



LanceSoft Response

To

Jefferson Parish

For

**Information Technology Support Services
and Supplemental Staffing**

In Response to RFP# 0464

25 August 2023

Submitted by:



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Business Size: Minority Owned Business Enterprise
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A. COVER LETTER



2121 Cooperative Way | Suite 130 | Herndon | VA 20171 | 703-674-4500 Phone | 703-889-6530 Fax
25-Aug-23

Subject: Response to RFP #0464 – Information Technology Support Services and Supplemental Staffing.
Attn: Shanna Folse,
Buyer

LanceSoft Inc. is pleased to submit its proposal through our response to Jefferson Parish solicitation RFP #0464– Information Technology Support Services and Supplemental Staffing.

Our offer, in response to the above solicitation, is 100 percent compliant with all requirements and in many cases, we exceed the requirements to provide Jefferson Parish high-value solution to the requirement.

LanceSoft states acceptance of all solicitation terms, conditions, and provisions. This offer shall remain valid for a period of 180 days.

Established in 2000, LanceSoft is a privately-owned S corporation, headquartered at 2121 Cooperative Way, Suite 130, Herndon, VA and the federal tax identification number is 54- 1974095. LanceSoft has about 23 years of experience in providing IT Staffing Solutions & IT Services to a diverse base of clients across various domains and geographies.

LanceSoft, Inc. is willing to provide resources with experience and expertise in the Information Technology Professionals categories mentioned. LanceSoft understands the objective of this RFP wherein Jefferson Parish intends to hire qualified, experienced, financially sound, and responsible Information Technology based staffing agencies to assist.

I, the undersigned, Prashant Arni, Sr. VP-Delivery and Operations of LanceSoft. I am authorized to sign the enclosed offer and will be the designated representative for purposes of this RFP and an authorized negotiator for a contract resulting from this offer. You may reach me at 646-408-2662 fax, or via e-mail at marketing@lancesoft.com

We now look forward to associate with your Jefferson Parish for a long term and mutually beneficial business relation. Should you require any further information, we shall be pleased to provide the same.

Respectfully,

Prashant Arni,
Sr. V.P - Delivery and Operations
LanceSoft, Inc.

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C. TECHNICAL PROPOSAL ELEMENT.

1. Each proposer shall address how the proposer will achieve/meet the Scope of Work as stated in Section 2.1. Technical approach shall detail the following: Plans and/or schedule of implementation, orientation, and/or installation, etc. (whichever is relevant to the RFP requirements).
-

PROPOSED MOBILIZATION PLAN/SCHEDULE OF IMPLEMENTATION.

LanceSoft has clearly defined the tasks to work closely with the Jefferson Parish and dedicate an Account Management Team (AMT) to provide undivided attention and care to Jefferson Parish relationship. LanceSoft follows the below mentioned implementation plan for all its client engagement:

STEP 1: On contract sign-off, LanceSoft will immediately assign a dedicated Account Management Team (AMT) to identify the anticipated volume of requirements and to be able to respond to 100% of the entire Jefferson Parish staffing requirements.

STEP 2: Within one (1) week of contract sign-off, LanceSoft will initiate a kick-off and a team introduction session between the client's program/hiring managers and point of contacts along with LanceSoft delivery team members. Program goals and initiatives will be discussed in detail to help better understand the Jefferson Parish staffing services program and needs. LanceSoft's AMT will try to understand various elements, key drivers and success factors for this relationship. Some of the key Jefferson Parish elements that would be studied include:

- H.R. policy regarding temporary labor.
 - Travel policy for temporary labor.
 - Region-wise Rate structure that has been agreed & signed off during the contract.
 - Concentration of requirements and type of requirements.
 - Typical hard to find skills for the client.
 - Typical Time taken for manager feedback.
 - Internal Benchmarks for hiring of temporary labor.
 - Accounting & Billing contacts.
 - Accounting & Billing policies.
 - Rules (Do's and Don'ts) for all aspects - H.R., Finance, Sales, Admin etc.
 - Points of contact for various issues.
 - Escalation structure.
 - Addresses Contact names and Phone numbers of regional offices and respective relevant managers.
 - List of client Holidays.
 - Service level agreements to be followed.
 - Response time for acknowledgement, Response time for resumes and time to fill parameters decided mutually.
 - Email ids, usernames, passwords, and Website addresses for process requirements.
 - Escalation procedure and contacts for various issues including H.R., Legal, Administrative, Accounting & Finance and Marketing.
 - General culture & work environment.
 - Dress code.
-

STEP3: A document called the "Client Delivery Process Framework" is prepared which captures all details pertaining to the client.

STEP 4: The client dedicated National Account Manager will also initiate the mapping of all the client's onboarding requirements. This will create the entire backbone of the client specific process in compliance with their needs. At a minimum, the onboarding requirements will include:

- The Jefferson Parish related specific policies.
- Relevant contractual terms & conditions.
- Rules & Regulations - site specific & client specific.
- General culture & work environment.
- Dress code.
- The Jefferson Parish employee - LanceSoft consultant issues.
- Escalation procedures.
- Work site familiarity (at most times a site visit on the day of start of the project is arranged).

STEP 5: LanceSoft firmly believes in the importance of training and orientation to its employees. Training activities at LanceSoft constitute a major human resources development effort and forms an integral part of the employee's career development plan. LanceSoft's training program encompass technology skills, soft skills, presentation & communication skills, line of business / domain skills and specific client-related orientation regarding client specific policies, culture, terms & conditions, rules & regulations and work site familiarity.

2. Plans for necessary training, where applicable. Information demonstrating an affirmative statement shall be required that the proposer has reviewed the Scope of Work, understands the nature thereof and is willing and capable of providing the services thereof.

LANCESOFT PLANS FOR NECESSARY TRAINING.

LanceSoft firmly believes in the importance of training and providing orientation to its employees and that it is a critical step in integrating a new member into our Client's existing workforce. Training and Orientation activities at LanceSoft constitute a major HR development effort and forms an integral part of the employee's career development plan. LanceSoft's training program encompass technology skills, soft skills, presentation & communication skills, line of business / domain skills and specific client-related orientation regarding client specific policies, culture, terms & conditions, rules & regulations and work site familiarity.

Before joining a project with a client each LanceSoft employee undergoes an initial orientation training that provides information on LanceSoft's profile, Company Policies, Benefit Plans, Technologies used within LanceSoft, Training on Web based timesheet application, nature of the assignment, responsibilities, reporting processes and escalation process. LanceSoft also arranges for specific training for our professionals, as requested by our clients. Minimum induction for all the employees at LanceSoft includes, but is not limited to the following:

- Walk through of the client work environment, policies and protocols.
 - Discuss joining details such as Work Address/Location, Driving Directions & Map, Reporting Manager Name, Date/Time of Reporting, Dress Codes, Contractor Badge/FOB/Security Desk formalities, Cafeteria/Lunchroom Access Details, Client Holiday Schedule etc.
-

- Discuss expectations of the position along with the detailed roles and responsibilities.
- Discuss and provide a complete knowledge transfer on the ongoing tasks if required.
- Include a review of the client history, a discussion of the client services, and a tour of the products.
- Discuss the significance of their position in relation to the current goals of the client.
- Discuss performance standards and work rules for the specific project.
- Provide other orientation and walkthrough required for the position.
- Discuss and sign off on client's security and IP protection policies.

