skills

Clear Communication Skills

Problem Solving Skills

Data Analysis and Presentation Skills

Requirements gathering Skills

Technical Support Specialist

Thinkwell - Austin, TX

August 2000 to August 2007

Tier II support for Thinkwell customers, service/support, systems administration, and trainings, end users, exchange server, windows server, systems administration, desktop support, sales support and Account management.

Served as a subject matter expert for company services, products.

Promoted to sales consultant responsible for the Western U.S. sales territory.

Traveled extensively to colleges, universities, city, and community colleges, presenting product demonstrations.

Trained educators/faculty how to use educational software and other IT tools in classroom and online.

Conducted needs-based analysis and assessment sessions to identify client needs and gather requirements.

Daily assistance to customers with complex technical issues.

Developed training content for sales team and support staff.

Skills Used

Organization Skills

Critical Thinking Skills

Time Management Skills

Leadership and Mentoring Skills

Active Listening Skills

Clear Communication Skills

Problem Solving Skills

Data Analysis and Presentation Skills

Requirements gathering Skills

Education

Bachelor's in Psychology

University of Alabama - Tuscaloosa, AL

Skills

- Troubleshooting
- Technical Support
- Customer Service Representative
- Mobile Device Management
- Office 365

- VoIP
- Cisco ASA
- Problem Solving
- System Administration
- Mac OS
- Windows
- Microsoft Windows Server
- Network Administration
- PowerShell
- Network monitoring
- Business analysis
- Training & Development
- Active Directory
- Bomgar
- AWS
- SharePoint
- Cloud Computing
- Supervising Experience
- SASS
- Microsoft Intune
- Google Suite
- Compliance Management
- Google Analytics
- Microsoft Outlook
- Enterprise architecture
- Network monitoring
- DHCP
- HIPAA
- Network Security
- Software Troubleshooting
- Information Security
- Microsoft Exchange
- Desktop Support
- Desktop Administration
- SAN
- Microsoft Excel
- Microsoft Word
- Identity & access management
- Microsoft Office
- Microsoft SQL Server

- VPN
- SCCM
- Management Experience
- Data Analysis
- Software deployment
- Microsoft Windows Server
- TCP/IP
- Operating Systems
- Citrix
- SQL
- Network Firewalls
- Incident Management
- Cybersecurity
- ServiceNow
- Network security
- Information security
- SOX
- Network Support
- Disaster Recovery
- Threat detection & response
- Enterprise architecture
- APIs
- DNS
- Cloud infrastructure
- Software deployment
- SSO
- Agile
- IaaS
- VMWare
- LAN
- IT project management
- Encryption
- System security
- Remote access software
- Oracle
- Project implementation
- Procurement management
- OEM
- Leadership
- Team management

- Communication skills
- Business requirements
- Help desk
- Azure

Certifications and Licenses

Microsoft Certified Systems Engineer (MCSE)

February 2014 to Present

CompTIA Security+

March 2015 to Present

ITIL

January 2009 to Present

Microsoft Office Specialist

February 2013 to Present

Assessments

Sales fit — Expert

January 2020

Assesses personality traits that are important for sales roles.

Full results: [Expert](#)

Work style: Conscientiousness — Highly Proficient

January 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Highly Proficient](#)

Problem solving — Highly Proficient

October 2019

Analyzing relevant information when solving problems.

Full results: [Highly Proficient](#)

Written communication — Expert

February 2020

Best practices for writing, including grammar, style, clarity, and brevity.

Full results: [Expert](#)

Proficiency with Microsoft Office: Mail & calendar (Mac) — Highly Proficient

October 2019

Using Microsoft Office Mail and Calendar tools to manage workload.

Full results: [Highly Proficient](#)

Composing & sorting email with Microsoft Outlook (PC) — Highly Proficient

March 2020

Effectively composing and organizing email messages in Microsoft Outlook.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Grey Thomas Johnson

has successfully completed the
requirements to be recognized as



COMP001021829313

CANDIDATE ID

May 13, 2022

CERTIFICATION DATE

EXP DATE: 05/13/2025

A handwritten signature in black ink.

