RESPONSE TO REQUEST FOR PROPOSALS

JEFFERSON PARISH GOVERNMENT

- **PROPOSAL NAME:** INFORMATION TECHNOLOGY SUPPORT SERVICES AND SUPPLEMENTAL STAFFING
- **PROPOSAL NO.** 0464
- **PROPOSAL RECEIPT DATE AND TIME:** AUGUST 25, 2023 3:30 PM

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

Submitted By:
Quadrant Resource LLC
4034 148th Ave NE Suite#K1C1,
Redmond WA 98052
Email: govtcontracts@quadrantresource.com
Phone: +1 425-285-8776

A. COVER LETTER

Addressed By:

Quadrant Resource LLC

4034 148th Ave NE, Suite K1C1,

Redmond, WA 98052

Email: govtcontracts@quadrantresource.com

Phone: +1 425-285-8776

Date: August 24, 2023

Subject: Response to RFP Proposal No. 0464 - Information Technology Support Services and Supplemental Staffing for Jefferson Parish Government

Dear Officer,

I am writing on behalf of Quadrant Resource LLC to submit our proposal for the Information Technology Support Services and Supplemental Staffing as outlined in the RFP titled Jefferson Parish Government Proposal No. 0464. We are excited to present our comprehensive solution that aligns perfectly with the objectives and requirements of the RFP.

Quadrant Resource is deeply committed to providing exceptional IT services and solutions to public entities, and we recognize the significance of partnering with Jefferson Parish Government to meet your technology needs.

Our proposal encompasses a thorough understanding of the scope and objectives of the RFP. Quadrant Resource has a proven track record of delivering outstanding results in IT support and staffing services, and we are well-prepared to meet the outlined requirements. With our experience, expertise, and commitment to excellence, we are confident in our ability to provide superior IT services that align with your organization's goals.

Quadrant Resource's skilled professionals possess extensive experience across a wide spectrum of technology systems and services outlined in the RFP. Our proficiency in Oracle and MS SQL database administration, network management, GIS solutions, data center operations, Microsoft services, cybersecurity, and more positions us to address Jefferson Parish Government's unique needs effectively.

We are dedicated to meeting the supplemental staffing requirements as specified in the RFP. Our team of server technicians, network administrators, Oracle database administrators,

Microsoft support technicians, programmers/analysts, and PC/help desk technicians are equipped with the requisite certifications and experience to ensure seamless technical support.

Understanding the importance of collaboration and transparency, Quadrant Resource is committed to working closely with your team to ensure a smooth and effective partnership. We are fully equipped to provide remote support, address after-hours needs, and maintain open communication channels to address any critical issues promptly.

Our commitment to documentation and reporting aligns with your expectations. Quadrant Resource ensures that all work performed is meticulously recorded in your help desk ticketing system, with corresponding daily activity logs submitted along with monthly invoices/reports.

We understand the significance of supporting both traditional and non-traditional IT projects. Our expertise extends beyond routine maintenance to encompass critical project support, including application upgrades, IT training, and more. Our team is prepared to contribute to the enhancement of your technology infrastructure.

As the signatory of this proposal, I affirm the accuracy, completeness, and relevance of the information presented herein. Our proposed solution is designed to meet the specific requirements of Proposal No. 0464, and Quadrant Resource LLC is committed to adhering to all applicable regulations and standards throughout the term of the contract. Furthermore, I confirm that Quadrant Resource LLC is an authorized provider, eligible to participate in this initiative without any prior suspension, debarment, or ineligibility by any governmental entity.

We are excited about the opportunity to collaborate with Jefferson Parish Government and contribute to your technology initiatives. We eagerly await the evaluation process and the chance to demonstrate how our tailored solutions can provide exceptional value to your organization. For any inquiries or further information, please do not hesitate to contact us.
Thank you for considering Quadrant Resource LLC as your partner for Information Technology Support Services and Supplemental Staffing. We look forward to the potential of working together to achieve shared success.

Sincerely,

Rambabu paluri

Rambabu Paluri
Chairman
Quadrant Resource LLC
Email: ram@quadrantresource.com
Contact Number: (+1) 425-285-8776

Request for Proposals #0464

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

SIGNATURE PAGE

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

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

Acknowledge Receipt of Addenda: Number: **1**
                                             Number:
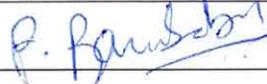   Number:
                                             Number:
                                             Number:
                                             Number:

Name of Proposer: **Quadrant Resource LLC**

Address: **4034 148th Avenue NE Suite No. K1C1, Redmond, WA 98052**

Phone Number: **+1 425 285 8776**   Fax Number

Type Name of Person Authorized to Sign: **Rambabu Paluri**

Title of Person Authorized to Sign: **Chairman**

Signature of Person Authorized to Sign: *P. Rambabu*

Email Address of Person Authorized to Sign: **ram@quadrantresource.com**

Date: **08 | 22 | 2023**

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

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Request for Proposal

AFFIDAVIT

</div>

STATE OF _Washington_

PARISH/COUNTY OF _King_

BEFORE ME, the undersigned authority, personally came and appeared: __**Rambabu**__

____**Paluri**____, (Affiant) who after being by me duly sworn, deposed and said that he/she

is the fully authorized ____Representative____ of __**Quadrant Resource LLC**__ (Entity), the party

who submitted a proposal in response to RFP Number ____0464____, 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 _____	Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.
Choice B ___X___	there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

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

Affiant further said:

Solicitation of Campaign Contribution Disclosures
(Choose A <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 __**X**__   there are **NO** solicitations for campaign contributions which would require disclosure under Choice A of this section.

Affiant further said:

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

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

Affiant further said:

Subcontractor Disclosures
(Choose A <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   **X**   There are **NO** subcontractors which would require disclosure under Choice A of this section.
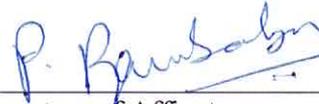
_____
Signature of Affiant

Rambabu Paluri
_____
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
ON THE __22__ DAY OF __August__ , 20_23_ .

_____
Notary Public

Sandeep Thomas
_____
Printed Name of Notary

169008
_____
Notary/Bar Roll Number

My commission expires _10/22/2025_ .

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B. TABLE OF CONTENTS

C. TECHNICAL PROPOSAL ELEMENTS

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

Quadrant Resource LLC Response: At Quadrant Resource, we stand ready to demonstrate our unwavering commitment to fulfilling the requirements set forth in the Scope of Work/Services outlined in Section 2.7.A of the Request for Proposal (RFP). With an extensive track record of excellence in IT Staff Augmentation, we are fully equipped to address the diverse technology systems, services, and applications highlighted within the RFP.

Compliance with Scope of Work/Services:
Our comprehensive understanding of the multifaceted technology landscape, as delineated in the RFP's Scope of Work/Services, forms the cornerstone of our value proposition. We possess a rich history of supporting and enhancing Oracle databases, including version 19c and newer, and Microsoft SQL Server 2016 and beyond. Our proficiency extends to network management encompassing Fortinet, Cisco, Meraki, and SD-WAN technologies, ensuring seamless connectivity and secure data transmission.

Moreover, Quadrant Resource is adept at managing complex data center ecosystems, including virtualization technologies, Windows and Linux servers, and HPE storage solutions. As a Microsoft Gold Partner, our expertise in Microsoft technologies empowers us to proficiently handle Exchange, Office 365, Active Directory, and more.

Our familiarity with third-party applications, in-house systems (.NET & Oracle), cybersecurity protocols, telecommunications, and video/access control systems further reinforces our holistic approach to the Scope of Work/Services delineated in the RFP.

Quadrant Resource has successfully supported various entities, demonstrating our capabilities in delivering excellent service, managing customer inquiries, and ensuring customer satisfaction. Quadrant Resource stands ready to demonstrate our strong alignment with the RFP's Scope of Work/Services, as well as our extensive history of delivering impactful solutions in IT Staff Augmentation. Through a portfolio of successful projects, we have substantiated our capabilities to handle the technology systems, services, and applications outlined in the RFP.

Past Experience - Engagements that Showcase Our Expertise:

Project Name	Agile BI Solution for Microsoft
Engagement Duration:	36 Months
Technologies/Tools:	Azure Databricks, Azure Data Factory, Azure Data Lake, Azure SQL, Power BI, C#, .NET, Kusto, PowerShell, SSAS
Description:	In response to Microsoft's complex data analysis requirements, we crafted a holistic solution. We harnessed Azure Data Factory pipelines and Azure Databricks for data transformation, incorporating Python, Scala, and R programming to apply business logic. This transformed data seamlessly flowed through the ecosystem, from Azure Data Lake to production SQL Server, eventually feeding into SSAS cubes. Power BI visualizations illuminated data trends and anomalies, thus empowering decision-makers.
Benefits:	- Achieved an 87% performance improvement. - Reduced data processing time from 7.5 hours to 1.5 hours. - Enabled prompt identification of data issues through email alerts. - Ensured consistent and healthy sales pipeline management.

Project Name	Analytics Solution for Microsoft CSI Team
Engagement Duration:	12+ Months
Technologies/Tools:	Cosmos DB, Azure SQL, Power BI
Description:	To address Microsoft CSI Team's hardware testing challenges, we employed ETL

	processes and Power BI reporting. We integrated data sources, designed a robust database model, and created dynamic Power BI reports with interactive visuals and insightful metrics. This empowered the team to identify defects, assess performance, and track metrics across different hardware vendors accurately.
Benefits:	Automation of manual processes. Enhanced insights into annual failure rates and RMA metrics. Streamlined tracking of hardware performance and defects.

At Quadrant Resource, we have solidified partnerships with prominent organizations such as Microsoft Corp and BJs Wholesale Club, wherein we've consistently delivered outstanding results.

For Microsoft Corp, a decade-long relationship as Gold partners signifies our profound contributions in areas like application support, technical support, data analysis, and more. We've engaged in staff augmentation across diverse projects, bringing expertise in Data & AI, Power Platform, Data Labeling, and Project Management.

With BJs Wholesale Club, we've provided application support, data analysis, technical support services, and more, supported by a roster of expert IT resources specializing in IBM Sterling, Order Management System (OMS), and Power Platform, among others.

Highly Qualified and Certified Consultants

At Quadrant Resource, we prioritize excellence and proficiency in every aspect of our service delivery. Our commitment to providing you with the most capable and skilled personnel is unwavering. We understand the critical importance of having highly qualified consultants who possess the necessary certifications to navigate the intricacies of the technological landscape described in the RFP's Scope of Work/Services.

Expertise Backed by Certification: We take pride in curating a team of certified professionals and experts who are well-versed in the technologies that power your business. Each member of our team holds relevant certifications, signifying their mastery of the tools and systems required to support, maintain, and enhance your complex infrastructure. Whether it's Oracle, Microsoft, network administration, GIS, data analytics, or any other specialized area, you can rest assured that our consultants are equipped with the credentials to excel.

Certifications as a Measure of Competence: We recognize that certifications serve as an essential benchmark of competence and knowledge in today's rapidly evolving technology landscape. Our consultants' certifications not only attest to their expertise but also assure you that they are up-to-date with the latest industry standards and best practices. These credentials empower our consultants to navigate challenges with confidence and deliver solutions that are aligned with industry-leading approaches.

Relevant Experience and Proven Track Record: Our consultants don't just hold certifications; they have a proven track record of successfully implementing, managing, and optimizing technologies in a variety of settings. Their extensive experience allows them to quickly understand your unique needs and tailor solutions that align perfectly with your goals. Our consultants' ability to draw upon their rich experience ensures that your projects are in capable hands from start to finish.

Transparent Insight into Expertise: We believe in transparency, which is why we provide comprehensive resumes that offer detailed insights into our consultants' qualifications, certifications, and past experience. This transparency enables you to make informed decisions when selecting the right experts for your projects. Our consultants' profiles allow you to gauge their alignment with your specific requirements, ensuring a harmonious partnership.

Conclusion:

In conclusion, Quadrant Resource stands poised to meet and exceed the requirements outlined in the Scope of Work detailed in Section 2.7.A of the RFP. Our expertise spans the intricate technology landscape described within the RFP, covering Oracle and Microsoft databases, network administration, GIS, data center management, third-party applications, cybersecurity, telecommunications, and more.

To further demonstrate the above, Quadrant would like to submit sample resumes for each position specified in the RFP. Please find them attached in the Appendix, Exhibit II - Sample Resumes.

We've cultivated a legacy of success, demonstrated through impactful engagements. The projects showcase our ability to architect innovative solutions that enhance operational efficiency, streamline processes, and deliver transformative insights.

Our strategic partnerships serve as testaments to our consistent delivery of outstanding results. We've cultivated relationships that contribute expertise across a spectrum of areas and projects.

Our consultants are the bedrock of our commitment to excellence. With relevant certifications and extensive experience, they embody the fusion of knowledge and practical acumen needed to navigate the complexities of your technological landscape.

D. PROPOSER QUALIFICATIONS AND EXPERIENCE

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

Quadrant Resource LLC Response: Quadrant Resource LLC, established in 2004, is a globally recognized provider of IT services, products, and solutions in various industries. We hold ISO/IEC 27001 and ISO 9001 certifications, underscoring our commitment to quality and security. Over the years, we have earned a formidable reputation for delivering innovative IT staffing and managed services that cater to the evolving demands of our clients. With expertise in diverse areas such as Cloud, Data & Analytics, Accessibility, Business Intelligence, Quality Testing, DevOps, AI & ML, CRM, ERP, Big Data, and Application Development, we possess a versatile talent pool to tackle any IT challenge that comes our way.

Mission: To be one of the fastest growing and best service-based consulting companies in the world. Using our company portfolio and diverse services and products we offer, we aim to develop the most creative, innovative, and exciting experiences for our customers by establishing a culture of exceptional execution.

Vision: To provide best-in-class consulting and IT services by building innovative solutions that enable, empower, and enhance the user experience for achieving our business goals and objectives.

At Quadrant, our core values define who we are and how we conduct business. **Integrity** is the cornerstone of our operations, as we believe in maintaining honesty, trust, and ethical practices in all our interactions. **Transparency** is another vital value we uphold, ensuring open and clear communication with our clients, partners, and team members. We are committed to **Driving Exceptional Results**. **Collaboration and challenge** are integral to our approach, as we believe that by pushing boundaries and working together, we can achieve excellence. Our **Consumer-first** mindset guides us to prioritize the needs and satisfaction of our clients, striving

to deliver exceptional service and solutions that exceed their expectations. While we take pride in our accomplishments, we remain **Humble** and dedicated to fostering a positive and **Happy** work environment. We believe that success should be accompanied by a sense of gratitude and appreciation. Finally, **Unwavering Ethics** govern our actions, as we consistently uphold high standards of professionalism, fairness, and responsibility. These core values serve as the foundation for everything we do at Quadrant, ensuring our commitment to excellence and client satisfaction.

Corporate Profile:

Quadrant Resource LLC was established in 2004 and is headquartered in Redmond, Washington. In its 19+ years of existence, it has continued to evolve as one of the leading IT and IT enabled service providers to a wide range of clients, including HiTech, Banking & Finance and Insurance, Manufacturing, Health Care, Telecommunications, Power & Energy, Aviations, Automotive, Retail & Ecommerce, and many more. Quadrant Resource has expanded to a worldwide scale throughout the years, with footprints in four continents, thirteen countries, and twenty different locations. It has offices in the EST, CST, and PST time zones in the United States. Quadrant has over 2000 employees worldwide and provides IT staffing services as well as IT solutions to its clients.