After the joining also LanceSoft has a well-defined training program to improve various levels of competency and capability requirements of the employees through a continuous effort and planning done by the management. This further helps in the growth of employees, both professionally and personally. Employees are enrolled into training schedules as per their career and growth requirements. We offer the following training programs at LanceSoft to ensure staff development:

INDUCTION PROGRAM: All newly recruited employees, which include both fresh and experienced professionals, are taken through an Induction Program. This program is designed to orient the employees to the company policies and regulations and understand the customer work culture, methodologies and processes. The Induction Training Program for fresh employees and experienced professionals orient them to the customer work culture, methodologies, and processes

PROJECT-SPECIFIC TRAINING: Based on the Project Pipeline, the training requirements of the projects planned for an upcoming period of one month are being identified. Trainings based on the specific software, technology, products and industry domain needs are being scheduled and offered on a just-in-time mode.

CONTINUOUS EDUCATION PROGRAM: This program is designed to give the employees a learning experience in various other areas apart from their technical work area training. It consolidates the learning from the Induction Program and the project specific knowledge gained. The Program includes Mentoring, Leadership, Time Management, Performance Improvement, Counseling, and Risk Management, Problem Solving capabilities, Proposal Writing and Software estimations. All these courses would help the staff in taking up the kind of roles they are being assigned.

KNOWLEDGE SHARING PROGRAMS AND SESSIONS: To cater to the current market requirements and technology trends, employees are encouraged to initiate and participate in conferences and seminars. Our employees have over 200 person-years of knowledge training experience that are based on different programs and technologies. Employees with expertise in their technology areas are encouraged to prepare and present papers and conduct tutorials. Trained employees are further encouraged to train.

Our budgets for training vary per client assignment but on an average, we spend \$700 per person per year on training.

Note: LanceSoft's success rate is 98% for filling similar orders with less than 2% of obstacles being faced in shortlisting quality professionals to fulfil client's stringent requirement for freelancers work from home professionals.

LANCESOFT'S UNDERSTANDING THE REQUIREMENTS OF JEFFERSON PERISH.

LanceSoft understands the objective of this RFP wherein Jefferson Parish intends to hire qualified, experienced, financially sound, and responsible Information Technology based staffing agencies to assist the Jefferson Parish to implement and/or maintain IT support of the Jefferson Parish's strategic objectives. Jefferson Parish needs IT staff augmentation resources to help with project work or backfill for support personnel who are needed for project assignments.

We understand that Jefferson Parish is seeking to obtain contractors that can provide staff resources to support Jefferson Parish in managing project planning, implementation, integration, strategic and operational tasks. The qualified vendor should complete projects in a timely and cost-effective manner.

Jefferson Parish is looking for contractors who have significant depth of experience with IT delivery systems that incorporate environments preferably those affiliated with large academic centers comparable to Jefferson Parish on an as-needed basis.

3. Proposer shall likewise include any information concerning any innovative concepts pursuant to this RFP and terms and conditions that the proposer desires consideration by the Parish.

INNOVATIVE CONCEPTS PURSUANT TO THIS RFP.

UPTECH: In addition to our extensive database of top talent curated for over 20 years and the extension of Crowd Sourcing, LanceSoft has made significant investments to further mitigate the opportunity/ skill gap by setting up a customized/ tailored training program, through our subsidiary, UPTECH (www.uptech.tech). This subsidiary provides the opportunity to Upskill/ Reskill technical talent for our clients and promote a diverse talent pool from the communities we support, encouraging more women into technology. This customized training model, that is specific to our clients project needs, allows for a steady pool of tailored technical talent to be fast tracked into our clients enterprise environment, at cost effective rates and also enhancing the "loyalty" retention factor, that is an indirect result of giving these individuals the opportunity they deserve.

Adding value through CPX: We have developed State-of-the Art system on cloud-based, Microsoft .Net platform, which completes the entire lifecycle of staffing on the web including Requisition Management, Applicant Management, Onboarding, Off-boarding, drug and background checks, timesheet management, payroll, billing, Employee Engagement, etc. The objective of building this system is to increase the internal efficiencies and speed, control costs and provide cost effective staffing services to our clientele.

Specialized IT Recruiting: LanceSoft employs specialized recruiting teams that have extensive recruiting experience in specific domains/industries. Specific to IT, LanceSoft has approx. 140 recruiters that are dedicated within this industry segment, supporting clients like Austin Community College, University of Washington and others. Our recruiters are seasoned with domain experience having either come from the IT client ecosystem and/ or partner/ supplier ecosystem. Over 80% of the 140 or so dedicated recruiters within this industry segment are seasoned and experienced, coupled with the fact that they also bring an ecosystem of known IT candidates they have successfully worked with from the IT industry, is an added benefit for our clients.

Pro-Active Recruiting: To stay ahead of competition in our recruiting, we have moved to a pro-active recruiting model. LanceSoft has an internally developed intelligent database of consultants with over 25+ Million profiles, of which over 1.2 Million candidate profiles would meet University's requirements. These candidates are part of our dynamic database ecosystem and have already been pre-vetted, pre-qualified and through the use of AI/ ML techniques, allows us to source and submit qualified, experienced candidates very quickly.

Client Delivery Process Framework: At the beginning of a new client relationship, LanceSoft's Account Management Team (AMT) spends considerable time with the Client Management team to map and understand the account. Based on the initial discussions, a "CLIENT DELIVERY PROCESS FRAMEWORK" document is prepared, which captures all the details pertaining to the client. Additional information relevant to each region is also added to this document and it is circulated to all LanceSoft-Client team members at all local locations servicing the client with all the special notes, structures and policies defined in this document.

Dedicated Mailbox: Further, to ensure effective client communication, LanceSoft creates a dedicated mailbox for all its clients, which is monitored daily at a minimum of 18 hours a day to ensure immediate response and feedback. An internal SLA is also implemented to respond to all mails within 30 minutes of receipt from the client. This further ensures that any client-related information is communicated effectively at all locations servicing the client.

24/7 Support: LanceSoft has an extensive network of delivery centers that span across the United States and Globally. Additionally, we also have our offshore/nearshore sourcing facilities in India that can be utilized to accommodate any temporary assignment requests from our clients after standard work hours, thus proving a 24/7 support to our clients.

Talent Community Builder: The Talent Community Solution reaches into various social networks and identifies potential candidates to become part of our community. We have dedicated specialists that build/maintain and manage each community. LanceSoft has a dedicated team of Talent Intelligence Specialists who focus on expanding the pool of professionals and categorize them based on Job Categories, Skill sets and Geographic locations.

Crowd Sourcing: LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently LanceSoft's Crowd consists of over 2,200 professionals including freelance recruiters, skill specific, domain specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability.

Community Discussions: LanceSoft believes that one of the best ways to find untapped programming talent is to delve into open-source code repositories like those on Stack Overflow, GitHub, and Reddit. These sites host community discussions between programmers from all over the world, including both professionals and self-taught enthusiasts.

