![cogent infotech]

19 Years EXPERIENCE

Technical Proposal

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

Due Date & Time: August 25, 2023; 03:30 PM EST

Proposed to:

Jefferson Parish
Department of Purchasing
200 Derbigny Street, Suite 4400
Gretna, LA 70053

Submitted By:

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Appraisal # 63279 | Exp. Jan 20, 2026

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CERTIFIED ISO 27001 CERTIFIED

1   COVER LETTER

August 25, 2023

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

Subject: **Response to RFP 0464-To Provide Information Technology Support Services and Supplemental Staffing for the Departments of Electronic Information Systems (EIS) and Telecommunications**

Cogent is pleased to submit its response to the ***Jefferson Parish*** for the aforementioned RFP.

Cogent an S-Corporation organization is incorporated in the State of Pennsylvania and stands as a proven leader in the realm of Cybersecurity, Penetration Testing, Security Audit, Software Development, Project Management, Business Analysis and allied services etc., with an unrivaled track record spanning over two decades. Our commitment to applying industry best practices has consistently yielded remarkable improvements in business performance for organizations worldwide. As a trusted partner, we execute projects with utmost precision, ensuring compliance at every stage of the execution lifecycle, and delivering exceptional results that exceed expectations.

At Cogent, we go beyond simply understanding our clients' vision—we transform it into a tangible and actionable plan. With dedicated leadership driving the project from initiation to completion, we guide our clients through every step, ensuring their objectives are met and success is achieved. By fostering cross-functional collaboration and managing stakeholder relationships, we create an environment that encourages teamwork and unleashes the full potential of our client's organizations. Our expertise in implementing processes and tools further enables the realization of their goals, paving the way for sustainable success.

Our passion for problem-solving and unwavering commitment to project leadership extends across multiple industries. With a deep understanding of diverse sectors, we continuously enhance existing processes and lead strategic initiatives for clients in various fields. Through thorough evaluation of organizational requirements and business goals, we deliver customized solutions that perfectly align with our clients' needs. Cogent's exceptional past performance and reputation for excellence are testaments to our unwavering commitment to delivering low-risk, high-quality, and value-added Information Technology Services. Our impeccable track record has resulted in the trust and recognition of numerous government clients, including prominent entities such as **State of Vermont, Ohio, California, Pennsylvania, New Jersey, State of Texas, Florida, Georgia, New York, Virginia, Oregon, and Washington, as well as esteemed institutions like the Department of Justice and the Department of State**.

We have reviewed the subject RFP and we are pleased to inform Jefferson Parish that we completely comprehend the requirements of the RFP and we have detailed our approach to perform the services in Section 2.1 of our Technical Response hereinbelow.

With our dynamic leadership, supervision, and more than capable personnel, with utmost confidence we can acknowledge that we are ideally suited to accomplish the service requirements of Jefferson Parish set forth in the RFP and we are passionate and willing to perform the services and negotiate a contract with Jefferson Parish.

We hereby acknowledge Addendum #1 posted on August 17, 2023.

If you have any questions or need additional information, please contact **Mr. Justin Acord** at **(412)-889-**7700 or email at justin.acord@cogentinfo.com.

Sincerely,

Justin Acord

Executive Vice President - Sales, Cogent Infotech Corporation

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2.1   APPROACH

A. Introduction:

In response to the intricate and dynamic technological tapestry woven within Jefferson Parish, Cogent stands ready to unveil an unparalleled proposition – a comprehensive approach that resonates with the intricate symphony of your systems, services, and applications. Our proposal encapsulates a promise to nurture, fortify, and propel your digital infrastructure to new dimensions.

OUR KEY DIFFERENTIATIORS	
A Symphony of Expertise and Ingenuity:	Within the complex orchestration of your technological ensemble, our seasoned experts wield a conductor's baton of proficiency. With hands-on experience and an unwavering dedication, we harmonize diverse skills and qualifications, resonating with the demands of Oracle and MS SQL Server administration, intricate network architectures, GIS intricacies, and the multifaceted world of data centers. Our collective expertise forms the backbone of a symphony that ensures your technology landscape remains resilient and vibrant.
Meticulous Methodologies for Unswerving Excellence:	Our approach echoes with the rhythmic cadence of robust methodologies, carefully orchestrated to infuse every element of your digital ecosystem with unparalleled excellence. Like a maestro meticulously refining a masterpiece, we delve deep into each component – be it Oracle databases, network fortifications, GIS frameworks, or Microsoft ecosystems. Our meticulousness translates into meticulous maintenance, strategic optimizations, and seamless enhancements that resonate with precision.
A Covenant of Unwavering Dedication:	In this digital serenade, our dedication is the key crescendo. Our promise is not merely to provide technical support, but to stand as steadfast custodians of your technology landscape. We pledge unwavering vigilance, real-time monitoring, and agile responses that ensure your systems breathe with uninterrupted vitality. Our commitment extends beyond the operational to the transformative, ensuring that every interaction with your technology landscape is a testament to our unwavering dedication.
An Overture to Seamless Functionality:	Our proposition is designed as an overture to seamless functionality. Your technology landscape is not a disparate collection of systems, but a harmonious symphony. We ensure the strings of Oracle databases resonate flawlessly, the brass of network architecture resounds with connectivity, the woodwinds of GIS deliver precision, and the percussion of data centers provides the foundation. Our symphonic approach ensures each note aligns into a composition that inspires awe.
A Prelude to Optimization and Advancement:	Our partnership is not just about maintaining what exists; it's about pioneering advancement. Just as an orchestra pushes the boundaries of musical innovation, we push the frontiers of your technology's capabilities. From fine-tuning database performance to orchestrating network resilience, from elevating GIS precision to optimizing data center efficiency, our approach is a prelude to technological progression.

B. Profound Expertise and Qualification:

- **Seasoned Professionals:** Within the ranks of our team, you'll find seasoned professionals who have honed their craft over years of dedicated practice. Their expertise is not just

theoretical; it's a reflection of countless hours invested in understanding, optimizing, and mastering complex technology landscapes.

- **Adept in Multifarious Disciplines:** Our team is not confined to a single niche. Rather, we are a collective of experts adept in Oracle and MS SQL Server administration, network architecture, GIS solutions, data center management, Microsoft ecosystems, third-party applications, in-house applications, cybersecurity, telecommunications, and video access control.

- **Navigators of Complexity:** The technological landscape can be intricate, with each domain demanding a unique skill set. Our professionals have traversed this complexity with finesse, acquiring the depth of knowledge necessary to maneuver through the intricacies of Oracle and MS SQL Server databases, sculpting resilient network architectures, harnessing the power of GIS solutions, optimizing data center operations, orchestrating seamless Microsoft ecosystems, fine-tuning third-party and in-house applications, fortifying cybersecurity fortresses, revolutionizing telecommunications, and orchestrating the dance between video and access control.

- **Crafting Tailored Solutions:** We don't offer one-size-fits-all solutions. Instead, our approach is rooted in the art of tailoring. Each expert within our team brings a mosaic of skills that, when combined, enable us to craft bespoke strategies that speak to the unique contours of your technological requirements.

- **Experience as the Bedrock:** Experience isn't just a badge we wear; it's the bedrock upon which we build our solutions. Our journey through diverse industries and projects has fortified us with the wisdom to anticipate challenges, recognize opportunities, and deliver solutions that stand the test of time.

- **Primed for Your Unique Requirements:** Your technology needs aren't a puzzle; they're a canvas awaiting transformation. Our collective experience and specialized skills have positioned us perfectly to interpret your canvas and paint a masterpiece that addresses your unique requirements across these domains.

C. Tailored Support Plans:

- In a meticulous orchestration of Jefferson Parish's technology landscape, we embark on crafting tailored support plans that are purpose-built to harmonize seamlessly with your organizational objectives. These blueprints transcend mere technical support; they encapsulate a synergy of innovation and foresight.

- **Precision Maintenance:** Within these meticulously designed frameworks, routine maintenance is not just a task—it's a strategic maneuver. We vigilantly curate a regimen of upkeep that nurtures your systems, ensuring they function at peak performance. This meticulous attention to detail preserves the longevity of your technology investments.

- **Proactive Vigilance:** Anticipation is the hallmark of our support strategy. Our teams are wired to be one step ahead. Through vigilant, proactive monitoring, we don't wait for issues to manifest; we intercept them at inception. This predictive stance mitigates disruptions, preserving your operations' uninterrupted cadence.

- **Seamless Issue Resolution:** In the rapid-fire realm of technology, delays are liabilities. Rapid issue resolution is etched into the core of our support framework. As challenges arise, our agile response teams spring into action, orchestrating swift solutions that ensure minimal impact on your operational tempo.

- **Elevating Performance:** Stagnation is never an option. Our support plans embed a commitment to optimizing your systems' performance. Leveraging cutting-edge tools and expertise, we recalibrate, fine-tune, and amplify system capabilities, unlocking untapped efficiencies and propelling your technology to new horizons.
- **Resilient Reliability:** The heartbeat of our approach lies in cultivating resilient reliability. Your critical systems aren't just maintained; they're fortified. Our methodology converges with your aspirations, creating an ecosystem where technology becomes an enabler of progress, a bedrock of unwavering reliability and availability.

Figure 1: Cogent's Tailored Approach

D. Vendor-Certified Proficiency:

Our distinguished experts form a select cadre, adorned with a constellation of industry-recognized certifications endorsed by prestigious vendors such as **Oracle, Microsoft, Fortinet, VMware,** and an illustrious array of other influential names. This profound accolade is not merely a testament to our unwavering commitment to excellence; it's a testament to our relentless pursuit of mastery.

With each certification, we've delved deep into the intricacies of these technologies, extracting their hidden potentials and honing our skills to a fine edge. This wealth of knowledge and expertise empowers us to go beyond the ordinary, to seamlessly integrate these technologies into the very fabric of the operations at Jefferson Parish, and to orchestrate a symphony of efficiency, security, and innovation that resonates through every facet of Jefferson Parish**.**

Our proficiency isn't just a badge; it's a beacon that will guide Jefferson Parish towards a future illuminated by the possibilities of modern technology.

E. Systematic Database Administration:

Oracle: A Nexus of Excellence

In the realm of Oracle, our stewardship transcends traditional database administration. Your Oracle 19c and newer database landscape shall flourish under our watchful eye. We orchestrate a symphony of intricate components - the application servers, the commanding Real Application Clusters (RAC), and the dynamic WebLogic. Our mastery extends beyond mere oversight; it's an art of finesse, a ballet of precision.

- *Seamless Harmony:* We synchronize the complex ensemble of elements to ensure uninterrupted harmony. Through meticulous coordination, we safeguard your applications' fluid interaction with the database servers.
- *Realizing Potentials:* Our experts unlock the latent potential of RAC, creating a resilient foundation that pulsates with reliability. We imbue your environment with the power of dynamic scalability and high availability, empowering your operations to traverse uncharted territories.
- *WebLogic Wizardry:* Our skillful touch extends to WebLogic, where we navigate intricate configurations and optimizations. Your applications ride the waves of seamless performance, empowered by a WebLogic environment that's calibrated to perfection.
- *Masters of Integrity:* Our commitment to your data's integrity is unwavering. Regular patches and updates form the bedrock of our vigilance. Performance optimizations become a symposium of continuous refinement, ensuring your databases operate with impeccable efficiency.

MS SQL Server: Architecting Seamless Excellence

Within the realm of MS SQL Server, we transcend the ordinary, sculpting an environment where seamless operation reigns supreme. Our team of artisans delve into the intricacies, sculpting an ecosystem that thrives on performance, resilience, and scalability.

- *Performance Pinnacle:* We engineer a realm where performance isn't just a benchmark, but an unwavering standard. Through meticulous monitoring and fine-tuned configurations, we craft a theater of operations where every query dances with speed and precision.
- *Backups as Assurance:* Our approach to backups is an insurance policy for your data's safety. We sculpt backup strategies that safeguard your information with airtight precision, ensuring that data loss remains an inconceivable notion.
- *Scaling Horizons:* Scalability isn't just a feature; it's a principle woven into the fabric of our approach. We nurture your instances, ensuring they stand steadfast under burgeoning demands, facilitating your growth journey without missing a beat.

F. Network Resilience and Efficiency:

Fortinet and Cisco: Our experts will optimize network architecture, ensuring NG Fortigates, Forti Manager, Cisco routers, switches, and Meraki devices function cohesively. We will implement SD-WAN technology, Layer 2 & 3 routing, and the BGP protocol to enhance network efficiency.

G. GIS Precision:

At Cogent, our network architects are poised to orchestrate a transformative journey for your network infrastructure. By harnessing the prowess of Fortinet and Cisco technologies, we're committed to propelling your network architecture towards unparalleled cohesion, efficiency, and resilience.

1. Maximized Fortinet and Cisco Synergy:

Our adept experts will engineer a network environment where NG Fortigates, Forti Manager, Cisco routers, switches, and Meraki devices synergize harmoniously. This integration will lay the foundation for a network that not only communicates seamlessly but also operates as a unified entity, amplifying your organization's connectivity capabilities.

2. Elevating Efficiency with Cutting-Edge Technologies:

In our pursuit of network optimization, we employ the latest technological innovations. We are primed to implement SD-WAN technology, a dynamic solution that empowers intelligent traffic management, ensuring data takes the most efficient routes for lightning-fast communication. This translates into heightened productivity and responsiveness across your network.

3. Strategic Routing Evolution:

Our approach encompasses both Layer 2 and Layer 3 routing enhancements. By strategically configuring Layer 2 routing, we enable efficient data transmission within the same network segment, reducing congestion and optimizing performance. Meanwhile, Layer 3 routing empowers cross-segment communication, driving data where it's needed most with minimal latency.

4. Empowered by BGP Protocol:

The implementation of the Border Gateway Protocol (BGP) is pivotal to our strategy. BGP's intelligent routing decisions ensure that data takes the most optimal paths, adapting to real-time network conditions. This dynamic protocol maximizes redundancy, minimizes downtime, and secures efficient data transfer between disparate network segments.

5. A Network That Elevates Performance:

The culmination of our efforts results in a network architecture that is more than the sum of its parts. It's a cohesive, agile, and future-ready network that empowers your organization to transcend communication barriers and achieve uninterrupted connectivity.

H. Data Center Excellence:

We understand that the core of modern IT infrastructure lies in virtualization and storage solutions. Our unwavering commitment to excellence is reflected in our approach to VMware and HPE technologies. With an unyielding focus on reliability, performance, and adaptability, we present a comprehensive strategy that transcends mere maintenance to empower your virtualization and storage environments. Our dedicated teams bring a wealth of experience and a deep understanding of VMware and HPE technologies to the table. Leveraging our pool of certified experts, we orchestrate a symphony of virtualization and storage management that seamlessly harmonizes with your business goals.

At the heart of our approach is the steadfast commitment to ensure your virtualization infrastructure remains rock-solid. We meticulously monitor your VMware environment, preempting issues, and implementing remedies before they ripple into disruptions. Our proactive stance guarantees continuous service availability, underscoring the reliability that underpins your operations. Performance is the lifeblood of modern enterprises, and our strategy is centered around optimizing the performance of your virtualized systems. We fine-tune configurations, streamline resource allocation, and leverage VMware's advanced features to deliver an experience that not only meets but exceeds your expectations.
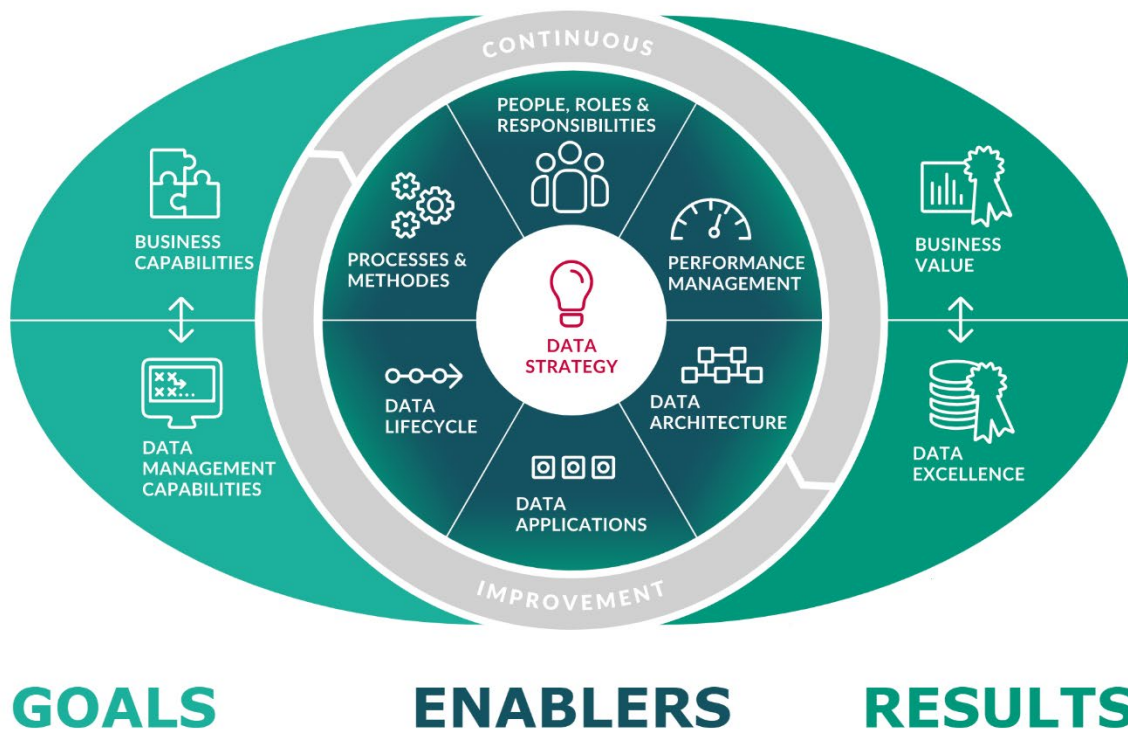
Figure 2: Data Center Excellence

Technology advances at a rapid pace, and our approach embraces this dynamism. Our teams stay vigilant for the latest updates and advancements within VMware and HPE ecosystems. We meticulously plan and execute upgrades to keep your virtualization and storage systems aligned with the latest capabilities, security patches, and performance enhancements. As your organization evolves, your technology infrastructure should effortlessly scale to accommodate new demands. Our strategy includes the implementation of scalability measures that ensure your virtualization and storage systems remain responsive to evolving workloads and operational expansions. Our teams are dedicated to maintaining the health of your VMware and HPE setups through scheduled maintenance that minimizes disruptions. We navigate this essential choreography with precision, ensuring that maintenance interventions blend seamlessly with your operational rhythm.

Transparency and knowledge continuity form the bedrock of our approach. We maintain exhaustive documentation of configurations, updates, and changes made within your virtualization and storage landscapes. This documentation serves as a reference point for future endeavors and ensures smooth knowledge transfer. The spirit of partnership defines our

approach. We engage in open dialogues, collaborating closely with your team to understand evolving needs, align with strategic objectives, and provide insights that drive technological transformation.

I. Microsoft Ecosystem Maximization:

Microsoft Suite: We will manage Exchange 2016, Office 365 suite, Active Directory, Azure, and file server support. Our services encompass migration, security, collaboration enhancement, and cloud utilization.

J. Third-Party Applications Mastery:

Workflow Enhancement: We will ensure the smooth functioning of OpenText document management, DB Visit, NeXT Request, NetDocs, and NeoGov. Our approach focuses on seamless integration, customization, and workflow optimization.

K. In-House Applications Evolution:

.NET and Oracle Expertise: Our teams will support and enhance Juvenile Justice Case Management, JumpStart Jefferson, Code Enforcement Reporting, and Legislative Portal applications. We prioritize user experience, performance, and security.

L. Cybersecurity Fortification:

Proactive Measures: Our cybersecurity specialists will provide awareness training, implement multifactor authentication, conduct assessments, penetration tests, and design incident response and forensics strategies.

M. Telecommunications Excellence:

Call Management and Connectivity: We will maintain Avaya on-premises call manager, oversee SIP trunking, and manage session border controllers to ensure seamless communication.

N. Video & Access Control Vigilance:

Surveillance and Control: Our experts will manage Genetec and Avigilon solutions, ensuring video surveillance and access control systems are fully operational and secure.