Our Journey and Key Milestones:
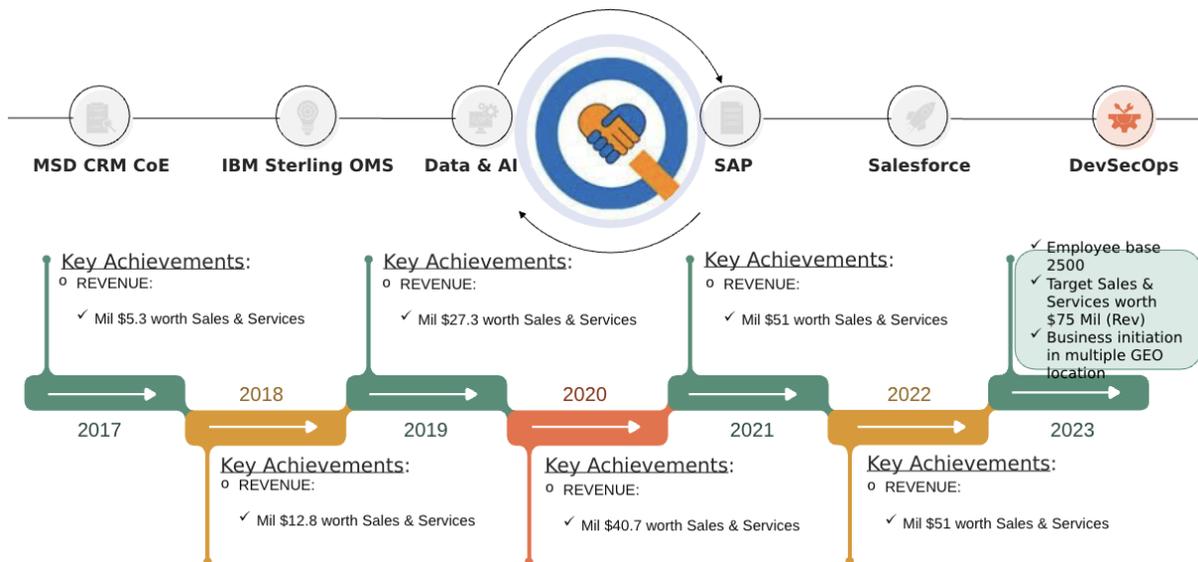
US Presence:

In the United States, Quadrant Resource has strategically positioned offices in key tech hubs. Our locations in San Jose, CA, Dallas, TX, Edison, NJ, and Charlotte, NC, serve as essential touchpoints for delivering exceptional IT solutions to our valued clients.

Global Reach:

Beyond the US, we have established international offices to cater to the diverse needs of our clients across different regions. Our near shore locations in Canada and Mexico allow us to provide seamless services to clients in North America. In Latin America, our presence in Costa Rica ensures accessible support. For the Asia-Pacific markets, our bases in India, Dubai, Bahrain, Singapore, Malaysia, and Australia enable us to deliver solutions that transcend borders. Moreover, we extend our services to European clients through our operations in the UK and Ireland.

Embracing Talent Diversity:

At Quadrant Resource, we believe in the power of a diverse and talented workforce. Within the USA, our team consists of 213, W2 employees and 2, 1099 employees, each contributing their unique expertise to provide unparalleled services to our clients.

Experience and Services:

With years of experience and a proven track record, Quadrant Resource offers a wide array of IT services and solutions.

Staffing Services:	Access to certified IT professionals who seamlessly integrate into projects is provided through our Staffing Services. Skilled consultants specializing in various domains ensure the right expertise for initiatives. Project success is driven by augmentation of teams with necessary skills and knowledge. Quadrant Resource has a strong Talent Acquisition team of 150+ seasoned recruiters. The entire Staffing Department comprises of Recruiters, Team Leads, Account Managers, Program/Delivery Managers and VPs/Directors heading the Talent Acquisition Group (TAG)
Cloud Solutions:	The power of cloud computing is harnessed through our Cloud Solutions service, where tailored cloud architectures are designed and implemented to enhance scalability, flexibility, and operational efficiency. Whether it's Azure, AWS, or other platforms, seamless migration, integration, and management of applications and data in the cloud are ensured by our experts. **Application Development:** Expertise in the development of bespoke software applications that align with business goals and user expectations is showcased. Cutting-edge technologies are employed to ensure that user-centric design and functionality are prioritized.

	DevOps: The bridging of the gap between development and operations is achieved through the automation of workflows and fostering of collaboration. Rapid software delivery, continuous improvement, and enhanced agility in response to market demands are emphasized. **Cloud Computing:** The complexities of cloud computing are navigated with ease through our consulting expertise. Strategic guidance on cloud adoption, migration, and optimization, ensuring alignment with organizational goals, is provided.
Consulting Services:	Our Consulting services encompass strategic guidance across a spectrum of IT domains, ensuring the alignment of technology solutions with business objectives. **Cyber Security:** We prioritize the safeguarding of digital assets by conducting thorough risk assessments, implementing robust security measures, and offering incident response solutions.
Data & Analytics:	Empowerment to harness the potential of data, enabling informed decision-making and strategic insights, is facilitated through our Data & Analytics services. **Big Data**: The management and analysis of vast amounts of data, uncovering valuable insights to drive business growth, are demonstrated. **Database Migration:** Expertise in seamless database migration, ensuring data transition with minimal disruptions and data integrity preservation, is highlighted. **Power Platform:** The creation of intuitive and customizable data-driven applications and solutions using platforms like Microsoft Power Platform is exemplified.
Quality Assurance:	The assurance of quality and reliability in software solutions is central to our Quality Assurance services. **Accessibility:** Thorough accessibility testing is conducted to ensure usability for individuals with disabilities, ensuring inclusive solutions. **Quality Engineering:** Emphasis on quality engineering guarantees defect-free software solutions that meet the highest industry standards.

ERP Solutions:	The optimization of business processes and enhancement of customer engagement through technology solutions form the foundation of our ERP services. **CRM:** The specialization in Customer Relationship Management (CRM) implementations for efficient customer engagement and management is showcased. **SAP AMS:** The provision of SAP Application Management Services (AMS) for streamlined SAP system operations and maintenance is underscored. **SAP HANA:** Expertise in SAP HANA, enabling efficient data processing and analytics, and supporting data-driven decision-making, is highlighted. **SAP On Azure:** Utilization of Microsoft Azure to host SAP applications, ensuring seamless integration and scalability, is emphasized.
BI	Empowerment with actionable insights derived from data, enabling strategic decision-making, is facilitated through our Business Intelligence services. **Business Intelligence:** Utilization of advanced analytics and visualization tools to transform data into valuable insights, enhancing the understanding of business trends, is demonstrated. **AI & ML:** Uncovering patterns and trends in data through Artificial Intelligence (AI) and Machine Learning (ML), enabling predictive analytics and informed decision-making, is exemplified.

Our Clients:

For over 19+ years, Quadrant Resource has cultivated a legacy of excellence in the IT solutions and staffing space. Our extensive experience speaks to our ability to deliver impactful solutions, optimize operations, and provide top-tier staffing services tailored to partners' needs. Our history of successful partnerships with industry leaders such as Microsoft Corp demonstrates our commitment to excellence. Our portfolio, spanning Cloud Solutions, Consulting, ERP, and BI expertise, showcases our adaptability to diverse challenges. Staying attuned to technological advancements, our team's certifications validate our commitment to industry best practices. With a client-centric approach, we prioritize collaboration and partnership to ensure solutions align with partners' unique goals. As we look ahead, our exploration of emerging technologies like AI and ML underscores our commitment to guiding partners toward a future empowered by technology. Quadrant Resource's decades of expertise are a testament to our unwavering dedication to delivering results that matter.

E. INNOVATIVE CONCEPTS

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

Quadrant Resource LLC Response:

In a competitive landscape, Quadrant Resource stands out through a series of unique distinctions that collectively define our identity and set us apart from other firms. These distinctive attributes embody our commitment to excellence, innovation, and client-centricity, making us the preferred partner for exceptional IT solutions and staffing services.

1. Holistic Portfolio Approach:

Quadrant Resource offers a comprehensive suite of services, ranging from Cloud Solutions and Consulting to ERP and BI expertise. This versatile portfolio empowers us to address multifaceted challenges with a holistic perspective, delivering end-to-end solutions that cater to diverse needs under a single umbrella.

2. Certified Expertise and Proficiency:

Our team's extensive certifications and proven expertise stand as a testament to our commitment to excellence. These credentials underscore our capacity to navigate complex technological landscapes while adhering to industry best practices, ensuring that our solutions are of the highest caliber.

3. Collaborative Client-Centric Philosophy:

We distinguish ourselves by embracing a client-centric philosophy that places collaboration and partnership at the forefront. By deeply understanding partners' unique goals and challenges, we craft tailored solutions that resonate effectively, fostering an environment of trust and mutual success.

4. Agility and Adaptability:

Our agile and adaptive mindset is one of our defining traits. We possess the ability to swiftly grasp evolving industry trends, emerging technologies, and shifts in client needs. This proactive approach enables us to swiftly adapt, ensuring that our solutions remain relevant and effective.

5. Forward-Looking Innovation:

Quadrant Resource's commitment to embracing emerging technologies, such as AI and ML, speaks to our forward-looking approach. By staying at the cutting edge of innovation, we position ourselves as strategic partners who can anticipate future trends and guide partners through transformative journeys.

6. Strong Industry Partnerships:

Our long-standing partnerships with industry leaders such as Microsoft Corp underscore our credibility and impact. These relationships signify our consistent delivery of results, fortified by our dedication to quality and excellence.

7. Transparent and Collaborative Approach:

We differentiate ourselves through transparent communication and a collaborative ethos. Our commitment to fostering open lines of dialogue ensures that partners remain informed and engaged throughout every step of the project lifecycle.

8. Empowering Through Knowledge Transfer:

Quadrant Resource stands out in its commitment to knowledge transfer. As part of our client partnership, we ensure that valuable insights, best practices, and expertise are seamlessly transferred to empower partners for self-sufficiency and future success.

9. Unwavering Ethical Practices:

Our unwavering dedication to ethical practices underpins all our endeavors. This commitment to integrity, transparency, and honesty not only differentiates us but also fosters enduring relationships built on trust and mutual respect.

In summary, Quadrant Resource's unique distinctions collectively showcase our exceptional qualities as a transformative IT solutions and staffing partner. With a holistic approach, certified expertise, client-centric philosophy, innovation, and a range of standout attributes, we stand ready to redefine success in collaboration with our valued partners.

F. PROJECT SCHEDULE

Detailed methodology/approach to project management.

Quadrant Resource LLC Response:

Our Approach to Project Management

At Quadrant Resource LLC, we understand the critical role that effective project management plays in delivering successful outcomes for the Information Technology Support Services and Supplemental Staffing project for Jefferson Parish Government (Proposal No. 0464). Our detailed approach is designed to provide a comprehensive framework for project initiation, planning, execution, monitoring, control, and closure. This approach integrates industry best practices with our experience to ensure seamless coordination, transparency, and alignment with the project's objectives.

Upon receiving the Task Order, Quadrant will conduct a comprehensive analysis and evaluation of its requirements. We will carefully review the performance-based statement of work, location, period of performance, deliverable schedule, competitive bidding opportunity, applicable performance standards, acceptance criteria, and any special requirements specified to formulate a tailored approach to fulfill Jefferson Parish's IT requirements.

QUADRANT'S RECRUITING PROCESS:
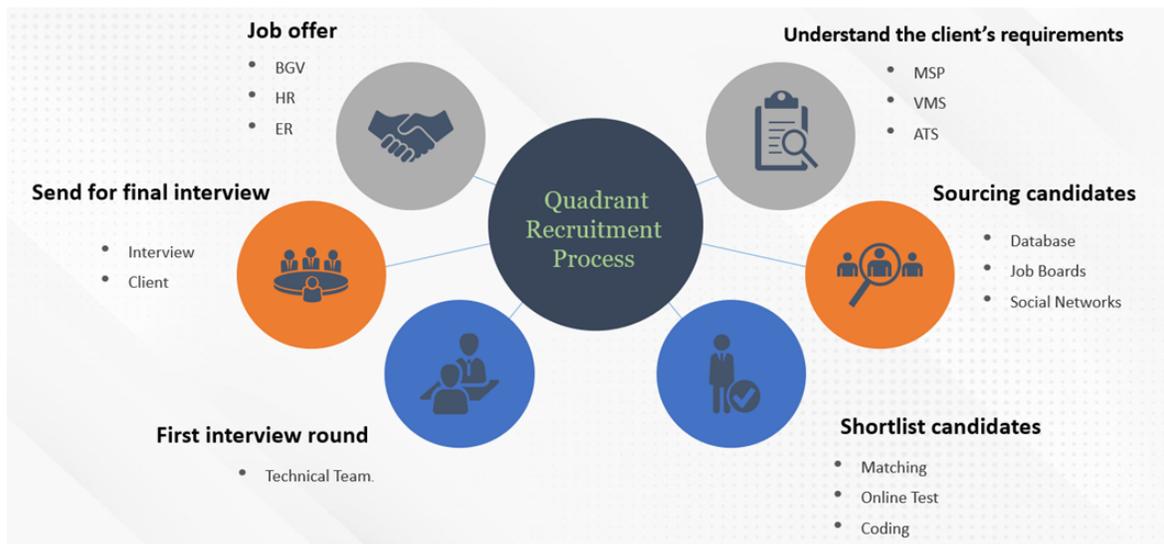
Step1: **Sourcing Candidates**

To attract a diverse pool of qualified candidates, we employ a range of sourcing strategies that includes:

Database	We leverage our extensive internal database of pre-screened candidates to identify potential matches for the client's requirements. Our database is regularly updated, ensuring that we have access to a pool of qualified candidates for quick and efficient sourcing.
Job boards and social networks	We utilize popular job boards, professional networking platforms, and industry-specific online communities to advertise job openings and engage with active job seekers. By leveraging the power of social media and online platforms, we expand our reach and tap into a wider talent pool.
Employee referrals	We recognize the value of employee referrals and actively encourage our employees to refer suitable candidates from their professional networks. Our robust referral program incentivizes employees with referral bonuses for successful placements, motivating them to actively participate in the referral process.
School placements and campus drives	We establish partnerships with educational institutions, participating in campus drives and job fairs to connect with talented individuals who are graduating or seeking internships. These initiatives allow us to identify promising candidates early in their careers and foster relationships with educational institutions.
Talent scouting	Our recruiters proactively search for talented individuals within the industry. They attend conferences, industry events, and online communities to identify potential candidates with the desired skill sets. This proactive approach helps us tap into a broader talent pool and discover hidden gems.
Walk-ins and weekend drives	To cater to candidates who may not be able to attend interviews during regular working hours, we organize walk-in interviews and weekend drives. These initiatives provide flexibility and convenience to potential candidates, increasing our chances of finding suitable talent.
Internal searches	We leverage our internal systems, such as Vultus and Ceipal, to identify candidates who are already part of

	our organization but possess the required skills and experience for the client's requirements. Internal searches allow us to tap into our talent pool and identify potential candidates for new opportunities.
Voluntary applicants	We welcome direct applications from consultants who are interested in working with us. We provide a platform for prospective candidates to submit their profiles and express their interest in relevant job openings. This approach helps us expand our talent pool and identify individuals who are actively seeking new opportunities.
Advertisements	We strategically advertise job openings through various channels, including social networks, job boards, and educational institutes. Our advertisements are tailored to reach specific target audiences and attract candidates with the desired qualifications and experience.

Step 2: **Shortlisting Candidates**

After receiving applications and expressions of interest, our shortlisting process involves the following steps:

- *Matching:* This phase covers cross-examination of basic qualifications and HR-related information (W9, Visa status, etc). Our recruiting team goes through an exhaustive process of skill verification by engaging with a technical expert, if required, to understand the necessary skills/technical knowledge required to perform adeptly. The candidates will then be thoroughly cross-examined on these requisites through a technical knowledge interview to ensure they will be the best-fit talent for Jefferson Parish's department.

Category	Criteria	Match
Availability - Time	XXXX	☑
Availability - Location	XXXX	☑
Educational Background	XXXX	☑
Right Technical Skills	XXXX	☑
Project References	XXXX	☑
Work Experience - No. of Years	XXXX	☑

- **Online tests:** Depending on the nature of the job role, we may administer online tests to assess the technical proficiency and problem-solving abilities of shortlisted candidates. These tests provide objective insights into the candidate's capabilities and assist in further screening.

- **Coding tests:** For technical positions, we conduct coding tests, if required, to evaluate the candidate's programming skills, logical thinking, and problem-solving capabilities. These tests enable us to assess the candidate's practical application of technical knowledge.

Step 3: First Interview Round (Technical)

Shortlisted candidates who successfully clear the initial screening proceed to the first interview round. Our experienced technical team conducts this interview to assess the candidate's technical competence, problem-solving abilities, and cultural fit within our organization. The technical team asks relevant questions to gauge the candidate's proficiency and suitability for the role.

Step 4: Final Interview

Candidates who successfully pass the first interview round are recommended for a final interview with the client. This interview provides an opportunity for the client to evaluate the candidate's suitability, assess their project-specific knowledge, and gauge their compatibility with the client's team. We facilitate the scheduling and logistics of this interview, ensuring a seamless process for all parties involved.

Step 5: Job offer

Upon successful completion of the final interview, we initiate the job offer process.

Background Verification Process: As part of our commitment to integrity and quality, we conduct background verification for every employee, whether hired as a full-time employee (FTE) or contractor. The background verification process includes checks such as criminal history, identity verification, education qualification verification, employment history verification, and address verification. Additional checks like drug tests or social media checks may be conducted based on client requirements and on a case-by-case basis. The background verification process is initiated immediately after the candidate accepts the offer, with a typical duration of 7-10 working days or 2-3 weeks.