Community Curators: The CPX solution has the capability to build domain specific talent/skill/technology communities. This technology comprehensively sifts through the entire virtual database of working professionals globally; using strategic client specific job market requirements/projections as data points through predictive algorithms to map trends, jobs, locations, career objectives, preferences, to the right cluster of resumes/candidates.

Hacker Rank Platform: LanceSoft is using Hacker Rank, a platform designed to help to find the best IT candidates using skills-based screening and interviewing tools. It allows us to create custom or templated software challenges across 6 computer science domains and in 35 programming languages.

Our recruiters are trained not to only to look at a candidate's technical ability, however, we also conduct behavioral and situational based interviews as well, to evaluate candidates on their past behavior and experience and the candidate's judgment ability and knowledge that may be required for the job.

Staffing Firm that Delivers the Right Employee: Our engagement process is focused on our clients and their business needs. This consultative approach, known as our **Perfect Fit Program**, details from start to finish how we selects the perfect candidate for client's organization. The Perfect Fit Program includes five phases, which are customized to most effectively service your account.

- Customer Analysis – We document & understand our client's business needs and determine the services that will make staffing process more efficient and effective.
- Sourcing – Our professional recruiters quickly identify the most qualified candidates using their industry knowledge and the extensive networks of our staffing firm.
- Screening – At LanceSoft, we get to know each candidate beyond just their resume. We find out the skills and qualities that will achieve the perfect fit for your position.
- Selection – To complete the hiring process, we ensure all forms, screening and certifications are verified before the employee starts.
- Performance Monitoring – We continually monitor our performance and the performance of our employees to make sure you are continually satisfied with our service.

LanceSoft here by agrees with terms and conditions that the proposer desires consideration by the Parish.

D. PROPOSER QUALIFICATIONS AND EXPERIENCE:

1. PROPOSERS SHALL PROVIDE A DETAILED STATEMENT OF RELATED SERVICES TO GOVERNMENT ENTITIES OR PRIVATE ENTITIES WHICH IDENTIFIES CUSTOMER SATISFACTION, DEMONSTRATED VOLUME OF MERCHANTS, ETC. PROPOSER MUST PROVIDE A DETAILED DESCRIPTION OF CUSTOMER SERVICE CAPABILITIES, INCLUDING RESUMES OF PERSONNEL ASSIGNED, TOTAL NUMBER OF PERSONNEL AND TIMELINE OF CUSTOMER INQUIRIES AND COMPLAINTS, AS APPLICABLE.

LANCESOFT'S EXPERIENCE IN SUPPORTING SIMILAR CLIENTS.

LanceSoft has established itself as one of the most sophisticated firms in the IT Staffing Industry. As a 'Vendor of Choice' for several Fortune 500 clients, LanceSoft has profound experience in providing premier consultants with expertise in IT and Quality Control.

Below are some of our experiences in IT industry for past years with various temporary and permanent staffing services provided/being provided by LanceSoft including but not limited to following:

<u>Name of the Client</u>	<u>Period of Performing the Services</u>	<u>Services Rendered</u>	<u>Detailed Description of the Work Performed</u>
City of Clermont	12+ years	IT Staffing Services	We have provided the candidates to City of Clermont for the positions including, but not limited to IT Programmer, Database Administrator, Data Computing Expert, IT Infrastructure Expert, Mobile Developer, UI/UX Developer, Designer, Disaster Recovery Specialist, System Analyst, Business Intelligence Developer, Data Expert, Project Managers, Business Analyst and Many more, etc.
City of Phoenix	4+ years	IT Contingent Workforce Services	We have provided the candidates to City of Phoenix for the positions including, but not limited to IT Application Analyst, Application Architect, Interface Analyst, Testing Lead, Business Intelligence Report Developer, Business Intelligence Application Administrator, SQL Developer, Database Administrator, Data / Business Intelligence Architect, SQL Developer, Business Analyst etc.

Qualcomm	3+ Years	Statewide Non-IT Staffing Services	We have provided the candidates to Qualcomm for the positions including, but not limited to IT Programmer, Database Administrator, Mobile Developer, UI/UX Developer, Designer, Disaster Recovery Specialist, System Analyst, Business Intelligence Developer, Data Expert, Project Managers, Business Analyst, IT Infrastructure Specialist and etc.
City of Tacoma	5+ Years	Statewide -IT Staffing Services	We have provided the candidates to City of Tacoma for the positions including, but not limited to Software Specialist, Senior Principal Quality Engineer, Project Manager, Data Specialist, Business Analyst (Professional), Project Coordinator, Test Engineer, Senior Manager-Project Management, Project Scheduler, Project manager, Programmer /Analyst, Applications Development, Project Manager, Business Analyst, Project Analyst, Programmer etc.

RECURRING REQUIREMENTS.

Through our qualitative approach, LanceSoft has established itself as a pioneer in providing premium professionals and filled various types of positions including Temps, Temp to Hire and Direct Hires in various companies globally.

LanceSoft has provided a wide array of professionals who are involved in IT Sector. With the extensive expertise we possess and the experience we have attained over the years, we fill all the positions on job groups mentioned by clients contributing to client's increased productivity and competitiveness with excellent results.

LanceSoft's success rate is 98% for filling similar orders with less than 2% of obstacles being faced in shortlisting quality professionals to fulfil client's stringent requirement for Freelancers work from home professionals in past one year. To overcome this, we tend to use our domain specific recruiting team based out at our different local branch offices in all the states that helps in conducting in person interviews which helps us picking the best fit for the client.

Below is a list of our recurring requirements from IT industry: -

INFORMATION TECHNOLOGY				
Citrix Administrator	Business / Financial Analyst	MDR - Quality Engineer	UAT/QA Analyst Testing	Business / Financial Analyst
Technical Project Manager	SAP Functional Developer	Quality Assurance Analyst	Architect	Senior SAS Programmer Analyst
Software Architect	Data Center/Systems Administrator	Senior Java Applications Developer	Senior Principal Quality Engineer	Quality Assurance Engineer
Senior Information Systems Specialist	US Applications Consultant- IT Consultant	Data Conversion/Senior Business Analyst	Senior Software Developer	IA - DHS - IT Security Engineer
System Analysts/Testers	Data Integration Engineer - Hadoop Python	IT System Design	ORION Analyst Project	QA/QC Inspector
Applications Systems Specialist	NE208 - Technologist	Quality Assurance CCOM	Cisco Network Administrator	MS SQL DBA (Con, SCON, TL)
Quality Engineer	Oracle DBA	Senior Software Engineer	Business Data Analyst	Java Engineer
Product Quality Surveillance Senior Specialist - Commercial Complaint	Software/System Engineer - System Analysis	Analyst - Oracle EBS Analyst	.Net Architect	Senior Consultant-SAP Functional & SAP Finance
Policy QA Analyst	Unix Developer	QA Tester	Data Architect/Lead Applications Developer (Non-Hadoop)	SAP APO Business User Expert
NetSuite Administrator	DataStage/ SAP ABAP Developer	IT Bus Systems Analyst	Infrastructure Transformation Architect	Quality Assurance (QA) Specialist
.NET Enterprise Developer	Java / J2EE Lead	QC Analyst	Network Management Operations Design Architect	RPA Developer
Senior PeopleSoft Analysis/Designer - Expert Level	PL/SQL Developer	PeopleSoft Database Administrator (DBA)	CT-Analyst - Systems/Architecture	EAP Consultant
Linux Build, Integration, Triage and Debug Engineer	Sr Business Objects Developer	Java SOA	Senior Manager, Enterprise Data Architect	QA Specialist
Network Control Tech	VMWARE/IBM AIX ADMIN	AS400 programmer	Sr. Integration Architect	Citrix Administrator