O. Documentation and Reporting:

Rigorous Documentation: We maintain a comprehensive record of all activities, configurations, and changes, offering transparency and facilitating knowledge transfer.

P. Continuous Improvement and Innovation:

Adaptive Approach: We understand that technology landscapes evolve. Our approach includes regular reviews, recommendations for technology upgrades, and the integration of emerging best practices.

Q. Conclusion:

As Jefferson Parish embarks on a journey of technological evolution, the decision to partner with Cogent resonates with the pursuit of excellence. Our collaboration represents more than just a vendor-client relationship; it's a convergence of vision, expertise, and unwavering dedication to your success.

- **Guided by Experts, Driven by Excellence:** In choosing Cogent, Jefferson Parish aligns with an elite team of seasoned experts who possess an innate understanding of the intricate technological landscape. Our professionals bring forth a wealth of experience, industry insight, and a proven track record of delivering excellence. This partnership is a testament to our commitment to your technological triumph.

- **Empowering Technological Triumph:** Our approach isn't merely about maintaining systems; it's about architecting triumphs. Our robust methodology ensures that every facet of your technology ecosystem is fortified for resilience, primed for scalability, and adaptable to the dynamic demands of tomorrow. Jefferson Parish's growth trajectory will find unwavering support in our approach, fostering a seamless journey toward greater accomplishments.

- **A Glimpse into the Future:** As our journey unfolds, we eagerly anticipate the privilege of collaboratively shaping Jefferson Parish's technological narrative. With each stride we take together, we aspire to propel your organization into a realm of unparalleled performance, fortified security, and transformative innovation. This isn't just a partnership; it's an investment in a future where technology propels your endeavors to extraordinary heights.

- **Innovate. Transform. Succeed. With Cogent:** The path to technological success is illuminated by our shared determination and dedication. Jefferson Parish, in partnership with Cogent, is poised to rewrite the rules of achievement in the digital era. Our combined efforts will infuse every facet of your operations with the power to innovate, transform, and ultimately succeed. Let's embark on this voyage, where your aspirations and our expertise converge to sculpt a remarkable future.

2.2 STATEMENT OF CONFIRMATION

Cogent hereby affirms that we have reviewed and completely comprehend the entire Scope of Work and are willing and fully capable of providing the required services.

3 PROPOSER QUALIFICATIONS AND EXPERIENCE:

3.1 BACKGROUND AND HISTORY

Cogent possesses over 20 years of experience in successfully providing a wide variety of Information Technology, Project Management, Data Migration, Database Development, Web Development, and other allied services to Federal, State, and Local Government clients. Our substantial past performance and reputation for excellence with our clients attest to the fact that we continually *deliver low-risk, high-quality, value-added services, and solutions.* With **over 100+ Government Contracts**, Cogent is a trusted partner for Government customers.

We at Cogent, have effectively managed our clients' fluctuating needs of resources for the past decade and have successfully satisfied their requisitions. We understand recruiting sufficient human resources for seasonal busy periods is challenging but we have various strategies to achieve success in between flexible requisitions.

- We use various channels for sourcing and have several applicants/ pre-screened candidates. We also use various universities and local colleges as sources for seasonal staff that ensures we fill all gaps in our organization when unexpected demands arise especially for back-office tasks and process roles.

- We have a great work environment & attractive referral program, and we also use our website and well-promoted social media to reach our target candidate pool. This transition

realizes the better quality of hires and significantly reduced recruitment costs and time to hire.

- We allocate resources for early onboarding and adequate training. We use hired employees that have worked for us before and have a list of seasonal workers on-call who are willing to come back in subsequent years. This gives our company plenty of time to onboard staff before the busy time arrives.

- We also provide incentives to existing staff to train incoming temporary staff. By seeking the input of existing staff concerning the type of staff to hire and planning training sessions to avoid feelings of insecurity assessment. We also have referral schemes for additional temporary staff.

19+ years
of Industry experience providing IT consulting, Project Management, and Information Technology Services

Successfully supporting **150+ Federal, State local Agencies and commercial clients**

Nationally recognized **MBE** certified firm by the **NMSDC and locally certified by DFWMSDC**

Industry wide Focus Supporting **15+** Sectors including **Cybersecurity, AI/ML, Data Analytics, Project Management, ERP, Software Development etc.**

National footprint across all **50 states** serving diverse client base.

US based Executive, Delivery and Account Management team with dedicated point of contact for Texas DPS

US delivery centers located in **PA (HQ), TX (Local Office), DC, NY, FL**

Global delivery model with over 400 vertically aligned Technical Talent, data miners, research analysts etc.

Debt free organization with an impressive D&B Score validating financial stability and the ability to make financial investments

Proprietary AI driven technology Assists with locating passive talent by skill sets, demographics, and location

Cogent recognizes the need for qualified and experienced vendors to provide IT Support Services and Supplemental Staffing services to Jefferson Parish with quality and agility at a competitive price. Some of the highlights for the reason to choose Cogent as a partner in delivering the scope of services for this endeavor are listed below:

- **Technology:** We have the required mix of Staff and technology to meet the Deliverables needed under this contract.
- **Management:** Cogent brings effective and efficient methods and methodologies, innovation, and synergy to the Jefferson Parish. Our technical and management experience over the past 19+ years within the Public Sector has afforded us unique expertise to manage and maintain workflows in ever-changing organizational and operational environments. We implement unambiguous lines of communication, responsibility, and authority. Cogent's organizational methodology demonstrates transparency from the corporate level to the program management/operations level, to the project task execution level.
- **Project Management**: Cogent's Project Management principles are rooted in methodologies that are compliant with the PMI's PMBOKV5 standards, agile delivery management, and PMMI standards. These principles have enabled us to develop a project management framework that includes the collection of processes, best practices, terminologies, and guidelines that are accepted across state agencies. We will leverage this experience to effectively oversee and manage the Jefferson Parish's complex portfolio and provide transparency on status and progress and proactively identify and manage delivery risk.

- **Current Experience** – **Cogent** has provided 'Penetration Testing Services' to several entities in the United States. These contracts are very competitive and sometimes these contracts have 200+ vendors on them. We have embraced the competition as a challenge and have used that as motivation to outperform our competitors by providing excellent talent at a much lower cost.
- **Similar Experience:** Cogent has a track record of providing IT Services. We have worked with some major clients across the USA which includes **Austin Energy, New York Power Authority, and the State of Texas, etc**. to name a few. Our qualified team has worked closely with our customers to perform technical analysis of their issues and helped customers in resolving the issues.
- **Quality Control** – Through our well-structured and rigorous Quality Control Plan (QCP), Cogent will provide confidence that all services and work are executed to high standards of performance. Cogent's distinction in this space stems from providing prompt, responsive customer service, and emphasizing excellence in all reports.
- **Collaboration:** To achieve client program and performance objectives, we encourage and facilitate a collaborative environment, offering information sharing and communication across program stakeholders
- **Responsiveness -** We are responsive to client needs and evolving requirements, maintaining an agile, timely, and flexible organizational structure that fully supports our clients' objectives.
- **Business Size - Cogent** is a recognized Small, Disadvantaged, and Minority Business Enterprise. We are big enough to deliver for sizable clients like the States of **Texas**, Pennsylvania, California, New Jersey, Utah, and Florida, etc., while also being small enough to pay attention to every single important detail.
- **Dunn and Bradstreet Ranking:** Cogent is privately held, profitable for the past 20 years, and has the financial capacity to make further investments. An official copy of

Cogent's Dunn and Bradstreet analysis can be provided confidentially at the request of the PHFA. Below are some of our most up-to-date numbers:

➢ **D&B Paydex score** = 80 (ranking us in the top 20 percentile)
➢ **D&B Delinquency Score** = 576 (ranking us in the top 11 percentile)
➢ **D&B Financial Stress Score** = 1538 (ranking us in the top 18 percentiles with moderate risk of severe financial stress); D&B Supplier Evaluation Risk Rating = 3 (ranking us in the low category

In addition to our demonstrated past performance, exceptional capabilities, and experience, Cogent has been awarded the **Comparably Culture Awards in the year 2022 for demonstrating excellence in 4 categories viz. Diversity, Women Empowerment, Career Growth, and Leadership.**

3.2 REFERENCES

3.2.1 Reference 1:

Client Name	**Dallas Fort Worth International Airport**
Point of Contact	**Name**: Emily Grose **Address**: 2400 Aviation Drive, PO Box 619428 DFW Airport, TX 75261 **Phone**: (972) 973-5468 **Email**: egrose@dfwairport.com

3.2.2 Reference 2:

Client Name	**State of Florida**
Point of Contact	**Name**: Alan Busenbark **Address**: 801 N Broadway Ave, Bartow, FL 33830 **Phone**: (850) 414-4790 **Email**: Alan.Busenbark@dot.state.fl.us

3.2.3 Reference 3:

Client Name	**Lower Colorado River Authority**
Point of Contact	**Name**: Al Beavers, C.P.M., CPSDt **Address**: 3700 Lake Austin, Blvd, Austin, TX, 78703 **Phone**: (512) 578-3278 **Email**: Al.beavers@lcra.org

3.3 EXPERIENCE

3.3.1 Experience 1: Dallas Fort Worth International Airport

Timeline	09-21-2020 – Till Date
# of Resumes with Roles	**Sr. Architect (1 Position)** **Sr. Wireless Engineer (1 Position)**
Description of Services	**Project 1:** Our consultant screened for users to manage the errors generated from the Integrations. Further, our consultant integrated parts and part costs from Oracle EBS into Infor EAM. Further, our consultant integrated pick-list costs from Oracle EBS into Infor EAM. Also, our consultant integrated Purchase requisition costs into Infor EAM. Besides, our consultant integrated Suppliers, cost codes from Oracle EBS into Infor EAM Review the current setup of the Databridge server configuration on Linux and made changes to the setup if necessary. Besides, our consultant created technical and functional documentation for the integrations. **Project 2:**

	Our consultant was responsible for the following: • Monitor, maintain, improve, and expand the Airport's indoor and outdoor wireless infrastructure. • Daily configuration of Cisco access points and wireless controllers. Troubleshooting and resolving wireless related issues. • Document current deployment of wireless technology in use at DFW Airport. Provide and implement ideas to improve existing wireless platform. • Participate in technical discussions to add/modify wireless infrastructure. • Create standards for overall wireless infrastructure. • Indoor/Outdoor General network support (Routing & Switching, F5, Firewalls, Network Troubleshooting and Monitoring Tools)

3.3.2   Experience 2: State of Florida

Timeline	10/22/2018 (10 Months) 09-05-2022 (12 Months)
# of Resumes with Roles	Network Engineer (1 Position) Sr. Technical Support (1 Position)
Description of Services	**Project 1:** Our Consultant performed the following duties and responsibilities in this position: • Responsibility to cross train staff at all experience levels. • Diagnose and resolve problems across a variety of hardware platforms and vendors including Aruba, Cisco, Pulse Secure, Client Aruba ClearPass / Airwave, Checkpoint, Palo Alto Firewalls and more; • Communicate and work within cross-departmental teams; • Identify automation opportunities, as well as areas that can be improved to optimize the operation, such as documentation and monitoring adjustments; • Develop and maintain technical specifications, standards, procedures, and systems documentation; • Work with Client, and users to perform server installations, upgrades, and configuration changes; • Research and recommend appropriate technical solutions to meet functional requirements. **Project 2:** Our consultant provided Audio Visual (AV) and Video Conference (VC) support as assigned and assisted with reserving, setting up, coordinating, and troubleshooting of AV and VC meetings. Also, our consultant performing advanced troubleshooting to determine cause of problem. Further, our consultant installed, configured and provided user support of personal computers and peripheral equipment to include software installation and upgrades, patches and advanced technical support within specified time frame. Besides, our consultant monitored Service Desk queue and resolved support tickets as assigned. Furthermore, our consultant assigned service desk tickets to the appropriate technician or group for proper resolution and ensured all Service Level Agreements are met in a timely manner. Also, our consultant identified, analyzed and resolved problems and issues through the use of troubleshooting tools and techniques. Besides, our consultant provided support for software applications such as Microsoft Operating Systems, Microsoft Office Suite, various off the shelf and Department developed applications. Also, our consultant updated asset management information in OneNote and Active Directory accordingly. Furthermore, our consultant provided hardware and software technical training and professional development for other Technicians as needed or assigned.

	Besides, our consultant generated and maintained detailed technical documentation including software installation guidelines, troubleshooting processes, etc.

3.3.3 Experience 3: Lower Colorado River Authority

Timeline	05-04-2020 (12 Months)
# of Resumes with Roles	Cybersecurity Analyst (1 Position) Sr. Network Engineer (1 Position)
Description of Services	**Project 1:** Our consultant was responsible for planning, designing, installing, configuring, and troubleshooting network systems including Local Area Networks (LAN), Wide Area Networks (WAN), Wireless LAN (WLAN), Voice over IP (VoIP) telephony, and Unified Computing Systems (UCS) supporting hydromet, generation and substation operations. Besides, our consultant designed new implementations via the application of architectural standards and performs configuration of physical and logical network components. Furthermore, our consultant assisted in the design of the network architecture, designed the network infrastructure, and planned and designed network solutions. Also, our consultant performed capacity and resource planning, assessing network risks and contingency planning. Besides, our consultant implemented and maintained network management software and researched, analyzed, and implemented software patches or hardware changes to address any network deficiencies. **Project 2:** Our consultant was responsible for: • Maintaining and operating a variety of security measures and software that perform cyber security functions such as access control, monitoring or vulnerability assessment. • Providing support to the end-user community and ensures they have up-to-date protection from malicious software and other cyber threats. • Testing and recommending security measures to remediate and mitigate risk. • Providing reports and other information related to information security issues as requested by management and other groups. • Performing evaluation and analysis of security applications and systems and makes recommendations to management. • Recommending best practices to ensure system security across the enterprise. • Performing risk assessments and recommends security measures. • Monitoring security systems for possible intrusion and interacting with end users concerning malware, spam, vulnerabilities and any other cyber security issues. • Reviewing and creating audit reports on user and system activities. • Reviewing system-generated logs for anomalies and taking appropriate actions • Actively probing the network for new threats and risks and documenting, deploying, reviewing and maintaining cyber security policies, standards, guidelines, and procedures. Planning and implementing cyber security technology projects. • Providing business continuity/disaster recovery and risk analysis expertise • Monitoring security alerts on internet and other intelligence feeds and determining whether reported threats could impact LCRA information technology or operational technology systems. • Providing technical consulting to other groups on cyber security requirements. • Implementing and ensuring technical security systems including SIEM, VAT, network IDS, antivirus, web and email filters and firewalls. • Implementing and ensuring technical security compliance solutions for

NERC, PCI, FBI CJIS, HIPAA and other regulatory requirements.
- Performs cyber security incident response activities and documenting and maintaining objective evidence to demonstrate NERC CIP regulatory compliance.
- Creating and delivering security training materials and classes for asset owners, software developers and system administrators.
- Providing oversight regarding compliance with security regulations, standards and laws.

3.4   RESUMES

3.4.1   Account Manager

JUSTIN ACORD
PROFESSIONAL SUMMARY

Justin Acord is the Executive Vice President and possesses over fourteen (14) years of experience servicing clients in The Public Sector (federal/state/local). He has successfully managed delivery teams that are responsible for servicing several State IT contracts – North Carolina, New York Florida, Texas, Georgia, Oregon, and Maine - to name a few. Also, he has managed the delivery team for various State of Florida entities including but not limited to the Department of Transportation, Department of Financial Services, Department of Environmental Protection, Department of State, Department of Education, Department of Children & Families, Pinellas County, Broward County Public Schools, Tampa International Airport Authority, Orange County Public Schools and Miami-Dade County. Mr. Acord is part of Cogent management and has the authority to act as deemed necessary to resolve issues and ensure overall project success. He will act as an Account Manager and will directly supervise the AOE delivery team and will be available 24x7 for any issue escalation/resolution. His major role will be as under:
- Serve as the lead point of contact for any matter specific to the AOE account.
- Understanding the client objective alongside Cogent's vision of contract success to analyze the contract's potential and create a contract plan/strategy to minimize risks to both Cogent and AOE.
- Establishing and maintaining effective lines of communication with the client and facility personnel to ascertain that their needs and requirements are being met as per the contract.
- Ensure the timely and successful delivery of services according to requirements and objectives.
- Consistently seeking innovations and improvements to the service.
- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts).
- Assist with challenging requests from AOE or issue escalations as needed.

PROFESSIONAL EXPERIENCE

Cogent Infotech Corporation   **Jan 2013 – Present**

Executive Vice President

- Overall responsibility for the success of all sales-related activities.
- Oversee, manage and ensure success with clients in over 35 different states including Federal Government, State & Local Governments, and Fortune 500 companies.
- Highly experienced in serving as Key Account Manager for various similar-sized city and county clients including but not limited to City of Phoenix, New York City Housing Authority, City of Durham, City of Philadelphia, Harris County, TX, County of Santa Clara, CA, Ramsey County, MN, Miami Dade County, FL, Hennepin County, MN, and Multnomah County, OR.
- Heavily focused on servicing clients including New York Housing Authority Dallas Fort Worth International Airport Authority, Tampa International Airport Authority, City of Austin, Texas Workforce Commission, Department of Motor Vehicles, and other publicly funded entities. Responsible for delivering solutions and services to C-Level executives, IT Decision Makers, and Procurement/Contracting personnel.
- Develop account penetration strategies to maximize our success rate with new and existing customers.
- Experience successfully managing Multi-Million Dollar Government contracts including the State of Texas - DIR Staff Augmentation Contract, State of Florida IT Staff Augmentation Contract, City of Austin IT Consulting Services and GSA 8(a) STARS II GWAC.
- Managing a sales team consisting of individuals in Dallas, Pittsburgh, and internationally.

- Experienced consistently exceeding customer set KPIs on Staff Augmentation contracts.
- Mitigating objections and compliance issues with current clients to resolve any issues.
- Ensuring Sales targets and goals are met while maximizing company profits.
- Overseeing timeframes and updating clients on projects moving through the research and development process.
- Responsible for responding to RFQs by presenting winning proposals for new client acquisition.

Cogent Infotech Corporation   **Jan 2009 – Jan 2013**

Business Development Manager

- Responsible for leading the company initiatives in the Public Sector.
- Tasked with marketing our 8(a) Certification to Federal Agencies which led to contracts with several agencies including the Department of Justice, Department of State, and the General Services Administration. Tasked with overall Account Management responsibility for State Government contracts including the states of TX, FL, OR, and GA.
- Tasked with responding to all relevant RFQs as a Prime.
- Developed partnerships with firms who could add value for our customers enabling us to provide the absolute best solutions. Responded and won direct contracts with the State of Florida and the State of Texas to provide IT Consulting Services.

Cogent Infotech Corporation   **Aug 2007 – Jan 2009**

Account Executive

- Responsible for new business development in the Private Sector.
Focused on connecting with IT Executives to understand the challenges they were faced with and developed solutions to solve those problems.

3.4.2   Server Technician

SCOTTY LAMBERT
PROFESSIONAL SUMMARY

- Technically sophisticated engineering professional with a solid history of effective design, build and support of Windows server infrastructure, development, maintenance and support of technical infrastructure, hardware, and system software components.
- Broad knowledge and success in providing technical direction, performing installation, maintenance and support of system hardware, software, infrastructure, and user support.
- Knowledge of Cisco routing and switching, and some microwave technologies including maintaining Access Control Lists (ACLs), Switch port Security, Virtual Local Area Networks (VLAN) and F5 networking.
- Experience with RADIUS and Microsoft Network Policy Server (NPS) for LDAP integration.
- Process-oriented with the ability to adhere to defined processes and recommend areas for process and procedure improvement.
- Proven success in systems/network engineering, enterprise networks, end-user support, and exceptional customer service.
- Skilled in firewalls, switches, servers, and workstations.
- Skilled team leader and trainer with a track record of successfully directing multiple tasks simultaneously to ensure on-target completion of all deliverables.
- Articulate communicator, with interpersonal skills, and the ability to connect with key stakeholders, end users, and colleagues in support of operational objectives.