TODD THIBODEAUX, PRESIDENT & CEO

Code: L43KSWEY2BV4QC5C

Verify at: <http://verify.CompTIA.org>

Grey Johnson
Email : greyjohnson373@yahoo.com
Phone : 228-326-8748

Education

August 2012 –May 2016: Gulfport High School

January 2017 –January 2019: MGCCC Jefferson Davis

January 2017 –January 2019: MGCCC Jackson County

Certifications

CompTIA Network+

Relevant Skills/Training

- C++ Programming
- Basic Linux Programming
- Visual Basic Programming
- Database software Experience
- Sonicwall VPN experience
- Network Management
- Firewall Management
- Computer Applications (Word, Access, Powerpoint, Excel)
- Adobe Premier Experience
- Youtube/Zoom Streaming Experience
- Troubleshooting Skills
- Customer Support skills
- Project Management skills

Work Experience

August 2022 — Present: Harrison County Sheriff IT Specialist

Responsibilities :

- Work with end users to troubleshoot hardware/software relating problems
- Work with deputies on maintaining VPN appliances in patrol cars
- Maintain Jail's primary database software and run reports or assist with creation of new reports
- Assist Sheriff's office with recordings and bodyworn camera footage
- Maintain and update network at the sheriff's office
- Assist offsite locations with VPN access and any network issues
- Process purchases for the IT department
- Keep up to date with vendors and newest hardware/software

- Maintain and update software/hardware as needed
- Maintain and update firewall/network security at on-site and offsite locations

January 2020 —August 2022: Harrison County IT Network Technician

Responsibilities :

- Assist Network Administrator with upgrade and maintenance of County-wide physical and virtual servers
- Configure and install LAN and WLAN networks throughout the County
- Install and maintain camera systems
- Assist with County incidents regarding sensitive camera footage
- Maintain WLAN throughout the County
- Maintain Linux-based Raspberry Pi installs for Court Dockets to be virtually displayed throughout courthouses
- Support vendors with installation and maintenance of software and hardware
- Assist with documentation of inventory and troubleshooting instructions for new technicians
- Setup and maintain Board of Supervisors Monthly Meetings
- Update, Post, and Edit Monthly meetings to Social media sites

May 2018 – January 2020: Harrison County IT Support Technician I

Responsibilities :

- Build, upgrade and maintain County wide PCs for end-users needs
- Update and track multiple tickets within work order system
- Work with end users to troubleshoot hardware/software relating problems
- Maintain quality Customer Service
- Setup and maintain Board of Supervisors Monthly Meetings
- Update, Post, and Edit Monthly meetings to social media sites

Michael Johnston

mika@mika-net.io

+1 601 669 5777

I am a graduate of Mississippi State University with a Bachelor of Science in Software Engineering holding classroom experience through projects employing tools and languages such as C, C++, Python, JavaScript, HTML, CSS, and MySQL. Professionally, I have worked within the .NET stack for one year remotely using VB.NET, ASP.NET, and T-SQL to maintain a business-oriented software platform catering to the insurance industry.

Work Experience

Software Developer Engineer

Insuresoft - Tuscaloosa, AL

September 2021 to August 2022

Software development adhering to a scrum-based methodology to deliver new functionality on a per task and client basis. Communicates with various teams to gather task specific requirements, and utilizes a .NET stack including VB.NET, ASP.NET, and T-SQL to achieve the desired result.

CAD/BIM Website Specialist

HX5 - Vicksburg, MS

August 2020 to November 2020

Web development using C# and ASP.NET (short employment duration due to loss of funding for contract).