Our dedicated HR and Employee Relations team handles the offer letter, contract negotiations, and addresses any queries or concerns from the candidates. They ensure a smooth onboarding process, coordinating with the client's HR department if necessary, and providing the necessary documentation and support throughout the hiring process.

ONBOARDING AND TRAINING:

We understand the importance of a well-structured onboarding program in ensuring a positive employee experience. We have developed an onboarding process that is designed to familiarize new hires with our organization's values, culture, policies, and procedures. This process starts from the moment an employee accepts an offer and continues throughout their initial days and weeks with us.

- **Orientation:** As part of our onboarding program, we offer orientation sessions that provide new employees with a comprehensive introduction to our organization. These sessions cover various aspects, including the company's, mission, vision, values and company policies related to communication, quality standards, ethical code of conduct and data security. We also introduce new hires to their respective teams, key stakeholders, and provide an overview of their roles and responsibilities. This orientation helps new employees feel welcomed, connected, and aligned with our organizational objectives.

- **First-year Introduction:** We recognize the importance of ongoing support and guidance during the critical first year of employment. To ensure new hires have a smooth transition and ongoing support, we establish regular check-ins throughout the first year. These check-ins provide an opportunity for new employees to discuss their progress, ask questions, seek guidance, and address any challenges they may encounter. We also assign mentors or buddies to new employees who can offer guidance, share insights, and provide additional support as needed.

- **Training:** We believe in investing in the growth and development of our employees. As part of our onboarding program, we provide relevant training opportunities to enhance new employees' skills and knowledge. This training may include technical skills development, industry-specific certifications, soft skills training, or specific training related to their roles and responsibilities. We ensure that new hires have access to resources and tools necessary for their professional development, enabling them to excel in their roles and make meaningful contributions to the organization.

- **Continuous Learning**: Our commitment to employee growth extends beyond the initial onboarding phase. We promote a culture of continuous learning and provide ongoing training and development opportunities for all employees. This includes access to internal and external training programs, workshops, webinars, conferences, and mentoring programs. By nurturing a learning environment, we foster employee engagement, innovation, and expertise within our organization.

ONGOING PERFORMANCE MANAGEMENT:

We prioritize ongoing performance management to ensure high-quality service delivery. Our dedicated account managers will conduct regular performance evaluations, feedback sessions, and performance improvement plans when necessary. We will establish key performance indicators (KPIs) and service level agreements (SLAs) based on the task order scope of work to monitor and continuously enhance the performance of our IT professionals.

CONTINUOUS EVALUATION:

We seek continuous feedback about our candidates from our Customers. Our established governance model ensures that we connect with the customer's program manager at least once every month, in most cases weekly, to collect feedback about the program as well as the candidates. If any candidate is found to have poor performance and can be coached, we work with our HR and training division to get the required training for the candidate. We will continue to monitor the candidate's performance and provide him/her with any additional training.

COMMUNICATION AND REPORTING:

Open and proactive communication is integral to our approach. We will follow communication channels set forth by Jefferson Parish and maintain regular contact to ensure we remain aligned with the evolving needs of Jefferson Parish. Quadrant commits to submitting detailed contract usage reports quarterly to Jefferson Parish for the contract in accordance with the schedule provided in the RFP. Our team will also provide regular progress reports, status updates, and feedback on the performance of our IT professionals, using the proper communication channels as determined by Jefferson Parish.

CONCLUSION:
Quadrant is fully committed to meeting the IT staffing needs of Jefferson Parish. We conduct a comprehensive analysis of the task order requirements, ensuring a tailored approach that aligns with Jefferson Parish's objectives. Our recruiting process employs various strategies, including sourcing from our extensive database, utilizing job boards and social networks, encouraging employee referrals, and participating in campus drives. We meticulously shortlist candidates through matching criteria and technical evaluations. Successful candidates proceed to final interviews with the client, facilitated by our team. We prioritize a smooth onboarding process, offering orientation, ongoing support, and relevant training opportunities. Our performance management includes regular evaluations, feedback sessions, and continuous improvement plans. We emphasize communication and reporting, maintaining open channels with Jefferson Parish and providing regular progress reports. Quadrant is dedicated to delivering exceptional IT staffing services while upholding industry standards and fostering collaboration.

QUADRANT'S POLICIES FOR PROJECT MANAGEMENT

QUALITY ASSURANCE PROCESS

Quadrant is ISO/IEC 27001 and ISO 9001 certified. Its core Project management approach to quality is to ensure that Quality is an enabler for greater value creation but does not become an inhibitor to project execution. In pursuit of excellence, we have devised an Organization Quality Management System (OQMS) in line with ITIL-based practices. Quadrant's goal is to achieve excellence and customer confidence by means of a prevention-based, continuous improvement process. Established and well-defined project controls and quantitative monitoring provide our customers with transparency in our work and also enable us to improve further.

We have found that our Robust Quality process focus has helped us and our customers in terms of productivity improvement and resulted in improved Key Performance Indicators (KPI). The following represents our quality journey:
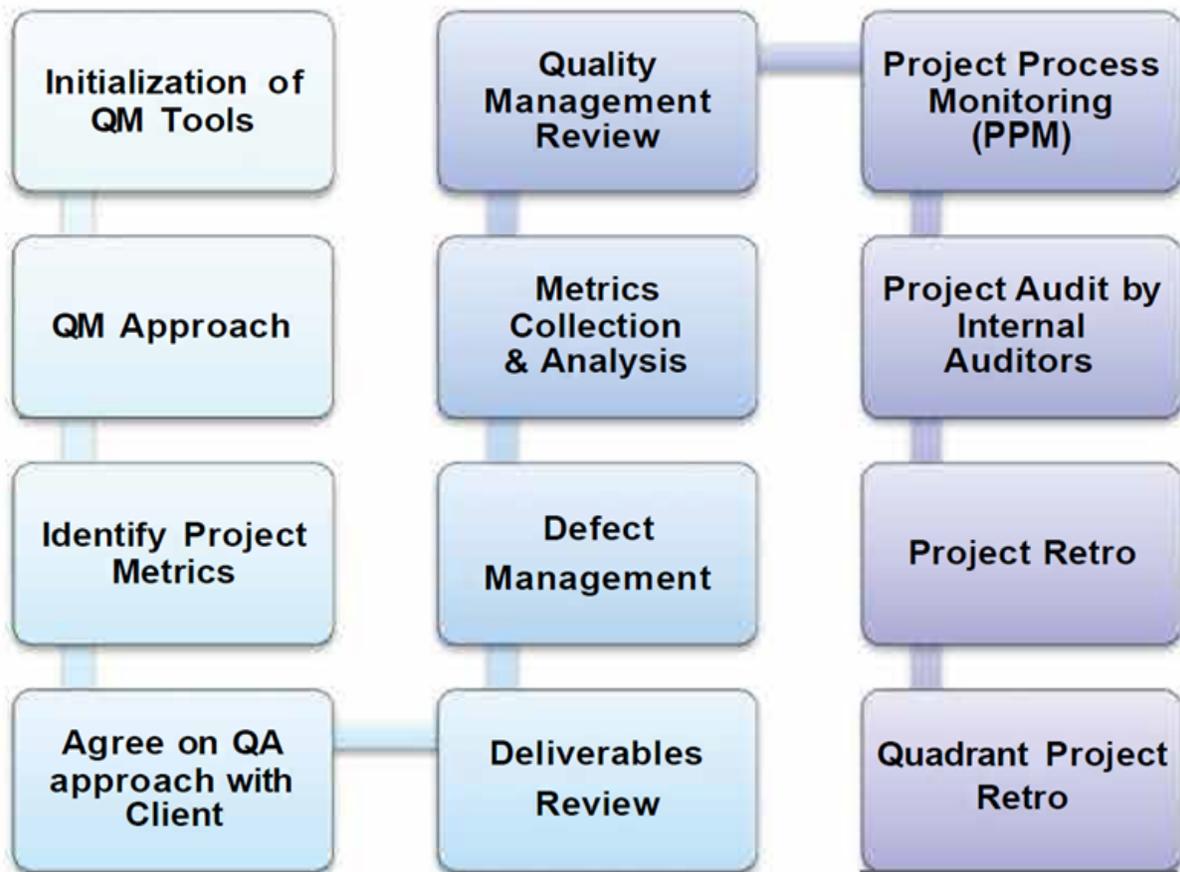
RISK MANAGEMENT

Quadrant will do a comprehensive evaluation of Risks in the engagement. The Risk Management Plan will be prepared at the stage of Project Planning and will be tracked on a continuous basis.

Quadrant has a detailed risk management plan, which includes the processes concerned with identifying, analyzing, and responding to the project. It includes maximizing the results of positive events and minimizing the consequences of adverse events. The PMO team from Quadrant will consist of Project Manager, Program Manager & the Delivery Manager.

Risk Statement	Impacts	Impact Rating	Mitigation
Shortage of Qualified IT Staff Candidates	Difficulty in sourcing skilled and suitable candidates	3	Diversify sourcing strategies, including leveraging job boards, social networks, employee referrals, and partnerships with educational institutions
Inadequate Communication with Client	Misalignment of project goals and deliverables	2	Establish regular communication channels and schedule frequent meetings with the client to ensure clear and consistent information exchange
Attrition of Key IT Staff during the Project	Loss of critical knowledge and expertise	4	Implement effective retention strategies, including competitive compensation packages, career development opportunities, and a positive work environment

Compliance and Legal Risks related to Employment Laws and Regulations	Potential legal consequences and damage to reputation	4	Ensure compliance with all applicable employment laws and regulations, conduct regular audits, and maintain accurate documentation of employee records

Note: Impact Rating scale: 1 - Low, 2 - Moderate, 3 - High, 4 - Very High.
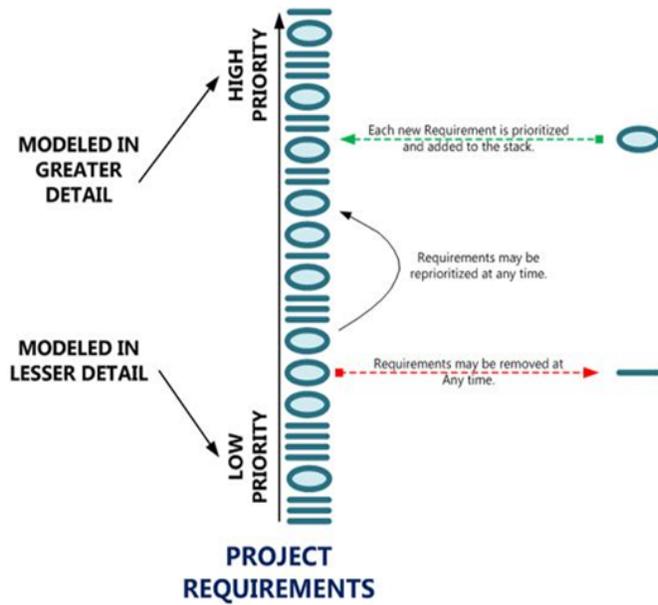
CHANGE MANAGEMENT

Recognizing the certainty of change, Quadrant understands the strategic priority of Scope Management process to control and contain impact of changes to specification; scope and execution approach throughout the project execution lifecycle and continuously mitigate negative impact of these changes on project objectives i.e., schedule, cost, resources, quality, and performance. While a systematic procedure and guidelines to address the change assessment, approval and inclusion in project ecosystem remain the core objective of Scope Management process, it further aims at reducing the impact of such changes on project's ability to achieve its stated objectives including product quality and process goals.

Quadrant further understands system requirements for the Client which may evolve with time as project progresses and careful consideration and diligence will be required to segregate evolving requirements from significant requirement change scenarios requiring application of Change Control strategies applicable to change areas of budget, schedule, activity scope, product scope.

The following scenarios will be treated as evolving requirements, these scenarios will result in system requirement changes to be added/modified/removed to/from requirements and resultant system requirements in the traceability matrix will be re-prioritized:
- Evolving system requirements including new/modified/redundant system requirements
- Changes in system requirements under current traceability matrix will be treated as new system requirements
- Changes in system requirements owing to new or developing federal regulation will be handled using the change management process

Change Management Process: Quadrant follows the Change Management process framework to be adopted for evolving system requirements is described below.

DATA SECURITY POLICY

This Data Security Policy outlines behaviors expected of employees when dealing with company data. All forms of data are considered company assets. Shared information is a powerful tool and loss, or misuse can be costly, if not illegal. This Data Security Policy intends to protect the information assets of the organization.

In addition, in this Data Security policy, the main objective followed by Quadrant Resource is to establish and maintain adequate and effective data security measures for users, to ensure that the confidentiality, integrity and operational availability of information is not compromised. Sensitive information must therefore be protected from unauthorized disclosure, modification, access, use, destruction, or delay in service. Each user has a duty and responsibility to comply with the information protection policies and procedures described in this document.

1. **PURPOSE**

   The purpose of this policy is to safeguard data and information belonging to Quadrant Resource within a secure environment. This policy informs Quadrant Resource staff and other persons authorized to use Quadrant Resource facilities of the principles governing the retention, use and disposal of information.

2. **SCOPE**

   This policy applies to all employees of Quadrant Resource who use computer systems or work with documents or information that concerns customers, suppliers, or any other partner for whom the organization has collected information in the normal course of its business.

3. **GOALS AND OBJECTIVES FOLLOWED**

   The goals and objectives followed of this policy are:

   - Protect information from unauthorized access or misuse.
   - Ensure the confidentiality of information.
   - Maintain the integrity of information.
   - Maintain the availability of information systems and information for service delivery.
   - Comply with regulatory, contractual, and legal requirements.
   - Maintain physical, logical, environmental and communications security.
   - Dispose of information in an appropriate and secure manner when it is no longer in use.

4. **AUTHORIZED USERS OF INFORMATION SYSTEMS**

   All users of Quadrant Resource 's information systems must be formally authorized by the company's department. Authorized users will be in possession of a unique user identity. Any password associated with a user's identity must not be disclosed to any other person.

   Authorized users shall take all necessary precautions to protect the Quadrant Resource information in their personal possession. Confidential, personal, or private information

must not be copied or transported without consideration of:

- the permission of the owner of the information.
- the risks associated with loss or falling into the wrong hands.
- how the information will be secured during transport to its destination.

5. ACCEPTABLE USE OF INFORMATION SYSTEMS

User accounts on the company's computer systems must only be used for the company's business and must not be used for personal activities during working hours. During breaks or mealtimes, limited personal use is permitted, but use must be legal, honest, and decent while considering the rights and sensitivities of others.

- Users shall not purposely engage in activity with the intent to: harass other users; degrade the performance of the system; divert system resources to their own use; or gain access to company systems for which they do not have authorization.
- Users shall not attach unauthorized devices on their PCs or workstations unless they have received specific authorization from the employees' manager and/or the company IT designer. Users shall not download unauthorized software from the Internet onto their PCs or workstations.

Unauthorized use of the system may constitute a violation of the law, theft, and may be punishable by law. Therefore, unauthorized use of the company's computer system and facilities may constitute grounds for civil or criminal prosecution.

6. ACCESS CONTROL

The fundamental element of this Data Security policy is the control of access to critical information resources that require protection against unauthorized disclosure or modification.

Access control refers to the permissions assigned to persons or systems that are authorized to access specific resources. Access controls exist at different layers of the system, including the network. Access control is implemented by username and password. At the application and database level, other access control methods can be implemented to further restrict access.

Finally, application and database systems can limit the number of applications and databases available to users based on their job requirements.

7. NORMAL USER IDENTIFICATION

All users must have a unique username and password to access the systems. The user's password must remain confidential and under no circumstances should it be shared with management and supervisory staff and/or any other employees. Also, all users must comply with the following rules regarding password creation and maintenance:

- Passwords must not be found in any English or foreign dictionary. This means,

do not use a common noun, verb, adverb or adjective. These can be easily cracked using standard "hacking tools".
- Passwords should not be displayed on or near computer terminals or be easily accessible in the terminal area.
- Password must be changed every day.
- User accounts will be frozen after x no. of days of failed login attempts.