TECHNICAL SKILLS

- Operating Systems: Linux, MAC OS X Series, MS Windows 2000, 2008, 2012 R2, 2016, 2019, XP, Vista, 7, 8, 10, 11. Cisco
- Web Servers: Apache Tomcat, IIS
- Databases: Microsoft SQL Server (2008 / 2012 / 2019)
- Tools: Microsoft RDP, SSH, Hyper-V Manager, IDRAC, HPE-ILO, SCOM, SCCM, VMware ESXi, SCADA, PowerShell, SolarWinds, Splunk, Acronis, VEEAM, Symantec Endpoint Management, MS

Forefront.
- Desktop Support: Windows 95-11, Linux, Office 2003-2019, Custom Applications

EDUCATION

- AS in Computer Science Louisiana Technical College, West Monroe Louisiana
- A+ Certified MCP, MCSA, Multiple Hewlett-Packard, Canon, and Compaq Certifications, ETA Certified Fiber Optic Installer, Apple Certified Macintosh Technician

PROFESSIONAL EXPERIENCE

Infosys – Remote   **March 2022 – Present**

Technician
- Collaborate with clients to build and execute customer relations service improvement programs to enhance delivery of service.
- Work as systems administrator on Windows server operating systems.
- Work with the Vendor to perform server repairs or upgrades.
- Perform system backups, upgrades and repairs as needed.
- Work with other administrators and teams to ensure systems are online and secure in a 24-hour environment.
- Ensure proper documentation on all assets maintained by Infosys.
- Member of Hyper care Team – Provide on-call support for NERC critical application servers.

EvoTech, San Antonio, TX   **3/2020 – April 2021**

Technician
- Work as Subject Matter Expert (SME) to work on RVSSU, RVSS, MVSS, and IFT contracts.
- Conduct training sessions for new and existing employees to optimize systems performance, advice corrected actions for higher availability, and secure data integration.
- Manage advance troubleshooting of issues escalated by other technicians.
- Delivered customer support and system training to agents on custom proprietary software.
- Create and implement new security measures and instructions for Security (SOC) Team.
- Collaborate with Security (SOC) Team to successfully complete patching and to achieve performance objectives.
- Liaise with the deployment team to integrate new camera and tower systems.
- Negotiated lower prices on servers and software needed to meet budgets.
- Promoted to Systems Administrator Team Lead from Senior Systems Analyst.
- Implement SQL Server 2019, Exchange Server 2019, Active Directory Server 2019, NAS Server 2019, SharePoint Server 2019, Skype for Business Server 2019, Linux YUM Server (CentOS).
- Deliver support on linking Cisco switches to Radius server over F5 Network for ease of management.
- Participate in meetings to create and execute configuration plans for the CBP (RVSSU, RVSS, MVSS, and IFT) network.
- Manage to understand the information assurance process and FISMA NIST compliance.
- Developed and implemented Solar Winds network for continuous monitoring of assets and endpoint devices for various contracts.
- Created and managed Several MS Windows Server 2019 servers for support of Solar Winds including SQL 2019, Active Directory, RADIUS, NAS, and six 2019 Solar Winds polling engines including six high availability engines.
- License Management for software applications at EvoTech.

S& K Technology, Douglas, Arizona   **10/2017 – 3/2020**

Technician
- Maintained CBP (RVSSU) systems as – (NOC)-(SOC) - (FSR) position.
- Planned, developed, and enhanced information systems security programs, policies, procedures, and tools.
- Delivered customer support and system training to agents on custom proprietary software.
- Ensured microwave communications between towers and deployed camera systems on towers.

- Directed active directory accounts. Installed and integrated system patches, repairs, updates, and enhancements to ensure the delivery of IT services.
- Backed up Cisco configurations and logs. Integrated and optimized customer hardware and software to maximize system availability and monitor network performance.
- Worked with physical and virtual MS Server network adapters and Windows TCP/IP network interfaces.
- Desktop support included operating system installation and hardware repair and upgrades.
- Provided engineering-level support to lower down time of system waiting on field support.
- Surpassed all expectations during Arizona tenure to manage Texas area for "5 months" to cover employee shortage.

General Dynamics, Shreveport, Louisiana   **4/2014 – 10/2017**

Technician
- Collaborated with clients to build and execute customer relations service improvement programs to enhance the delivery of service.
- Analysed, tracked, and resolved complex software/hardware matters of significance pertaining to F5 networking connectivity issues, printers, servers, and applications to meet business needs.
- Coordinated testing, upgrades, and configuration of system files and services.
- Monitored endpoint devices using Solar Winds. Implemented new security protocols on firewalls.
- Troubleshoot issues with security software including firewall, web filter, and email filtering using DHS-approved software. Installed new endpoint devices such as printers and firewalls.
- Installed new equipment as well as replacement parts.
- Migrated new MS Windows servers from 2000 and 2008 to 2012 as well as ESXi servers for virtual server hosting.
- Updated SOP documents to maintain consistency - Awarded with teamwork achievement certificate.

Absolute Network Solutions, Shreveport, Louisiana   **3/2011 – 10/2017**

System Administrator
- Maintained customer systems as systems administrator. Ensured SCADA system maintenance and performance.
- Installed and migrated MS Windows 2008 / 2012 R2 and Linux-based servers and workstations including ESXi servers.
- Installed new endpoint devices such as printers and network switches.
- Installed firewalls such as Cisco, Watch Guard, Sonic Wall, and Juniper.
- Repaired MS Windows 2008 / 2012 R2 and Linux based servers.
- Migrated new MS Exchange servers.
- Desktop support to include installation of operating systems and office applications including custom applications with hardware installations and updates.

Desoto Regional Medical Centre, Mansfield Louisiana   **2/2009 – 3/2011**

System Administrator
- Delivered General Desktop IT Support for doctors and staff including email support.
- Oversaw MS Windows 2003 Active Directory and Exchange servers.
- Monitored and maintained AS/400 server.
- Built a new Linux-based database for customer records including migration from AS/400.
- Managed Cisco wireless network.
- Contributed to monthly meetings to provide technical advice on new technology to improve hospital services and efficiency.
- Utilized connections to ensure cheaper prices on T1 / DSL lines and VOIP lines.
- Negotiated deals on new computers/servers to replace existing equipment.

ADDITIONAL EXPERIENCE:
- Technology Specialist | Zoomy Communications, Biloxi, Mississippi
- Customer Service Manager | Bayou Internet, Monroe, Louisiana
- Internet Team Supervisor | Centurytel, Monroe, Louisiana

• Tier 3 PC-MAC Hardware support | Microcenter, Dalla, Texas
• Camp Pendleton | U.S. Marine Corps, E-3, Lance Corporal, San Diego, California

3.4.3 Network Administrator/Technician

SUMANTH REDDY
PROFESSIONAL SUMMARY

- Sr. Network Engineer having worked in projects that include Data Centre refresh Campus Redevelopment, Firewall and F5 Installations, with 8+ years of experience in routing, switching, Network Security-Next-Gen Firewalls, Load Balancers, Wireless and VOIP systems design, administration, and troubleshooting.
- Excellent communication skills with the ability to interface at all levels.
- A proactive team player who also can work independently.
- 8+ years of experience in Designing, Implementing and Troubleshooting Service Provider Networks and Enterprise Networks. High level understanding of LAN, WAN, ISP circuits, Network Security, Application Delivery Controllers, SSL VPN and Wireless LAN.
- Worked on projects that include deployment of new devices, life cycle projects, migration from legacy to new solutions, Engineering, Operations, and Software upgrade procedures in various client environments.
- Thorough Understanding of Switching and Routing protocols in Campus and Data Centres environments with multi-vendor equipment.
- Expertise in installing, configuring, and maintaining Cisco Catalyst 2960, 3560X ,3750X, 3850, Cat 9K, 4500-X, 6509, Nexus 2k, 5K, 7K and 9K. Juniper Switches that include EX and QFX series. Aruba Campus Switches.
- Good understanding of Network Protocols that include STP, RSTP, MST, PVST+, ARP, VLAN, VTP, 802.1Q, Ether Channel, HSRP, VRRP, GLBP, DNS, DHCP.
- Expertise in installing, configuring, and troubleshooting of Cisco Routers (ASR1K, 7200vxr, 3900, 3800, 3600, 2900, 2800, 1800, 800 series), Juniper MX series routers, Arista 7000 Series Routers.
- Design, troubleshooting and configuration experience with OSPF, IS-IS, EIGRP and BGP protocols on multi-vendor routers.
- Worked on Traffic path manipulation using various attributes, redistribution of routes, ISP peering, WAN connections, MPLS and DMVPN.
- Worked extensively on Access, Distribution and Core layers in Data centre, IDF and MDF environments.
- Experience with Spine and Leaf Architecture using Cisco ACI and Arista Cloud Vision.
- Thorough understanding of redundant features in different layers which include VPC, VSS, MEC, M-LAG, Port-Channels (LACP, PAGP), VDC.
- Experience with legacy and Next Gen Firewalls that include Cisco ASA (5500 Series), Palo Alto (5000 Series), Check Point and Fort iGATE Firewalls.
- Worked on Installation of firewalls from scratch, migration and configuration of policies end to end.
- Exposure to Centralized management (Panorama, Forti-Manger, Smart Console) of firewalls in the environment, Log monitoring, generating reports, config backups, Perimeter firewalls, Server Farm firewalls.
- Worked on Security Policies, NAT Policies, URL Filtering, SSL forward Proxy, APP ID, Threat ID, User ID, Wildfire, Signatures, Zones, Virtual Systems, IDS and IPS features in perimeter and Cloud firewalls.
- Experience with Iron Port, Bluecoat and Zscaler cloud Proxies for Internet Web Security. Worked on migration project from BluePort's to Zscaler Internet Security.
- Experience with ZAPP, Blacklist and Whitelist policies based on location, AD groups. Integration with Azure AD for SAML Authentication.
- Worked on Zscaler Private Access- ZPA for app based per user VPN. Experience with APP connectors, access policies, APP segments, LSS connectors in ZPA.
- Worked on Application Delivery Controllers that include F5 LTM, GTM and ASM, Citrix NetScaler, Cisco ACE, GSS load balancers.
- Worked on configuring virtual servers, one arm and two arm LB Architecture, iRules, Monitors, DNS based topology load balancing, Persistence Profiles, SNAT etc.
- Worked on AWS and Azure cloud configurations with respect to network connectivity and Security.
- Worked on configuring VNETs, Security Groups, Direct Connect, and Express Routes, troubleshooting EC2 instances, Installation of Info lox, and Palo Alto firewalls in different AZs.

- Experience working on Spine Leaf Architecture with VXLAN overlay, BGP or OSPF underlay.
- Implementation of VTEPS, VNI, Bridge Domains, Tenants, EPG, EVPN, Symmetric IRB. Configuration experience in Cisco ACI and Arista Cloud Vision.
- Experience migrating from DMVPN to SD-WAN solution using Versa and Viptella solution.
- Worked on Versa Director and Cisco Viptella.
- Experience with Aruba and Cisco Wireless LAN controller.
- Worked. Worked on integration of WLAN with RADIUS servers like ISE and Clear Pass.
- Worked on configuring AP profiles, SSID, Authentication roles, RF parameters on WLAN controllers.
- Experience with Master, local controllers, Anchor controllers, Instant AP, Remote access points.
- Worked on monitoring tools that include Solar Winds, Netcool, Whatsupgold. Experience with SNMP V2C and V3. Worked on Log Collectors that include Splunk and ArcSight.
- Basic understanding and implementation experience with Python and Ansible for network automation tasks that include automatic backups, config templates, tasks automation like software upgrades etc.

TECHNICAL SKILLS

- Network Configuration: Advanced switch/router configuration (Cisco IOS access list, Route redistribution/propagation).
- Routing Protocols: RIP, IGRP, EIGRP, OSPFv2, OSPFv3, IS-IS, BGP v4, MP-BGP
- WAN Protocols: HDLC, PPP
- Circuit switched WAN: T1/E1 – T3/E3/OCX (Channelized, Fractional & full).
- Security Technologies: Cisco FWSM/PIX/ASDM, Palo Alto, Cisco ASA, Checkpoint, Blue Coat proxy server.
- Port Security, DHCP Snooping, IP Source Guard (IPSG).
- Cisco Routers: Cisco ISR-1000, ISR-4000, ASR-1000, ASR-9000, ASR-5500, Meraki vMX 100.
- Redundancy and management: HSRP, VRRP, GLBP, RPR, NSF/NSR, STP, Wire shark, Solar Winds, SNMP
- Physical interfaces: Fast Ethernet, Gigabit Ethernet, Serial, HSSI, Sonet (POS)
- Layer 2 technology: VLAN, VXLAN, HSRP, VRRP, GLBP, STP, RSTP, PVST+, MST, PVLAN, Optimizing STP (Port Fast, Uplink Fast, Backbone Fast, Root Guard, BPDU Guard),
- Layer 3 Switching: CEF, MLS, Ether channel (PAGP & LACP, Load Balancing)
- Switches: Catalyst 9400, 3850, 3650, 2960; Nexus 2k, 3k, 5k, 7k, 9k Load Balancers F5 LTM, GTM, iRules
- Operating Systems: Microsoft XP/Vista/7, Windows Servers 2003/2008, Windows MS- Office, and Microsoft project server 2013

EDUCATION

- Bachelor in Electronics & Communication 2015

PROFESSIONAL EXPERIENCE

Brevan Howard US   **July'22 – Till Date**

Sr. Network Engineer
- Worked as a part of network team where my daily tasks included configuring, monitoring and Troubleshooting of TCP/ IP networks.
- Configuring managing around 500+ Network & Security Devices that includes Cisco Routers & Switches, Nexus Switches, Juniper and Palo Alto Firewalls, F5 BigIP Load balancers, Blue Coat Proxies and Riverbed WAN/MAN Optimizers.
- Trained in Spine Leaf Architecture.
- Palo Alto design and installation (Application and URL filtering, SSL decryption, SSL Forward Proxy). Configured and maintained IPSEC and SSL VPN on Palo Alto Firewalls.
- Successfully installed PA-5000 series firewalls in Data Centre as perimeter Firewalls.
- Migration of ASA firewalls to PA next gen Firewalls using migration tool in PA. Migrated all IPSEC tunnels, ACL's, NAT rules and policies.
- Experience working on Cisco ASR 9K, Nexus 7k and 9K. Configured and designed OSPF, EIGRP and BGPat Distribution and Core layers.
- Configured OTV layer 2 connection between Data centres on Nexus.
- Worked on Juniper devices like M, MX, T routers on advanced technologies like MPLS VPNs, TE and

other service provider technologies.

- Manage the deployment of SDN Virtualized Network Functions (VNFs) for routers, FWs, and DHCP/DNS servers.
- Maintain shell scripts for Red Hat Linux servers and perform patch upgrades for Red Hat Linux servers.
- Experience with configuring BGP, OSPF in Juniper M and MX series routers.
- Worked on several BGP attributes like MED, AS-PATH, and Local Preference for route optimization.
- Worked on Route-Reflector,
- Route-Redistribution among routing protocols.
- Experience working with Juniper devices like EX-2200, EX-4200, EX-4500, MX-480, M Series, SRX650, SRX240
- Managed AD Domain Controller, DNS and DHCP Servers and configurations.
- Worked on Cisco ISE for user Authentication, Security Group Tags, MAC based authentication for Wireless and Wired users, 802.1X, EAP, PEAP etc.
- Worked on Fortinets new FortiGate release the 3950B and 3951B to implement unified threat management (UTM).
- Responsible for the IPAM (IP Address management) system for a very large WAN/LAN network (QIP) using Solar winds IPAM and Info lox DNS and DHCP servers.
- Experience with DHCP scopes, IP reservations, DNS host entries, pointers, delegations, Zones, DNS Sec etc.
- Provides expert level security and networking knowledge in the planning, researching, designing, and testing of new networking technologies for perimeter firewall security, Intrusion Prevention/Protection System (IPS), DNS and DMZ security, and Internet Security in support of established Info Security program initiatives for the next 3 years.
- Implemented, analyzed and recommended appropriate system for the out of band management monitoring.
- Solar winds for primary and disaster recovery site.
- Monitored and responded to network anomalies utilizing Solar winds/Orion software and recommended appropriate network solutions for issues.
- Hands on experience in deployment of projects for network monitoring software like Solar Winds and what sup Gold.
- Maintained, and expanded current Solar winds deployment.
- Proactive monitoring of network and store environments using Solar Winds.
- Hands-on experience in configuring Viptela devices and creating device and feature templates on manage required for SD-WAN implementation.
- Implementation of Cisco Meraki wireless solutions and the deployment of wireless access points.
- Configured separate VLAN for VOIP to implement QoS and security for VOIP (Voice-over-IP).
- Analyze and provide courses of action on current as well as emerging security threats like ransom ware attacks by research and recommendation of other security solutions to help mitigate network security threats while preventing their outbreak across the network.
- Worked on network design improvements involving BGP, EIGRP, OSPF, IP metric tweaking and load balancing.
- Designing, configuring, and troubleshooting QoS, SIP, H.323, RTP, SCCP, Session Border Controllers, Voice Gateways, Voice circuits IP /TDM, Cisco Telepresence Infrastructure, QoS, NAT, PAT, and multicast.
- Design, implement, and develop network designs for applications used in TMO.
- Technology support for: Cisco ACI, NSX, Open Source solutions, AWS/Azure VPC, ATT Net bond, Arista VTEP & VxLAN, Hitachi UCP, and many more.
- Implemented Firewall rules and Nat rules by generating precise methods of procedure (MOPs).
- Responsible for packet capture analysis, syslog and firewall log analysis.
- Experience with F5 load balancers LTM and GTM and reverse proxy design and setup. Migration from A10 to F5.
- Experience in F5, Cisco ACE 4710 Load balancers.
- Migration Experience from ACE to F5 and Net Scalers to F5.

- Worked on critical applications on Layer 4 and layer 7 load balancing.
- Experience with Virtual server, Pool, Node, Profiles – TCP, http, https, ftp, fastl4, Persistence – Source IP, SSL, Cookie, SNAT, iRules, iAPPs, SSL offloading.
- Experience with F5 GTM and in-depth knowledge of DNS, Global level load balancing, Wide IP' s, Zones, Prober pools, Delegation from Windows DNS server to listener IP.
- Understanding of Open Source SDN-C platforms like CISCO, Brocade, Open Daylight, ONOS and NFV platforms like Open Stack/KVM.
- High-level network troubleshooting and diagnostic experience using Packet capture tools like Wire shark.
- Configured network using routing protocols such as RIP, EIGRP, BGP and OSPF and troubleshooting L2/L3 issues.
- Regular upgrade and maintenance of Infrastructure, Installing, configuring, and maintaining Cisco Switches (2960, 3500, 7600, 3750, 3850 series, 6500 series) Cisco Routers (4800, ASR 9K, 800), Juniper Routers and Firewalls, Nexus 7k,5k & 2k, f5 BIG IP, Palo Alto Firewalls, Bluecoat Proxy, and Riverbed Steelhead appliances.
- Worked on Riverbed steelhead appliance to troubleshoot delay, jitter issues.
- Captured traffic and analysed for root cause. Wrote policies and rules in steelhead.
- Adding and modifying the servers and infrastructure to the existing DMZ environments based on the requirements of various application platforms.
- Assist in creating network design standards for hardware and software.
- Developing and maintaining Network Documentation (Visio diagrams, Excel spreadsheets, Word documents, etc.) Configure and troubleshoot network elements in a test/dev environment.
- Worked on Orion (Solar Winds) for mapping network diagrams, updated Orion with commissioned and decommissioned network devices.
- Experience with configuration of Cisco call manager, Installing and worked on ICM management.

Environment: Cisco Routers (4800, 3800, 3600, 2800, 2600, 2900, 1800, 1700, 800), switches (6500/3750/3550 3500/2950), F5 Load balancing (LTM, GTM, APM, AFM, ASM), EIGRP, RIP, OSPF, Voice Gateways, BGP, VPN, MPLS, Ether Channels, Cisco Catalyst Switches, Firewalls (Cisco ASA, Palo Alto), Cisco Voice (CCM, UCCE), Shell Scripting.