Senior Database Administrator (Linux DBA/ Hadoop)	Desktop Engineer	Specialist COOSP Support	J2EE Architect	ACS Migration Specialist
Data Architect (Non-Hadoop)	Implementation Specialist	Quality Assurance Analyst - Advanced	Lead Enterprise Solution / Information Architect	Analyst, Business Process
Senior Bio stat Programmer	VBA Developer	SQL DB	Senior Architect	Business Analyst - ATG
Supplier Quality Engineer	Java Coherence Programmer	Sr. Test Engineer	Technical Architect	Angular 2 UI developer
Project Analyst	Hyperion Admin	Business Data Analyst	Analyst - Oracle EBS Analyst	Business Analyst (Professional)
Network Engineer	Business Continuity Project Manager	Business Analyst/Web Applications	Clinical Programmer Analyst, Sr.	.Net Developer

We have the capability to cater any kind of IT positions including the niche profiles and we would be keen to know if Jefferson Parish has any other requirements apart from that mentioned in this RFP and ensure our best valued services at all times.

DESCRIPTION OF CUSTOMER SERVICE CAPABILITIES.

LanceSoft services are guaranteed to be of the highest level of professional quality. Achieving high client satisfaction constantly in the past and our satisfaction guarantee policy extends to the length of the contractor's assignment.

LanceSoft has rarely faced any performance issues in the past, however, keeping in mind the possibility of the events of non-performance due to the issues such as unplanned/unapproved leaves/absence of the contractor or any other legal impediments that lead to disruption of the project, LanceSoft has preset mechanism in place to avoid any inconvenience to the clients and addresses the non-performance/project backfile issues and responds appropriately in the manner described as follows:

In the event the client was to find the contractor's performance not at par with their expectations, LanceSoft will find a replacement within 48 hours at no additional charge. LanceSoft will also not charge for the hours clocked by the replaced contractor within the first two weeks of their work.

LanceSoft has a previous track record of 98% of its contractors completing the entire assignments to the satisfaction of the clients. LanceSoft rarely has a situation where the contractor aborts leave the assignment prematurely. In case of such a situation, LanceSoft provides its client with a replacement for the contractor in the shortest possible timeframe, minimizing any disruption in the progress of the project.

Further to the poor performance of the contractor causing major operational issues, we also inform the contractor that he/she has only a limited amount of time to rectify the matter before any sort of action is taken against him/her.

In cases of non-performance of the contract, we also offer a reduction of the price of the service being provided on a case by case basis.

Our home teams are incentivized to achieve high scores in positive client performance reviews.

OUR ABILITY AND SUCCESS RATE.

Success at LanceSoft; is a very well-articulated and metric based function. We monitor various quality metrics on a continual basis that includes requirement coverage ratio, shortlist ratio, Interview ratio, Shortlist ratio, Interview ratio, Start ratio, No-starts/dropouts/back-outs ratio, Tenure completion ratio, Attrition ratio, Customer satisfaction as well as Onboarding/Off-boarding compliance and contractor's issue resolution metrics. Below are our typical SLA's that we maintain in our program -

- Submission rate: 98.5% Avg.
- Shortlist ratio: 80% Avg.
- Interviews: 40% Avg.
- Conversion of interviews to hires: 45% Avg.
- Non-Delivery: 0.5 Avg.
- Attrition (before assignment end date): below 2%
- Average tenure in position: 12 months

LANCESOFT VALUE ADDS:

LanceSoft follows best-in-class business processes that add value to the client program, thereby setting a benchmark for all other organizations. By implementing these unique approaches in delivering our staffing solutions to our clients, LanceSoft is consistently recognized as a top performer across several client contingent worker programs.

- Our award-winning Artificial Intelligence based workflow and analytics platform, CPX.
- LanceSoft investment into self-training and vocational training schools in HUB zones.
- Our focus on engaging, re-training and deploying our heroes, the veterans.
- Focus on Diversity & Inclusion, hiring & deploying to exceed federally required minimum spends.
- Crowd sourcing
- Virtual Reality Recruiting using VR headsets at trade shows and recruiting drives.
- Branding thru social media for target audiences.
- National hiring events around Major Metros.
- Mobile Recruitment.
- Match talent pipeline using machine Learning.
- Global staffing model support for clients with operations in multiple countries.
- Competitive Cost
- On-demand capabilities to scale up/ down
- Comprehensive qualitative and quantitative reporting
- Payroll and accounting interfaces that delivers accurate payroll and invoice reconciliation.

RESUMES OF PERSONNEL ASSIGNED.

We will assign the Jefferson Parish a dedicated Account Management team to ensure the right delivery of services and needs are fulfilled with huge Jefferson Parish satisfaction. Our Account Manager & Account Executives will work very closely with Jefferson Parish and LanceSoft's on-site staff. The following table identifies all the resources assigned to these services and their dedication to Jefferson Parish.

#	Name	Title	Experience
1	Prashant Arni	VP-Strategic Client Relations	24+ years of Account, Contract & Project Management
2	Khanh To	Recruitment Director	20+ years of account management
3	Ruchi Jain	Employee Care Manager	20+ years of employee care management
4.	Monika Skoogman	Account Executive	10+ years of experience in account management

1.Prashant Arni - Dedicated Account Manager

LanceSoft proposes Prashant Arni as the Key Account Manager, who will be dedicated to overseeing the entire engagement of Jefferson Parish. Prashant Arni has over 25+ years of demonstrated experience in the Contingent Staffing and Enterprise Service Solutions industry. Prashant brings extensive experience that encompasses **Account Management and Client Relationships** for staffing program executions. He has extensive experience in developing relationships with all levels of management, clients, and user groups. He possesses expertise in direct liaison with clients to ensure the fulfillment of contract requirements. Under the flagship of LanceSoft, Prashant Arni has been actively handling large accounts that have large volumes of staffing needs across diverse skillsets and locations with varying lengths of assignments State of Arkansas, State of Arizona, State of Colorado, State of Connecticut, State of Florida, State of Georgia, State of Iowa, State of Massachusetts, State of Maine, State of Michigan, State of Minnesota, State of New Jersey and many more.