Below, you will find some additional important points to remember:
- Users are not allowed to access password files on any network infrastructure component. Password files on servers will be monitored for access by unauthorized users. Copying, reading, deleting, or modifying a password file on any computer system is prohibited.
- Users will not be allowed to log on as a System Administrator. Users who need this level of access to production systems must request a Special Access account.
- Employee Login IDs and passwords will be deactivated as soon as possible if the employee is terminated, fired, suspended, placed on leave, or otherwise leaves the employment of the company office.
- Employees who forget their password must call the IT department to get a new password assigned to their account. The employee must identify himself/herself by (e.g., employee number) the IT department.
- Employees will be responsible for all transactions occurring during Logon sessions initiated by use of the employee's password and ID. Employees shall not logon to a computer and then allow another individual to use the computer or otherwise share access to the computer systems.
-

8. CONFIDENTIALITY OF INFORMATION

Any information or documents that are not to be made public are designated as "Confidential Information". This information is invaluable to the company and therefore, all employees who, in the course of their duties, handle this type of information are expected to behave as follows:

- All confidential documents should be stored in locked file cabinets or rooms accessible only to those who have a business "need-to-know."
- All electronic confidential information should be protected via firewalls, encryption, and passwords.
- Employees should clear their desks of any confidential information before going home at the end of the day.
- Employees should refrain from leaving confidential information visible on their computer monitors when they leave their workstations.
- All confidential information, whether contained on written documents or electronically, should be marked as "confidential."
- All confidential information should be disposed of properly (e.g., employees should not print out a confidential document and then throw it away without shredding it first.)
- Employees should refrain from discussing confidential information in public places.
- Employees should avoid using e-mail to transmit certain sensitive or controversial information.

- Limit the acquisition of confidential client data (e.g., social security numbers, bank accounts, or driver's license numbers) unless it is integral to the business transaction and restrict access on a "need-to-know' basis.
- Before disposing of an old computer, use software programs to wipe out the data contained on the computer or have the hard drive destroyed.

9. SECURITY OF INFORMATION

Information stored on computer systems must be regularly backed-up so that it can be restored if or when necessary.

All care and responsibility must be taken in the destruction of sensitive information. Electronic information relating to customers, administrative and commercial information must be disposed of in a secure manner.

Sensitive or confidential paper documents must be placed in the shredding bins or destroyed in the manner indicated to you by your department head.

10. USER RESPONSIBILITIES

Any data security system relies on the users of the system to follow the procedures necessary for upholding data security policies. Users are required to report any weaknesses in the company computer security, any incidents of misuse or violation of this policy to their immediate supervisor.

Employees are therefore expected to:

- Comply with data security procedures and policies.
- Protect their user ID and passwords.
- Inform the department of any data security questions, issues, problems, or concerns.
- Assists the department in solving data security problems.
- Ensures that all IT systems supporting tasks are backed up in a manner that mitigates both the risk of loss and the costs of recovery.
- Be aware of the vulnerabilities of remote access and their obligation to report intrusions, misuse, or abuse to the department.
- Be aware of their obligations if they store, secure, transmit and dispose of vital information concerning the activities or operations of the company, customers, partners or strategic information on the company's products and services.

11. MONITORING OF THE COMPUTER SYSTEM

The company has the right and capability to monitor electronic information created and/or communicated by persons using company computer systems and networks, including e-mail messages and usage of the Internet. It is not the company policy or intent to continuously monitor all computer usage by employees or other users of the company computer systems and network.

However, users of the systems should be aware that the company may monitor usage,

including, but not limited to, patterns of usage of the Internet (e.g., site accessed, on-line length, time of day access), and employees' electronic files and messages to the extent necessary to ensure that the Internet and other electronic communications are being used in compliance with the law and with company policy.

12. SYSTEM ADMINISTRATOR

System administrators, network administrators and data security administrators will have access to the host systems, routers, hubs, and firewalls necessary to perform their tasks.

All system administrator passwords will be deleted immediately after an employee who has access to these passwords has been terminated, dismissed, or otherwise left the company's employment.

13. MANAGERS DUTY

Supervisors / Managers shall immediately and directly contact the company IT Manager to report changes in employee status that requires terminating or modifying employee login access privileges.

14. EMPLOYEE AGREEMENT ON DATA SECURITY POLICY - SAMPLE

I acknowledge that I have received a copy of the Quadrant Resource Data Security policy. I have read and understood the policy. I understand that, if I violate the policy, I may be subject to disciplinary action, including termination. I further understand that I will contact my supervisor if I have any questions about any aspect of the policy.

Dated: _____

EMPLOYEE   COMPANY

_____   _____

Authorized Signature   Authorized Signature

_____   _____

Print Name and Title   Print Name and Title

G. FINANCIAL PROFILE

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

Quadrant Resource LLC Response:

Please find the following financial statements from the past 3 years demonstrating our financial stability in the Appendix, Exhibit I:

1. Balance Sheet and P&L 2022
2. Balance Sheet and P&L 2021
3. Balance Sheet and P&L 2020

H. TRANSITION PLAN

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

Quadrant Resource LLC Response:

Introduction:

To ensure business continuity and no disruption to Jefferson Parish operations, this Transition Plan outlines the approach for transferring IT services from the Department of EIS to Quadrant Resource. The plan focuses on a seamless transition, effective knowledge transfer, and successful resource integration. It encompasses the new contractor's approach, the Transition Team, workforce transition, user account management, intellectual property transfer, equipment transition, and the Parish's role in ensuring a successful transition.

Transition Approach:

The transition will adopt a phased approach, prioritizing continuity. Key stages include preparation, knowledge transfer, resource integration, testing, and full handover. Communication and collaboration will be central to every phase.

Description of the Transition Team:

The Transition Team will consist of experts from Quadrant Resource and EIS. It will include project managers, subject matter experts, IT specialists, and relevant department representatives. This team will manage planning, execution, and continuous monitoring.

Workforce Transition:

- Identification and Selection: Key EIS personnel will be identified for their knowledge. Quadrant Resource's workforce will also be chosen based on required expertise.
- Training and Onboarding: EIS personnel will conduct training, sharing insights, procedures, and domain knowledge. Hands-on learning and shadowing will also be facilitated.

Network User Accounts and Passwords Transition:

- Account Inventory: A detailed inventory of network user accounts will be created, specifying roles, permissions, and associated systems. This will be coordinated between EIS and Quadrant Resource.
- Password Migration: User passwords will be reset before transition, securely communicated to Quadrant Resource team members.

Knowledge & Intellectual Property Transfer:

- Documentation: EIS will document processes, best practices, and proprietary knowledge. This documentation will be shared through a secure knowledge repository accessible to Quadrant Resource.
- Knowledge Transfer Sessions: Regular sessions will be conducted, where EIS experts will engage with Quadrant Resource members, sharing insights and addressing queries.
- Intellectual Property: EIS will identify and catalog relevant intellectual property, ensuring legal compliance in the transfer.

Equipment Transition:

- Asset Inventory: An exhaustive inventory of equipment, licenses, and tools will be compiled, detailing ownership and condition. This will guide the equipment transition process.
- Equipment Transfer: Formal equipment ownership transfer will be executed, including maintenance schedules and warranties. A checklist will ensure equipment is accounted for and functional.
- Contractor Equipment: Plans for returning or transferring contractor equipment will be defined, following contractual obligations.

Parish's Role for a Successful Transition:

Jefferson Parish will:

- Collaborate closely with Quadrant Resource in all phases of the transition.
- Facilitate access to necessary resources and information for knowledge transfer.
- Cooperate in the inventory of equipment and provide relevant documentation.
- Coordinate user password reset procedures.
- Participate in knowledge transfer sessions and verify the accuracy of documentation.
- Provide necessary support to address unforeseen challenges.

Communication and Timeline:

- Regular Updates: Regular communication channels will be established to share progress, milestones, and challenges. Meetings and progress reports will be scheduled.
- Transition Timeline: A detailed timeline will be created, outlining key stages, dates, and checkpoints, while maintaining flexibility.

Risk Management:

A comprehensive risk assessment will be conducted to identify potential obstacles. Mitigation strategies will be formulated for each risk, with continuous monitoring and adaptation.

Conclusion:

This Transition Plan aims to ensure a seamless and successful transfer of IT services from the Department of EIS to Quadrant Resource. By leveraging a well-structured approach, effective communication, and collaboration, the transition will support business continuity and operational excellence for both parties.

APPENDIX

Exhibit I: Financial Documents (CONFIDENTIAL)

QUADRANT RESOURCE
ACHIEVE MORE TOGETHER

Balance Sheet
As of December 31, 2022

	Total
ASSETS	
Current Assets	
Cash	$ 1,906,628.33
Accounts Receivable	$ 8,773,677.28
Other current assets	$ 198,322.00
Buildings and other assets	$ 2,111,002.00
TOTAL ASSETS	$ 12,989,629.61
LIABILITIES AND EQUITY	
Liabilities	
Accounts Payable	$ 5,724,838.75
Capital Stock	$ 802,856.00
Retained earnings	$ 3,309,618.00
Net Income	$ 3,152,316.86
Retained earnings Total	$ 6,461,934.86
TOTAL LIABILITIES	$ 12,989,629.61

T.N.

THANJAVUR MANO
ACCOUNTANT

MANO ACCOUNTING SERVICES
2117 138TH AVE SE
BELLEVUE, WA 98005

QUADRANT RESOURCE
ACHIEVE MORE TOGETHER

Profit and Loss
January - December 2022

		Total
Income		
Discount Given		-288,441.33
Sales - Software		9,598.20
Services		51,745,130.74
Total Income	$	51,466,287.61
Gross Profit	$	51,466,287.61
Expenses		
Bank Charges		6,166.14
Charitable contributions		2,500.00
Commissions & fees		12,116.75
Consulting		24,729,275.73
Dues & Subscriptions		175,524.63
Insurance		789,540.20
Legal & Professional Fees		788,574.46
Meals and Entertainment		1,858.60
Office Equipment Purchases		16,308.71
Office Expenses		79,129.41
Office/General Administrative Expenses		356,938.48
Payroll Expenses		48,605.05
Taxes		4,668,593.32
Wages		16,399,648.67
Total Payroll Expenses	$	21,116,847.04
Purchases from Amazon		32,761.62
Reimbursements		26,647.74
Rent or Lease		142,400.60
Shipping, freight & delivery (Postage & telegram)		5,235.21
Travel Expenses		32,227.98
Total Expenses	$	48,314,053.30
Net Operating Income	$	3,152,234.31
Other Income		
Interest Earned		82.55
Total Other Income	$	82.55
Other Expenses		
Total Other Expenses	$	0.00
Net Other Income	$	82.55
Net Income	$	3,152,316.86

THANSAVUR MANO
ACCOUNTANT
MANO ACCOUNTING SERVICES
2117 138TH AVE SE
BELLEVUE, WA 98005

Balance Sheet
January - December, 2021

		Total
		Total
ASSETS		
Current Assets		
Cash	$	839,651.00
Accounts Receivable	$	6,976,428.00
Other current assets	$	198,322.00
Buildings and other depreciable assets	$	2,111,002.00
TOTAL ASSETS	**$**	**10,125,403.00**
LIABILITIES AND EQUITY		
Liabilities		
Accounts Payable	$	5,344,048.00
Capital Stock	$	802,856.00
Retained earnings	$	966,832.00
Net Income	$	3,011,667.00
Retained earnings Total	**$**	**3,978,499.00**
TOTAL LIABILITIES AND EQUITY	**$**	**10,125,403.00**

Quadrant Resource LLC
Profit and Loss
January - December 2021

		Total
		Jan - Dec 2021
Income		
Services	$	50,915,884.00
Total Income	**$**	**50,915,884.00**
Gross Profit	**$**	**50,915,884.00**
Expenses		
Cost of Goods Sold	$	32,634,401.00
Rent or Lease	$	125,945.00
Taxes & Licenses	$	999,902.00
Wages	$	12,951,973.00
Officers Compensation	$	87,500.00
Advertising	$	3,174.00
Bank Charges	$	2,561.00
Commissions	$	8,362.00
Dues and Subscriptions	$	236,206.00
Insurance	$	111,360.00
Computer Hardware Expenses	$	17,414.00
Legal & Professional fee	$	615,847.00
Office Expenses	$	70,968.00
Gifts	$	858.00
Travel	$	16,711.00
Utilities	$	21,035.00
Total Expenses	**$**	**47,904,217.00**
Net Income	**$**	**3,011,667.00**

Balance Sheet
As of December 31, 2020

	Total
ASSETS	
Current Assets	
Cash	$ 5,271,051.00
Accounts Receivable	$ 1,862,858.00
Other current assets	$ -
Buildings and other assets	$ 96,274.00
TOTAL ASSETS	**$ 7,230,183.00**
LIABILITIES AND EQUITY	
Liabilities	
Accounts Payable	$ 4,068,933.00
Capital Stock	$ 802,856.00
Retained earnings	$ 744,520.00
Net Income	$ 1,613,874.00
Retained earnings Total	**$ 2,358,394.00**
TOTAL LIABILITIES AND EQUITY	**$ 7,230,183.00**

Quadrant Resource LLC
Profit and Loss
January - December 2020

		Total
		Jan - Dec 2020
Income		
Services	$	40,741,761.00
Total Income	**$**	**40,741,761.00**
Gross Profit	**$**	**40,741,761.00**
Expenses		
Cost of Goods Sold	$	22,724,907.00
Rent or Lease	$	96,881.00
Taxes & Licenses	$	1,015,194.00
Officers Compensation	$	122,500.00
Advertising	$	2,442.00
Wages	$	13,687,826.00
Auto mobile and Truck expense	$	4,509.00
Bank Charges	$	1,970.00
Cellphone	$	6,432.00
Dues and Subscriptions	$	157,879.00
Insurance	$	651,394.00
Other Insurance	$	82,736.00
Legal Professional fee	$	202,865.00
Office Expenses	$	52,568.00
Postal/Shipping	$	12,081.00
Supplies	$	5,804.00
Travel	$	12,855.00
Utilities	$	16,181.00
Processing Fees	$	270,863.00
Total Expenses	**$**	**39,127,887.00**
Net Income	**$**	**1,613,874.00**

Exhibit II: Sample Resumes

1. Server Technician - Jobish.K. Somasundaran
2. Oracle Database Administrator - Sridhar Tallam
3. Network Administrator - Sriharsha Kunapareddy
4. PC Helpdesk Technician - Damone Stith
5. Programmer Analyst - Frank Xin
6. Project Manager - Osa Alfred
7. Microsoft Support Technician - Daniel Stonehouse

JOBISH.K. SOMASUNDARAN
Email: jobish.ks12@gmail.com
Phone: 415 318 9794

Certified Windows and VMware administrator with 15 plus years of experience

TECHNICAL SKILLS
Windows Servers: Windows Server 2019, Windows Server 2016, Windows Server 2012 R2, Windows Server 2008 R2, Windows Server 2003, Windows 2000, Windows NT, Active Directory, ADFS, LDAP, Azure AD, AD Connect, Office 365, ADRMS, DNS, DHCP, Microsoft Hyper-V, Microsoft Exchange server 2007, Windows 10,8,7, Vista, XP, Share point.
VMware: VMware vSphere 4.1/5.0/5.1/5.5/6.0, ESXi Server 4.1/5.0/5.1/5.5/6.0, vCloud Director, VMware SRM, VMware vRealize Orchestrator (vRO), vRealize Operations Manager (vROps),VMware vRealize Automation (vRA), VMware Horizon view, VMware Standalone Converter, vshield, VMware Update Manager, VMware Virtual Desktop Infrastructure VDI, VMware Workstation, VMware VCB, VMware View, Pivotal Spring, Spring Enterprise and Spring Server
Open Source: Linux, Unix, KVM (Kernel Virtual Machine),
Cloude: AWS, Azure, GCP
Configuration Management: Ansible, SCCM, Chef, Puppet, Terraform, kubernetes.
Storage: NetApp, EMC, Hitachi, VxFlex OS ,HP, IBM,
Backup Solutions: vRanger, Veeam,Symantec, Commvalut, Veritas NetBackup, HP Data protector.
Networking Equipment: Cisco Nexus series, Cisco Routers, Cisco Switches, Cisco Firewalls, Juniper Routers, Juniper Switches, Palo Alto firewall.
Patch Management Tools: Bigfix/Tivoli Endpoint Manager (TEM), SCCM, Shavlik, Batchpatch, WSUS.
Server Hardware: Cisco UCS, HP, Dell, IBM: Enclosure Chassis, Blades, Rack mount serves, Tower servers, Layer 3 switches, Routers ect.
Ticketing Tools: Remedy, Service now, Maximo, CA, HP Service Manager.
Scripting: PowerShell, VB, SQL Scripting, Bash, Python.
Others: SPLUNK, Microsoft NLB and Fail over Cluster, Veritas Cluster, SQL servers, F5 Load balancer, Solar Wind Monitoring, Nagios Monitoring, Site scope, Site Maestro, Dell OME, HP SIM, NAS, NFS, iSCSI. SCCM, Infoblox IPAM, Chef, Puppet.
Compliance: GxP, SOC 2, SOX, PCI

WORK AUTHORIZATION
US Citizen

EDUCATIONAL QUALIFICATIONS
* Bachelor Degree from University of Calicut, Kerala, India, 2004
* Plus Two PMG Higher Secondary School, Kerala, India, 1999
* 10th PMG Higher Secondary School, Kerala, India, 1997