Abercrombie and   **Apr'21-July'22**

Sr. Network Engineer
- To Work in Enterprise and Data centre environment on switching, routing, firewalls (Site to Site VPN tunnels) and VOIP.
- Worked on Different VOIP systems on network.
- Worked on Cisco Wireless.
- Worked on Load balancers in Data centre for internal and external applications.
- Worked as part of delivery team where my daily tasks included code upgrades, prefix-list addition, and access-list addition using python script and on Linux platform based on tickets generated by customers.
- Worked on Automation tool called Autopilot, an internal tool used for code upgrades and configuring of new devices at different data centres.
- Migration and implementation of Palo Alto Next-Generation Firewall seriesPA-500, PA-3060, PA-5060, PA-7050, PA-7080 from Cisco PIX and ASA.
- Worked on BGP routing protocol, configuring BGP sessions and troubleshooting on Nexus 1K, 5K, 7K, Juniper MX-960 routers and cisco ASR routers.
- Installed and maintained production servers for client services (web, DNS, DHCP, mail). Experienced on working with Palo Alto Next Generation firewall with security, networking, and management features such as URL filtering, Anti-virus, IPsec VPN, SSL VPN, IPS, Log Management etc.
- Coordinated with the Application Teams to develop effective Application validations involving F5 LTM and GTM components.
- Managed Solar winds to work with various network equipment to monitor, alert, and save network configurations.

- Worked with the Network planning team on IP allocation scheme for the routers, switches, workstations, phones, APs and various other devices.
- Used Info lox, Net MRI, Solar winds IP monitor and various tools.
- Designed and Implemented Overlay Network Management Network to manage all our production devices with syslog, Solar Winds NPM.
- Worked and migrated multi-vendor equipment and Next generation firewall technologies.
- Worked on ASA, Firepower, Checkpoint and Palo Alto firewalls.
- Experience on MWG, Bluecoat and Zscaler proxies
- Installed and configured LAN/WAN Networks, Hardware, Software, and Telecommunication services- Cisco Routers and Switches like Cisco 3750, 3750 Gig, 6500, Nexus 7k, ASR 9k etc.
- Helping Team members to build a new cloud platform for existing legacy applications using Azure technologies. Part of designing the new architecture.
- Responsible for implementing, configuring, and maintaining various network devices such as Cisco, Arista, Meraki, Aruba, Cisco WLC, and Ansible Tower Act as single point of contact for client wireless infrastructure for Cisco, Arista, Meraki, and Aruba
- Deployed the MPLS Circuit using BGP and OSPF that involved Comcast owned provider Edge router (PE) ASR1001 and Fortigate Firewall 300E & 1000D to filter traffic between the CE and PE router.
- Part of the New Product development team and responsible for User Acceptance Testing (UAT), SDWAN, Viptela, Versa, Meraki
- Design expertise for the SD-WAN (Versa & Viptela), SD-LAN and WAN optimization technologies for efficient delivery of the application data across LAN and WAN
- Configuring firewall rules in Juniper SRX firewall using cli and NSM.
- Extensively worked in backend development using Python.
- Worked on the implementation of Cisco Meraki Enterprise Cloud Wireless Bridge/Repeater to extend the LAN for multiple buildings.
- Implementing IPv6 addressing scheme for routing protocols, VLANS, subletting and mostly during up gradation of cisco ISR routers2800/2900/3800/3900 and switches.
- Managed Cisco call manager and supported cisco call centre.
- Experience with SDN/NFV technologies including Open Stack Neutron, VM ware NSX, Open flow, Open daylight, Open v Switch, Open Contrail, or Cisco ACI.
- Worked on Cisco wireless LAN technologies and switching.
- Configured Virtual server, service groups, Session persistence, Health monitors and Load balancing methods in new F5 and A10 LTMs.
- Configured WIDE IP and WIDE IP pool on F5 GTM's to support load balancing between data centres.
- Installation & configuration of Microsoft Proxy Server 2.0 and Info lox DNS, DHCP and IP Address Management
- Worked on Info lox to update the DNS host and A records to assist the part of the migration.
- Security configuration on Wireless LAN using protocols PEAP, EAP-FAST.
- Assigning RADIUS and TACAS for new deployments in production environment.
- AAA for users to implement changes on production devices.
- Most of these devices are cisco propriety.
- Worked along with Microsoft operation centre for monitoring traffic on the devices going to up-links and divert traffic on to different routes after traffic level reaching threshold value.
- Generating audit reports by running automated scripts on various devices to check layer 2 issues like errors on the links, port flapping's.
- Analysing the Audit report and working along with Data centre teams to check the optics and troubleshoot issues.
- Coordinating along with Global data centre teams located at different locations and working along with them for troubleshooting layer 2 issues.
- Migration from NetScaler's to F5 without any downtime.
- Assisting offshore teams located in India in upgrades, VLANs configurations, in troubleshooting layer 3 issues and routing protocol issues mostly BGP.
- Documentation of various changes made on devices and submit them for approvals and work along with

alerts team and intimate them the changes to be made.

Environment: Routers (Nexus 1K, 5K,7K, Juniper MX-960), switches (6500/3750/3550 3500/2950), F5 Load balancing (LTM, GTM, APM, AFM, ASM), EIGRP, RIP, OSPF, BGP, VPN, Unified Contact Centre Enterprise (UCCE), MPLS, Cisco Catalyst Switches, Firewalls (Cisco ASA, Palo Alto), Cisco Voice (CCM, UCCE, UCCX), Citrix.

Princeton Health Care   **Dec'19-Mar'21**

Sr. Network Security Engineer
- Installation of PA firewalls.
- Worked on Tier 3 Issues.
- Managed IP subnets, Monitoring.
- Worked on service now tickets on Network issues in data centre and Enterprise.
- Up gradation of IOS for various equipment on a timely basis.
- Implementing security Solutions using Palo Alto PA-5000/3000, Cisco 5580/5540/5520, Checkpoint firewalls R70, R75, R77.20 Gaia and Provider-1/MDM.
- Configuration and administration of firewalls, which includes Checkpoint, Juniper, and Cisco ASA firewalls.
- Configuring High Availability using Cluster XL on Checkpoint as well as VRRP and monitor the Sync status for tasteful replication of traffic between active and standby member.
- Deploy, configure, and support Aruba wireless controller and AP devices globally, also a direct escalation path for all wireless issues.
- Enterprise and Public Safety Wireless LAN/WAN (802.11, Mesh).
- Researched, designed, and replaced Checkpoint firewall architecture with new next generation Palo Alto PA3000 and PA5000 appliances serving as firewalls and URL and application inspection.
- Configuring rules and Maintaining Palo Alto Firewalls & Analysis of firewall logs using Panorama.
- Successfully installed Palo Alto PA-3000/PA-5000 firewalls to protect Data Centre and provided L3 support for routers/switches/firewalls.
- Configured and maintained IPSEC and SSL VPNs on Palo Alto Firewalls and also implemented Zone Based Firewall and Security Rules on the Palo Alto Firewall.
- Exposure to wildfire feature of Palo Alto.
- Routers: Cisco (IOS and IOS-XR), Juniper MX Series routers and Nokia (Alcatel 7750, 7950).
- Administered Cisco AMP endpoint security infrastructure and monitor endpoints for threats.
- Exposure to design and implementation experience primarily on Cisco WSA proxy.
- Configuration and Maintenance of Cisco ASA 5580-20, ASA 5540, ASA 5520, ASA 5510 series firewalls.
- Configure Syslog server in the network for capturing and logs from firewalls.
- Provided tier 3 support for Check Point and Cisco ASA Firewalls to support customers, Backup and restore of checkpoint and Cisco ASA Firewall policies.
- Experience configuring and managing Cisco Web Security Appliance (WSA) in an enterprise environment.
- Monitoring Traffic and Connections in Checkpoint and ASA Firewall.
- Manage project task to migrate from Cisco ASA firewalls to Check Point firewalls.
- Worked on migrating Iron ports to Zscaler Cloud Proxies
- Worked on Zscaler policies, cloud app control policies, advanced threat, malware, and sand box based policies.
- Policy Reviewing, Audit, and clean-up of the un-used rule on the firewall using Tufin and Splunk.
- Configuring and troubleshooting site-to-site IPSEC VPN tunnels using Cisco ASA 5540 for third party connectivity.
- Creating object, groups, updating access-lists on Check Point Firewall, apply static, hide NAT using smart dashboard.
- Installed and configured high availability Big IP F5 LTM and GTM load balancers like 6600, 6800 to provide uninterrupted service to customer applications and monitoring the availability.
- Identified opportunities for implementation of network best practices, particularly F5 load balancer

implementations.
- Configuring F5 Load Balancers: Adding virtual IPs, nodes, pools and health monitoring.
- F5 BigIP iRules programming and troubleshooting.
- Worked on F5 solutions/support for migration work of applications and websites from Cisco CSS Load Balancers to the F5 BigIP Load Balancers.
- Configuring SNAT, High Availability on F5 BIG-IP appliances SSL termination and initiation, Digital certificates
- Worked with protocols such as Frame Relay, IEEE 802.11 and VLAN, OSPF and BGP, DNS, DHCP, FTP, NTP, SNMP, SMTP and TELNET.
- Configure and Monitor Cisco Source fire IPS for alerts.
- Provided operational support for network topologies and connections TCP/IP, ATM, VOIP (Voice-over-IP) and MPLS.
- Performs router configurations on Dedicated Internet Access (DIA) and VOIP (Voice-over-IP) products.
- Supported the telephony specialist in the phased migration from PBX based systems to VOIP(Voice-over-IP).
- Configured separate VLAN for VOIP to implement QoS and security for VOIP(Voice-over- IP).
- Administered network operating infrastructure (broadband, VoIP (Voice-over-IP), MPLS) and managed services (virtual servers, firewall, data storage, and cloud-based voice)
- Working with different teams to gather info for the new request and troubleshoot for any connectivity issues by capturing traffic using TCPDUMP and smart view tracker.
- Worked on VPN configuration, routing, NAT, access-list, security contexts, and failover in ASA firewalls.
- Provide support to help desk for complex/major network problems. Build the rules for the application access across the IPSEC VPN tunnel.
- Follow information security policies, methods, standards, NIST standards, and practices to organize information systems, IT reference material, and interpret regulations.
- Monitor Intrusion Detection Systems (IDS) console for active alerts and determine priority of response.
- Strong understanding of Cisco networking technologies: ASA, IPS, WSA, ACS, VPN.

Environment: Cisco ASA5580/5540/5520, Checkpoint R70, R75, R77.20 Gaia, Palo Alto PA-5000/3000, IEEE 802.11Big IP F5 LTM/GTM, Nexus switches, TCP/IP, VPN, Cisco WSA, Bluecoat Proxy servers, IDS/IPS. SIEM and Monitoring.

Wells   **Aug' 17 – Nov' 19**

Sr. Network Engineer
- Worked in a NOC team on Layer1/2/3 issues in the network.
- Worked on various cisco switches and routers.
- Worked on Firewall rules, VPN tunnels.
- Includes Cabling and racking.
- Worked on Cisco routers 7200, 3700 and Cisco switches 4900, 2900.
- Key contributions include troubleshooting of complex LAN/WAN infrastructure that include.
- Configured firewall logging, DMZs, related security policies and monitoring.
- Creating private VLANs & preventing VLAN hopping attacks and mitigating spoofing with snooping IP source guard.
- Installed and configured Cisco PIX 535 series firewall and configured remote access IPSEC VPN on Cisco PIX Firewall.
- Enabled STP enhancements to speed up the network convergence that include Port-fast, Uplink-fast and backbone-fast.
- Other responsibilities included documentation and change control.
- Responsible for Configuring SITE-TO-SITE VPN on Cisco routers between headquarters and branch locations.
- Implemented the security architecture for highly complex transport and application architectures addressing well.
- Known vulnerabilities and using access control lists that would serve as their primary security on their

core failover firewalls.
- Installation   configuration of Cisco VPN concentrator 3060 for VPN tunnel with Cisco VPN hardware software client and PIX firewall.
- Involved in troubleshooting of DNS, DHCP and other IP conflict problems.
- Used various scanning and sniffing tools like Wire-shark.
- Hands on experience working with security issues like applying ACL's, configuring NAT and VPN.
- Troubleshoot problems on a day-to-day basis provide solution that would fix the problems within their Network.
- Part of Network Operation Centre NOC offshore support team from India supporting HP Data Centre 24x7. L2 supports Cisco PIX and ASA Firewalls.
- Schedule changes and work through maintenance requests over weekends.
- Perform daily maintenance, troubleshooting, configuration, and installation of all network components.
- Assisted in troubleshooting LAN connectivity and hardware issues in the network of 100 hosts.
- Maintained redundancy on Cisco 2600, 2800 and 3600 routers with HSRP.
- Hands on experience in Cisco Routers and Switches.
- Configuration of CISCO Routers (2600, 2800 Series) and 3550, 4500 series switches.
- Creating groups, users and policies in Active Directory.
- Troubleshoot and support Cisco Core, Distribution and Access layer routers and switches.
- Built IPsec based Site-to-Site VPN tunnels between various client locations.
- Maintenance and troubleshooting of connectivity problems using Ping, Trace route.
- Managed the IP address space using subnets and variable length subnet masks (VLSM).
- Point-to-Point, Frame Relay, T3, ATM, WAN troubleshooting.
- LAN cabling in compliance with CAT5 standards.
- Troubleshooting Active Directory, DNS, and DHCP related issues.
- Environment: Cisco 2600/2800 routers, Cisco ASA, TCP/IP, VLSM, AD, DNS, Switching/Routing.
- Documenting and Log analysing the Cisco PIX series firewall.
- Configured BGP for CE to PE route advertisement inside the lab environment.

Wipro, Hyderabad,   **June'15 – Aug'17**

Asst. Network Engineer
- Worked in an Operations team to support and troubleshoot issues related to switching, routing and Firewalls.
- Co-ordinate with testing team and deployment team for any issues.
- Responsible for PIX 7.x/8.x ASA 8.x Firewall migration and in place hardware upgrades and Troubleshooting, IOS Security Configurations, IPsec VPN Implementation and Troubleshooting, DMZ Implementation and Troubleshooting.
- Configuring static NAT, dynamic NAT, inside Global Address Overloading, TCP overload distribution, Overlapping Address Translation.
- As part of Security and network operations team I was actively involved in the LAN/WAN level 3 support (diagnose and troubleshoot layer 1, 2, 3 problems)
- VLAN implementation, Spanning Tree Implementation and support using PVST, R-PVST and MSTP to avoid loops in the network. Trunking and port channels creation.
- Responsible for Firewall upgrades as well as Troubleshooting, Security Configurations, and IPsec VPN.
- Implementation and Troubleshooting, DMZ Implementation and Troubleshooting.
- IOS Upgrades from 7.x to 8.x as well as backup and recovery of configurations.
- Work in an enterprise network environment with dynamic routing using OSPF and BGP for external connectivity.
- Configured switches with proper spanning tree controls and BGP routing using community and as path prepending attributes.
- Install Windows Server 2003, configure IP addresses, network printers and configure Client Access for PCs.
- Work with BGP routing protocol for communication with business partners and influence routing decision based on AS Path Prepend and other attributes.

- Administer and support Cisco based Routing and switching environment.
- Physical cabling, IP addressing, Wide Area Network configurations (Frame-relay).
- Deployed a Syslog server to allow proactive network monitoring.
- Implemented VLANS between different departments and connected them using trunk by keeping one VLANS under server mode and rest falling under client modes.
- Configured Client VPN technologies including Cisco's VPN client via IPSEC.
- Configured Firewall logging, DMZs and related security policies and monitoring.
- Switching related tasks included implementing VLANS and configuring ISL trunk on Fast-Ethernet channel between switches.

Environment: PIX, CISCO routers and switches, Access Control Server, VLAN, Trunk Protocols, CISCO ASA, DHCP, DNS, SAN, Spanning tree, Nimsoft, Windows Server, Windows NT.

3.4.4   *Oracle Database Administrator*

MUJAHID ALI KHAN
PROFESSIONAL SUMMARY

- Over 14+ Years of experience in administration and management including design strategies, installations, and migrations/upgrades for various types of databases like Oracle and MS SQL Server
- Over 10+ Years of hands-on and technical experience in handling/deploying/managing Multicolor for Data stores such as AWS Aurora/Dynamo DB, Azure Cosmos and RDS like MySQL, PostgreSQL
- Over 3+ Years of Project Management experience which includes delivery and implementation for business-critical projects with competing priorities
- Hands on experience in migrating on-prem data workloads to cloud workloads using various CSP's including AWS, Azure & Oracle Cloud
- Defined database migration strategy for homogenous & heterogeneous DB's including schema conversion, data mapping, and loading, validation, cleansing and scrubbing
- Strong experience in implementing database security requirements (SOX/PCI/NCA/Audits/Encryption) using native and third party tools (Imperia, IBM Guardium, Splunk)
- Strong expertise in designing highly available and scalable data workloads including disaster recovery on Multicolor
- Implemented HA & DR strategy for Oracle DB with RAC, ASM, Data guard including cross-region replication
- Implemented HA & DR strategy for SQL Server with Clustering, Mirroring, Always On and Multi-AZ deployments on Cloud
- Expertise in integration of Cloud and Orem database for Monitoring and Analytics using tools such as Azure Insights/Log Analytics, AWS Cloud Watch, Splunk, Dynatrace, Oracle Cloud Control (13c) and SQL Sentry
- Collaborated with EA team in defining and implementing the best practices for Enterprise Data Management
- Experience in leading team of on-site and off-site DB engineers (L1/L2) to support 24/7 production environment
- Installation, upgrade, administration and maintenance of large database server in TBs (Standalone and RAC) on multiple platforms like IBM-AIX, Linux (Red hat/Oracle)
- Experience in Infrastructure Development and Operations, involved in designing and deploying AWS stack like EC2, EBS, S3, VPC, RDS, SES, ELB, Auto scaling, Cloud Front, Cloud Formation, Elastic Cache, Cloud Watch, SNS, Route 53
- Experience in Infrastructure Development and Operations, involved in designing and deploying Azure stack like VM, Storage Container, VNet, RDS, LB, ACA, ACR, ASR
- Extensive experience in performance tuning for stored procedures & adhoc queries, implementing parallelism, analysing wait types, locks, fragmentation, stale statistics & the effects of high OLTP
- Expertise in implementing and enforcing compliance policies using automation and leverage advanced features such as Compression, Partitioning, Performance data collector for data security and its optimization
- Performed the assessment of the DB landscape and defined strategic roadmap to mitigate the risks and meet future perspectives of the organization
- Significantly reduced the DB service outages with resiliency techniques by implementing thresholds, monitoring and automation

- Consistently maintained 99% availability time for Database service to process complex and data critical applications
- Hands-On experience in executing scripts using CI/CD tools such as gitlab, Jenkins and Azure DevOps
- Identify opportunities and pursue innovative solutions that create or add value (lean, cost reduction, process improvement, competitive advantage, new capability) for the business
- Multi-faceted professional with cloud and database technologies, always motivated to learn, grow and stay current

TECHNICAL SKILLS

- AWS Cloud: AWS (EC2/VPC/S3/Glacier/EKS/ECR/FW/Route53/DMS/Redshift), Load balancer (L4/L7)
- Azure Cloud: VNET, NSG, RG, Bicep, ARM, BGP, UDR, AKS, ACA, ACR, Synapse, VM Scale set, DNS, Static Web app, Function Apps
- Cloud Database: AWS RDS, AWS Post Gres, AWS Aurora, Azure SQL, Azure Cosmos
- Private Cloud: VMWare vRA, Oracle PCA
- DevOps : Gitlab, Jenkins, Sonar, Nexus, Artefact, Docker, Kubernetes, ELK, Grafana, App Dynamics
- RDBMS: MS SQL Server (2008, 2008R2, 2012, 2014, 2016, 2017, 2019, 2022), Oracle (11g, 12c, 19c), Mongo DB, PostgreSQL
- Operating Systems: Windows (2008, 2008R2, 2012, 2012 R2, 2016, 2019) IBM AIX (6.x – 7.x), Oracle/ Red Hat Linux (5.x - 7.x), Amazon Linux, Cento's
- DB High Availability: MS SQL Fail Over/Always On, Windows Server Failover Cluster (WSFC)
- Virtualization: VMWare, OVM
- Backup Solutions: EMC Networker, VERITAS Net backup, TSM
- Languages: C, C++, Java, XML, SQL, NOSQL, JavaScript
- Monitoring Tools: HP OMI, Spotlight, Solar winds DPA, Redgate, idera Sql Diagnostic Manager
- SQL Tools: SSMS, BIDS, Query Analyzer, Profiler, Database Mail, SQL MAIL, SQL Agent, PL/SQL, TOAD and BCP
- ETL Tools: SSIS (SQL Server Integration Services), DTS (Data Transformation Services)
- Reporting Tools: SSRS (SQL Server Reporting Services), PowerBI
- Programming: SQL, T-SQL, Stored Procedure, Trigger, PowerShell, Python