Fence Laborer

TS Fencing - Brookhaven, MS

March 2018 to March 2020

Education

Bachelor of Science in Software Engineering

MISSISSIPPI STATE UNIVERSITY - Starkville, MS

Skills

- JavaScript
- C#
- .NET Framework
- Git
- SQL

- Microsoft SQL Server
- C/C++
- HTML5
- Software Development
- Visual Basic
- TFS
- Requirements Gathering
- Web Development
- ASP.NET
- CSS

Assessments

Analyzing data — Proficient

May 2021

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Software developer skills — Proficient

November 2022

Designed by engineering managers and real-world employers, this test gives you hard data points to evaluate technical competency

Software developer fit — Proficient

August 2022

Measures the traits that are important for successful software developers

Written communication — Proficient

December 2022

Best practices for writing, including grammar, style, clarity, and brevity

Attention to detail — Proficient

December 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Technical support: Customer situations — Proficient

April 2021

Responding to technical support situations with sensitivity

Michael S Arnold

has successfully completed the
requirements to be recognized as



COMP10035267

CANDIDATE ID

September 03, 1998

CERTIFICATION DATE

A handwritten signature in black ink, appearing to read "TThibodeaux".

TODD THIBODEAUX, PRESIDENT & CEO

Code: 6HFL6PBKY3REK9HG

Verify at: <http://verify.CompTIA.org>

MICHAEL ARNOLD

Phone : (812)569-9030

Email : arnoldmichael922@gmail.com

I'm working on systems and repairs along with server management and networking. I am looking to further my career in IT and my responsibilities.

EXPERIENCE

MARCH, 2002 – PRESENT

MANAGER, HINTON COMPUTERS (COMPUAGE)

Handle customer support, repair systems, network installation and management, server administration.

- Maintain in person and off-site client support.
- Managing active directory to add / remove users and maintain passwords.
- Deploy and maintain servers
- Maintain and install wired and wireless networks.
- Setup and support office 365.
- Setup and maintain email.
- Provide hardware and software support for customers with PC issues.
- Provide training with software to customers on Windows, Mac OS, and business software to make them more efficient, and comfortable.
- Working with virtual systems and server environments to better secure data and optimize resources.

DECEMBER, 2000 – MARCH 2002

MIS MANAGER, SEYMOUR TRIBUNE

Maintained PC and Macintosh computers. Maintained and upgraded network from a Macintosh workgroup to a modern TCP/IP computer network with windows servers while keeping Macintosh integration and communication with pcs and servers on network.

- Helpdesk and support for software in classifieds, creative services, and newsroom.
- Maintained and oversee network operations daily to insure daily deadlines.
- Project management.

EDUCATION

JANUARY 2023

HISSET, MCDOWELL EDUCATION CENTER, COLUMBUS INDIANA

Completed and passed HiSet

SEPTEMBER 1998

A+ CERTIFICATION, IVY TECH, COLUMBUS INDIANA

Completed and passed A+ certification course

SKILLS

- A+ certified
- Broad range of experience from phone support to server and network installation and administration
- Over 20 years of experience in IT
- Willing to get other certifications to further my career and better support and maintain the company I work for.
- Resourceful

ACTIVITIES

IT is an ever-growing field. I like learning more about technologies, software and cloud based environments that push the industry forward and into new frontiers. I also enjoy leatherwork to relax.



Cisco Certifications

Nipun Roy

HAS SUCCESSFULLY COMPLETED THE CISCO CERTIFICATION REQUIREMENTS AND IS RECOGNIZED AS A

Cisco Certified Network Associate Routing and Switching



CERTIFICATION DATE May 30, 2013
VALID THROUGH May 30, 2016
CISCO ID No. CSC012378009

Validate this certificate's authenticity at
www.cisco.com/go/verifycertificate
Certificate Verification No. 414274179248JQBK

John Chambers
Chairman and CEO
Cisco Systems, Inc.

©2006 Cisco Systems, Inc. All rights reserved. CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, IQ Expertise, the IQ logo, IQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, Packet, PIX, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0609R)

9090116
0606



Cisco Certifications

Nipun Roy

has successfully completed the Cisco certification exam requirements and is recognized as a

Cisco Certified Network Associate Security



Date Certified	October 28, 2015
Valid Through	October 28, 2018
Cisco ID No.	CSCO12378009

A handwritten signature in cursive script that reads "Chuck Robbins".