TECHNICAL CERTIFICATIONS
* MCSE (Microsoft certified Solution Expert)
* VCP 6.5(VMware certified professional)
* CCNA (Cisco certified network associates)
* ITIL v3 (in IT service management)
* MICROSOFT EXCHANGE SERVER 2007
* N-PLUS and A-PLUS
* Type writing English lower (Board of technical examination, Kerala State, India)

SUMMARY

- Experience in large multi-domain, multi-forest Active Directory environments with over 60,000 users.
- Good Knowledge of Active Directory disaster recovery processes.
- Migration of Active directory, Integration to AD when there is Acquisition /Merger.
- Creating, modifying, and apply Group Policy Objects (AGPM, GPMC).
- Implementing low level delegation of access within Active Directory.
- Assisting application support teams in implementing and troubleshooting Active Directory integration.
- Understanding of Active Directory security audit data points and best practices for security settings.
- Very strong experience of migrating VMs to AWS and Azure.
- Strong experience on configuration management any application deployment using Ansible.
- Analyzing and resolving problems related to access control, user administration, and Operating level system security.
- Creating and modifying scripts written in PowerShell and VBScript.
- Expert level of expertise in Active Directory (2019, 2016, 2012R2 and 2008R2).
- Expertise in PowerShell and VBScript.
- Installing configuring and maintaining VMware VSphere, vCenter server, ESXi server, Designing network configuration, Migrating Virtual Machines, vMotion, Storage vMotion, Fault Tolerance, Data Protection, Managing virtual machines, Access control, Resource pools, Monitoring virtual machine performance, alarms, Configuring and managing High Availability, vSphere distributed resource scheduler (DRS).
- Implementing and managing vCloud director, vRealize, Orchestrator, Open stake.
- Configure and manage virtual storage, VSA Cluster configuration, Load-Balancing, Back up, Access and authentication control, Integrating ESXi with Active Directory (AD), vShield to secure the virtual data center, Resource management and monitoring, Scheduling changes to resource settings, Cluster resource allocation, Configuring vCenter update Manager.
- Migration of 4.1 Vcenter servers to 5.1 and 5.5.
- Migration and up-gradation of 4.1 ESXi servers to 5.1 and 5.5.
- Excellent troubleshooting and System Administration skills of VMware products and tools.
- Administration of VMware ESXi and Virtual Center 4.1, 5.0, 5.1, 5.5
- OS / Patch Release management and maintain configuration of Central ESX OS image.
- Experience in performance tuning of VMware servers and Virtual sessions and management of servers resources between virtual machines.
- Thorough knowledge of Wintel / Windows server platforms 2000/2003/2008/2012 in a large scale enterprise environment.
- Installing, configuring and trouble shooting of web server (IIS).
- Planning, designing, Installing, Configuring and troubleshooting of Terminal Servers, Print and file servers.
- Creation of Group Policy and applying into users, groups and computers and testing the effectiveness of the applied policies.
- Migration of 2003 AD, DNS, DHC servers to 2008R2 and 2012R2.
- Performed physical to virtual (P2V) migrations
- Physical and Virtual server builds.
- Installing configuration support and maintenance of DFS, Windows deployment Service, RIS, VPN.
- Through knowledge of patching tool like IBM Tivoli End Point manager (Bigfix), WSUS server, Batchpatch.
- Installing and configuration of NAP, Windows software updates service (WSUS).
- Administration of web servers, FTP sites.
- Datacenter management and virtualization.

- Creation and maintenance of Active directory users, groups, OU and effective access management by using best practices of security permissions.
- Extensive knowledge of setting up of Microsoft Failover clusters and Network Load balance clusters.
- Experienced with x86 / x64 Intel, HP, IBM & Dell hardware like rack-mounted servers, tower servers, HP Blade server, IBM BladeCenter, IBM System X servers, desktop, laptop and other peripherals.
- Management of SAN iSCSI, EMC, Netapp.
- Worked extensively in UCS-B, UCS-C and Nexus 1000.
- Administration of vRanger, Double take
- Configuration of RAID, NIC teaming and link aggregation.
- SCCM 2007, 2012 and SCOM 2007, 2013.
- Good knowledge of SQL server and SQL queries.
- Physical to virtual conversion (P2V) and virtual to physical conversion (V2P) using Platespin, Vconverter.
- Back up and Restoration using HP Data protector and Microsoft backup.
- Automation server administration tasks using VB script, Windows power shell.
- Good understanding about TCP/IP and OSI networking models.
- Configuration of Routing Protocols like (RIP, EIGRP, OSPF, IGRP, IS-IS, BGP and Static Routing Protocol), Frame Relay, PPP, HDLC ect.
- Assembling & Cabling of Wan, LAN and Point-to-Point links using SM fiber, MM fiber and various cat categories.
- IP Addressing (Subnetting, VLSM, Summarization, CIDR & WCM).
- Setting up of infrastructure mode wireless LAN and Ad-Hoc mode network using Wireless network adapters and Wireless access points.
- Handling of Incidents, Changes, Problems and doing root cause analysis (RCA) of the same.
- Good experience on various ticketing tools like BMC Remedy, Maximo, HPSM, Kayako, CA ect.
- Though knowledge of MIS related to IT infrastructure.
- Experienced in Regulatory environment, FDA compliance.
- Design of process improvement for ongoing support, operationalization of implemented solutions, and transition of ongoing tasks to support staff.
- Good knowledge of ITIL (IT service management).

PROFFSSIONAL EXPERIENCE

Amgen April 2016 to till date
Thousand Oaks, California
Senior Windows / VMware Engineer

Played Lead role in Amgen's Office 365 migration, Active Directory Upgrade Refresh & Domain Consolidation project. The goal of the project is to upgrade the software, hardware and the consolidation of the Domains and Datacenter.

- Upgraded Amgen's Active Directory environment from existing 2012R2 to 2016 and raised the forest functional level to 2016.
- Worked with the application team and migrated business critical application and associated Database servers to windows 2016 from Windows server 2012R2 and Windows 2008 servers.
- VMware ESXi Server Deployment, ESXi Server Maintenance, ESX Server Upgrades, Virtual Center Maintenance, Operational Troubleshooting, Virtual Server Maintenance, Storage Migrations and Patching.
- Designing and deploying multitude applications utilizing almost all the AWS stack (Including VPC, EC2, Route53, S3, RDS, Dynamo DB, SNS, SQS, IAM) focusing on high-availability, fault tolerance, and auto-scaling.

- Migrated large number of Windows and Linux on premise VMs to AWS using Server Migration Service (SMS) and Partner service product Cloud Endure.
- Migrated the database of business-critical application to AWS database service.
- Have created AWS organization with 440 AWS accounts.
- Done cloud discovery for Service Now CBDB for all the 440 AWS accounts.
- Setting up of AD connect, Azure AD and migration to Office 365 and managing the same.
- Set up new chassis, Dell blade servers, Cisco UCS for virtual environment.
- Have installed and configured new business critical application on windows server and SQL database.
- Configuration management any application deployment using Ansible.
- Windows server fleet operation and troubleshooting.
- Migrated Users, Computers, OUs, Groups from Europe and Asia Pacific domains to Americas domain as a part of domain consolidation project.
- Planning, documentation and migration of office 365.
- Have set up QMM for migrating users, computers, OUs and groups.
- Documentation of new AD Architectural, Scope of the project, Project plan, Decommission plan ect.
- Public Key Infrastructure (PKI) implementations and support.
- Taking necessary measures to make sure GXP, SOX compliance.
- System patching, software distribution and inventory management using SCCM.
- Managing large groups of computers running Windows servers, MacOS, Linux and Android mobiles using SCCM.
- Creating and Managing SCCM Collections, Polices, Packing, Scheduling.
- Security hardening of the AD and maintaining the compliance.
- Implemented the active directory group policies.
- Installing and configuring Active directory certificate service (ADCS).
- Decommissioning of the 2008R2 domain controller in a regulated environment.
- Writing complex script using PowerShell.
- Installed two HP blade enclose and one Cisco UCS to the datacenter.
- Build two new ESXi cluster for next three quarters.
- Migrated VMware vCenter and ESXi server infrastructure environments to 6.0.

Merck August 2015 to March 2016
San Jose, California / Branchburg NJ
Technical Lead Windows & VMware

Contributed heavily on the Merger/Acquisition project, have successfully completed the Active directory, DNS, DHCP integration between two companies.

- Integrated the active directory of acquired company with the parent company.
- Integration and managing of the DNS and DHCP servers.
- Implemented the active directory security best practices in the environment.
- On boarded the Domain Controllers in to the SPLUNK and managing the same.
- Integration of many application with the active directory and LDAP.
- Migration of Windows servers 2012R2, 2008 from the acquired company datacenter to the new datacenter.
- Public Key Infrastructure (PKI) implementations.
- Managing of Active directory certificate service (ADCF), ADSF, ADRMS, PKI.
- Managing VMware virtual infrastructure. Built new vCenter and ESXi cluster. And then migrated around 420 virtual machines to new vCenter using Taxi Host.
- Working with audit team on SOX compliance
- Resolving the production issues and working closely with various other migration teams.
- Active Directory health monitoring, Group policy management and Access control.
- Taking the reports from the AD and presenting the same to the various business units.

- Decommissioning of the domain controller in a regulated environment.

Stanford University April 2015 to August 2015
Palo Alto, California
Technical Lead Windows & VMware

Single handedly set up new Virtual infrastructure capacity expansion, up gradation and fine tuning of the existing once.

- Migration of AD from 2008R2 to 2012R2.
- Security hardening across the entire forest.
- Managing Active directory certificate service, PKI.
- Migration of Application and MS SQL Database servers from 2008 to Windows 2012R2.
- Installing and configuring SPLUK.
- Build 3 new ESXi 5.5 Cisco UCS cluster.
- Upgraded all the vCenter and existing ESXi hosts to 5.5.
- Updated the entire ESXi host with latest security patches using update manager.
- Creating and maintaining virtual SAN by using Scale IO.
- Configuration management any application deployment of Windows and Linux serves using Ansible.
- Built Windows, Linux servers and MS SQL Clusters.
- Upgraded the fiber NIC drives of all the Cisco UCS servers.
- Figured out and tagged the missing Vlans to the ESXi hosts to ensure that all the Vlans are existing in all the nodes of the cluster in order to avoid the vMotion isssues.
- Made sure that all the datastores are presented to all the nodes in the cluster in order to avoid the storage vMotion issues.
- Updated all the ESXi 5.5 ISO images to the latest build version. And Windows and Linux template with the latest security patches for future builds.
- Upgraded the RAM and firmware of few of the Dell servers. And replaced the faculty mother board of few ESXi hosts and added back to the cluster.
- Prepared new ESXi server, Windows server, Linux server building run book.
- Prepared the run book for decommissioning of servers.

Walmart (Actually it is Simplexity acquired by Walmart) Jan 2015 to March2015
Reston, Virginia
Active Directory Consultant

Responsible for the migration and integration of infrastructure and applications due to merger of two companies.

- Creation of Trust relationship between two forests.
- Migration of Active directory users, groups, OUs using Quest Migration Manager (QMM).
- Migration of applications, data, database using EMcopy and beyond compare.
- Setting up of vConveter for the migration of servers.
- Migration of large number of servers from the acquired company datacenter to the parent company environment.
- Built PowerShell scripts for the migration tasks.

Liberty Mutual July 2014 to December 2014
San Jose, California
Windows VMware system Engineer

Provided highly effective technical and organizational expertise to ensure a high level of system operations meeting / exceeding corporate and client expectations. Served on a 24/7 basis within a fast-

paced environment, and supported offices on a global basis. Also manage Microsoft Cluster, FTP servers, AD/DNS, wireless access points, VMware ESXi 5.1, 5.5 servers, Windows 2003, 2008, 2012R2 servers and load balancers.

- Taking care of large multi-domain, multi-forest Active Directory environments with over 55,000 users.
- Responsible for implementation of recommended AD changes to improve security, system availability and long term stability.
- Providing L3 support of Active Directory performance, authentication, replication and other Windows server 2003, 2008R2 and 2012R2 issues.
- Active Directory disaster recovery and implementing security best practices.
- Creating, modifying, and apply Group Policy Objects (AGPM, GPMC).
- Implementing low level delegation of access within Active Directory.
- Assisting application support teams in implementing and troubleshooting Active Directory integration and access issues.
- Implementing Active Directory security audit data points and best practices for security settings.
- Analyzing and resolving problems related to access control, user administration, and operating level system security.
- Creating and modifying scripts written in PowerShell and/or VBScript.
- Migration of DNS, DHCP and maintaining the same.
- Ensure incident and change management processes are followed and impacted teams are communicated with appropriately.
- Responsible for further design of process improvement for ongoing support, operationalization of implemented solutions, and transition of ongoing tasks to support staff.
- Installing configuring and maintaining VMware VSphere, vCenter server, ESXi server, Designing network configuration, Migrating Virtual Machines, vMotion, Storage vMotion, Fault Tolerance, Data Protection, Managing virtual machines, Access control, Resource pools, Monitoring virtual machine performance, alarms, Configuring and managing High Availability, vSphere distributed resource scheduler (DRS), Configure and manage virtual storage, VSA Cluster configuration, Load-Balancing, Back up, Access and authentication control, Integrating ESXi with Active Directory (AD), vShield to secure the virtual data center, Resource management and monitoring, Scheduling changes to resource settings, Cluster resource allocation, Configuring vCenter update Manager.
- Ensure incident and change management processes are followed and impacted teams are communicated with appropriately.
- Responsible for further design of process improvement for ongoing support, operationalization of implemented solutions, and transition of ongoing tasks.
- Administration of VMware products and tools on the enterprise.
- Installing configuring and setting up of Wintel / Windows 2008 and 2012R2 servers.
- Troubleshooting Active Directory performance, authentication, and replication issues.
- Creating, modifying, and apply Group Policy Objects (GPMC).
- Performed physical to virtual (P2V) migrations
- Physical and Virtual server builds.
- Management of Windows server platforms 2000/2003/2008/2012 in a large scale enterprise environment and large datacenter environment.
- Management of VMware vSphere ESXi 5.5, 5.1, 5.0, 4.1, 4.0
- Troubleshooting issues related to VMware vSphere ESXi 5.5, 5.1, 5.0, 4.1, 4.0
- Capacity management.
- Monthly Patching of the servers using WSUS.
- OS / Patch Release management and maintain configuration of Central Windows / ESXi OS image.
- Change, incident and problem management.

Marriott Hotels Nov 2013 to July 2014
Fredrick, Maryland.
Windows VMware System Administrator

- Responsible for large multi-domain, multi-forest Active Directory environments with over 3100 domain controller spread across the globe.
- Providing L3 support of Active Directory performance, authentication, replication and other Windows server 2003, 2008R2 and 2012R2 issues.
- Responsible for implementation of recommended AD changes to improve security, system availability and long term stability.
- Active Directory disaster recovery and implementing security best practices.
- Implemented Group Policy according to the company IT polices.
- Implementing low level delegation of access within Active Directory.
- Assisting application support teams in implementing and troubleshooting Active Directory integration and access issues.
- Implementing Active Directory security audit data points and best practices for security settings.
- Analyzing and resolving problems related to access control, user administration, and operating level system security.
- implementation and maintains of VMware vSphere 5.0 and 5.1.
- Planning and configuring ESXi clusters, and setting up of HA and DRS for the critical production servers in large virtual environment.
- Managing large multi-domain, multi-forest Active Directory environments with over 45,000 users spread across the globe.
- Troubleshooting Active Directory performance, authentication, and replication issues.
- Troubleshooting and Managing entire wintel infrastructure of the enterprise.
- Creating, modifying, apply Group Policy Objects (GPMC) and managing the same.
- Assisting application support teams in implementing and troubleshooting issue relating to Active directory.
- Building VMware ESXi, physical and VM servers under tight SLA's.
- Trouble shooting of Blackberry issues and management of blackberry servers.
- Datacenter management and virtualization.
- Design, Install and configure Windows 2000, 2003, 2008 and 2012 servers.
- Implemented multiple disjoint Active Directory Forests, Domains, DHCP, DNS and various other Infrastructure services, Trust relationships setup, dcpromo and decommission of AD.
- Migration of 2003 AD, DNS, DHC servers to 2008R2 and 2012.
- Migration of 4.1 Vcenter servers to 5.1 and 5.5.
- Migration and up-gradation of 4.1 ESXi server to 5.1 and 5.5.
- Updates, patching and software installations via group policies (GPO).
- Installing, Configuring and troubleshooting of IIS, Terminal Service, Print and file servers.
- Configuring and troubleshooting of Microsoft clusters (both failover and load balance clusters).
- Planned and implemented the patching process and procedure for hundreds of Windows serves spread across different time zones using IBM Tivoli End Point manager (Bigfix).
- Inventory management, software distribution, OS deployment using TEM (Bigfix).
- Securing the distributed environments and helps organization to comply with regulatory standards on security using TEM (Bigfix).
- Configured and managed SAN (storage area networks) and DAS (direct-attached storage) volumes using Fiber-Channel, SCSI and Windows Storage server iSCSI connections.
- Built MS SQL server 2005-2008 database servers in single server and failover cluster configurations for various enterprise application needs.
- Power shell automation for creation of virtual servers to vhosts.
- Wrote Microsoft Windows PowerShell and VB Scripts to automate Windows server administration tasks.
- Implemented proactive system health monitoring.