CERTIFICATIONS

- Project Management Professional – PMP
- Oracle Database Administrator Certified Professional – OCP
- Oracle Certified System and Network Administrator for Solaris 10
- AWS Certified Cloud Practitioner
- Microsoft Certified: Azure Fundamentals (AZ-900)

EDUCATION

- Bachelor of Technology (B. Tech) in Electronics and Communication Engineering Jawaharlal Nehru Technological University (JNTU) Mar 2001 – Apr 2005

PROFESSIONAL EXPERIENCE

STIAOS Technologies Inc. - Texas,   **August 2022 – till present**

Sr. Oracle Database Administrator

Project Name: Tech Transformation to Cloud
- As a Sr. Cloud Database Engineer, I was responsible for following:
- Migrated on Perm Oracle database to AWS self-managed compute (EC2) using AWS WQF, SCT & DMS
- Defined migration path and migration strategy for homogenous DB migrations (oracle-oracle, SQL-SQL) heterogeneous DB migrations (oracle to postgres)
- Leveraged AWS Database Migration Service and managed end to end lifecycle of data migration including mapping, conversion, load and validation
- Performed oracle 19c version upgrades and apply latest release updates & security updates
- Experienced in migrating database from local to RDS and one of AWS EC2 cloud environment
- Experience in Migration of on-prem Oracle to AWS and upgrading the platform to AWS RDS

- Upgraded Databases from SQL 2008r2/SQL 2012 and 2014/2016/2019
- Experience in Migration of on-prem SQL server database to Azure IAAS/PAAS
- Creating and Customizing SQL Azure Dynamic Data Masking
- Experience working with Azure SQL Database Import and Export Service.
- Leveraged assets and accelerators such as AWS DMA, Carbonate for data movement for data replication and Azure DMA for homogenous migrations
- Implemented DB HA on cloud using cloud native configurations such as Multi Az, Cross-region replication
- Created Snapshots, performed data loads using offline and live replication
- Configured Security at Azure ACTIVE DIRECTORY and SQL SERVER by Creating Service Principals, Managed Identity and Mapping users to roles & groups
- Configured DB health and its metrics with Azure Insights and AWS Cloud Watch
- Expert in executing .sql scripts using CI/CD pipelines to spin up the databases and associated data dictionary tables
- Setup trust between on premise and cloud server using ACS and ADFS in Azure
- Worked Extensively on ETL process using SSIS packages

SCB (Confidential)   **January 2019 – July 2022**

Database – Team Lead

Project Name: Core banking - Treasury and Monetary Applications
- As a primary Oracle and SQL Server DBA Provided Production Support 24/7 and On-call support.
- Install, setup, configure and manage Oracle Cluster ware and database software in Hybrid environment (OnPrem/cloud)
- Install, Setup and Configure Oracle Cluster ware and database software
- Performed upgrades to Oracle 19c from earlier versions of Oracle
- Successfully upgraded databases to version 19c/12c and applied latest PSU patches
- Performed rolling Grid Infrastructure upgrade from 12c to 19c
- Migrated development/production Oracle databases to AWS RDS
- Assisted in developing consistent distributed databases by using shading and replication on AWS platform
- Created network architecture on AWS VPC, subnets, Internet Gateway, Route Table and NAT Setup
- Achieved HA (High Availability) and FT (Fault Tolerant) for AWS EC2 Instances using the AWS Technologies like: EC2, Route53, ELB, Cloud Watch, AMI (Amazon Machine Images), VPC, Subnets
- Installed and Upgraded from SQL Server 2008 R2 & 2012, 2014 2016 2019
- Migrated Databases from SQL 2008r2/SQL 2012 and 2014/2016/2019
- Successfully applied Service Packs and Cumulative Updates for SQL Server databases and maintained its life-cycle
- Migrating and new installations of SQL Server on VMWARE environment and supporting the SQL Server instances.
- Involved in troubleshooting DB server issues to free up Log Space, Update Statistics and configure number of Locks.
- Managed back end SQL servers of SharePoint environment
- Experienced with Point-in-Time Recovery, Restored Database from backup.
- Performed BCP, BULK INSERT, Imported and Exported data from different Data Sources.
- Exported & Imported data from Flat file, Excel file, CSV file to/from SQL Server Database using DTS, SSIS, and BCP
- Experience in Installing and Configuring and supporting 2-node (A/A, A/P) Clustered Environment.
- Proficient in configuring, implementing, and monitoring different types of High Availability and disaster recovery scenarios like Always On, Mirroring, Replication, log shipping, and clustering
- Experience in Encryption on table level, TDE encryption (database level) and SSL encryption (server level)
- Configured Security at ACTIVE DIRECTORY and SQL SERVER by Creating Principals (logins) and

Mapping users to roles
- Scheduled and maintained new and existing jobs to automate different database related activities including backup, monitoring database health, disk space, backup verification, database statistics, rebuild or reorganize indexes
- Expert in creating and debugging Views, Functions, Indexes, Cursors, Stored Procedures, Triggers, Optimizing Code and Improving Efficiency

Capital Markets   **October 2014 – December 2018**

Senior Database Engineer

Project: Capital & Investments Monetary Program
- Extensively involved in 24X7 Production support of the databases and round-the-clock database operations including to Installation, configuration, importing exporting, patch installs, Capacity Planning, Backup and Recovery of mission critical databases
- Design and setup performance metrics, tuning and creating strategies for new projects.
- Managed database on 12c/11g R2 RAC, ASM and OCR using cluster ware utilities such as srvctl, crsctl, ocrdump, recheck and ocrconfig utilities
- Performed converting single node instance to RAC and Adding instance to the existing RAC
- High availability and load balancing achieved with Services which was fully integrated with 11g/12c Grid Infrastructure
- Design/Setup & support HADR environments using Clustering, Mirroring AG technologies, creating scripts for DR Drills and performing POC for SQL Server 2016/201412012/2008 R2 environments
- Consolidated 3 major business environments into one consolidated environment and implemented Always on Availability groups for HADR using SQL Server 2016/201/2012 Enterprise Edition.
- Implemented and designed compression/continuing compression strategy.
- Work with storage/virtualization teams involving technologies like VMWare, Nutanix and Networker.
- Work with the programming team, for optimal SQL Server behaviour using query tuning and lock checking
- Used DBCC to check database conditions, Rebuilding indexes and other database Maintenance purposes as well
- Strong knowledge on database Monitoring and Performance tuning and Monitor SQL Server Error Log, space usage
- Scheduled jobs to automate different database related activities including backup, monitoring database health, disk space, backup verification

SAMBA Financial   **September 2008 – September 2014**

Database Administrator

Project: Corporate & Investment Banking
- Installation, configuration and maintenance of Oracle 11g databases
- Installation, configuration and maintenance of 11.2.0.3/11.2.0.4 Oracle Data Guard as a high availability solution
- Installing and configuring physical standby database using RMAN duplicate from active database on RHEL 6.3
- Possess strong RHEL and Solaris administration skills
- Creating and managing application schemas with appropriate table spaces and Indexes
- Rebuilding Indexes and gather statistics on tables on different databases on a regular basis to gain database performance using DBMS STATS package
- Manage users, privileges and profiles, schemas using Oracle Grid Manager, Oracle Enterprise Manager (OEM) and SQL
- Planning user management and maintaining security and ability to maintain confidentiality of records and information
- Managing Data files, Control files, Online Redo Log files, Table spaces, Rollback Segments.
- Implementation of Logical backups using Export/Import tools including Query based, direct and Incremental exports

- Monitoring performance of the database and implementing the techniques to avoid bottlenecks through coalescing and defragmentation
- Monitoring the performance of the Applications and able to restructure the queries which speeds up the retrieval time of data through Reports
- Experience in Performance Tuning (1/0, Memory & SQL Tuning etc.) by using tools/utilities ESTAT/BSTAT, STATPACK, End-user tuning and troubleshooting using various tools like EXPLAIN PLAN, AUTOTRACE , SQL TRACE, TKPROF, AWR, ADDM, ASH, v$ performance views
- Maintaining Oracle network and configuration of listener and TNS names. Identifying the problems related with Listeners and TNS names files and troubleshooting

Zaq InfoTech Pvt.   **August 2005 – July 2008**

System Engineer

Project Name: Managed Services
- New migration and overwrite Installations and configuration of Unix Servers
- Restorations and Recovery Operations in case of disasters
- User Management and Security Implementation
- Involved in planning system and user file system backups and maintaining schedules
- Preserved the backups in external storage mediums i.e. Tapes
- Executed Storage Structures (LVM) and Space Management (File System Management)
- Volume Groups, Physical Volumes and Other Devices
- NFS Servers and Remote Connections
- Hosts and IP Addresses
- Verified the paging space activities and troubleshooting
- Developed Cron Jobs to run at scheduled intervals
- Assessed the performance related issues using commands SVMON, VMTUNE, NETSTAT, IOSTAT, VMSTAT, TOPAS & SAR.
- Engaged in the installation of Oracle products over UNIX operating systems.

3.4.5 *Microsoft Support Technician*

TRUONG TRAN
PROFESSIONAL SUMMARY
• Able to guide motivated, top-performing technical and application support teams in the administration, installation, training, and support of client/server hardware, software, peripherals, and networked systems MS Windows NT/2000/2003/2008/2012/2016 Server, and workstation operating systems including Windows XP, 2000, and Windows 7, and Windows 10.
CERTIFICATIONS
• MCSE – Microsoft Certified System Engineer • M.C.P. + I – Microsoft Certified Professional + Internet • C.N.A. – Certified Novell Administrator • Hubbell – Certified in the Hubbell Premise Wiring • Com TIA Network + (in progress) • Cisco CCNA (in progress) • Lenovo Certified • Dell Certified
EDUCATION
• 2004: New Horizons Computer Learning Centres, Louisiana • ICND - Interconnecting Cisco Network Devices courses • CIPT - Cisco IP Telephony Courses • 1999-2000: Graduated from Computer Education Institute, Anaheim, CA • 1990-1993: Associate Degree, Santa Ana College, Santa Ana, CA
PROFESSIONAL EXPERIENCE

G10X Inc. New Orleans,   **7/2022-Present**

Technical Support (Contract)
- Onsite and Remote support desktop, laptop computers, mobile devices including cell phones and tablets, office network printer, and multi-function printers for client Roehm America.
- Administering users and computers with Active Directory.
- Administering Microsoft Endpoint Manager to deploy, manage, and secure devices, including servers, PCs and mobile devices.
- Install, Support, and troubleshoot hardware including, desktops, laptops, tablets, mobile phones, printers, and IP phones (Avaya).
- Support and troubleshoot software including Windows 10 operating system, Microsoft Office 2016, Microsoft Office 365, Service Now

Ovation Workplace Services New Orleans,   **11/2021-6/2022**

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

Jefferson Parish Public School New Orleans,   **6/2020-11/2021**

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

Independent Consultant New Orleans,   **11/2019- 5/2020**

Artech Information System New Orleans,   **6/2019- 11/2019**

I.T. Support Specialist (contract)
- Administrative tasks, including Active Directory Users administration, manage Windows Servers (2008, 2012, and 2016), malware protection software (Symantec Endpoint Protection), review application logs, and create Active Directory Users monthly Reports using Windows Power Shell for client DXC Technology.
- Support software's including Microsoft Office 2016, Office 365, Outlook 365, and Triage tickets in Service Now, Remote Desktop Protocol, Citrix Receiver, Windows PowerShell, Cisco VPN client, and

Juno Pulse VPN, Symantec VIP.
- Respond to and resolve help desk requests.

By Light Professional IT Services New Orleans,   **5/2018- 5/2019**

I.T. Specialist/Desktop Support
- Manage, support, install and troubleshoot hardware's/ software's including, Windows 7, Windows 10 workstations, printers, scanners, laptops, card readers, BlackBerry, iPhones, iPad, and broadband cards, for client (Veteran Affairs Medical Centre).
- Support software's including Microsoft Office 2016, Office 365, Outlook 365, Secure CRT (SSH, Telnet), Putty, Triage tickets in Service Now(Helpdesk tracking), Remote Desktop Protocol, Dame ware (remote desktop), Bomgar, Citrix Receiver, Windows PowerShell, Cisco VPN client.
- Configured VLAN, Clear switch port security in Cisco switches, Work with
- Active Directory, Windows Registry.
- Works on projects including upgrading Laptop, Desktop PC to newer model, and upgrading Windows 7 computers to Windows 10.
- Have Public Trust clearance.

Independent Consultant New Orleans,   **2/2018-5/2018**

(Hired from K-Tek) HCL America New Orleans,   **5/2015-2/2018**

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

K-Tek Resourcing New Orleans,   **11/2014-5/2015**

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

Independent Consultant New Orleans,   **7/2014-11/2014**

Adecco Technical Services New Orleans,   **4/2014-7/2014**

Sr. Analyst, Product Implementation
- Plan, implement, and upgrade hospitals' Pixies Meditation automatic medication dispensing system from state to state.
- Before arrival at customers' hospital site, schedule time and date to meet with Pharmacy's Directors/Managers for space to un-box new devices, setup, and configure the devices before Go-live process.
- Upgrade Medstation 3500 Pyxis hardware and software to Medstation 4000, including thermal printers, barcode scanners, bio scanners, monitors, and operating system from Windows XP to Windows 7.
- Image computers using Symantec Ghost.
- Upgrade Pyxis Console Server software from Windows 2003 to Windows 2008, and replace hardware with new server.
- The Servers are centralize devices which store the patients and medications information for Pyxis Medstation devices.

Independent Consultant New Orleans,   **8/2013-3/2014**

Ochsner Health System New Orleans,   **4/2006-8/2013**

Desktop Support Analyst

- Supports, monitors, tests, and troubleshoots hardware, software, and network problems both onsite and remotely.
- Install, configure, and maintenance workstations, servers, and printers.
- Supported mobile devices includes Blackberry, iPad, and iPhone devices.
- Supported wireless devices includes Dell D630, E6400, E6410, E6420 series laptops and tablets computers.
- Manage, support, and install hardware's/software's including, 1000 client workstations with Windows XP Pro/Vista/Windows 7, 200+ printers (Dell Laser, Okidata 320 Dot Matrix, and Ricoh All-in-one), 18 Windows 2000/2003 Servers, at seven locations.
- Installed and Scheduled of daily backup using Symantec Backup Exec 9.x & 10.x with a Dell Power vault 132T and Power vault 136T robotic libraries using LTO tape drives.
- Support software's include: Microsoft Office XP/2003/2007/2010, EPIC medical record, Care Tracker scheduling, Pharmacy Pyxis, SIS surgery scheduling, Novell GroupWise/Novell Client for workstations computers.
- VNC, Remote Desktop Protocol (RDP), Dame Ware, and LANDesk remote desktop software's.
- Image computers using Symantec Ghost.

ASI Federal Credit Union New Orleans,   **3/2002 – 4/2006**

Network Administrator

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

Cox Communications New Orleans,   **8/2000 – 3/2002**

High Speed Internet Technician

- Installed, maintained, tested, and serviced high speed data and PCs both within distribution facilities and throughout the distribution systems.
- Tested, Troubles hooted, rearranged, removed, repaired, and maintained all types of distribution facilities and systems.
- Provided the efficient delivery and service of the product line to customer sites and educated customers to maintain customer satisfaction.

- Tested network cables for signal leakage at trouble sites and stopped leakage by making necessary repairs.
- Performed amp (or power) sweeps, checking for forward and return signal transmission using various specialized measurement devices.

Computer Application Inc. New Orleans,   **2/2000 – 8/2000**

Help Desk Technician (Intern)
- Installed, trouble shouted, and maintained a small network of about 15 PCs.
- Answered high volume phone calls.
- Prepared, tested, and run CAT 5 cables inside the facility.

3.4.6 *Programmer/Analyst*

KHALI SAILOR
PROFESSIONAL SUMMARY

- Khali is an experienced Program Manager with a Business analyst background who has managed large scale programs with several enterprise clients like T-Mobile, Cisco, and Wells Fargo.
- He served as a single escalation point of contact for Customers, Suppliers and Vendors.
- 10 plus years Interaction with customers, coordinating problem tickets and following up on all assigned actions.
- He also holds excellent BI skills and heavily utilized Pivot tables & macros to create, analyse, and present weekly/monthly reports

EDUCATION

- Associates in program for Applied Science & Technology, Richland College - Dallas, TX, 2014

PROFESSIONAL EXPERIENCE

T-Mobile Dallas   **June 2022 to Current**

Project Manager
- Provide regional project manager support for large-scale cell-site tower decommissioning to including the following:
- Work directly for Director of PMO; responsible for tracking, reporting, and communicating all project data and activities via SharePoint and timely expedite issues to the appropriate cross-functional leaders
- Provide weekly progression and monthly metric reports for decommissioning sites.
- Responsible for handling data pertaining to budgets, project costs, purchasing & cost analysis, timekeeping for department, as well as other administrative tasks are needed.
- Responsible for running reports, pivots, comprehensive data entry and maintenance activities for all decommissioned cell-sites in my region.

Cisco Systems Richardson,   **Jan 2015 to May 2022**

Program Manager
- Manage operations and customer escalations on 400+ technical service requests per year, decreasing average days to resolution by 35% for several global and domestic accounts.
- Proactively manage, mitigate, and escalate risks and provides status reporting to client as appropriate
- Mitigate account IT issues for internal and external customers, as well as engineering teams by driving progression as a resolution leader.
- Track, report, and communicate all project data via Power BI and timely expedited issues to the appropriate cross-functional leaders
- Lead/facilitate project meetings with status updates and business changes for stakeholders.
- Created weekly progression and monthly metric reports on Power BI of all open service requests for all accounts.
- Present semi-annual business review, which include analysis of service support data trends, hardware trends, returned materials analysis, and customer satisfaction.
- Contract administration and facilitator of entitlements on contracts for failed hardware, working in conjunction with directors and account teams to meet the required customer service level.

- Negotiate contract renewals, setting SLA/SLO and deliverables
- Provide introductory presentations to new customers, outlining deliverables, functions and best practices.
- Provide and approve customer access to vulnerability management tools and manage mainframe profiles
- Provide in-depth presentations on innovations that simplify Cybersecurity, data governance and control for operational technology systems.
- Participated in Sales Team and Partner meetings for account renewals, aiding in contract negotiations and pricing efforts.
- Provided value presentations to customers to steer account renewals.
- Worked with Cisco partner on account renewal objectives.
- Provide service deliverable presentations to Business Development Manager for use on sales presentations.
- Coached internal and external stakeholder's teams on processes for quick and effective resolutions for service request issues.
- Manage and trained a team of 10 IT Operations professionals: responsible for training all new hires in this role.