Chuck Robbins
Chief Executive Officer
Cisco Systems, Inc.

Validate this certificate's authenticity at
www.cisco.com/go/verifycertificate
Certificate Verification No. 423094168631ASWH

Date : 03.04.2021



Certificate of Completion

This is to certify that

Nipun Chandra Roy

Has successfully completed the course

Microsoft Certified Solution Associate

Course Duration : 84 Hours

Mustafa M. Hussain

Mustafa M. Hussain
Chief Executive Officer

CERTIFICATE NUMBER

CSL-ONL-WIN-0302



Date : 30.01.2021



Certificate of Completion

This is to certify that

Nipun Chandra Roy

Has successfully completed the course

Certified Ethical Hacking (CEHv11)

Course Duration : 48 Hours

Mustafa M. Hussain

Mustafa M. Hussain
Chief Executive Officer

CERTIFICATE NUMBER

CSL-ONL-CEH-0101



Nipun Chandra Roy
Email : ncroy.bd@gmail.com
Phone : 317-413-4311 / 317-378-4325

Professional Summary :

I have worked mostly in ISP for network support issue. Where we find out network problem in infrastructure or client end issue. Diagnostic in Radio, FTTH, P2P fiber link scenario. We design client Corporate network (LAN, VPN, WAN, Firewall, Bandwidth Management, Load Balance, Fail over etc) and establish, maintain that. We also provide different type of IT support such as IP Phone support, Windows support, Printer setup, File sharing issues. Outlook issue, CC Camera issue, Server Support (Linux based Mail, FTP, Proxy etc).

I am very much interested to learn technical aspects. For that I have tried to develop myself by doing CCNA, CCNA Security, RHCA, RHCSA exam. But now they have expired. But I have done some course from some institute those are MCSA, CEH, JUNOS, CCNP. Recently doing Comptia A+ by self study.

Work Experience

IT Support Technician

Wipro//Provide support to Novartis Pharmaceuticals - Indianapolis, IN
June 2022 to Present

- #Provide support to user physically and also by remote for PC related, Printer, teams, outlook, Internet issues etc
- #Update activity by ticketing system (SNOW)
- # Provide support and communicate with vendor for different kind of IT setup like IP camera setup, IP Phone, HP printer, Zebra Printer, Intercom, Radiation detector (Ludlum device, Instadose Hotspot) etc
- #Provide Support for LAB setup with vendor and different team in respect of PC, Instrument setup and configuration, Application access control, User control, SOP creation, IO/OQ/PQ Documentation
- # Work with LAN team for implementing and organizing Network expansion as its need to provide different service.
- # Maintain Inventory For all IT equipment (On stock and On floor)
- #Maintain Network setup map with details information for incident recovery/troubleshoot purpose

Retail Fulfillment Associate

Macy's - Indianapolis, IN
October 2021 to December 2022

- Fulfill product list according to client demand
- Packing and scanning product to shipping purpose

Sr. Support Engineer

Link3 Technologies Ltd - Dhaka
October 2017 to July 2021

#configure and troubleshoot in cisco router, Switch,Mikrotik,Juniper ,Zyxel router and other networking devices ,Troubleshoot in IP telephony Service, Radio Connectivity , Alot for Bandwidth management, Data connectivity problem of bank, Security House and corporate segment in different routers (Cisco, Mikrotik, Zyxel) and Switch, Work with FTTH Network
#Design,implement and maintain Corporate Network including Firewall, Router, Switch, Server, VPN, Proxy server,Mail server(Linux,)PC, Printer, CC Camera etc
#Support over phone or physically
#Work in many different site and software for official use or troubleshoot purpose
#manage team members and reporting to Manager