- Implementation of changes on production servers in large environment including Migration, Enhancements, Up-gradation, and Code releases.
- Assist in troubleshooting production issues with members of other teams within I.T.
- Setting up scheduled full back up of servers using HP data protector.
- Troubleshoot server hardware issues (HP & Dell) and work with service providers to facilitate replacement / repairs.
- Configuring and maintaining the UCS-B, UCS-C and Nexus 1000.
- Firmware up-gradation and printer packing.
- Problem management and doing Root cause analysis.
- Providing on call support for the critical issues on rotation basis.
- Have contributed significantly to resolve the performance issue of the critical web server by setting up the NLB (Active/Active) cluster.
- Streamlined the patching process of servers which is spread across the globe and save time and reduced the cost significantly.
- Enhance the performance of the SQL DB and IIS servers by resolving the memory leakage and network connectivity issue.
- Contributed significantly in the planning and provisioning of sever consolidation.

IBM Feb 2011 to October 2013
Moline, Illinois
System Engineer – Windows VMware

Collaborated with teams and worked autonomously to quickly identify issues and formulate appropriate solutions. Monitored all facets of ongoing projects to meet deadlines and quality objectives. Design and implement highly available (HA) and disaster recovery (DR) solutions.
- Planning, Designing and Implementation of Wintel / Windows 2000, 2003, 2008 and 2012 servers across the globe of large multinational corporations.
- Troubleshooting and System Administration of VMware products and tools including ESXi 4.0, 4.1.
- Troubleshooting Active Directory performance, authentication, and replication issues.
- Creating, modifying, and apply Group Policy Objects (GPMC).
- Implementing low level delegation of access within Active Directory.
- Assisting application support teams in implementing and troubleshooting Active
- Designing and Implementation of large and complex VMware infrastructure on Enterprise level.
- Installing, Configuring and maintaining of ADDS (Active Directory Domain Service). DNS, DHCP, IIS, Terminal Service, Print and file servers.
- Migration of 2003 AD, DNS, DHC servers to 2008R2 and 2012.
- Build servers for production and test environments following strict build procedures.
- Data center management and Server consolidation.
- Migration and up-gradation of 4.1 ESXi servers to 5.1 and 5.5.
- End to End patching of hundreds of servers spread across different time zone using WSUS.
- Inventory management, software distribution, OS deployment using SCCM.
- Securing the distributed environments and helps organization to comply with regulatory standards on security.
- Managing and monitoring of servers using SCCM and SCOM.
- Setting up and troubleshooting Microsoft failover cluster and NLB cluster for the mission critical application servers. And configuring RAID 5 and Mirrored volume for DCs and other critical servers.
- Decommissioning of Physical and Virtual servers as per the norms.
- Local Admin and ILO password change and management of servers.
- Raising the change and implementing the same within the change window.
- Resolving the Incident raised by the operation team with in the SLA time.

- Administration, Implementation and troubleshooting of VMware ESXi 5.1. 5.0, 4.1 and ESX versions of VMware.
- Planning and configuring ESXi clusters, and setting up of HA and DRS for the critical production servers in large virtual environment.
- Building VMware ESXi, physical and VM servers under tight SLA's.
- Migration of user profile from thin client to Vista.
- Troubleshoot server hardware issues (HP & IBM servers) and work with service providers to facilitate replacement / repairs.
- Trouble shooting of Blackberry issues and management of blackberry servers.
- Migration of large numbers of Active directory accounts from site to site.
- Pre migration validation and audit fixation in SQL DB.
- Post migration issue fixations in Active directory.
- Automation of routine System Administration tasks using VB Script and Microsoft Windows power shell script.
- Analyzes, logs, tracks and resolves complex software/hardware matters of significance pertaining to networking connectivity issues, printer, servers, and applications to meet business needs.
- Coordinates hardware/software installations and upgrades to ensure work is properly performed in accordance with company policy. Recommends resolution to complex matters of significance and coordinates the the implementation of the approved course of action.
- Deployed Unified Computing System (UCS) Blade chassis with 8 blades each to support the Network Tools Infrastructure and VMware Infrastructure.
- Configuring and maintaining UCS-B, UCS-C, and/or Nexus 1000.
- Installing of various utilities Firmware up-gradation, printer packing and monitoring of servers.
- Providing on call support for the critical issues.
- Train the offshore support team and brought them in to the production support.
- Participating in the meetings with the various business unit heads; gathering there requirements and planning for the delivery accordingly.

Musgrave May 2009 to Feb 2011
Cork, Ireland
Windows VMware System Admin

Consistently delivered strong outcomes and provides a superior level of customer service in fast-paced enterprise environments.
- Planning, designing and implementing Windows and VMware infrastructure.
- Troubleshooting and System Administration of VMware products and tools.
- Troubleshooting Active Directory performance, authentication, and replication issues.
- Effective provisioning, installation/configuration, operation, and maintenance of Windows Serves, VMware servers, systems hardware and software and related infrastructure.
- Implementing and Administration of Windows 2008, 2003 and 2000 servers.
- Implementation and up gradation of VMware infrastructure.
- Created, managed, and maintained virtual server infrastructure; utilized VMware to build networking & server lab environment that streamlined server OS / application deployments, increased system uptime, and improved reliability.
- Worked closely with storage and networking teams to ensure SAN and networking infrastructure met virtual infrastructure specifications.
- Responsible for support for all server related issues.
- Participated in complete system builds, upgrades, migrations, code deployments and patch management.
- Data Center Management, Capacity planning and management.
- Administered change management related to server upgrades and software installation.
- Prepared and maintained documentation of technologies, standards and procedures.

- Creation and maintenance of Active directory users, groups, OU and effective access management by using best practices of security permissions
- Maintaining and troubleshooting web servers
- Monitoring server health and resolving issues related to hardware of HP, IBM, Dell server and the backup tape library
- End to End patching of MS servers.

WIPRO Technologies Feb 2008 to May 2009
Bangalore, India
System Engineer

- Setting up and Administration of Windows 2000 Servers, 2K3 Servers.
- Building and maintaining VMware Virtual Machines.
- Troubleshooting of production issues and resolving the same with in the SLA time frame.
- Creation and maintenance of Active directory users, groups, OU and delegating assess to concern department administrator.
- Configuring and troubleshooting issues related to network printers
- Remote server/system administration.
- Maintaining and troubleshooting web servers.
- Monitoring server health and resolving issues related to hardware of HP, IBM, Dell server by working with vendors.
- Patch management of servers..
- Generating various reports from AD and sending it to various management teams for auditing purpose.
- Experienced in Regulatory environment, FDA compliance.

BSNL June 2005 to Feb 2008
Bangalore, India
Windows System Administrator

- Administration of Windows 2000 and 2003 Servers.
- Configured DNS, DHCP etc.
- Responsible for deploying, managing, and maintaining HP Proliant BL-series C-class blade servers and DL-series servers.
- Configured HP Blade DL460 using the ILO & Onboard Administrator and HP Insight Manager.
- Configuring and maintaining of Routers, Switches, storage mediums, PCs and other components.
- Maintaining full IT infrastructure of various companies as a part of AMC contract.
- Installing various software utilities on servers and workstations.
- Database administration of SQL servers.
- First level trouble shooting of the IT infrastructure devices.

Sridhar Tallam
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-- Professional Summary --

- over 11+ years of experience in Design, Development, Implementation, Database Administration (DBA), and Testing as a Site Reliability Engineer and Database Engineer, gained valuable expertise in various areas of technology and operations
- Use BIT Bucket and automation tools like Sheppard, Oracle Cloud Infrastructure DevOps.
- Participate in ongoing operational support planning and optimization activities.
- Work with end users, product analysts, and developers to understand features and technical implementations.
- Review, mentor and coach, while defining and promoting use of standards, best practices and lessons learned.
- Author and update technical documentation, runbooks, ops guides, knowledge management and presentations when needed.
- Participate in process design and tool selection ensuring compliance and information security policy and procedures.
- Assist with the implementation and optimization of server monitoring tools to maintain visibility on capacity, security, availability, continuity, and usage/speed metrics that fall outside optimal parameters.
- Experience in working with cloud technical support, operations and NOC.
- Experience in Building and managing Virtualized systems (KVM, Oracle VM, Containers/Docker) and ability to read and understand source code.
- Experience troubleshooting complex software and/or networking issues.
- Strong understanding of distributed computing, cloud concepts and platforms.
- Involved in Implementation of SEPS(Secure Eternal Password Storage) and TLS.
- Extensive experience in working with OCI Database products OCI VMDBaaS, BM DBaaS , Autonomous Shared and Dedicated services..
- Analyzing the AWR reports and comparing the same with ADDM recommendations
- and finding the SQL Queries which are affecting the performance.
- Analyzing the execution plan of time taking queries and checking for proper driving table along with proper where/order by clause filtering.
- Applied oracle patch sets in both stand alone and cluster database.
- Applied the CPU patches by using opatch utility in both stand alone and cluster database.
- Configured the Physical Standby database in Maximum Performance mode for disaster recovery purpose
- Wide range of experience in RMAN backup / recovery scenarios.
- Developed and implemented a DBA plan for Oracle backups both in the unix and windows environment.

-- Technical Skills --

Technical Skills:

- Databases: ORACLE, OCI
- Goldengate
- Operating Systems: HP-UX, Sun Solaris, AIX, Red Hat Linux 5.x ,6.x, 7.x, 8.x and Windows Server 2008, 2012 and 2016
- Programming: SQL, PL/SQL, UNIX Shell Scripting, Python.

- Cloud: Oracle, and AWS
- Monitoring: Grafana and ELK
- SCM: GIT/Bitbucket
- Ticketing: JIRA, MyOracleSupport
- On Call Rotation: Ocean

-- Educational Profile --

- Post Graduate diploma in science in software engineering from NUI(Maynooth).

Professional Summary:

- Working for Oracle Corporation Mar 2022 –Jun 2023
- Working for JP Morgan Chase & Co Jan 2015 – Mar 2022
- Working for TATA CONSULTANCY SERVICES Jan 2012-Jan 2015.

-- Professional Experience --

Project: ZRCV on OCI
Role: Senior Oracle Database Administrator (Oracle 12c/19c)
Responsibilities:

- Proficient in manual and automated builds of Recovery Appliances.
- Improved cloud infrastructure reliability through the development and implementation of disaster recovery plans
- Perform troubleshooting to quickly resolve the issues per documented procedures
- Monthly patching of ZDLRA (Zero Data Loss Recovery Appliance) and DomU patching
- Create and deliver best practices recommendations, sample code, technical documents.
- Participate in the design and architecture of large-scale Oracle Database Backup and Recovery Cloud Service features
- Document root cause analysis reports and develop standard operating procedures.
- Quarterly patching of DOM0 with troubleshooting in collaboration with other teams in case of failures.
- Resolved various infrastructure issues related to Linux, Recovery Appliances, and Control Plane.
- Responsible for troubleshooting and defining mitigations in case of any issues.
- Actively worked on addressing security vulnerabilities in Security Central.
- Performed OS patching using Shepherd.
- Prepared weekly operations report covering infrastructure maintenance.
- Developed and maintained monitoring and alerting systems. Participated in on-call rotations to address site reliability issues.

Project: JPMC Internal   Role: Associate

Responsibilities:

- Applied database patchsets and time zone patches using Opatch utility.
- Handled backup and recovery scenarios, including logical backups.
- Monitored backup logs and re-initiated failed backups using RMAN. Regularly rebuilt indexes.
- Worked on datacenter migrations.
- Conducted query performance checks prior to deployments.
- Monitored CPU and memory utilization after new deployments.
- Created and assigned appropriate roles and privileges to users based on their activities.
- Cloned instances from production to test and development instances for testing purposes.
- Performed logical backups using Export utility and restored specific schemas/objects using Import utility.
- Conducted query performance checks prior to deployments.

Client Name: TATA sky application
Role: IT Analyst
Responsibilities:

- Created databases manually and using the DBCA (Database Configuration Assistant) utility.
- Assigned different roles and privileges to users based on client requests.
- Refreshed DEV/QA/TEST databases using cold/hot/RMAN backups.
- Configured the RMAN (Recovery Manager) environment for backup strategies.
- Implemented backup and recovery strategies, including hot backups, export/import, and RMAN.
- Performed operations such as user creation, session management, granting privileges to users, space management, and monitoring free space.
- Conducted logical backups using the Export utility and restored specific schemas/objects using the Import utility.

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OBJECTIVE

To seek a position as a Cisco VoIP Administrator in initiatives that utilize state-of-the-art, software and/or hardware components with a creative, technology-driven organization in an environment that encourages innovative thinking, recognition, and career development.

SUMMARY

- ❖ Over **8.6+ years of experience** in Cisco VoIP implementation and support.
- ❖ Manage and maintain the Avaya VoIP system.
- ❖ Configure and manage the Avaya VoIP equipment, including phones, gateways, and session border controllers.
- ❖ Set up firewalls, intrusion detection systems, and encryption protocols to protect sensitive voice data.
- ❖ Design and deploy company LANs, WANs, and collaboration networks, including IP Phones, Video Phones, conference devices, servers, routers, switches, UPSs, and other hardware.
- ❖ Design, implement, and support Call Manager, Unity, CER, Voice Gateways, Switches, WebEx, call centre & call recording applications.
- ❖ Conducting audits and assessments of CUCM. CUC, IM&P to maintain service quality.
- ❖ Configure UC devices and QoS to ensure there is smooth and reliable operation for fulfilling business objectives and processes.
- ❖ Plan, coordinate, and oversee the implementation of Avaya VoIP solutions.
- ❖ Setting up VPN connections and related security measures and security policies to control network traffic in Fortinet and Ubiquiti routers..
- ❖ Monitor and test network performance and provide network performance statistics and reports.

TECHNICAL SKILLS

SKILL AREA	VERSION	EXPERIENCE	TOTAL YEARS
Cisco unified Communication Manager	7, 8, 9, 10, 11.5, 12.5 & DI 14.0	Extensive Experience	8.6
Ubiquiti & Fortinet router and Firewalls	NA	Extensive Experience	4
Avaya VoIP	NA	Extensive Experience	5
Cisco & Fortinet Gateways & Switches	Cisco ISR routers, L2 & L3 Switches	Extensive Experience	8.6
Cisco Jabber & CIPC	NA	Extensive Experience	8.6
Web-EX	Site admin managed & Control Hub	Good Experience	8.6

PROFESSIONAL CERTIFICATION

CERTIFICATE	CREDENTIAL ID	VALIDITY
Cisco Certified Internetwork Expert (CCIE) Collaboration	46ZG9TWHKD1Q1HSL	May 2025
Cisco Certified Design Specialist	9352da5526824344a96212f2f46a7c2e	May 2025
Cisco Certified Specialist – Collaboration Core	1JBE106FFCRQ1PG6	May 2025

Cisco Certified Specialist – Enterprise Core	WTDNFKJNFGQ414K1	May 2025

WORK EXPERIENCE

Total Experience: 8.6 YEARS

Organization	Designation	From	To
HCL Technologies Ltd.	Network Engineer	December 2014	June 2023

PROFESSIONAL EXPERIENCE

Western Digital Corporation, San Jose, CA, USA	SEP 2019 – JUNE 2023
BB&T Bank, Charlotte, NC, USA	DEC 2014 – AUG 2019
Organization	HCL Technologies Limited
Role	Network Engineer/Associate Consultant
Team Size	15

Description:
The Unified Communication Manager (UCS) Administration team is responsible for managing/implementing VoIP related services such as CUCM, Unity, Gateways, WebEx and CUBE/SCB's.
Service is delivered by a core team focused on a full-time basis, with the appropriate skills, scope of responsibilities and charter to optimize delivery based on standard processes, tools, and automation to reduce cost and increase quality for the business units we serve.