Monitronics International Irving,   **Jan 2014 to Jan 2015**

Project Manager
- Worked with project team members, clients, and vendors to coordinate activities, provisioning, environment setup, installation, and integration testing
- Managed administrative aspects of client and company project, tracking and monitoring of project progress with regards to deadlines and client needs
- Responsible for the analysis, design, and deployment of access management/control for internal and external customers
- Created, analyzed, and presented weekly/monthly reports (heavy utilization of Power BI, Pivot tables macros)
- Proactively worked to maximize the performance of the team and organization; exceeded high performers
- Collaborated with ITIL Leaders, Compute Team, and Service Delivery Leads for improvements in customer satisfaction
- Managed the allocation of resources to various departments and managers as per their needs and requirements.
- Analyzed and monitored the BI reports to sort out issues in documentation section.
- Facilitated weekly meetings to discuss current trends, quality, upcoming events, project planning, and current project status

Clark Development Group, LLC Richardson,   **July 2012 to Jan 2014**

Senior Project Coordinator/Business Analyst
- Successfully coordinated large email migration resulting in 1.3 million reductions in cost
- Worked as Trade Account Coordinator for PepsiCo national accounts
- Proactively manage, mitigate, and escalate risks and provides status reporting to client as appropriate.
- Created and presented presentations on project status, planning, wins challenges
- Worked with project team members, clients, and vendors to coordinate activities, provisioning, environment setup, installation, and integration testing.
- Effectively applied organization skills toward facilitating efficient project execution through document management
- Analysed large amounts of data - market data, customer/consumer data, and financial data to assist in identifying and prioritizing new products and services
- Assisted project managers in performing variance analysis, conducting assessments, project forecasting, managing change and producing management reports
- Utilized both SharePoint and MS Projects software on projects

Wells Fargo Home Mortgage Plano,   **August 2008 to July 2012**

Project Coordinator
- Wells Fargo PAC2000 Certified
- Responsible for managing activities and resources in a project life cycle (initiation planning, executing/ controlling, and closing) in support of large-scale Windows migration project with high scope, impact, risk and complexity.
- Assisted Project Managers with taking meeting notes, scheduling meetings, data entry for application tracking of migration update, and additional responsibilities as they come up.
- Identified project/production issues and identified resources to provide solutions or escalated to avoid project delays.
- Scheduled and coordinated problem tickets and followed up on all assigned actions.
- Responsible for updating SharePoint sites that host project documents, reports, and/or group information.
- Served as point of contact for project information and updates.
- Coordinated cross functionally with multiple departments on sub-projects and programs, providing daily/weekly status updates and reports.

United States Air   **Feb 1994 to Sep 1999**

Communications & Information Technology Manager
- Operated and managed automated records information management system.
- Operated and managed the records staging area for inactive records storage.
- Complied with Privacy Act (PA) and Freedom of Information Act (FOIA) procedures and aided to ensure others complied Base wide.
- Provided PA, FOIA, and records management training.
- Was promoted to Manager of the Base Information
- Transfer System and Official Mail Centre before achieving the standard rank for such role responsible for training and managing 3-5 personnel.

3.4.7 PC/Help Desk Technician

KHALI SAILOR
PROFESSIONAL SUMMARY

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Cisco Systems Richardson,   **Jan 2015 to May 2022**

Program Manager

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- Provided PA, FOIA, and records management training.
- Was promoted to Manager of the Base Information
- Transfer System and Official Mail Centre before achieving the standard rank for such role responsible for training and managing 3-5 personnel.

4   INNOVATIVE CONCEPTS:

4.1   PRESENT INNOVATIVE CONCEPTS:

1. **AI-Driven Performance Optimization:** Integrate AI algorithms to monitor system performance and predict potential bottlenecks. This proactive approach ensures preemptive optimizations, enhancing user experience and reducing downtime.

2. **Blockchain Data Integrity:** Implement blockchain technology to ensure data integrity in critical systems. This revolutionary approach provides an immutable record of transactions and changes, boosting transparency and security.
3. **Geospatial AI:** Enhance GIS capabilities by incorporating AI-driven geospatial analysis. This empowers decision-makers with predictive insights derived from spatial data, optimizing resource allocation and planning.
4. **Zero Trust Cybersecurity:** Implement a Zero Trust security model, where access to resources is never assumed, regardless of location. This innovative approach enhances security by requiring continuous verification, reducing the attack surface.
5. **Software-Defined Telecommunications:** Embrace Software-Defined Networking (SDN) principles for telecommunications. This enables dynamic control over call routing, optimizing call quality and cost efficiency.
6. **Augmented Reality for Support:** Integrate augmented reality (AR) for remote support. This allows technicians to guide on-site staff through troubleshooting processes, reducing downtime, and improving issue resolution.

4.2   UNIQUE DIFFERENTIATORS:

1. **Holistic Expertise:** Our team's proficiency spans all technologies on your list, providing a single-source solution. Unlike firms specializing in one area, we offer seamless cross-disciplinary support for your entire ecosystem.
2. **Innovation Integration:** Cogent is renowned for integrating cutting-edge innovations into existing setups. Our adaptive mindset ensures your systems are future-proofed, consistently leveraging emerging technologies for your advantage.
3. **Tailored Partnerships**: We don't just implement solutions; we build partnerships. Our client-centric approach involves aligning solutions with your specific needs, creating a collaborative environment that drives innovation.
4. **Agility in Execution:** Our proven track record showcases our ability to swiftly execute plans without compromising quality. Our agile methodologies ensure you experience enhanced systems sooner rather than later.
5. **Proactive Monitoring:** Our unique AI-powered monitoring solution goes beyond regular monitoring by predicting issues before they happen, allowing us to resolve them before they impact operations.

4.3   NEW INNOVATIONS WE OFFER:

1. **Predictive Analytics for Maintenance:** Integrate predictive analytics into maintenance routines. By analyzing historical data, we predict when systems might require maintenance, reducing unplanned downtimes.
2. **Unified User Experience (UX):** We offer a comprehensive UX enhancement strategy that ensures consistency across applications, fostering user adoption and productivity.
3. **Secure DevOps:** Our Secure DevOps approach embeds security into every phase of development, ensuring that applications and systems are both functional and secure from the outset.
4. **Quantum-Safe Encryption:** Prepare for the future with quantum-safe encryption, safeguarding your data against potential quantum computing threats.
5. Green IT Solutions: We implement energy-efficient technologies and practices that not only reduce your carbon footprint but also lower operational costs.

6. At Cogent, our deep expertise, adaptive innovation, and commitment to excellence set us apart. We're not just a technology service provider; we're your partners in navigating the ever-evolving technological landscape. Our innovative concepts and unique approach ensure that you not only stay ahead but lead in the realm of technology-driven success.

5   PROJECT SCHEDULE:

Cogent provides leading Project Management tools, structures, and processes to enable success, and the ability to adapt these tools and approaches, applying our strategic business acumen to meet the unique challenges that the Jefferson Parish faces on a day-to-day basis. Our Project Management thought leadership is backed by experience. We quickly acclimate and work with our clients to fit our expertise and accelerators within their environment on large IT PMO contracts across the State and Federal governments.

Our ability to produce immediate results for the Jefferson Parish is maximized by our team's vital

> *Our Project Management oversight provides a repeatable and scalable framework to meet needs.*
>
> - Standardized and fully adaptable to individual client needs.
> - Based on ITIL, PMI, PMMI, and ISO best practices
> - Provides multi-layered governance processes for adherence.
> - Integrated with the Software Development Life Cycle (SDLC) Framework

knowledge of Project Management best practices. We provide support to several critical contracts which include assessing controls of overall IT systems, including aspects such as the System Development Lifecycle (SDLC) and configuration management controls. We will

Figure 3: Project Management Framework

leverage this experience to effectively oversee and manage the Jefferson Parish' complex portfolio of projects, provide transparency on status and progress, and proactively identify and manage delivery risk.

Cogent will follow a five phased Project management framework that includes Project Initiation, planning, execution, performance and control, and closure. Our Project management Framework shown in ***Figure 1*** demonstrates a highly scalable approach that allows processes and procedures to be tailored to the requirements of the Jefferson Parish.

Cogent's Project Management principles are rooted in methodologies that are compliant with the PMI's PMBOKV5 standards, agile delivery management, and PMMI standards. These principles have enabled us to develop a project management framework that includes the collection of processes, best practices, terminologies, and guidelines that are accepted across federal agencies. We have described our approach to ensure compliance, amplify return, and execute deliverables below:

5.1 PHASE I - CONTRACT INITIATION

Upon completion of a successful Phase-in Plan, our designated Project Manager (PM) and other key personnel will conduct a project kick-off meeting with designated Jefferson Parish stakeholders, during which the Project Charter will be reviewed and agreed upon. Components of the Project Charter include project scope, vision, contract deliverables, identification of all stakeholders, a preliminary communication plan, project objectives, and success criteria, high-level requirements, and a summary of major milestones and deliverables.

Cogent understands the business needs of Jefferson Parish and as such is committed to planning and brainstorming various ways that can help the Jefferson Parish team to meet their needs. During this phase, we will figure out an objective for this project, determine whether the project is feasible, and identify the major deliverables for this project. We have developed quite a few comprehensive project management steps for the initiation phase. Which may include the following:

- **Undertaking a feasibility study** – Identifying the primary problem of the project and delivering a solution to that problem
- **Identifying scope** – Defining the depth and breadth of the project
- **Identifying deliverables** – Defining the product or service to provide
- **Identifying project stakeholders** – Figuring out whom the project affects and what their needs may be.

Cogent recognizes that the Initiation phase defines the processes that are required to start a new project and determine what the project should accomplish. We vigorously follow two main activities to ensure the smooth initiation of the Project which are as under:

- Developing a Project Charter
- Identify Stakeholders

Cogent will develop an effective and comprehensive Project Charter which is nothing but a statement of objectives in a project. This statement also sets out detailed project goals, roles, and responsibilities to identify the main stakeholders and the level of authority of a Project manager. Our Project Charter would act as a guideline for future projects as well as an important material in the Jefferson Parish knowledge management system. The project charter is a short document that would consist of a new offer request or a request for proposal. This document will be an integral part of our contract management process, which is required by the Initiative for Policy Dialogue (IPD) and Customer Relationship Management (CRM).

The Project Charter defines the project's following main elements:

- Project goals, Project constraints, and Problem statements
- Assign project manager, Stakeholder list, High-level schedule, and budget.
- Milestones and Approvals

We will consider the following inputs while creating a project charter: enterprise environment factor, business case, agreements, and a project statement of work and organizational process assets. Our approach will be tailored according to the needs of Jefferson Parish. Cogent ensures Jefferson Parish Stakeholder Register will be used to note down the information about the stakeholder. The stakeholder register will have information like

- Type of stakeholder, Expectation of stakeholder
- Role in Project (Business Analyst, Tech architect, Client PM)
- Designation (Director, Business Lead, etc.); Type Communication (Weekly/Monthly)
- Influence on the project (Partial/Supportive)

We will also perform and monitor other activities involved in initiating the process group that is listed as under:

- *Assigning the project manager* – Cogent will assign a highly qualified and vastly experienced Project Manager who will assist Jefferson Parish throughout the entire Project.
- *Determining the stakeholder needs, expectations, and high-level requirements* - Cogent understands that Stakeholders may well begin with desires, and expectations that may contain vague, ambiguous statements so, we will take utmost care to ensure that those desires and expectations have coalesced into a set of clear and concise need statements that are useful as a start point for system definition.

Figure 4: SMART Goals

- *Define the project success criteria* – Our Project Manager will define the success criteria after collaboration with Jefferson Parish. We will ensure Jefferson Parish and Cogent will be on the same page regarding project success criteria which will eliminate the risk of project failures and improve the odds of project success.

- ***Identify budget for the stage*** – Cogent will develop detailed estimates for the project cost. Once this is completed, we will add the cost estimates into a budget plan thus making it possible to track the project according to that budget while the work is ongoing.
- We will make sure that the project is aligned with the Jefferson Parish strategic goal.
- Our purpose to use the stakeholder register and project charter is to use them as inputs to the other process groups such as the planning process group.

5.2   PHASE II - CONTRACT PLANNING

Once a final version of the Project Charter is submitted and approved and all existing artifacts are reviewed, our team will initiate the Planning phase. Through close collaboration with the stakeholders, Cogent's PM will develop a Project Management Plan (PMP), detailing how the project is planned, executed, monitored, and closed out. Core components of the PMP are Project Scope, Project Approach, and Methodology, Reporting and Deliverables, Team Organization, Cost Control, Risk Management Plan/Registry, Communication Plan, Training Plan, Monitoring and Control, Project Schedule and Metrics, Project Implementation Plan, System Impact Plan, Quality Assurance/Control Plan, and Configuration and Change Management Plan. Each of these Plans is generally a stand-alone document that is referenced from the PMP.

Cogent comprehends the importance of the Project Planning phase which covers about 50% of the whole Project Management framework process. Planning determines the scope of the project as well as the objective of the project. We will initiate this process by starting from the outputs of the initiation phase (charter, preliminary scope statement, and Project Manager).

Our planning process is based upon two important aspects that are listed below:

- The planning phase will not be executed before the initial planning is finished.
- Until the execution process does not start, we will not stop revising plans.

Cogent focuses on developing a Project Plan that will serve as the roadmap for everyone to follow. We typically begin with two popular methods for setting goals: ***S.M.A.R.T.*** and ***C.L.E.A.R.***   We extensively use this method to ensure that the goals have been thoroughly vetted. Furthermore, this also provides a way to clearly understand the implications of the goal-setting process. Cogent considers the below-mentioned aspects while framing **S.M.A.R.T. Goals:**

- Specific – To set specific goals, answer the following questions: who, what, where, when, which, and why.
- Measurable – Create criteria that can be used to measure the success of a goal.
- Attainable – Identify the most important goals and what it will take to achieve them.
- Realistic – Willingness and ability to work towards a goal.
- Timely – Create a timeframe to achieve the goal.

During the planning phase, the scope of the project will be defined, and a project management plan will be developed which will involve various factors like identifying the cost, quality, available resources, and a realistic timetable. We will also establish baselines or performance measures that will be generated using the scope, schedule, and cost of this project. At this time, roles and responsibilities are clearly defined, so everyone involved knows what they are accountable for. Our PM will create the below-mentioned documents during this phase to ensure the project will stay on track:

Scope Statement – Our team will use PMBOK standards to ensure that the project's scope is accurately defined and mapped. This includes documenting, analyzing, tracing, prioritizing, and agreeing on requirements and then controlling change and communicating to different stakeholders. We assure Jefferson Parish that a sudden change during the project wouldn't be done without the approval of the Project Manager.

Work Breakdown Schedule (WBS) – Cogent will create a visual representation that breaks down the scope of the project into manageable sections for the team. We employ the following steps to create WBS:

- Conduct brainstorming to list all the tasks, involve the whole team in brainstorming.
- Write down the structure tree of the task also known as WBS.
- Further breakdown of the WBS into a hierarchical set of activities, for instance, categories, sub-categories, etc.
- Define how to record the items into the WBS.
- Ask feedback from other people – It can be an expert, experienced personnel, etc.
- Granularity- how detailed the task should be? Granularity should be of the right level, not too high or not too low.

Milestones – Cogent will use the project management milestone tool to delineate a point in a project schedule. We believe milestones break off chunks of a project to make it less daunting and help immensely with scheduling. We will identify high-level goals that need to be met throughout the project and include them in the Gantt chart. Gantt charts will visually represent our schedule, laid out on a timeline, with tasks as points along the path to the successful completion of the project.

Communication Plan – Cogent's Communications Management Plan sets the communications framework for this contract and will serve as a guide for communications throughout the life of the project and will be updated as communication needs change with the mutual consent of Jefferson Parish and Cogent. This plan identifies and defines the roles of persons involved in this project and includes a communications matrix that maps the communication requirements of this project. We will develop proper messaging around the project and create a schedule of when to communicate with team members based on deliverables and milestones.

Risk Management Plan – Cogent's risk management process encompasses identifying and avoiding the potential costs and performance/technical risks to a system, taking a proactive and structured approach to manage negative outcomes, responding to them if they occur, and identifying potential opportunities that may be hidden in a situation. Project risks will be captured and maintained according to the Risk Management Plan to be developed along with the Project Manager and a risk registry will be created, updated, and maintained monthly and as needed. Throughout the contract lifecycle, Cogent will identify risks and conduct root cause analysis on all identified risks, execute mitigation plans for each risk, and update and communicate risk status weekly and monthly through status reports until the risk level is within acceptable threshold levels or is closed. Some Common risks included in our Risk Management Plan are unrealistic time and cost estimates, customer review cycle, budget cuts, changing requirements, and lack of committed resources.

5.3   PHASE III - PROJECT EXECUTION

The Execution phase is kicked off once the PMP is approved by the Jefferson Parish. Cogent's PM will manage the delivery of the project tasks outlined in the project schedule, change, risk, and communication in collaboration with the Contracting Officer (CO) and Site Team Leads. Our team will continually collect metrics and other relevant project information throughout the execution lifecycle and develop status reports (weekly and monthly) that describe project health and performance.

The execution phase turns a plan into action. Our Project Manager will play a pivotal role in this phase of the contract management life cycle to keep work on track, organize team members, manage timelines, and make sure the work is done according to the original plan. Cogent knows the Execution phase is where the deliverables are developed and completed. During this phase of the project, a lot of activities will be performed like status reports and meetings, development updates, and performance reports. We will conduct a "***kick-off***" meeting that usually marks the start of the Project Execution phase where the teams will be involved and will be informed of their responsibilities.

The following tasks will be completed during the Execution Phase:

- Develop team, assign resources, Execute project management plans.
- Procurement management if needed, PM directs and manages project execution.
- Set up tracking systems, Task assignments are executed, Status meetings, Update project schedule and Modify project plans as needed.

Also, we will adhere to the following Steps during the contract execution phase:

- **Creating tasks and organizing workflows** – Assigning granular aspects of the projects to the appropriate team members, making sure team members are not overworked.
- **Briefing team members on tasks** – Explaining tasks to team members, providing necessary guidance on how they should be completed, and organizing process-related training if necessary.
- Communicating with team members, clients, and upper management – Providing updates to project stakeholders at all levels
- **Monitoring quality of work** – Ensuring that team members are meeting their time and quality goals for tasks.
- **Managing budget** – Monitoring spending and keeping the project on track in terms of assets and resources

5.4   PHASE IV - PROJECT MONITORING AND CONTROL

Our team will continuously perform Project Monitoring and Control tasks such as gauging actual progress against the plan using earned value management (EVM), change management, risk management, quality control, communication management, and project health and performance reporting. We will continually identify and collect project data and metrics such as percentage completion on all project tasks, expended resource hours and cost, timely completion of milestones, risks, and quality metrics including but not limited to defect density, and defect resolution timeliness, and QA audit results. All collected information and metrics are compiled in status reports monitored weekly and monthly. After the execution phase, the performance and

controlling phase becomes active. We will measure all the project progression and performance and ensure that everything happening aligns with the project management plan.

Our Project Manager will use key performance indicators (KPIs) to determine if the project is on track. Our PM will typically pick two to five of the KPIs to measure project performance:

- **Project Objectives**: Measuring if a project is on schedule and the budget is an indication of the project will meet stakeholder objectives.
- **Quality Deliverables**: This determines if specific task deliverables are being met.
- **Effort and Cost Tracking:** PMs will account for the effort and cost of resources to see if the budget is on track. This type of tracking informs if a project will meet its completion date based on current performance.
- **Project Performance:** This monitors changes in the project. It takes into consideration the number and types of issues that arise and how quickly they are addressed. These can occur from unforeseen hurdles and scope changes.

We will closely monitor various changes and reviews to enhance the project performance. Cogent will track, review, and regulate progress to meet the objective of the project. We will assure Jefferson Parish that the deliverables will be going according to the project management plan. Our focus will be to identify any changes made from the point of the project management plan to determine appropriate preventive action. Also, we will calculate the impact of any change assessed against the project. If any change occurs in this stage at any one part of the project, we will assess the whole project. We will implement changes at an early stage of the project because as the project progresses, the cost of implementing changes also increases. Cogent will control quality which will ensure that the project and product are delivered with the quality management plan. The major output of the control quality is the Quality management plan. We will use the existing flowchart, Quality metrics- a standard measurement to meet the quality requirements. Moreover, Cogent will effectively Control communication to ensure that the right information reaches the stakeholder. Also, we recognize that risk analysis is a continuous process. We will continuously analyze, identify, and respond to risks. The activities included in our risk control are listed as under

- Tracking existing risks
- Monitoring residual risks
- Identifying new risks
- Implementing risk response plans
- Continuously evaluating the risk process

Cogent understands that many projects stumble due to inadequate management of stakeholders. If the stakeholders are managed properly, there are more chances for project success. We will implement the Control Stakeholder Management process, to monitor the current engagement level of stakeholders and act accordingly.