Sr. System Administrator

Silver composite textile Ltd. - Gazipur
October 2016 to September 2017

Manage and Maintain: Database server(MS SQL based),Payroll Software,Mail Server, FTP Server, Attendance device and software
Developing and maintaining IT Network
Support Host PC, Printer, mail issue,LAN,WAN and VPN connectivity.
Maintain 300 camera's network, quality and system

Sr. Support Engineer

Link3 Technologies Ltd - Dhaka
January 2014 to October 2016

#configure and troubleshoot in cisco router, Switch,Mikrotik,Juniper ,Zyxel router and other networking devices ,Troubleshoot in IP telephony Service, Radio Connectivity , Alot for Bandwidth management, Data connectivity problem of bank, Security House and corporate segment in different routers (Cisco, Mikrotik, Zyxel) and Switch, Work with FTTH Network
#Design,implement and maintain Corporate Network including Firewall, Router, Switch, Server, VPN, Proxy server,Mail server(Linux,)PC, Printer, CC Camera etc
#Support over phone or physically
#Work in many different site and software for official use or troubleshoot purpose
#manage team members and reporting to Manager

Solution Engineer

BRACNet Limited - Dhaka
June 2013 to December 2013

Ø Install , Maintain and Troubleshoot the Cisco,MikroTik Router,Radio device
Ø Technical Support to the client over phone or physical presence or through email
Ø Configure and troubleshoot the VPN client (ATM or other) using IPsec tunnel
Ø Responsible for designing and implementation of customers network infrastructure
Ø Work With Different Linux based OS (Redhat,Debian,Centos, Ubuntu)
Ø Customers linux mail(Postfix with webmail), Proxy server ,FTP Server create and maintain

Installation Engineer

Banglalion Communications Ltd. - Dhaka
March 2011 to November 2012

Job Responsibility: At Corporate office have to Install and configure various types of modem (USB,IDU,ODU), configure Router, create WiFi zone,Design LAN.Also detect network, modem and PC's problems, coordinating team members and reporting to the team leader.

Internal Audit:

Under Banglalion and MAXNET Joint Venture

Parameters and topics: Optical Fiber Connections at BTS and Client end, Core distribution analysis, monitoring software

Project Location: Dhaka

Duration: 10 May to 09 June,2012 (1 Month)

Education

B.Sc in Information and communication engineering

East West University - Dhaka

January 2007 to December 2010

Higher secondary School in Science

Collectorate school and collage - Rangpur

June 2004 to July 2006

Secondary School Certificate in Science

Nilphamari Govt: High School - Nilphamari

January 1999 to June 2004

Skills

- TCP
- Active Directory
- LAN
- Systems engineering
- DNS
- Network monitoring (7 years)
- WAN
- TCP/IP
- DHCP
- Network administration
- Technical support
- VoIP
- VPN
- Network support (8 years)
- FTP
- Information security
- Microsoft Exchange
- Cybersecurity
- Firewall
- Ubuntu

- Windows
- Load balancing
- EIGRP
- MPLS
- Network infrastructure
- CentOS
- BGP
- Customer support (8 years)
- Technical support (8 years)
- Cisco routers (6 years)
- Customer service
- Computer networking

Certifications and Licenses

Cisco Certified Network Associate (CCNA)

May 2013 to October 2018

Cisco ID No: CSC012378009

Certificate Verification No. 414274179248JQBK

CCNA Security

October 2015 to October 2018

Cisco ID No: CSC012378009

Certificate Verification No. 423094168631ASWH

Red Hat Certified System Administrator

October 2013 to October 2016

Certification ID: 130-170-780

Microsoft Certified Systems Administrator (MCSA)

April 2021 to Present

Done course in a IT institute named: csitraining

It was 84 Hours Duration Course

Certificate Number: CSL-ONL-WIN-0302

website: <https://www.csitraining.com/>

Certified Ethical Hacker (CEH)

January 2021 to Present

Done course in a IT institute named: csitraining

It was 48 Hours Duration Course

Certificate Number: CSL-ONL-CEH-0101

website: <https://www.csitraining.com/>

Additional Information

I am currently doing self study on Java programing, HTML, CSS, SQL, JavaScript

Red Hat, Inc.