Responsibilities:
- ❖ Managing Cisco and Avaya Call Manager, Unity, CER, Voice Gateways, Switches, WebEx.
- ❖ Organizing and performing major changes in the Cisco and Avaya VOIP infrastructure such as upgrades.
- ❖ Maintain communication with Avaya representatives and technical support to stay informed about updates, patches, and new releases.
- ❖ Configure and manage Ruckus wireless access points and controllers.
- ❖ Design and plan the layout of Ruckus wireless networks for optimal coverage and capacity.
- ❖ Ensure seamless roaming between Ruckus access points for devices in motion.
- ❖ Integrate Ruckus wireless networks with other networking components, such as routers, switches, and firewalls.
- ❖ Implement security protocols to protect Ruckus wireless networks from unauthorized access and cyber threats.
- ❖ Design, implement, configuring and Troubleshooting Dial Plan on Cisco and Avaya IP Telephony Networks.
- ❖ Configuring and troubleshooting call routing on gateways using H.323 & SIP protocols.
- ❖ Analysing traces in CUCM to find the possible cause for alert triggered and packet capture for call disconnect issues.
- ❖ Managing SRST on voice gateway to provide high availability to Branch site users during WAN outage.

- ❖ Provisioning license and configuring conference/meeting features of WebEx to the users.
- ❖ Configured users for Unified presence features such as IM, Jabber, soft phone & desk phone control mode.
- ❖ Daily production health check on CUCM, Unity, IM&P, UCCE, Gateways, WebEx, and CUBE/SBC's.
- ❖ Monitoring the environment completely be reviewing the health checks performed & make sure that DB replications and DRS backup for the clusters completed daily.
- ❖ Managing day-to-day activities like working on Incidents, Tasks & Changes.
- ❖ Analysing the Daily and Weekly customer network performance reports.
- ❖ Configuration and troubleshooting of SSL VPN phones such as 7942, 7962 & 8841 etc.
- ❖ Implementation of class of restriction for calling privileges using Partition and CSS, Time of the Day Routing, Force Authorization Code.
- ❖ Managing 185+ Genesys, 100+ NICE & 150+ CUCM, CUC, IM & CER Servers.
- ❖ As a part of change management team good knowledge and experience in analysing the impact by performing a change in environment and accordingly planning the back out plan or redundancy to prevent the production impact.
- ❖ Experience in managing a team, presently managing a team of 20+ engineers.

Additional Activities:
- ❖ Successfully completed the customer Visit resulting a potential business opportunity.
- ❖ Participate in rebuilding the CUCM, CUC, IM&P, UCCE & CER nodes.
- ❖ Worked with VMware team to get the RCA for some of the non-planned cluster reboots happened in production hours.
- ❖ Integrating UCCE with other systems, like CRM (Customer Relationship Management) platforms.
- ❖ Migrating on-prem servers/cluster to Cloud.
- ❖ Integrated CUCM with Microsoft Active Directory using LDAP to synchronize existing user accounts.
- ❖ SSO implementation and migrating SSO from VM Identity to MS Azure.
- ❖ Experience in co-ordinating with Vendors like Cisco TAC, NICE TAC, Genesys TAC & Verizon TAC for ACME related issues.
- ❖ Applied high level of expertise and innovation and automated data import process using RPA tools to configure Collaboration service automatically to on-boarding and off-boarding resources.
- ❖ Providing inputs and participates in Weekly & Monthly Governance Meetings with the customer.

EDUCATION

DEGREE	INSTITUTION	YEAR OF PASSING
Bachelor of Science (Computers)	Sri Krishnadevaraya University in correspondence	2010

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24-Aug-23   **SRIHARSHA KUNAPAREDDY**

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SUMMARY OF QUALIFICATIONS:
Communicator whose language and interpersonal skills have been applied creatively in a varied professional career, Experience in computers, network administration, customer service, management, and warehousing has given me opportunities to educate, communicate and work with technology in a variety of situations

RELEVANT SKILLS:
Operating Systems: Windows Server 2003/2008/2012 (R2), Windows XP/Vista/7/8,10 Linux (Ubuntu, Fedora, Zorin OS, Suse) mac ios
Software: Microsoft Office Suite 2013, TeamViewer, VMWare, Virtual Machine, Skype, ooVoo, Ashampoo, Windows Media, Wireshark, Google Applications, VLC, Logmein, Windows PowerShell, Dropbox, Visio, CMS, Word, Excel , Powerpoint ,Photoshop, Security software, Forensics software (Sleuth kits /Hex)
Hardware: Computer assembling and maintenance | Configuring and troubleshooting desktops, laptops, tablets, servers, and smartphones | Wide knowledge of motherboard and circuit designs of monitor | Installing and configuring the peripherals, components and drivers | Familiar with hardware tools like servers, printers, VoIP, networking and telecommunications devices .POS. systems, Service now ticket system usage.

EMPLOYMENT HISTORY:

Quest Pearce NYC   **April 2022 -- Feb 2023**
I worked for various agencies for FBI and received Criminal awareness Cyber Security Certification.
Help Desk Support

- Desktop Deployment and Windows update using SCCM and Desktop Manage Engine
- Install and configure SAN storage system, EMC for backup and disaster recovery and replication
- Install, Configure, and support CISCO switches, routers, Firewall
- Managed Windows Virtual Desktop (WVD)
- Installation/Configuration/Troubleshooting of Windows Server 2008/2012 and Active Directory.
- Create window application package on .MSI format for the deployment.
- Manage Identity Access management of Azure Subscriptions, Azure AD, Azure AD Application Proxy, Azure AD Connect, Azure AD Pass through Authentication.
- Designed, configured and implemented LAN/WAN/Wireless networks.
- Support and troubleshoot configuration failure issue in office 365 like Domain setup and re-delegation
- Collaborated with cross-functional teams to plan and execute the migration of online archives to Office 365, ensuring data integrity and seamless transition for end-users.
- Create, modify application package in MSI, APP-V format for the deployment using MDT, SCCM, IBM Big Fix

London stock exchange   Jan 2022-April 2022
- Worked on Windows Active Directory Administration, Windows 2010, Windows Server 2012, Windows Server 2016, GPO, DNS, TCP/IP, DHCP, Certificate Services and WINS and managing Microsoft SQL Server.
- Responsibilities include implementing new technology such as servers, workstations, and laptops

- Worked on firewall, switch and access point setup and maintaining.
- Build a pipeline of ideas, manage the pipeline, and prioritize the pipeline through criteria that ensures alignment to the strategic pillars and desired focus areas.
- Work with C-Suite executives to secure approval and funding to advance through the innovation process.
- Liaison to vendors technology and project related.
- Provides desktop and server support in a timely manner to several end users in the field and remotely.
- Monitoring and troubleshooting Azure resources
- Provide tier 3 support - assisting level 1 and 2 technicians (Help Desk and Deskside Support Techs) with SCCM issues

IBM Port-Authority (NY NJ) (hybrid)   Mar 2019- Dec 2021
I worked for Police and Law Enforcement authorities and various Airport Authorities.
Desktop Support

- Managed administration, operation and maintenance of post local area network and communication
- infrastructure, provided Tier 2 and 3 support remotely and onsite for around 150-200 users
- Installed, Configure, troubleshoot of cisco technology-based LAN/WAN network of switches and routers and firewall
- Point of contact on provisioning, building, installing, and configuring and support of Windows 2012/R2/2008/R2/2005/2003 Servers, upgrading Windows Server 2003 to Windows 2008 and 2012 on both physical and virtual machines to ensure server compliancy as part of the upgrade/build process.
- Administration of SCCM including application & OS deployment, patch management & monitoring, client/server maintenance, troubleshoot site
- boundaries, distribution points, task sequence failures, and reporting.
- Active Directory, GPO and WSUS administration on Wintel platforms.
- Configured Azure AD Profile sync to O365 from on premise.
- Windows Support on Level 3, AD, Terminal Services, V-disks Configuration, and Hardware Troubleshooting.
- Extensive understanding of networking concepts, (IE. Configuration of networks, TCP/IP, VPN, VLANs, and routing in LAN/WAN, Firewalls, Ethernet Port, Patch Panel virtual networking, wireless networks & Cloud computing concepts).
- Provided 24/7 on call support after hours and on weekends on rotation basis.
- Responsible for Management, Administration, Operation and maintenance of post local area network communication infrastructure
- Troubleshot and supported 250 users Desktop, Laptops, Printer hardware and software issues daily both

Clients worked: MTA, DELL HP IBM TD bank (atm) upgrades ,IRS Hotel refresh, ACS compliance group, Finlandia, RBC
Little Ferry, NJ
1992-2016
PC Technician:
- Troubleshoot and remote access (TeamViewer/Logmein splash top) Server install (Data Center) (various jobs) 1992-present
- Worked with MTA Police
- NJ tax amnesty
- Maintain and optimize Windows Server operating systems and associated services such as AD, DHCP, DNS, and IIS.
- Screen installation   desktop, laptop, tablet, and smartphone devices
- Reformat, upgrade, and optimize operating systems (Windows, Chrome OS, Linux, and Macintosh)

- Apply setup   anti-virus, browser, media, performance optimization, share folders, and printer installation
- Assist/educate end-users to personalize their dual monitors, operating systems, modems and routers
- Troubleshooting of complex LAN/WAN infrastructure that include routing protocols EIGRP, OSPF & BGP, MPLS.
- Creating bootable flash drives
- POS systems
- Audio visual tech Sound Call center and OPS setup.. Live secure feeds video conf , tablets pc,s cell phones to other smart devices, Projector set up wireless Audio
- Installation of home entertainment systems
- Computer diagnosis and repair - Data backup and recovery Password recovery
- UAC Firewall
- Password reset
- Social security ,IRS
- Project jr manager,lead tech
- Risk assesment acute fast learning curve
- Wifi security/repeaters dynamic wave ..signal isolation
- Intrusion detection / counter measures ,firewall, virus detection(wireshark)
- Ability to make people around me happy positive and productive (soft skills)
- Poly public poly secret clearance(gov)
- Data center tech (server install ,config.) Exegy.
- AV tech vid conference(secure)(projectors-tablets smart phone mirror)
- Printer configuration

D.S Tech Repair, Little Ferry, NJ   **2009 - Present**
JP morgan/ Morgan Stanley
PC Technician: Help Desk

- Screen installation   smartphones, laptops, tablets
- Reimaging and reformatting hard drives/upgrading operating systems
- Setting-up routers, switches and cable wiring
- Creating dual boot operating system partitions/backing-up and restoring data
- Ordering components for clients/workstation component labeling
- Replacing laptop components   palm rest, integrated keyboard, touchpad, motherboard, RAM, CPU, hard drive video, audio, and network adapter ncrsilver media services (bocanegra consulting Computer media services)
- Azure Active Directory voip (cisco) vpn
- UAC Firewall (project Cylex) super server install and hardware replacement and wiring refresh and upgrades, migration, Decom

EDUCATION:
Anthem Institute   Jersey City, NJ   1/2013- 3/2014
Computer Networking and Security Diploma -Queensborough Community College -Harry S. Truman H.S
Courses Completed:
- A+ Software
- Network Security
- A+ Hardware
- Linux Administration
- Networking Concepts
- MS Word/MS Excel
- Windows Administration

- Presentation and Communication
- Advanced Windows Administration
- Security
- CISCO Fundamentals
- Computer forensics

REFERENCES AVAILABLE UPON REQUEST-
- Kenneth W Glick ..Sr vice president @ Morgan Stanley.(201) 670-3417
- Jeff Harris Verizon Digital ENT SR product manager for content Dis(703)-862-1355
- Oneil L Mgr Regional tech (862)-944-7203
- Eric Bocanegra CEO Bocanegra counsulting(917)-204-0442

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OBJECTIVE
- •A Sr. Software developer with opportunity for professional growth.

SUMMARY
- Twenty plus years Microsoft technology development and support experience with a wide range of skill sets. The technical expertise includes: window applications, web applications, and database applications, Object-Oriented design and programming, C#, .Net Core, Visual Studio, MVC, Web APIs, Web Services, Windows Service, JavaScript, JQuery, HTML, XML, ADO.Net, IIS and Windows Server, SQL Server, Oracle, T-SQL, PL/SQL, Entity Framework, Azure DevOps, Bit Bucket, etc. Excellent problem solver and team player.

COMPUTER SKILLS
- **Operating Systems:** Windows Server 2012, Windows 10, .Net Core, .Net Framework
- **Languages:** C#, ASP.Net 4, MVC 5, HTML 5, DHTML, JavaScript, JQuery, Ajax, VB Script, C++, CSS, XML, VB.Net
- **Software:** Visual Studio 2019, IIS 7, TFS 2015, Visual SourceSafe, Visio 2013, Windows Service, WiX toolset, Crystal Reports, ActiveX Controls, Active Directory, SSO, Azure DevOps, Bit Bucket, Jenkins, JIRA, Red-Gate, Veracode, BMC Remedy, Splunk, Fiddler, Control-M
- **Databases:** SQL Server, Oracle, T-SQL, PL/SQL, Access 2013, ADO.Net, Entity Framework, SSIS, SSRS, ODBC, Data Warehouse

WORK EXPERIENCE

05/2022 – 05/2023, **Sr. Programmer Analyst, Charles Schwab, Westlake, TX**

- Enhanced and maintained Incoming Brokerage Listener, Swift Orchestrator. These systems were developed and maintained using C#, .Net Core, Visual Studio 2019, SQL Server 2018, Toad for DB2, WEB API, Postman, Splunk, Swagger, JIRA, Bit Bucket, Bamboo, SSIS, Control-M.

02/2021 – 04/2022, **Sr. Programmer Analyst, Truist Bank, Atlanta, GA**

- Enhanced and maintained four commercial finance applications: Lending Group Authentication, Working Capital Reporting Portal, Supply Chain Website, and Stucky (ABLM.Net). These systems were developed and maintained using C#, ASP.Net 4, Visual Studio 2015, SQL Server 2015, ADO.Net, Entity Framework, SSIS, SSRS, XML, IIS 7, Azure DevOps, Core & DMZ Servers, Jumper Servers, ALM, HTML, JavaScript, CSS, JQuery, Ajax, Veracode Static & Greenlight, Red-Gate, Configuration Parameterizer.

01/2019 – 01/2021, **Sr. Programmer Analyst, Bank of America, Addison, TX**

- Enhanced and maintained CREW (Consumer Real Estate Web Platform) & WOLF (Web On-Line Financial). CREW includes very large web application and uses 50+ Jobs (EXE) and 50+ Libraries (DLL). These systems were developed and maintained using C#, VB.Net 16, ASP.Net 4, Visual Studio 2017, SQL Server 2017, ADO.Net, Entity Framework, SSIS, XML, IIS 7, TFS 2015, Bit Bucket, AutoSys, Ansible Tower, ALM, BMC Remedy, HTML, JavaScript, CSS, JQuery, Ajax,

RESTful Web APIs, Windows Server 2019 and HVD, RepliWeb, Agile Methodology: JIRA & Rally, Jenkins, Artifactory, SoapUI.

<u>09/2014 – 12/2018</u>, **Sr. Programmer Analyst, Raytheon Company, Plano, TX**

- Developed and supported several major web applications for Raytheon: Inter-Organizational Transfer System (IOT), PL Proponency Tool (Talent bank), Daily Readiness (DR), Mission Assurance Certification Program (MACP), eMCBID (Material Costing and Bidding). These systems were developed using C#, VB.Net 14, ASP.Net 4, MVC, Visual Studio 2013, SQL Server 2014, Oracle 12, Oracle SQL Developer 17, ADO.Net, Entity Framework, SSIS, XML, JSON, IIS 7, TFS 2013, Tortoise SVN, Web Services, HTML, JavaScript, CSS, JQuery, Ajax, Angular, Windows Server 2012, and Windows 10.

<u>10/2013 – 08/2014</u>, **Sr. Software Developer, Cardtronics, Inc, Frisco, TX**

- Development of Terminal Contract Configurator and Terminal Monitor Website that include Windows Service, Web Service, and Website. These systems were developed using C#, ASP.Net 4, WCF, Visual Studio 2012, SQL Server 2012, ADO.Net, Entity Framework, XML, JSON, IIS 7, TFS 2010, WiX toolset, Web Services, HTML, JavaScript, CSS, JQuery, Ajax, Windows Server 2008, and Windows 7.

<u>07/2012 – 09/2013</u>, **Sr. .Net Developer, Video Plus Company, Lake Dallas, TX**

- Development and maintenance of Video Plus POD system which includes Shopping Cart, POD API, Clearing House, Tax Engine, Sage (ERP), Mail Order Management (MOM) or Shipping System (NextShip). The system was developed using C#, ASP.Net 4, MVC, WCF, SOAP, Visual Studio 2010, SQL Server 2012, ADO.Net, LINQ, XML, JSON, IIS 7, TFS 2010, Web Services, SQL Server Reporting Services (SSRS), Data Warehouse, HTML, JavaScript, Windows Server 2008, and Windows 7.