Account Manager	Prashant Arni
Phone	703- 674-4565
Email	prashant@lancesoft.com
Qualification	Master of Science, International Business, New Hampshire College
Total Experience	24+ Years
Experience with LanceSoft	14 Years

Experience:

- LanceSoft Inc**
Sr. VP, Delivery and Operations
June 06 to Present
- Infinite**
Sr. Account Manager
May 01 to May 06

- 3. Cambridge Systems Inc.**
Prime Account Manager
Aug '99- to April 01
- 4. VLS Systems Inc**
Resource Manager
Mar '99 – Aug '99
- 5. New Hampshire College**
Graduate Assistant in the Dean's office at The New Hampshire College, Manchester
Mar '98 to Dec'98
- 6. Reed Elsevier Inc.**
Management Trainee/Client Servicing
April '97 to Feb '98

Roles & Responsibilities:

- Key person for managing contract signed with the Jefferson Parish and interacting with the Jefferson Parish's Project Manager.
- Ensuring & track the Jefferson Parish requirements.
- Quarterly meetings with the Jefferson Parish to monitor LanceSoft contract performance.
- Weekly meeting with Back Office Staffing Operation & Employee Care Team to give update on LanceSoft performance & upcoming activities under contract.
- Effective Resource Management - Ensuring alignment of processes and practices with technology to ensure that all resources are adequately and accurately utilized to provide integrated and error-free services to Jefferson Parish.
- Coordinating with the Jefferson Parish's Hiring Managers on a regular basis to gather their feedback/suggestions/complaints/issues, staffing requirements, etc.
- Working closely with the Delivery Managers for identifying and selecting suitable candidates to meet and exceed Jefferson Parish's requirements.
- Closely work with the Onboarding Team to ensure smooth onboarding of the new hires for Jefferson Parish.
- Closely coordinate with the new hires during client orientation and walk-through program.
- Coordinating with LanceSoft's Finance and HR to ensure timely invoicing, receipts, and compliance to all onboarding contractual requirements.
- Working closely with the Legal and Contracts Management Team ensuring 100% compliance with contracts.
- Ensuring that Monthly Compliance Reports are being submitted in time to and sending weekly dashboard reports to Executive Management.

Core Competencies:

- Vast experience in initiating, planning, executing, monitoring, and controlling, closing, maintaining, and supporting staffing contracts/ projects.
- Stay in contact with the clients and the consultants on the project to proactively evaluate the project needs and staffing needs for the scheduled completion of the assignment.
- Maintain an extensive database of qualified technical professional with a wide range of experience in order to meet the client's project needs at a very short notice.

- Responsible for the needs the consultants and full-time employees in terms of training, orientation, presentations etc.
- Involved in the day-to-day administrative activities and actively took part in the strategic planning process, thereby contributing towards the extensive growth of the company.
- Expertise includes Sales, Marketing, Account Management, Delivery, Consulting and Business.
- Development focused on revenue and profit drivers 23 years of experience in Strategic Sales & Marketing, General Management, P&L management, Business Development, Recruiting, Mentoring, Training & Retention, Sales Force Development, etc.
- Substantial experience in designing, implementing, and managing full-scale sales and marketing plan geared to clients.
- Good understanding of negotiating, maintaining and success completion of various staffing contract. Excellent presentation and intangible selling skills.
- Well-developed leadership planning and execution skills with the ability to motivate and lead others in the pursuit of corporate goals and objectives.
- Generate revenue consistent with company sales goals and objectives.

Skills:

- Excellent leadership Skills
- Ability to bring out the best in underperforming teams.
- Excellent personality and interpersonal skills
- Strong written and verbal communications and presentation skills
- The ability to establish relationships and generate business opportunities.
- A demonstrated ability to maintain and grow client relationships and sell solutions.
- A familiarity with technology and industry trends in e-Business and Web solutions
- Excellent organizational skills
- Self-motivated with a strong desire to succeed.
- The ability to keep up in a very fast paced environment.
- Enjoys working in diverse teams.

Training:

- Training in Strategic Account Management
- Key Account Management Training

Qualification/Specialization:

- Master of Science, International Business, New Hampshire College, USA, Dec 1998.
- Master of Business Administration, Marketing, Institute for Technology and Management, India, March 1997

Certifications:

- Certified Project Management Professional (PMP)
- PMI Scheduling Professional

2. Khanh To- Recruitment Manager

Khanh is highly skilled Recruitment Manager with over 14+ years of excellent experience in recruiting management and specializations include employee selection and recruitment. he has been extensively working with IT industry, he has proficiently worked in staffing business, with successfully achieving targets

and handling a large number of clients, including clients like-Qualcomm, Zillow, Verifone, Dell, Otis, McGraw Hill, Humana, Unisys, AT&T, Grant Thornton, Frontier Communications, Johnson & Johnson, Becton & Dickinson, Kimberly Clark, GE Healthcare, City of Clermont, City of Phoenix, City of Anaheim, City of Tacoma, City of Redmond, City of Virginia Beach, City of saskatoon, City of Wentzville, The City of Colorado Springs, City of Dearborn, City of Clermont and many more.

He possesses expertise in recruitment process and resource management, sourcing strategies, recruitment process improvement and upgradation and compliance management. He is extensively experienced in handling various similar clients and many more. He will be the key person for managing staffing need of Jefferson Parish requisitions to ensure and track the staffing requirements. He is excellent in arranging and managing interview schedules between the clients and consultants.

Experience:

4. LanceSoft

Recruitment Manager

Jun 2013- Till Date

5. Novalink Solutions LLC

Senior Recruiter

Feb 2012- May 2013

6. Covendis

Recruiter

June 2007- Jan 2012

Role/Responsibilities:

- Key person for managing staffing of Jefferson Parish requisitions.
- Ensuring and tracking the staffing requirement of the Jefferson Parish.
- Setting up milestone of each activity to complete the Jefferson Parish submittals within 1-2 business days.
- Training and skill enhancement to existing and new recruiters on Jefferson Parish staffing requirements.
- Arranging and managing interview schedule between Jefferson Parish and consultant.
- Preparing job description for posting on the job sites & send to LanceSoft Contractors.
- Managing the complete recruiting cycle.
- Monitors the labor legislation and implements required changes to keep the process compliant.

Core competencies:

- Expert in recruitment process and resource management, sourcing strategies, recruitment process improvement and up gradation and compliance management.
- Proficient working on Information technology categories.
- Team building and Management.
- Expert in in-house recruitment & placing candidates on bench with different skill sets.
- Experience in handling client hiring managers and discussing the requirements with the team and the sourcing needs of them and fulfilling them.
- Expert in recruitment at times using Job Diva, Dice and Monster and other job portals.

- Experience in managing the entire recruiting process starting with identifying the requirement, posting positions on internet/ intranet, job boards, etc., sourcing resumes, finding, and screening candidates to extending the offers and closing the positions successfully.
- Handling entire resource operation fulfillment functions for Global Delivery Center.

Training:

- Training in Recruiting Innovation
- Talent Acquisition & Hiring Training

Qualifications//Specializations:

- Bachelor of Business Administration from Georgia State University
- Computer & Information Sciences from Georgia State University

Certifications:

- Certified Professional in Learning and Performance (CPLP)
- Professional in Human Resources (PHR)

3. Ruchi Jain-Employee Care Manager

Ruchi Jain is an accomplished, result driven Human Resource Executive with over 14+ years of experience focused on staffing. She has expertise in resource management, account management, staffing support and, she has working experience in Internet recruitment sites like Dice, Monster, Hot jobs, and CareerBuilder. She is fully conversant with the Candidate Management process and expert level of knowledge of CRM, invoicing, timesheet-tracking and payment to consultants, rate negotiations, contract writing and negotiations. She is an excellent communicator with demonstrated success-building relationships with clients and the consultants.