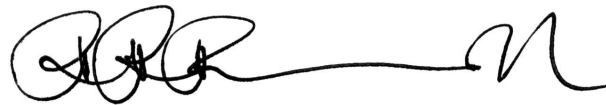
Hereby certifies that

Nipun Chandra Roy

**has successfully completed all Red Hat Certified
Engineer program requirements and is certified as a**

Red Hat Certified Engineer

Red Hat Enterprise Linux 6



Randolph R. Russell
Director, Global Certification Programs



redhat.
CERTIFIED
ENGINEER

Date: October 03, 2013

Certificate Number: 130-170-780

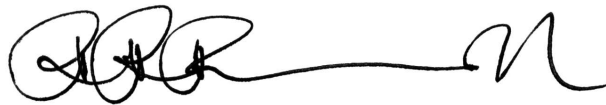
Copyright (c) 2010 Red Hat, Inc. All rights reserved. Red Hat is a registered trademark of Red Hat, Inc. Verify this certificate number at <http://www.redhat.com/training/certification/verify>

Red Hat, Inc.
Hereby certifies that
Nipun Chandra Roy

has passed the RHCSA exam and is certified as a

***Red Hat Certified
System Administrator***

Red Hat Enterprise Linux 6



Randolph R. Russell
Director, Global Certification Programs



Date: October 03, 2013

Certification ID: 130-170-780

RHCSA™

Copyright (c) 2010 Red Hat, Inc. All rights reserved. Red Hat is a registered trademark of Red Hat, Inc. Verify this certificate number at <http://www.redhat.com/training/certification/verify>

Exam Date: 02-MAY-2023

Registration: 45425625

Center ID: Proctored

Your Score: 71.6%

Passing Score: 60%

Result: Pass

Feedback on your performance is printed below. The report lists the objectives for which you answered a question incorrectly.

1.2 Understanding Oracle Database Memory and Process Structures
14.1 Manipulating strings with character functions in SQL SELECT and WHERE clauses
14.3 Manipulating numbers with the ROUND, TRUNC and MOD functions
16.2 Creating Groups of Data
17.1 Using Self-joins
18.1 Using Single Row Subqueries
19.1 Matching the SELECT statements
2.5 Using SQL Plus
20.3 Controlling transactions
22.1 Managing Indexes
22.3 Managing Sequences
3.7 Managing Initialization Parameter Files
4.6 Administering Naming Methods
5.2 Applying the Principle of Least Privilege
5.4 Administering User Authentication Methods
5.5 Managing Oracle Database Users, Privileges, and Roles
6.2 Creating, Altering and Dropping Tablespaces
6.3 Managing Table Data Storage
7.5 Deploying Oracle Database Space Management Features

Oracle Certification Program Information

To review Certification requirements and find out about Oracle University's recommended training to prepare for Certification Exams, visit <http://education.oracle.com/certification>

To view your Exam and Certification history, and verify your Certification to third parties, visit <http://certview.oracle.com>

To view the Oracle Certification Program blog, visit <http://blogs.oracle.com>

FONYA, RODDERRICK TABE
Oracle Database Administrator
Tel: 240 -927-9453
Email: fonyroytabe86@gmail.com

Professional Summary :

Oracle DBA professional with 4+ years of experience. I have supported numerous projects following the SDLC and have worked on Oracle 10g, 11g and 12c versions. I have done database administration duties including production support, installation and configuration of oracle software and database, upgrade and patch, database migration, backup and recovery, performance tuning, database cloning, golden gate and security management. I have supported customized Applications like HR, FIN and PEOPLESOFT.