<u>07/2003 – 06/2012</u>, **Information Systems Specialist, MetLife Home Loans, Irving, TX**

- Full lifecycle development, maintenance and enhancement of Presto, an SOA multi-layers mortgage system that includes point of sale, loan origination, historical loan data retrieval, products, rates and pricing, and document print. This system can be used by over 2000 loan officers concurrently nationwide. The system had been developed and upgraded using C#, VB.Net, ASP.Net 4, MVC, Visual Studio 2008, Oracle 11, SQL Server 2008, ADO.Net, XML, HTML, JavaScript, CSS, JQuery, Ajax, IIS 7, SourceSafe 2005, WinForms, Web Services, WCF, Test Director, Quick Test Pro, Crystal Reports, Windows Server 2008, Windows Server 2003, Windows 7, and Windows XP.

<u>08/2002 – 07/2003</u>, **Sr. Consultant, Kitty Hawk Air Cargo, Inc., DFW Int'l Airport, TX**

- Full lifecycle development of the Maintenance Records and Reliability System (MRRS), an airline maintenance operation management system. It was a window-based three tiers application. The technologies used are VB.Net, ASP.Net, Visual Studio.Net, SQL Server 2000, XML, ADO.Net, Crystal Reports 9.0, Install Shield Developer, Red-Gate SQL Compare, MS SourceSafe 6.0, Window Trace, and Windows XP.

<u>05/2002 – 07/2002</u>, **Sr. Consultant, The Telvista Company, Plano, TX**

- Enhancement of three tiers Contact Management System (CMS) for Toshiba PDA-Depot. The technologies used were ASP.Net, HTML 4.0, DHTML, JavaScript, IIS 6.0, Visual Studio 6.0, Windows 2000, SQL Server 2000, VB 6.0, COM+, XML 1.0, and MS SourceSafe 6.0.

11/2001 – 05/2002, **Sr. Consultant, Ananke, Inc., Irving, TX**

- Development of a web-based application for Lionshare Farm which was used to manage horse show, training, barn care, routine health care, client information, accounting, and reporting using ASP 3.0, HTML 4.0, DHTML, VB Script, JavaScript, IIS 5.0, Visual InterDev 6.0, Windows XP, Exchange Server 2000, SQL Server 2000, CDO 1.21, CDOEX, and Crystal Reports 8.5.

07/2001 – 10/2001, **Sr. Consultant, DCAS Software Solutions, Inc., Dallas, TX**

- Developed a B2B application for Bear Transportation Services that include order, logistics, warehouse, transportation, and procurement management that is EDI compliance. The technologies and software used were VB.Net, ASP.Net, HTML 4.0, DHTML, JavaScript, VB 6.0, ADO.Net, IIS 5.0, Visual Studio 6.0, SQL server 7.0, ADO 2.5, MTS 2.0, COM/DCOM, EDI, and MS Excel.

05/2001 – 07/2001, **Sr. Consultant, CitiGroup, Irving, TX**

- Maintained and enhanced CitiGroup major websites through which customers can access their profile snapshot and drill down data. The project used generic and secured Associates Internet Architecture (AIA) n-tier distributed components which include gateway, router, and dispatcher. The live data was captured by the transport clearing's AS/400 DB2 database. The technologies involved include ASP 3.0, HTML 4.0, DHTML, VB Script, JavaScript, IIS 4.0, Visual Studio 6.0, DB2, SQL server 7.0, ODBC, AS/400, MTS 2.0, COM/DCOM, TCP/IP, and VB 6.0.

09/2000 – 05/2001, **Software Development Manager, eWings Technologies, Inc., Plano, TX**

- Led a group of developers to implement a unified message system (UMS) on Windows NT 4.0 and Windows 2000. This system was developed for Yahoo email registers to allow them to access e-mail, voice mail, fax, and web site through a cell phone. The technologies used were ASP 3.0, HTML 4.0, VB Script, JavaScript, Voice XML 1.0, XML 1.0, MTS 2.0, C++, VB, VBA, IIS 4.0, TCP/IP, Visual Studio 6.0, SQL Server 7.0, ADO 2.5, and QVCS.

06/2000 – 09/2000, **Sr. Developer, Affiliated Computer Services, Inc (ACS), Dallas, TX**

- Re-engineered the ACS-IDS Loan Processing System (ALPS) using ASP 2.0, HTML 4.0, DHTML, VB Script, JavaScript, SQL Server 7.0, COM/DCOM, ADO 2.5, FileNet, Oracle 8i, SourceSafe 6.0, and Windows NT 4.0. ALPS was used for reviewers to work with image files stored in the Image System Database (ISD). The purpose of re-engineering ALPS was to change database from Oracle 8i to SQL Server 7.0 and integrate windows application with web application. More than two hundred PL/SQL stored procedures in Oracle database were converted to T-SQL stored procedures in SQL Server database.

04/2000 – 06/2000, **Sr. Consultant, The Associates, Irving, TX**

- Re-engineered the Automated ACH Mail Notification System using ASP 2.0, HTML 4.0, DHTML, VB Script, JavaScript, Perl, VB, MTS 2.0, ADO 2.1, SQL Server 7.0, MS SourceSafe 6.0, and Windows NT 4.0. The purpose of re-engineering the Automated ACH Mail Notification System was to change front end scripting language from Perl to ASP and add an VB application running in the back end to automatically update database periodically.

03/1999 – 03/2000, **Sr. Software Engineer, Webb Cooley Company, Dallas, TX**

- Full lifecycle development of the Centurion Document Processing System which includes Scan Capture, Image Processing, Tax Bill Processing, Invoicing Processing, and Reporting. The technologies used in development include VB 5.0/6.0, ASP, SQL Server 6.5/7.0, T-SQL, MTS, COM/DCOM, ADO 2.1, MS SourceSafe 5.0, Access Reports, Crystal Reports 6.0/7.0, Sheridan Controls, ASP 2.0, HTML 4.0, DHTML, VB Script, JavaScript, and Windows NT 4.0.

09/1998 – 02/1999, **Consultant, Texas Instruments, Inc., Dallas, TX**

- SQL Server 6.5 DBA and developer for the Enterprise Software Distribution project. The responsibilities included: security user administration, database design and creation, database backup and restoration, performance monitoring, and stored procedures and triggers development.

02/1998 – 08/1998, **Consultant, A.G. Edwards & Sons, Inc., St. Louis, MO**

- Full lifecycle development of financial software to track daily entries to general ledger account. The project was developed in VB 5.0 front end, Sybase 11 back end, and reporting in Crystal reports 6.0 and VBA.
- Converted legacy data from DBase III to Sybase 11.

01/1997 – 01/1998, **Sr. Developer, Diagraph Corporation, St. Louis, MO**

- Developed a printing control system using VB 4.0 front end and Access 97 back end on Window 95 which can manage up to 32 printers through RS232 and RS485. The printers were used to print barcodes, texts, and logos on the carton boxes.

05/1995 – 12/1996, **Software Engineer, Enron Corporation, Houston, TX**

- Used C/C++ to develop a power system simulation software.

09/1990 – 04/1995, **Internship, Union Electric Company, St. Louis, MO**

- The Union Electric Power system design, analysis, and simulation using C/C++ on the Unix operating system.

EDUCATION
- Master of Science in Electrical and Computer Engineering
- University of Missouri - Columbia
- Bachelor of Science in Electrical Engineering
- Nanjing University of Posts & Telecommunications, China

OSA ALFRED
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Professional Summary:

A result-driven and focused individual, highly analytical, and attentive to details. A self- motivated individual with the ability to work independently and collaboratively within complex projects. Proven track record of managing and leading various large-scale technology projects from ideation to implementation using agile practices. A Scrum master with many years of experience coaching scrum projects. Coordinated the agile processes and drives Scrum, Kanban, XP, and scaling-based best practices for cross- functional teams and programs. Ability to thrive under pressure, and deliver expectations to satisfy client needs.

EDUCATION:

- School   Degree Courses Completed
- University of Benin Bachelor of Science   Social Science
- University of Benin Bachelor of Science   Business Administration and Management

KEY SKILLS:

- Microsoft Office Suite
- Microsoft Teams
- Smart Sheet
- Microsoft Project
- ServiceNow and Clarity PPM
- CRM and ERP systems
- Management Consulting
- Information Management
- Data Processing
- NetSuite
- Inventory Management
- Jira/Confluence
- Rally
- SharePoint
- PowerPoint
- SDLC Specialties
- Visual Management
- Scrum
- Extreme Programming
- Lean
- Kanban
- Coaching Training
- Agile Software Development
- Continuous Integration
- Continuous Delivery
- Agile Release Process
- Facilitation and Team Building.

WORK EXPERIENCE
Project Manager • Dignity Health | Phoenix, AZ   **10/2020 – Till Date**

- Manages ERP implementation project with MS Visio and MS Project
- Provides status reports across cross-functions on the Implementation Project
- Work on RAID logs and analysis to provide quick resolution on setbacks
- Monitored the portfolio of projects amongst various Project Managers using project Web application, reporting tools ensuring projects are on time / on budget, provided support reporting on projects over budget, and ensuring projects go through appropriate change process with SNOW and NetSuite
- Managed the budget financials using NetSuite, and Tableau.
- Creates project charters, implementation plans, and directed work teams to implement for different projects
- Effectively communicates in various verbal and written formats with stakeholders on project constraints and deliverables.
- Helps the Product Owner in backlog management and guides team on priorities and scope.
- Assists with internal and external communication, improving transparency, and radiating information.

Project Manager • State Farm | Chicago, IL   **01/2019 – 09/2020**

- Collaborated with other scrum masters to improve the methodologies' efficiency.
- Worked with cross functional Product and development team, to help re-design the personal website for 14,000+ agents.
- Helped development team increase lead generation with the implementation.
- Understand the clear project scope before starting the project planning and have comparatively better clarity on the final requirements.
- Supported ERP implementation from development to E2E testing.
- Ensures the team follows standard agile best processes for improvement.
- Facilitated team in defining Working Agreements, Definition of Ready, Definition of Done and then ensures those agreements are upheld.

Project Manager • Reliance Mortgage | Dallas, TX   **08/2015 – 12/2018**

- Assisted the team with removing impediment by understanding the control and release processes.
- Built relationship with Product Owner and other stakeholders to facilitate team's interaction with them.
- Tracked and effectively communicated team velocity and sprint/release progress to all affected teams and Management.
- Worked with teams on the IT implementation and rollout of the new application development.
- Worked with the scrum team and the product owner to negotiate minimum viable product for delivery, making sure User Stories are prioritized and reached Definition of Ready before adding them into a respective Sprint.
- Facilitating Sprint review, Sprint retrospective, Backlog grooming session's meetings as to identify the things to be improved in the following Sprints.
- Provided recommendations for and support for configuration of Agile Sprint management tools such as JIRA, Confluence, templates and more.
- Facilitating workshops for the prioritization and estimation of user stories using techniques such as MoSCoW, KANO, planning poker and T-shirt sizing.
- Anticipating risks by recognizing the impediments and being ready at any given time to resolve and remove these roadblocks and making the team move forward with the project.

- Maintaining consistent Focus on team members, Multi-functional & Technical teams, Cross collaboration teams, Engaging actively with stake holders, and Vendors.
- Calculation of Capacity by comparing the Estimates to Actuals and Time Boxing the tasks for the team.

Technical Project Manager • Caritas | Ithaca, NY   **10/2013 – 07/2015**

- Educate and reinforce scrum methodology and agile framework to team members and stakeholders.
- Assisted internal and external communication, improving transparency, and radiating information.
- Supported the Product Owner in their efforts to manage the backlog and guide the team while facilitating a healthy team dynamic with respect to priorities and scope.
- Eliminated impediments by actively addressing issues so that the team can remain focused on achieving the objectives of the Iteration; Escalate when blocking issues are beyond the team's authority or may require support from other teams
- Foster a collaborative environment for a high-performing team through coaching and leading with servant leadership behaviors
- Communicated with management and outside stakeholders, protecting the team from scope expansion and items out of their control

Business Analyst • Macys | Ithaca, NY   **06/2011 – 09/2013**

- Build, manage, evaluate, and create a suite of tableau dashboards and other self-service tools for key stakeholders.
- Collaborate with BI analysts and Engineers around data /table structures in order to optimize for tableau dashboards and other self-service needs
- Partner with business teams to understand their analytics needs and look for opportunities to enhance our product offering
- Maintain efficient QA processes to ensure the accuracy and quality data.
- Provide exceptional customer service through professionalism, ownership, and initiative.
- Offer strategic guidance to both analysts and business team on how to best leverage tools.

LICENSES:

- Professional Scrum Master
- Certified SAFe 5 Advanced Scrum Master
- Project Management Professional (PMP)
- AWS Certified Solutions Architect
- CompTIA+

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PROFESSIONAL OVERVIEW

Systems Administrator, Sr. with over 14 years of problem-solving experience in IT and Healthcare IT.

Highly skilled at communication, collaboration, and troubleshooting on fast paced and dynamic IT Teams.

WORK EXPERIENCE

Microsoft | Redmond, WA Microsoft IT Support Deskside Technician Jan 2023 - July 2023

- Automated maintenance activities through Microsoft Azure Portal.
- Wrote processes to support systems and procedures, contributing to system improvements between customers, users, and other support personnel and in Azure DevOps.
- Coordinated and collaborated activities between customers, users, Azure DevOps, and other support personnel.
- Wrote/Edited Programs with Python, PyCharm, Visual Studio Code and wrote queries using databases and Kusto Query Language.
- Created, audited, and edited automated updates and resources in Microsoft Azure including but not limited to virtual machines, web applications, key vault, RDSH and Azure Arc servers.
- Engineered program to pose as a Cloud Service Extended Support for alerting in Azure Application Insights.
- Created queries in IcM with Kusto Query Language.

Seattle Children's Hospital and Research | Seattle, WA, IT Analyst Sr.   June 2022 – Dec 2022

- Applications support for client-server and web-based applications for the testing phase of projects and enhancements to applications in a high availability environment
- Actively supported and troubleshot production, test, and development related issues as part of a project team to implement and maintain applications including VMWare vSphere and Horizon.
- Designed, developed, and supported technical and non-technical solutions including package management.
- Coordinated support with core infrastructure teams (e.g., Database, Server, Network, Help Desk, IT Security etc.) as applicable for supported initiatives.
- Maintained documentation of equipment, software, processes, and procedures using Microsoft Word and ServiceNow
- Updated software such as Scala Content Management program using best practices and procedures while writing documentation to support upgrades.

Seattle Children's Hospital and Research | Seattle, WA, Desktop Technician Senior September 2017 - June 2022

- Workload prioritization while managing ServiceNow queue, Jira and Confluence articles.
- Cross-functional collaboration to ensure Scientific lab equipment, computers and VDI stay highly available.
- Upgraded, maintained, and edited research display and content management in Scala software.
- Consult with clinic and hospital managers and administrators as well as doctors and research scientists to ensure proper placement of machines, peripherals and   use of VDI infrastructure..
- Connect and troubleshoot network and computer connections through Active Directory, Group Policy, DNS, DHCP and Local area networks.
- Configure, set up and troubleshoot AV equipment and conference rooms.

Denali Advanced Integration | Seattle, WA,   Sr. Desktop Technician   March 2013 – September 2017

- Imaged, deployed, networked, and troubleshot Windows XP and Windows 7 machines using Active Directory, PXE boot, SCCM and Group Policy.
- Coordinated and consulted with clinic and hospital managers and administrators as well as doctors and research scientists to ensure proper placement of machines and peripherals such as PCs, VM's, printers, servers, card readers and AV equipment for conference rooms.
- Led a team of 10+ individuals to image , migrate, deploy, and connect PCs migrating from Windows XP to Windows 10.
- Coordinated with outside agencies to troubleshoot issues between FlowJo and nSolver programs to ensure that scientists and researchers were successful in using both programs.

EDUCATION

- Clover Park Technical College | Lakewood, WA | Associate in Computer Network and Information System Security 2010

PROFESSIONAL SKILLS

Communication	Time Management	Team Management	Stress Management
Critical Thinking	Problem-solving	Troubleshooting	Adaptability
Decision-making	User support/training	Documentation	Problem Resolution Collaboration

TECHNICAL SKILLS

Systems Administration	Network Administration	IT Infrastructure Mgmt.	Google Search
ITIL Framework	Backup/Disaster recovery	Proficiency in Scripting with Python, Bash, PowerShell	
Microsoft Office	Server Virtualization	Patch Management	Remote Desktop
Security and Data protection	Server Configuration and Maintenance	Windows/Linux/MacOS	
System Monitoring	Cloud Computing	Active Directory	Hardware
Jira	Confluence	Audio Visual equipment	

PROFESSIONAL DEVELOPMENT

Security + Certified | CompTIA   12/2010