Responsibilities:

- Responsible for LanceSoft employee care, a unique role which resulted in long retention of our consultants.
- Manage consultants at the Jefferson Parish sites.
- Key person to keep consultants motivated and up to date.
- Take care of consultant's requests/ issues and resolve all the requests.
- Works closely with Contract Administrator and Account Executive to follow the progress of project.
- Ensure consultant are up to date with latest work techniques and get those required trainings.
- Create training request for the staff.
- Prepares employees for assignments by establishing and conducting orientation and training programs.
- Conducting and analyzing exit interviews; and recommending changes.

Core Competencies:

- Extensive experience in staff augmentation and recruiting in various domain, placed candidates for both temporary and permanent positions in many commercial, state & federal clients.
- Expertise in the areas of resourcing, head hunting, internet research, rate negotiation, technical support, and establishing processes. Involved in every stage of recruitment process.

- Self-motivated team player with excellent communication and organizational skills, with exceptionally good abilities to rapidly learn new concepts together with excellent interpersonal skills.
- Managed both offshore and on shore recruiting team.
- Strong working knowledge of Boolean Searches in targeting the right candidates.
- Use of community & user groups like linkedin.com, groups.yahoo.com, groups.google.com, raigslist.org.
- Succeeded and specialized expert in locating those rare, hard-to-find candidates.
- Recruited consultants for various client-industries such as: Energy, Information Technology, Manufacturing, FMCG, E-Commerce etc.
- Expert level knowledge and working experience of Vendor Management Systems for tracking candidate submissions (IQ Navigator, People click, Maestro, Fieldglass/ Insite).
- Expert level Knowledge of 1099, W2, Corp-Corp and per diem.
- Expert level Knowledge of Customer Relation Management, invoicing, timesheet-tracking and payment to consultants, rate negotiations, contract writing and negotiations.
- Top-notch consultant with strong work Ethic, excellent interpersonal skills, and Communication skills.

Qualifications/Specializations:

- Bachelor of Science, Human Resource Management/personnel Administration, General, Belhaven University.
- Master of Science, Human Resource Management/personnel Administration, General, Devry University.

Certifications:

- SHRM Certified Professional (SHRM-CP)
- Senior Professional in Human Resources (SPHR).

7. Monica Skoogman- Account Executive

Monica is an innovative Account Executive with over 15+ years of enriched experience in strategic planning, Client Relationships & Account Management. He has extensive experience developing relationships with all levels of management, clients, and user groups. He has experience handling similar requisitions from State of Arkansas, State of Arizona, State of Colorado, State of Connecticut, State of Florida, State of Georgia, State of Iowa, State of Massachusetts, State of Maine, State of Michigan, State of Minnesota, State of New Jersey, State of North Carolina, State of New York, State of Ohio, State of Oregon, State of Pennsylvania, State of South Carolina, State of Utah, State of Virginia, State of Washington, State of Delaware, State of Maryland, State of New Jersey, many more. She has expert knowledge and working experience in client support, service, and management of resources, to meet client performance objectives.

Responsibilities:

- Working with recruitment manager to ensure the quality of candidates' Selection process.
- Coordinating consultant interviews with LanceSoft.
- Attend the Monthly meetings with LanceSoft Management.
- Resolving difficult situations with LanceSoft Staff working on LanceSoft projects.
- From time to time, meeting with onsite consultants.
- Assist Account manager in all project-related activities.
- To ensure your business needs are met at all levels, she will advise on service enhancements and be responsible for maintaining service continuity and ensuring service commitments.

- Identifies and helps resolve schedule, budget, and project communication challenges.

Core Competencies:

- Extensive experience in negotiating prices, terms and conditions and administration of contracts from award through contract close-out.
- Execute complete programs with content from subject-matter experts, including collateral, field engagement tools, detailed competitive analysis, press and PR engagement, sales training, lead generation, success stories, and event marketing.
- Extensive expertise in talent change management, compensation policy, training, and employee/labour relations.
- Understand the requirements of the qualified accounts/opportunities/clients and provide a unique value proposition addressing the opportunity, present the same to the decision-makers in the account, and negotiate and firm up the contract.
- Vast experience in managing complex business situations and developing distributed enterprise solutions involving multiple disparate technology platforms.
- Excellent experience initiating, planning, executing, monitoring, controlling, closing, maintaining, and supporting staffing contracts/ projects.
- Well-developed leadership planning and execution skills with the ability to motivate and lead others in pursuing corporate goals and objectives.
- Well, understanding of commercial contracts and handling contract negotiations successfully.
- Accomplished contract negotiations, closing, and service skills at the highest executive levels.
- Ongoing account management, prospecting/ business development techniques and persuasive selling strategies.
- Work with the project team and stakeholders on risk analysis and mitigation strategies.
- Proactively communicate with other internal & External teams and subject matter experts to properly execute the project.

Skills:

- Strong Interpersonal & Analytical skills.
- Problem solving & Negotiation.
- Decision-making.
- Excellent Presentation Skills.
- Excellent Communication Skills.

Qualifications/Specialization:

- Associate of Arts (AA), General Studies-Normandale Community College.

Certifications:

- Project Management Certifications (PMP)
- Certified Key Account Executive

TIMELINE OF CUSTOMER INQUIRIES AND COMPLAINT.

Once we receive the contract and requisition from Jefferson Parish, LanceSoft will immediately start the process and will submit the candidates to Jefferson Parish within 8-12 Business days. Please see the following graphic for an overview of LanceSoft Project Plan for Jefferson Parish.

JOB DESCRIPTION	TIMELINE
Jefferson Parish submits requisition	1 st day.
LanceSoft identifies candidates	1 st day.
LanceSoft screens candidates	1 st to 2 nd day
LanceSoft submits candidates to Jefferson Parish	1 st to 2 nd day
Jefferson Parish schedules /conducts interviews	3 rd to 6 th day
Jefferson Parish shortlists candidates	7 th to 9 th day
Jefferson Parish schedules/conducts second. round interviews	9 th to 11 th day
Jefferson Parish selects candidate/makes offer	11 th to 12 th day
Candidate on-boarded	13 th to 16 th day(estimated)
LanceSoft conducts first-week candidate follow-up	23 rd day
Project Completion	Time frame varies based on assignment length

2. PROPOSER SHALL PROVIDE RESUMES FOR ACCOUNT MANAGER(S), DESIGNATED CUSTOMER SERVICE REPRESENTATIVE(S) AND ANY AND ALL KEY PERSONNEL ANTICIPATED TO BE ASSIGNED TO THIS PROJECT, IN ADDITION TO RESUMES OF ANY AND ALL SUBCONTRACTORS.

For resumes please refer to section D point 1

E. INNOVATIVE CONCEPTS:

UNIQUE DIFFERENTIATORS

UPTECH – In addition to our extensive database of top talent curated for about 23+ years and the extension of Crowd Sourcing, LanceSoft has made significant investments to further mitigate the opportunity/ skill gap by setting up a customized/ tailored training program, through our subsidiary, UPTECH (www.uptech.tech). This subsidiary provides the opportunity to Upskill/ Reskill technical talent for our clients and promote a diverse talent pool from the communities we support, encouraging more women into technology. This customized training model, that is specific to our client's project needs, allows for a steady pool of tailored technical talent to be fast tracked into our clients enterprise environment, at cost effective rates and also enhancing the "loyalty" retention factor, that is an indirect result of giving these individuals the opportunity they deserve.