TECHNICAL SKILLS

Oracle DBA	
RMAN	IMPDP/ EMPDP
Linux	Data pump
OEM	Data guard
OEM 12c	RAC
Backup and Recovery	
Performance Tuning	

Professional Experience

Oracle DBA CPA Global Limited, Atlanta, GA	03/2019-Present
---	------------------------

- Experience in performance monitoring/tuning/troubleshooting - Oracle database services with EXPLAIN PLAN, TKPROF, STATSPACK, AWR, ASH and SQL TRACE.
- Experience in Installation, configuration and maintenance of Physical, Logical, Active standby databases supported by Data guard on Oracle 10g, and 11g RAC for disaster recovery purposes.
- Generated ASH, ADDM and AWR Reports using OEM from Oracle 10g, 11g and 12c database and Implemented database re-organizations as required to improved performance and ensure maximum up-time of the database.
- Planned and implemented high availability solutions such as Real Application Cluster (RAC) in Oracle 11gR2 Grid and 10g on ASM and ACFS file systems.
- Migrated multiple stand-alone databases to RAC databases using Rconfig, RMAN and OEM.
- Migrated single instance databases from NON-ASM to ASM file system to improve performance.
- Expert in Installation of Oracle 10g, 11g and 12c software and created multiple databases including Plug-able and container databases in oracle 12c.

- Implemented TDE, Data Redaction and database Auditing to improved data integrity and security.
- Applied PSU on standalone TEST environment using OPatch and same PSU (Grid and RDBMS Patching) on production cluster using OPatch Auto.
- Replicated data in real time using Oracle Golden Gate and Oracle streams.
- Designed and implemented different backup strategies like Cold, Hot backup using RMAN with Flash Recovery Area and Logical Backups with EXPDP/IMPDP.
- Implemented and managed logical backup/recovery with Data pump and Export/Import utilities.
- Cloned databases using RMAN and Manually using scripts.
- Implemented Point In Time Recovery on one or more tablespaces to recover lost of a table(s) while eliminating down time for the database.
- Extensive experience in Upgrading databases from 10g to 11g and 12c using DBUA, Data pump, Manually, Transportable Tablespace and Oracle Data guard.
- Expertise in application, maintenance and support of Linux/UNIX production, test and development serve
- Experience in Logical and Physical Database Design, Backup and Recovery procedures.
- Monitored system activities and fine-tuned system parameters and configurations to optimize performance and ensure security of the systems.
- Experience in Installation, configuration and maintenance of Physical, Logical, Active standby databases supported by Data guard on Oracle 10g, and 11g RAC for disaster recovery purposes.
- Planned and implemented high availability solutions such as Real Application Cluster (RAC) in Oracle 11gR2 Grid and 10g on ASM and ACFS file systems.
- Migrated multiple stand-alone databases to RAC databases using Rconfig, RMAN and OEM.
- Migrated single instance databases from NON-ASM to ASM file system to improve performance.
- Expert in Installation of Oracle 11g and 12c software and created multiple databases including Plug-able and container databases in oracle 12c
- Designed and implemented different backup strategies like Cold, Hot backup using RMAN with Flash Recovery Area and Logical Backups with EXPDP/IMPDP.
- Scheduled RMAN backups, purge jobs, Maintenance Jobs using DBMS_JOBS, DBMS_SCHEDULER, Crontab and OEM.
- Implemented and managed logical backup/recovery with Data pump and Export/Import utilities.
- Implemented Point In Time Recovery on one or more tablespaces to recover lost of a table(s) while eliminating down time for the database.
- Extensive experience in Upgrading databases from 11g and 12c using DBUA, Data pump, Manually, Transportable Tablespace and Oracle Data guard.
- Extensive experience on Installation Golden Gate Hub. Golden Gate sync issues, Troubleshoot Golden Gate issues.

Education and Certification

- **Bachelor's degree in economics - UNIVERSITY OF BUEA CAMEROON**
- **ORACLE SQL CERTIFICATION**
- **ORACLE CERTIFIED ASSOCIAT (OCA)**
- **ORACLE CERTIFIED PROFESSIONAL – INPROGRESS**