5.5   PHASE V - PROJECT CLOSE-OUT

Project close-out occurs at the end of the period of performance and/or once the final product is delivered and accepted by Jefferson Parish, PM, and Stakeholders. Cogent conducts a transition readiness review meeting with all Stakeholders to facilitate knowledge transfer to the Government or another team, if necessary, to ensure a smooth transition to the operation and

maintenance phase, and to review and store lessons learned. In collaboration with the Toll Highway Authority (Jefferson Parish), our PM reviews all deliverables and requirements and verifies compliance with the close-out checklist and seeks Jefferson Parish's approval. After completing the work on a project, we enter the closure phase. In this phase, we will provide final deliverables, release project resources, and determine the success of the project. Our qualified Project Manager will perform important tasks, including the evaluation and monitoring of the progress of the project. Cogent recognizes that the closing phase is a process that leads to a controlled shutdown of the project at the end. In a project, there are three closure activities:

- **Closure of the product/service**- Getting the customer to accept the final deliverables if the project is external.
- **Closure of the project**- This includes formally closing administrative procedures, updating project documents, and archiving those databases & documents.
- **Closure of the resource behind the project**- The financial closure of the project, resources assigned to the project should be returned.

The inputs for this process include Project Management Plan, Accepted Deliverables, and OPAs while the output of this process includes Final output, service, or result transition and OPAs updates the systematic steps that We will follow during the project closure phase includes:

- **Analyzing project performance** – Cogent ensures Jefferson Parish that We will determine whether the project's goals were met (tasks completed, on time, and within a budget) and the initial problem solved using a prepared checklist.
- **Analyzing team performance** – We will Evaluate how team members performed, including whether they met their goals along with timeliness and quality of work.
- **Documenting project closure** – We will make sure that all aspects of the project are completed with no loose ends remaining and provide reports to key stakeholders.
- **Conducting post-implementation reviews** – We will conduct a final analysis of the project, considering lessons learned for similar projects in the future.
- **Accounting for used and unused budgets** – Cogent will allocate the remaining resources for future projects.

The final closing procurement will be done as per the contract between Cogent and Jefferson Parish. The closing activities and deliverables include Project performance reviews including management of risks and issues, an updated project management plan to reflect actual results, and final reports distributed to appropriate stakeholders. We also practice the project management ethics of code and conduct which deals with various human behavioral aspects such as responsibility, respect, fairness, honesty, and cultural competence.

Cogent typically provides 1 months' notice to its clients in case a resource needs to be replaced or pulled from a contract. Cogent is in possession of a comprehensive Staffing Plan that imbibes all the phases that we follow from onboarding a resource to his exit, which includes a detailed retention policy, emoluments, bonuses, and benefits. Our Staffing Plan has a proven success rate and had enabled us to retain almost all our resources throughout the life of a contract.

6   FINANCIAL PROFILE:

We have attached our financial documents at the end of our proposal. We request Jefferson Parish to consider this modification due to the confidential nature of the document.

7   TRANSITION PLAN:

At Cogent, we are acutely aware of the paramount significance of a seamless transition, an imperative cornerstone to safeguard the relentless flow of business operations within Jefferson Parish. Our approach transcends the ordinary, weaving together the threads of meticulous planning, crystalline communication, and the art of swift and precise execution, all converging into a symphony that orchestrates an unblemished transition journey.

Our journey commences with a meticulous planning phase. Each step is calculated, every contingency accounted for. This is more than just an arrangement of tasks; it's a meticulous composition of strategies that guarantees a transition devoid of turbulence. We delve deep, dissecting the minutiae of each requirement, ensuring that nothing is left to chance. In the realm of transition, communication is not just an instrument; it's the very conduit of understanding. Our approach places paramount importance on clear, unambiguous communication. It's about rendering complex concepts into understandable language, eliminating confusion, and fostering alignment among stakeholders. This approach isn't just about speaking; it's about orchestrating a harmonious dialogue that resonates across every level.

Seamlessness in transition hinges on the mastery of execution. This is where our approach shines brightest. It's not just about getting things done; it's about doing things with a calibrated precision that defies disruption. The gears of our execution mechanism are fine-tuned, ensuring that each phase, each task, aligns seamlessly with the next. What emerges from this synthesis of planning, communication, and execution is not merely a transition; it's a transformation. A metamorphosis from the old to the new, from the known to the unexplored. It's a tapestry woven with threads of expertise, commitment, and the unwavering dedication to the continuity of operations within Jefferson Parish. As we tread this path, we stand committed to not just meeting expectations but exceeding them. This isn't just a plan; it's a promise. A promise of unwavering dedication to

DUE DILLIGENCE	KNOWLEDGE TRANSFER	TRANSITION	STEADY STATE
Scope Definition And Analysis	Gather Knowledge for ODC Tasks	Shadow and Reverse Shadow	Case Resolution and Monitoring
Scope definition and feasibility analysis	Gather Knowledge and documents	Forward Shadow	Case Handling
Project initiation and planning	Plan and initiate support Transition	Reverse Shadow	Proactive monitoring
Et harum quidem rerum facilis est et expedita	Et harum quidem rerum facilis est et expedita	Et harum quidem rerum facilis est et expedita	Et harum quidem rerum facilis est et expedita
Et harum quidem rerum f a c ilis est et expedita	Et harum quidem rerum facilis est et expedita	Et harum quidem rerum facilis est et expedita	Et harum quidem rerum facilis est et expedita

Figure 5: Cogent's Transition Plan

uphold the operational rhythm of Jefferson Parish. A promise of a transition that's not just smooth, but positively transformative.

In the grand narrative of transition, our approach plays the role of a conductor, guiding the symphony of change with a deft hand. As we embrace this journey, rest assured, the continuity

of Jefferson Parish's operations remains our North Star, and the orchestra we lead is one of meticulous planning, crystalline communication, and masterful execution. This isn't just an approach; it's an ode to seamless transformation.

7.1 TRANSITION APPROACH:

Our Distinctive Transition Methodology: A Roadmap to Uninterrupted Excellence

At Cogent, we don't just manage transitions; we orchestrate transformations. Our approach is not a mere plan; it's a structured methodology that propels us toward unparalleled success. This methodology, comprised of five pivotal phases—Assessment, Planning, Execution, Monitoring, and Post-Transition Support—forms the backbone of our commitment to ensuring an uninterrupted journey for Jefferson Parish.

1. Assessment: Crafting a Blueprint for Success

Before taking a single step, we delve into a meticulous assessment phase. This is where we listen, learn, and immerse ourselves in the unique fabric of Jefferson Parish operations. We identify strengths, vulnerabilities, and opportunities with unwavering precision. This phase fuels our strategy by painting a vivid picture of what needs to be preserved, refined, and revolutionized.

2. Planning: Blueprint to Reality

With insights harvested during assessment, we meticulously architect a blueprint for the transition. Every detail, every task, and every resource required is carefully plotted. Our planning is not just about foreseeing challenges—it's about strategizing to overcome them, providing the Parish with a clear roadmap toward a seamless transition.

3. Execution: Precision in Motion

Executing the plan is where our methodology truly comes alive. We understand that a transition is not a mere handover of responsibilities; it's a dynamic interplay of people, processes, and technology. With our skilled Transition Team at the helm, we orchestrate a symphony of tasks, ensuring that every component falls into place with clockwork precision.

4. Monitoring: Vigilance that Inspires Confidence

Transitions demand constant vigilance. Our monitoring phase is more than oversight; it's a commitment to keeping our fingers on the pulse of the transition's heartbeat. We meticulously track progress against milestones, analyze data, and course correct as needed. It's a testament to our dedication to minimizing disruptions and maximizing results.

5. Post-Transition Support: Guiding Beyond the Horizon

Transition success isn't measured solely by the act of handover; it's gauged by the continuity and confidence that follows. Our Post-Transition Support phase is a seamless continuation of our partnership. We stand by the Parish, ready to address any questions, concerns, or unforeseen challenges that arise. Our commitment goes beyond implementation—it's about nurturing a lasting foundation for excellence.

Incorporating these five phases, our structured methodology is not just a transition—it's a transformational experience. It's the culmination of our dedication, expertise, and relentless pursuit of excellence. By embracing this methodology, Jefferson Parish can be assured of a

transition that's not just controlled, but visionary—a transition that doesn't just maintain continuity but propels operations to new heights of efficiency and success.

7.2   TRANSITION TEAM:

COGENT's Transition Team is composed of seasoned professionals with a diverse range of expertise, including project management, technical proficiency, and subject matter knowledge. Our team will collaborate closely with the Jefferson Parish's designated representatives, creating a harmonious partnership that ensures a successful transition.

7.3   WORKFORCE TRANSITION:

At the heart of our transition strategy lies a workforce transformation designed to seamlessly merge expertise, experience, and innovation. Cogent's approach to this pivotal phase is not merely a process; it's an orchestrated symphony of talent acquisition, cultivation, and integration that resonates with excellence.

1.   Precision in Talent Discovery:

Our commitment begins with the meticulous identification of talent gems. Leveraging our expansive network and a discerning eye, we will unearth skilled individuals within the Parish's existing workforce whose potential aligns with the evolution envisioned. Additionally, we will tap into our extensive network of adept subcontractors, casting a wide net to handpick those who exemplify our standards of excellence.

2.   A Nexus of Excellence - Onboarding, Training, and Mentorship:

As these chosen talents step onto the path of transition, they will be embraced by an environment of growth and guidance. Our onboarding process isn't just an orientation; it's a journey into the heart of Cogent's ethos. A meticulously structured curriculum, enriched with industry insights and best practices, will empower them with the knowledge they need to navigate the new landscape.

But we don't stop at mere knowledge dissemination. Our training programs are immersive experiences, designed to enhance skills and instill confidence. In parallel, our mentorship program, steered by seasoned veterans in our team, provides an invaluable connection to wisdom and institutional knowledge. This trio of onboarding, training, and mentorship forms the cornerstone of an unbreakable bridge between existing proficiency and the future's demands.

3.   Seamless Integration - The Art of Synergy:

The transition isn't about replacing one piece with another; it's about melding two worlds into a single, harmonious entity. Cogent's commitment to seamless integration goes beyond technical proficiency. We nurture an environment where new team members' ideas and perspectives are not only embraced but celebrated.

Our integration process transforms diversity into strength, creating a dynamic tapestry where the sum is truly greater than its parts. Cultivating a culture of collaboration and shared values, we forge bonds that transcend roles, fostering an atmosphere where innovation flourishes, and excellence becomes a collective goal.

This transcendent approach to workforce transition is more than just a strategy; it's an ode to evolution. Cogent envisions a landscape where talents, once disparate, converge into a force that

propels Jefferson Parish's operations into a new era. With a masterful blend of talent discovery, immersive development, and synergistic integration, our approach stands as a testament to the art of transformation itself.

7.4   NETWORK USER ACCOUNTS AND PASSWORDS:

We will implement secure and systematic transfer of network user accounts and passwords. Rigorous security protocols will be followed to safeguard sensitive data, while a phased approach will ensure minimal disruption to users during the transition.

7.5   KNOWLEDGE & INTELLECTUAL PROPERTY TRANSFER:

At COGENT, we hold the profound significance of knowledge transfer in the highest regard. Recognizing that the continuity of essential operations hinges on the seamless passage of knowledge, we've formulated an approach that goes beyond conventional measures. We are resolutely dedicated to preserving the wealth of intellectual property that resides within Jefferson Parish.

1. **Thorough Documentation of Critical Processes:**

Our commitment to knowledge transfer begins with an unwavering dedication to meticulous documentation. We understand that institutional knowledge is often embedded within day-to-day processes. COGENT's experts will meticulously unearth these crucial processes, distilling them into comprehensive documentation that serves as a tangible reservoir of essential know-how.

2. **Engaging Interactive Training Sessions:**

But documentation alone is insufficient. We believe in the power of interaction to foster deep understanding. COGENT will orchestrate engaging, interactive training sessions that bridge the gap between theory and practice. Our trainers will not just relay information; they will ignite a dynamic exchange of insights, clarifying nuances, and embedding comprehension through practical examples.

3. **Empowering Workshops for Profound Understanding:**

As guardians of knowledge transfer, we go beyond conventional training. COGENT will curate specialized workshops, bringing together the Parish's experts with our transition team. In these workshops, real-world scenarios will be dissected, strategies debated, and solutions co-created. This collaborative environment ensures that knowledge transcends boundaries, cementing a profound understanding across teams.

4. **An Unwavering Commitment to Accessibility and Clarity:**

Our approach doesn't merely aim for knowledge transfer; it strives for knowledge ownership. Every piece of documented information, every insight shared in a training session, and every solution forged in a workshop will be crafted for accessibility and clarity. We understand that only when knowledge is comprehensible and easily retrievable can it truly empower those who rely on it.

7.6   PARISH AND CONTRACTOR EQUIPMENT:

Our plan for equipment transition encompasses a thorough inventory process, ensuring that all Parish and Contractor equipment is accounted for. Meticulous planning and coordination will

govern the safe transport and setup of equipment, minimizing downtime and technical disruptions.

7.7 EXPECTATIONS FROM THE PARISH:

We appreciate the Parish's vital role in this transition. Regular collaboration and transparent communication will be pivotal to our success. The Parish's active engagement in data sharing, timely feedback, and efficient decision-making will be critical elements in ensuring a successful transition.

7.8 RISK MANAGEMENT:

Cogent's risk management strategy is proactive and comprehensive. We will conduct thorough risk assessments, identifying potential challenges early on. This approach allows us to develop mitigation strategies, contingency plans, and escalation protocols to address any unforeseen issues promptly.

7.9 COMMUNICATION PLAN:

Effective communication lies at the heart of our approach. Cogent will implement a multi-layered communication strategy, tailored to different stakeholders. Regular updates, transparent reporting, and dedicated communication channels will ensure that everyone is informed and aligned throughout the transition.

7.10 MONITORING AND EVALUATION:

Our approach to monitoring and evaluation is data driven. We will establish key performance indicators (KPIs) that measure the progress of the transition against predefined milestones. Regular reviews and adjustments will ensure that the transition stays on track and aligned with the Parish's objectives.

7.11 POST-TRANSITION SUPPORT:

We understand that a successful transition is not simply about completing a series of steps; it's about ensuring that Jefferson Parish's operations continue seamlessly well into the future. Our commitment doesn't end with the transition period; it's a promise we make to the Parish to stand by its side, whatever challenges may come.

1. **Dedicated Support Team for Lasting Assurance:**

To provide unwavering support, we have assembled a dedicated team of experts who specialize in post-transition care. This team is meticulously chosen to align with the unique needs and intricacies of the Parish. They are readily available to address any concerns, questions, or issues that may arise as the new processes settle in.

2. **Empowering Through Feedback Loops:**

We believe that continuous improvement is the cornerstone of sustained success. Our approach includes robust feedback loops that enable open lines of communication between the Parish and COGENT. We actively encourage Parish representatives to share their insights, suggestions, and observations. This valuable feedback forms the basis for refining our processes, making them more streamlined, efficient, and aligned with the Parish's evolving needs.

3. Realizing Excellence Through Continuous Improvement Initiatives:

The journey towards excellence is an ongoing one. COGENT is committed to implementing a series of continuous improvement initiatives based on real-world experiences and the feedback we gather. These initiatives are designed to propel the Parish's operations to new heights, ensuring that every process and interaction is optimized for optimal performance.

4. Why This Matters:

Our post-transition commitment is not just a statement; it's a philosophy that drives us. It's about standing shoulder-to-shoulder with the Parish, navigating challenges together, and collectively striving for excellence. By extending our support and continuously enhancing our processes, we're not just securing business continuity – we're paving the way for Jefferson Parish's enduring success.

7.12 CONCLUSION

Cogent's unwavering commitment is rooted in a deep understanding of the responsibility we undertake. As we guide Jefferson Parish through the transition and beyond, we're not just a service provider; we're a partner invested in the long-term prosperity of the Parish and its community.

Cogent's approach to orchestrating the transition for Jefferson Parish is deeply entrenched in a bedrock of meticulous planning, unwavering commitment to effective communication, and an unyielding dedication to ensuring uninterrupted business continuity. This multifaceted approach has been meticulously designed to harmonize every intricate element of the transition, unfurling a tapestry of assurance that resonates throughout every step of the process.

Through our concerted efforts in adhering to this comprehensive approach, we stand poised and resolute in our conviction that we possess the acumen, the experience, and the tenacity required to orchestrate a transition that transcends the ordinary. Our commitment to safeguarding operations, in conjunction with our unwavering pursuit of optimizing efficiency and elevating overall effectiveness, forms the cornerstone of this endeavor.

With a vigilant eye on the minutest details, we march forward confidently, knowing that our methodology is a beacon guiding us toward a future where the contours of transition remain smooth, the rhythm of operations remains uninterrupted, and the Parish's objectives are not just met, but exceeded. In embracing this approach, we ensure that the legacy of our collaboration with Jefferson Parish is one of seamless transformation and remarkable accomplishment.

8   INSURANCE

ACORD®	**CERTIFICATE OF LIABILITY INSURANCE**	DATE (MM/DD/YYYY) 1/25/2023

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

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

PRODUCER	CONTACT NAME: Allison Fuchs		
First National Insurance Agency, LLC One North Shore Drive 12 Federal Street Pittsburgh PA 15212	PHONE (A/C, No, Ext): 724-444-6761		FAX (A/C, No): 412-231-0249
	E-MAIL ADDRESS: fuchsa@fnb-corp.com		
	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : Philadelphia Indemnity		18058
INSURED COGEINF-01	INSURER B : Hartford Accident & Indemnity		22357
Cogent Infotech Corp 1035 Boyce Rd Suite 108 Pittsburgh PA 15241	INSURER C : Hartford Fire Insurance Co		19682
	INSURER D : Scottsdale Surplus Lines Insur		10672
	INSURER E :		
	INSURER F :		

COVERAGES   CERTIFICATE NUMBER: 934433890   REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE X OCCUR	Y	Y	PHPK2497192	12/31/2022	12/31/2023	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 100,000
							MED EXP (Any one person)	$ 20,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	☐ POLICY X PRO-JECT X LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY X ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY	Y	Y	PHPK2497192	12/31/2022	12/31/2023	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB X OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE	Y	Y	PHUB843671	12/31/2022	12/31/2023	EACH OCCURRENCE	$ 8,000,000
							AGGREGATE	$ 8,000,000
	☐ DED X RETENTION $ 10,000							$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	Y	40 WEC BU1670	12/31/2022	12/31/2023	X PER STATUTE X OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
A D C	Professional Liability Cyber Liability 3rd Party Crime			PHPK2497198 EKI3457564 40 TP 0321715-22	12/31/2022 1/8/2023 12/31/2022	12/31/2023 1/8/2024 12/31/2023	Aggregate/Occurrence Aggregate/Occurrence Aggregate/Occurrence	$5,000,000 $5,000,000 $5,000,000

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

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

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

9   AFFIDAVIT

Request for Proposal

AFFIDAVIT

STATE OF <u>Pennsylvania</u>

PARISH/COUNTY OF <u>Allegheny</u>

BEFORE ME, the undersigned authority, personally came and appeared: <u>Justin Acord</u>

<u>   </u>, (Affiant) who after being by me duly sworn, deposed and said that he/she

is the fully authorized <u>Executive Vice President</u> of <u>Cogent Infotech Corporation</u> (Entity), the party

who submitted a proposal in response to RFP Number <u>0464</u>, to the Parish of Jefferson.

Affiant further said:

<u>Campaign Contribution Disclosures</u>

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

Choice A <u>   </u>   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 <u> ✓ </u>   there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

1

Affiant further said:

Debt Disclosures
(Choose A <u>or</u> B, if option A is indicated please include the required attachment):

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

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

Affiant further said:

Solicitation of Campaign Contribution Disclosures
(Choose A <u>or</u> B, if option A is indicated please include the required attachment):

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

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

Affiant further said:

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

2

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:

<u>Subcontractor Disclosures</u>
(Choose A <u>or</u> B, if option A is indicated please include the required attachment):

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

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

_____
Signature of Affiant

Justin Acord
_____
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
ON THE ___17th___ DAY OF __August_____ , 20 _23_ .

_____
Notary Public

_____Michael Takach_____
Printed Name of Notary

_____1361071_____
Notary/Bar Roll Number

My commission expires ____12/27/2023_____ .