Adding value through CPX: We have developed State-of-the Art system on cloud-based, Microsoft .Net platform, which completes the entire lifecycle of staffing on the web including Requisition Management, Applicant Management, Onboarding, Off-boarding, drug and background checks, timesheet management, payroll, billing, Employee Engagement, etc. The objective of building this system is to increase the internal efficiencies and speed, control costs and provide cost effective staffing services to our clientele.

Specialized Domain Specific Recruiting: LanceSoft employs specialized recruiting teams that have extensive recruiting experience in specific domains/industries. Specific to IT, LanceSoft has approx. 140 recruiters that are dedicated within this industry segment, supporting clients like WMATA, VDOT and others. Our recruiters are seasoned with domain experience having either come from the IT client ecosystem and/ or partner/ supplier ecosystem. Over 80% of the 140 or so dedicated recruiters within this industry segment are seasoned and experienced, coupled with the fact that they also bring an ecosystem of known IT candidates they have successfully worked with from the IT industry, is an added benefit for our clients.

Pro-Active Recruiting: To stay ahead of competition in our recruiting, we have moved to a pro-active recruiting model. LanceSoft has an internally developed intelligent database of consultants with over 25 Million profiles, of which over 1.2 million candidate profiles would meet Jefferson Parish's requirements. These candidates are part of our dynamic database ecosystem and have already been pre-vetted, pre-qualified and through the use of AI/ ML techniques, allows us to source and submit qualified, experienced candidates very quickly.

Client Delivery Process Framework: At the beginning of a new client relationship, LanceSoft's Account Management Team (AMT) spends considerable time with the Client Management team to map and understand the account. Based on the initial discussions, a "CLIENT DELIVERY PROCESS FRAMEWORK" document is prepared, which captures all the details pertaining to the client. Additional information relevant to each region is also added to this document and it is circulated to all LanceSoft-Client team members at all local locations servicing the client with all the special notes, structures and policies defined in this document.

Dedicated Mailbox: Further, to ensure effective client communication, LanceSoft creates a dedicated mailbox for all its clients, which is monitored daily at a minimum of 18 hours a day to ensure immediate response and feedback. An internal SLA is also implemented to respond to all mails within 30 minutes of receipt from the client. This further ensures that any client-related information is communicated effectively at all locations servicing the client.

24/7 Support: LanceSoft has an extensive network of delivery centers that span across the United States and Globally. Additionally, we also have our offshore/nearshore sourcing facilities in India that can be utilized to accommodate any temporary assignment requests from our clients after standard work hours, thus proving a 24/7 support to our clients.

Talent Community Builder: The Talent Community Solution reaches into various social networks and identifies potential candidates to become part of our community. We have dedicated specialists that build/maintain and manage each community. LanceSoft has a dedicated team of Talent Intelligence Specialists who focus on expanding the pool of professionals and categorize them based on Job Categories, Skill sets and Geographic locations.

Crowd Sourcing: LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently LanceSoft's Crowd consists of over 2200 professionals including freelance recruiters, skill specific, domain specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability.

Community Discussions: LanceSoft believes that one of the best ways to find untapped programming talent is to delve into open-source code repositories like those on Stack Overflow, Github, and Reddit. These sites host community discussions between programmers from all over the world, including both professionals and self-taught enthusiasts.

Community Curators: The CPX solution has the capability to build domain specific talent/skill/technology communities. This technology comprehensively sifts through the entire virtual database of working professionals globally; using strategic client specific job market requirements/projections as data points through predictive algorithms to map trends, jobs, locations, career objectives, preferences, to the right cluster of resumes/candidates.

HackerRank Platform: LanceSoft is using HackerRank, a platform designed to help to find the best IT candidates using skills-based screening and interviewing tools. It allows us to create custom or templated software challenges across 6 computer science domains and in 35 programming languages.

Our recruiters are trained not to only to look at a candidate's technical ability, however, we also conduct behavioral and situational based interviews as well, to evaluate candidates on their past behavior and experience and the candidate's judgment ability and knowledge that may be required for the job. LanceSoft's screening techniques emphasizes scoring candidates on aptitude and soft skill areas, as defined in the KORU7 process such as their grit, ownership abilities, curiosity, polish, teamwork, rigor and impact.

Staffing Firm that Delivers the Right Employee: Our engagement process is focused on our clients and their business needs. This consultative approach, known as our **Perfect Fit Program**, details from start to finish how we selects the perfect candidate for client's organization. The Perfect Fit Program includes five phases, which are customized to most effectively service your account.

- **Customer Analysis** – We document & understand our client's business needs and determine the services that will make staffing process more efficient and effective.
- **Sourcing** – Our professional recruiters quickly identify the most qualified candidates using their industry knowledge and the extensive networks of our staffing firm.

-
- Screening – At LanceSoft, we get to know each candidate beyond just their resume. We find out the skills and qualities that will achieve the perfect fit for your position.
 - Selection – To complete the hiring process, we ensure all forms, screening and certifications are verified before the employee starts.
 - Performance Monitoring – We continually monitor our performance and the performance of our employees to make sure you are continually satisfied with our service.

F. PROJECT SCHEDULE: DETAILED METHODOLOGY/APPROACH TO PROJECT MANAGEMENT

Making the match is what we do and LanceSoft aims for a superior match each time we place technology talent on assignment. We will work closely with the Jefferson Parish to gain an in-depth understanding of your staffing and partnership requirements. Rather than simply collect a “laundry list” of requirements and skills, LanceSoft asks questions that allow us to build a functional job profile, including key success milestones and attributes that allow us to match not only skills and experience, but also subtle elements such as fit with managerial style, corporate culture, etc. With this knowledge, we develop a thorough candidate profile that forms the basis of our recruitment strategy.

Our engagement process is focused on our clients and their business needs. This consultative approach, known as our Match Fit Program, details from start to finish how our staffing firm selects the perfect candidate for client’s organization. The Match Fit Program includes five phases, which are customized to service your account most effectively.

- **Customer Analysis** - We document & understand our client’s business needs and determine the services that will make staffing process more efficient and effective.
- **Sourcing** - Our professional recruiters quickly identify the most qualified candidates using their industry knowledge and the extensive networks of our staffing firm.
- **Screening** - At LanceSoft, we get to know each candidate beyond just their resume. We find out the skills and qualities that will achieve the perfect fit for your position.
- **Selection** - To complete the hiring process, we ensure all forms, screening and certifications are verified before the employee starts.
- **Performance Monitoring** - We continually monitor our performance and the performance of our employees to make sure you are continually satisfied with our service

RECRUITING MEDIUMS.

Our recruiting methods fall into several categories, as outlined in the following:

CAREERS WEBSITE: LanceSoft careers website is a central aspect of managing the recruiting processes. Our goal is to attract potential candidates to our company, build long-term relationships, assess candidate fit for open IT jobs, and finally capture and process candidate information in a structured way.