Commonwealth of Pennsylvania - Notary Seal
Michael J. Takach, Notary Public
Allegheny County
My commission expires December 27, 2023
Commission number 1361071
Member, Pennsylvania Association of Notaries

3
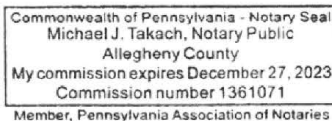
COGENT INFOTECH CORPORATION

FINANCIAL STATEMENTS

FOR THE YEARS ENDED
DECEMBER 31, 2021 AND 2020

COGENT INFOTECH CORPORATION

Table of Contents

INDEPENDENT ACCOUNTANTS' REVIEW REPORT

To the Stockholders
Cogent Infotech Corporation
Upper St. Clair, Pennsylvania

We have reviewed the accompanying financial statements of Cogent Infotech Corporation (a corporation), which comprise the balance sheets as of December 31, 2021 and 2020, and the related statements of income and retained earnings and cash flows for the years then ended, and the related notes to the financial statements. A review includes primarily applying analytical procedures to management's financial data and making inquiries of company management. A review is substantially less in scope than an audit, the objective of which is the expression of an opinion regarding the financial statements as a whole. Accordingly, we do not express such an opinion.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement whether due to fraud or error.

Accountants' Responsibility

Our responsibility is to conduct the review engagements in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. Those standards require us to perform procedures to obtain limited assurance as a basis for reporting whether we are aware of any material modifications that should be made to the financial statements for them to be in accordance with accounting principles generally accepted in the United States of America. We believe that the results of our procedures provide a reasonable basis for our conclusion.

We are required to be independent of Cogent Infotech Corporation and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements related to our review.

Accountants' Conclusion

Based on our reviews, we are not aware of any material modifications that should be made to the accompanying financial statements in order for them to be in accordance with accounting principles generally accepted in the United States of America.

Supplementary Information

The supplementary information included in Schedule I is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from, and relates directly to, the underlying accounting and other records used to prepare the financial statements. The supplementary information has been subjected to the review procedures applied in our review of the basic financial statements. We are not aware of any material modifications that should be made to the supplementary information. We have not audited the supplementary information and do not express an opinion on such information.

Wilke & Associates, LLP
Pittsburgh, Pennsylvania

September 7, 2022

COGENT INFOTECH CORPORATION
BALANCE SHEETS
DECEMBER 31, 2021 AND 2020

ASSETS

	2021	2020
CURRENT ASSETS		
Cash and cash equivalents	$ 5,480	$ 167,993
Accounts receivable	5,169,780	4,027,126
Employee advances	96,019	157,868
Prepaid insurance	2,341	10,344
TOTAL CURRENT ASSETS	5,273,620	4,363,331
PROPERTY AND EQUIPMENT		
Computers and equipment	55,703	53,967
Furniture and fixtures	28,899	28,899
Vehicles	57,998	57,998
	142,600	140,864
Accumulated depreciation	(117,828)	(107,860)
NET PROPERTY AND EQUIPMENT	24,772	33,004
TOTAL ASSETS	$ 5,298,392	$ 4,396,335

See accompanying notes and independent accountants' review report.

LIABILITIES AND STOCKHOLDERS' EQUITY

	2021	2020
CURRENT LIABILITIES		
Line-of-credit	$ 95,862	$ -
Accounts payable	125,620	37,702
Accrued wages and taxes	593,943	555,557
Current portion of vehicle note payable	6,471	6,208
Current portion of note payable	-	68,365
TOTAL CURRENT LIABILITIES	821,896	667,832
LONG-TERM LIABILITIES		
Vehicle note payable	13,715	20,185
Note payable	149,900	-
TOTAL LONG-TERM LIABILITIES	163,615	20,185
TOTAL LIABILITIES	985,511	688,017
STOCKHOLDERS' EQUITY		
Common stock: $0.01 par value; 2,000 authorized, issued and outstanding	20	20
Retained earnings	4,312,861	3,708,298
TOTAL STOCKHOLDERS' EQUITY	4,312,881	3,708,318
TOTAL LIABILITIES AND STOCKHOLDERS' EQUITY	$ 5,298,392	$ 4,396,335

See accompanying notes and independent accountants' review report.

COGENT INFOTECH CORPORATION
STATEMENTS OF INCOME AND RETAINED EARNINGS
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	2021 Amount	Pct.		2020 Amount	Pct.	
REVENUE	$ 26,356,075	100.00	%	$ 19,923,745	100.00	%
COST OF REVENUES						
Direct labor expense	20,562,419	78.02		15,191,383	76.25	
Subcontractor service	3,514,482	13.34		2,932,886	14.72	
TOTAL COST OF REVENUES	24,076,901	91.35		18,124,269	90.97	
GROSS PROFIT	2,279,174	8.65		1,799,476	9.03	
OPERATING EXPENSES	1,466,809	5.57		2,915,414	14.63	
NET INCOME (LOSS) FROM OPERATIONS	812,365	3.08		(1,115,938)	(5.60)	
OTHER INCOME (EXPENSE)						
Other income	-	0.00		1,750,900	8.79	
Interest expense	(3,802)	(0.01)		(24,470)	(0.13)	
TOTAL OTHER (EXPENSE) INCOME	(3,802)	(0.01)		1,726,430	8.66	
NET INCOME	808,563	3.06	%	610,492	3.06	%
RETAINED EARNINGS - BEGINNING OF YEAR	3,708,298			3,159,806		
DISTRIBUTIONS	(204,000)			(62,000)		
RETAINED EARNINGS - END OF YEAR	$ 4,312,861			$ 3,708,298		

See accompanying notes and independent accountants' review report.

COGENT INFOTECH CORPORATION
STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	2021	2020
CASH FLOWS FROM OPERATING ACTIVITIES		
Net income	$ 808,563	$ 610,492
Adjustments to reconcile net income to net cash from operating activities:		
Depreciation	9,969	10,052
(Increase)/decrease in:		
Accounts receivable	(1,142,654)	(32,889)
Employee advances	61,849	(90,091)
Prepaid insurance	8,003	(2,511)
Increase/(decrease) in:		
Accounts payable	87,918	(120,972)
Accrued wages and taxes	38,386	493,081
NET CASH PROVIDED BY OPERATING ACTIVITIES	(127,966)	867,162
CASH FLOWS FROM INVESTING ACTIVITIES		
Additions to property and equipment	(1,737)	(2,819)
NET CASH USED BY INVESTING ACTIVITIES	(1,737)	(2,819)
CASH FLOWS FROM FINANCING ACTIVITIES		
Net principal proceeds (repayments) - line of credit	95,862	(711,858)
Principal payments on vehicle note payable	(6,207)	(5,955)
Principal repayments on notes payable	(68,365)	(67,192)
Principal proceeds on notes payable	149,900	-
Distributions	(204,000)	(62,000)
NET CASH USED BY FINANCING ACTIVITIES	(32,810)	(847,005)
NET INCREASE IN CASH AND CASH EQUIVALENTS	(162,513)	17,338
CASH AND CASH EQUIVALENTS - JANUARY 1	167,993	150,655
CASH AND CASH EQUIVALENTS - DECEMBER 31	$ 5,480	$ 167,993
SUPPLEMENTAL DISCLOSURE		
Cash paid for interest	$ 3,802	$ 24,470

NOTE A – BUSINESS ACTIVITIES

Cogent Infotech Corporation (a Pennsylvania corporation); (hereinafter referred to as the Company), incorporated in 2003, is a global, award winning information technology consulting firm specializing in providing digital transformation, social analytics and innovative workforce solutions to Fortune 500 companies and the public sector.

The Company has clients located in over 23 states, that are served from four delivery centers located in Pittsburgh, Pennsylvania (headquarters), Boca Raton, Florida, Dallas and Austin, Texas.

The Company holds the certification of Small Disadvantaged Business (SDB) issued in the SDB program managed by the Federal government. The Company has the following additional certifications, SBE certification through the National Minority Supplier Diversity Council (NMSDC), SBE Certification through Dallas/Fort Worth Minority Supplier Development Council, Inc., and NYC M/WBE certification by the State of New York.

NOTE B – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Accounting:
The financial statements of the Company have been prepared on the accrual basis of accounting and accordingly reflect all significant receivables, payables and other liabilities.

The tax returns for the Company are prepared under the cash basis of accounting; and, depreciation is significantly accelerated for income tax return purposes.

Cash and Cash Equivalents:
Cash includes currency on hand and demand deposits with financial institutions. Cash equivalents are short-term, highly liquid investments readily convertible to known amounts of cash, with a stated maturity of three months or less. At times bank deposits and temporary cash investments may be in excess of Federal Deposit Insurance Corporation limits.

Accounts Receivable:
Management closely monitors outstanding accounts receivable and charges off to bad debt expense any balances that are determined to be uncollectible. At December 31, 2021 and 2020, the Company considered all remaining accounts receivable to be fully collectible. Accordingly, there was no allowance for doubtful accounts.

Bad debt expense was $0 and $1,490,006 for the years ended December 31, 2021 and 2020, respectively.

All of the net accounts receivable amounts are pledged as collateral against borrowings detailed in Note C.

NOTE B – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Property and Equipment:
Property and equipment are stated at cost. The Company utilizes the straight-line method of depreciation for financial reporting purposes at rates based on the following estimated useful lives of the assets:

Computers and equipment	3 – 7 years
Furniture and fixtures	5 – 7 years
Vehicles	5 years

Repairs and maintenance, which do not extend the lives of the applicable assets, are charged to expense as incurred. Gain or loss resulting from retirement or other disposition of assets is included in income. Depreciation expense for the years ended December 31, 2021 and 2020 was $9,969 and $10,052, respectively.

Revenue Recognition:
All company revenue is based on customer contracts and the company recognizes revenue as labor costs on all engagements are incurred.

Income Taxes:
The stockholders have elected to be treated as an S corporation for both federal and state tax purposes. In lieu of corporate income taxes, the stockholder of an S corporation is taxed on the corporation's ordinary income that is passed through by the corporation. Therefore, no provision or liability for federal or state income taxes is included in the accompanying financial statements.

The Company follows the provisions of the Financial Accounting Standards Board (FASB) Accounting Standards Codification (ASC) 740-10-65-1 *Income Taxes Basic Recognition Threshold*, which provides guidance for how uncertain tax positions should be recognized, measured, presented and disclosed in the financial statements. FASB ASC 740-10-65-1 requires the evaluation of tax positions taken by the Company and to determine whether tax positions are "more-likely-than-not" of being sustained by the applicable tax authority. As of December 31, 2021, no tax position taken by the Company would be subject to this provision.

The Company files income tax returns in the U.S. federal jurisdiction and several state jurisdictions. With few exceptions, the Company is no longer subject to U.S. federal or state income tax examinations by tax authorities for years before 2018.

NOTE B – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Compensated Absences:
There were no accrued compensated absences recorded on the books as of December 31, 2021 or 2020. The Company expenses vacation pay as paid. If vacation benefits were accrued as earned it would not have a material effect on the financial statements.

Advertising Costs:
Advertising and marketing costs are expensed as incurred. Advertising expense for the years ended December 31, 2021 and 2020 was $0 and $3,808, respectively.

Use of Estimates:
The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates and these differences may be material.

Fair Value Measurements:
The carrying values of financial instruments that are current assets or current liabilities are reasonable estimates of fair value given its short-term nature. Long-term notes are not measured at fair value given the nature of the notes and lack of any derivative applicability.

Recent Financial Accounting Standards Pronouncements:
In February 2016, the FASB issued ASU No. 2016-02 which became ASC Topic 842, *Leases*. The principle of Topic 842 is that an entity should recognize lease assets and lease liabilities on the balance sheet and disclose key information about leasing transactions. The effective date for implementation of this standard is January 1, 2022. The Company is currently evaluating the effects of this pronouncement and its impact on operations and financial reporting.

NOTE C – LINE OF CREDIT

The Company has a line of credit with First National Bank of Pennsylvania (Bank). The line of credit permits borrowings of up to $2,000,000 with interest calculated at the bank's prime rate with a minimum interest rate of 4%. The line of credit is subject to many conditions and covenants, which include the following:

- Quarterly submission to the Bank of a borrowing base statement presenting line of credit availability limited to 80% of eligible accounts receivable less the outstanding principal balance of the line of credit.
- Annual CPA reviewed financial statements
- Maintain an annual debt service coverage ratio of a minimum in excess of 1.20 to 1.00.

The line of credit is collateralized by the business assets and personal guarantees of the two stockholders and their spouses.

The balance outstanding on this line of credit as of December 31, 2021 and 2020 was $95,862 and $0, respectively.

Total interest paid on the line of credit for the years ended December 31, 2021 and 2020 was $1,160 and $18,429, respectively.

NOTE D – LONG-TERM DEBT

Long-term debt consists of the following as of December 31:

	2021	2020
4.16% vehicle note payable at a monthly payment of $599 which includes principal and interest, final payment due December 2024; secured by a vehicle.	$ 20,186	$ 26,393
3.75% U.S. Small Business Administration loan with a monthly payment of $731 which includes principal and interest, final payment due November 2051. Loan accrues interest for the first twelve months prior to commencement of the monthly payments. Secured by company assets.	149,900	-
4.50% note payable at a monthly payment of $6,000 which includes principal and interest, secured by all property and equipment and personally guaranteed by the stockholders' and their spouses. Loan was paid off during 2021.	-	68,365
	170,086	94,758
Less current portion	(6,471)	(74,573)
Long–term portion	$ 163,615	$ 20,185

Interest expense on long-term debt was $2,642 and $6,041 for the years ended December 31, 2021 and 2020, respectively.

In January 2022, the U.S. Small Business loan of $149,900 was increased to $2,000,000. The interest rate and maturity date both remained at 3.75% and November 2051, respectively. The monthly payment amount increased to $9,736 and the loan accrues interest for the first 24 months prior to commencement of the monthly payments.

The following is a schedule by years of minimum payments:

Year Ending December 31,	Amount
2022	$ 6,471
2023	6,745
2024	44,432
2025	38,891
2026	40,375
Thereafter	1,883,272
Total payments	$ 2,020,186

NOTE E – RELATED PARTY TRANSACTIONS

The stockholders of the Company are the majority shareholders of Cogent IT Solutions Private Limited (the Affiliate) an entity which is a state of the art offshore center located near Delhi, India. This office provides human resource, recruitment, sales automation and software development services and is crucial for achieving Company revenue goals. For the years ended December 31, 2021 and 2020, the Company incurred $48,086 and $46,011 in recruiting/subcontractor service fees with the Affiliate.

NOTE F - OPERATING LEASE COMMITMENTS

Headquarters Office Rent:
The Company has a lease agreement for office space for their headquarters in Pittsburgh, Pennsylvania that expired in March 2021. The lease requires monthly rental payments of $5,166.

During July 2020, the monthly rental payment was reduced 50% to $2,583 as the Company no longer requires as much office space. The rental payments continued on a month-to-month basis, after the lease expiration in March 2021, as a formal lease agreement does not exist for the reduction in lease space and the corresponding reduction in monthly rental payments.

During October 2021, the Company entered into a lease amendment that expires in January 2024. The lease amendment requires monthly rent payments of $1,124.

Total rent paid on this lease for the years ended December 31, 2021 and 2020 was $16,286 and $49,080, respectively.

Florida Office Rent:
During 2019, the Company entered into a lease agreement for office space in Boca Raton, Florida that expires in February 2021. This lease agreement has not been renewed.

The lease requires monthly rental payments of $1,250.

Total rent paid on this lease for the years ended December 31, 2021 and 2020 was $1,250 and $15,000, respectively.

Texas Office Rent:
During 2019, the Company entered into a lease agreement for office space in Irving, Texas that expires in December 2022. The lease requires monthly rental payments ranging from $2,989 to $3,128.

Total rent paid on this lease for the years ended December 31, 2021 and 2020 was $36,696 and $32,874, respectively.

NOTE F - OPERATING LEASE COMMITMENTS (CONTINUED)

Residential Leases:
The Company has three corporate apartments that are utilized by employees while traveling to various client sites. These residential lease agreements mature at various dates through January 2021. Monthly lease payment amounts range from $1,150 to $1,350. Total rent paid on these leases for the year ended December 31, 2020 was $27,910.

During 2021, the Company only had one corporate apartment that matured in January 2021. Total rent on this lease for the year ended December 31, 2021 was $1,350.

None of these residential lease agreements have been renewed.

Vehicle Lease:
During November 2018, the Company entered into an agreement to lease a vehicle, the terms of the agreement require that the lease is treated as an operating lease. The Company is making 36 monthly payments of $500 with the final payment due October 2021. This lease was extended for three additional months through January 2022. For the years ended December 31, 2021 and 2020, the lease payments totaled $5,500 and $6,000, respectively.

The following is a schedule by years of future minimum lease payments:

Year Ending December 31,	Headquarters Office	Texas Office	Vehicles	Total
2022	$ 13,485	$ 37,530	$ 500	$ 51,515
2023	13,485	-	-	13,485
	$ 26,970	$ 37,530	$ 500	$ 65,000

NOTE G – MAJOR CUSTOMERS

Revenues derived from one customer accounted for approximately 13% of contract revenues for the year ended December 31, 2021. The outstanding accounts receivable balance due from this customer was $741,920 at December 31, 2021 representing approximately 14% of outstanding accounts receivable.

Revenues derived from two customers accounted for approximately 29% of contract revenues for the year ended December 31, 2020. The outstanding accounts receivable balance due from these customers was $746,520 at December 31, 2020 representing approximately 14% of outstanding accounts receivable.

NOTE H — RETIREMENT PLAN

The Company has a 401(k) defined contribution plan that covers all employees that meet eligibility requirements. Contribution limits are established by the Internal Revenue Service and there is currently no employer matching or discretionary contribution to the plan. For the years ended December 31, 2021 and 2020, the Company did not incur any expenses related to this plan.

NOTE N — OTHER INCOME

During April 2020, the Company obtained a Paycheck Protection Program (PPP) loan in the amount of $1,750,900 from the U.S. Small Business Administration as part of the Coronavirus Aid, Relief and Economic Security Act (the Cares Act). The Company obtained full loan forgiveness as permitted by the loan agreement. Accordingly, the PPP amount is recognized as other income and is reported as a separate item after income from continuing operations.

NOTE I — SUBSEQUENT EVENTS

Management has evaluated and determined that there are no subsequent events, other than the increase in long-term debt disclosed in Note D, necessary for disclosure as of the date of the independent accountants' review report.

SUPPLEMENTARY INFORMATION

COGENT INFOTECH CORPORATION
SCHEDULE I – STATEMENTS OF OPERATING EXPENSES
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	2021		2020	
	Amount	Percent	Amount	Percent
Officer compensation	$ 269,894	1.02 %	$ 261,250	1.31 %
Dues and subscriptions	219,262	0.83	213,784	1.07
Employee benefits	144,955	0.55	156,636	0.79
Professional fees	123,578	0.47	103,517	0.52
Administrative wages	113,962	0.43	112,966	0.57
Telephone and internet expenses	88,252	0.34	59,730	0.30
Payroll service fees	86,725	0.33	47,989	0.24
Insurance	86,573	0.33	79,598	0.40
Rent	63,907	0.24	138,766	0.70
Immigration fees	61,987	0.24	6,812	0.03
Payroll taxes	43,846	0.17	44,008	0.22
Travel	40,039	0.15	35,586	0.18
Officer life insurance	37,136	0.14	33,995	0.17
Miscellaneous	25,808	0.10	30,167	0.15
Office expenses	13,309	0.05	26,564	0.13
Meals and entertainment	12,803	0.05	11,174	0.06
Depreciation	9,969	0.04	10,052	0.05
Bank service charges	8,649	0.03	18,338	0.09
Postage and delivery	7,356	0.03	5,886	0.03
Auto expenses	5,947	0.02	7,080	0.04
Utilities	2,012	0.01	5,825	0.03
Maintenance	840	0.00	11,877	0.06
Bad debt expense	-	0.00	1,490,006	7.48
Advertising	-	0.00	3,808	0.02
TOTAL OPERATING EXPENSES	$ 1,466,809	5.57 %	$ 2,915,414	14.63 %

See independent accountants' review report.