With careers Website best practices in place, we achieve a competitive edge in recruiting the most-qualified IT candidates quickly and gain financial benefits from direct and opportunity cost reductions. These practices automate recruiting activities that have a direct impact on the cost, reach, and breadth of candidate sourcing and processing. High quality and fit of hires translate into higher productivity and better work satisfaction, consequently producing higher retention rates.

The following are the best practices for careers websites which increases our odds of recruiting the most-qualified candidates and reduces direct as well as opportunity costs.

- **Applicants anonymity.** Because many potential IT candidates will be employed while they search our career website for openings, privacy and confidentiality are important. We ensure that the database management, workflow rules, and recruiting processes are aligned to protect the candidates’ anonymity.

- **Tailor online applications.** We are using pre-screening tools which will quickly separate qualified from unqualified IT candidates based on answers to questionnaires.
- **Keep track of candidate information.** The candidates will create and maintain a personal profile on our careers website and attach IT job positions to their profile. The profile is then saved in our company's candidate database and accessed through an appropriate password. Our recruiters will view structured data about a candidate, including access to job-specific screening questions to easily assess fit. By tracking candidate information by job, we gather the necessary data for compliance reporting as well.
- **Job seekers and employees post our open positions on Facebook.** We allow our job seekers to post IT jobs on their Facebook page, we can increase the exposure of our open IT positions—and reach a larger pool of IT candidates at lower sourcing costs. In addition, we believe that the employees are one of our best sources for referrals. We encourage them to post open IT positions on their Facebook page and refer their friends.
- **Enable job searches.** A job search engine is a core component of our careers website. It helps job seekers find IT job openings that meet their requirements quickly and efficiently. We make sure that current IT job openings are in the searchable database also reduces the accounting burden of maintaining a manual list. The three best search criteria are Job Search by Job Category, Job Search by Location, and Job Search by Keyword.

SMART IT SOURCING

The following best practices for smart sourcing help us to find the best talent for the job while decreasing the sourcing costs and time to hire.

JOB BOARD PROCESSES: Our Recruiters have access to numerous external, national, and vertical job boards and use them only to supplement our customized recruitment mediums. This is unlike other firms who generally rely on subscription databases. A sampling of websites that we utilize regularly includes:

- Dice
- Monster
- CareerBuilder
- Twitter
- LinkedIn Enterprise
- GitHub
- Stack Overflow
- Technology communities

TALENT POOL: To stay ahead of competition in our recruiting, we have moved to a pro-active recruiting model instead of a reactive one (job boards-based recruiting). LanceSoft has been able to intelligently build an extensive database of **over 25 Million qualified profiles of the candidates out of which 1.2 Million candidate profiles that are relevant to Jefferson Parish's requirements** are authorized to work in USA. This vast database has individuals who have worked with us or have been qualified by us in the past. This pool also comprises of a large base of precleared candidates that have demonstrated working experience in a diverse project environment and are highly qualified to best suit the requirements of Jefferson Parish. We have **SPECIALIZED RECRUITING TEAMS FOR OUR CLIENTS** that have the combined creative, technical,

business and domain experience in the domain and hence are highly capable of screening the best-fit candidates for any **GENERIC/HARD TO FIND SKILLSET-SPECIFIC** positions.

SOCIAL NETWORKS: According to CareerBuilder, 54% of IT candidates are using social media to apply and to research a company's brand, culture, and reputation. Accordingly, LanceSoft continues to develop innovative social media strategies to stay aligned with the ever-changing marketplace. New tools, services, and applications are revolutionizing the way we can market your jobs. Our inbound marketing strategy leverages our social media, search engine optimization, content marketing, and social listening efforts in a unified approach, increasing the effectiveness of each.

For example, our new Facebook job search application allows candidates to search our IT openings directly through Facebook on any device, receive job alerts, and share details across any of their social networks. We have Twitter and Google+ feeds to send optimized job opening details targeting job-search oriented queries and new Twitter initiatives allowing us to target follow users openly inquiring about specific position types or availabilities. To complement this strategy, we are improving the search visibility of our local offices through optimized Google Local pages.

Further, as part of our agreement with CareerBuilder, we have access to their mobile-friendly product called Talent Network. This is a LanceSoft branded microsite that is built to house all our jobs. It allows for search engine optimization and is a great tool to allow us to network with passive candidates. Once passive candidates join our IT Talent Network they are continually notified when one of our IT postings matches their profile. This has been very beneficial in keeping us in contact with high performing talent that are not actively on the market.

LOCAL RECRUITING MEDIUMS: As a highly visible local employer we can significantly augment our recruitment efforts through partnerships with the following local organizations:

- Colleges, universities, and technical schools
- Community and networking events
- Job fairs and trade shows
- Community and professional organizations
- Volunteer organizations (e.g., Year Up)

We pride ourselves on providing disabled veteran-owned business enterprises the maximum possible opportunity to work with us as suppliers and business partners. Our Premier Partnering program, led by our Executive Vice President of Diversity and Inclusion, utilizes subcontracting relationships to provide support to our client engagements in the fulfillment of their diversity requirements, to supplement our services and/or supporting niche skill sets, and for locating resources for our clients that reside in remote locations. As such, we identify qualified Veterans suppliers that can be utilized prior to the onset of an engagement. These relationships allow LanceSoft to serve as a strategic partner that can unite clients looking to do business with certified Veterans staffing suppliers, while providing the support of a global, reputable staffing company.

PATENT RECRUITMENT TECHNOLOGY - TALENT COMMUNITY BUILDING (CPX): LanceSoft constantly strives and invests in improving to be the best and stay ahead in this highly competitive process of talent identification and talent acquisition. We pride ourselves on our approach such as proactive pipelining, 24/7 sourcing and recruiting; one of our key differentiators is our in-house patented CPX technology. CPX empowers our Delivery/Recruitment team to identify passive candidates and build talent communities around them.

We have dedicated specialist that manage each community and build, manage, and maintain these communities. The Innovation Initiative's objective is to keep up with Disruptive Innovations in the recruiting landscape and stay ahead of all our competitors. The Talent Community Solution reaches into various social networks and identifies potential candidates to become part of our community.

CROWD SOURING: LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently LanceSoft's Crowd consists of over 2200 professionals including free-lance recruiters, skill specific, domain specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability. Our Crowd RPO / Talent community / referrals are one of the topmost sources of candidate employment followed by our exhaustive internal database where profiles have been harvested for about 20 years, networking events and then job boards such as LinkedIn, Dice, CB, Indeed and Monster.

LanceSoft follows best-in-class business processes that add value to the client program, thereby setting a benchmark for all other organizations. By implementing these unique approaches in delivering our staffing solutions to our clients, LanceSoft is being recognized consistently as a top performer across several client CW program.

RECRUITING STRATEGY

We will employ a comprehensive, Jefferson Parish - specific recruitment strategy that examines the state of the local market(s), allowing us to understand its dynamics, including demographics, labor conditions, unemployment rate, and statistical workforce projections.

Based upon labor market conditions and the types of skills the Jefferson Parish requires, we identify the highest-yield target groups from which to recruit and determine an appropriate strategy to attract talent from those areas. This includes selecting appropriate sources for talent, isolating the most effective tactics to penetrate these sources, and creating an overall market approach.

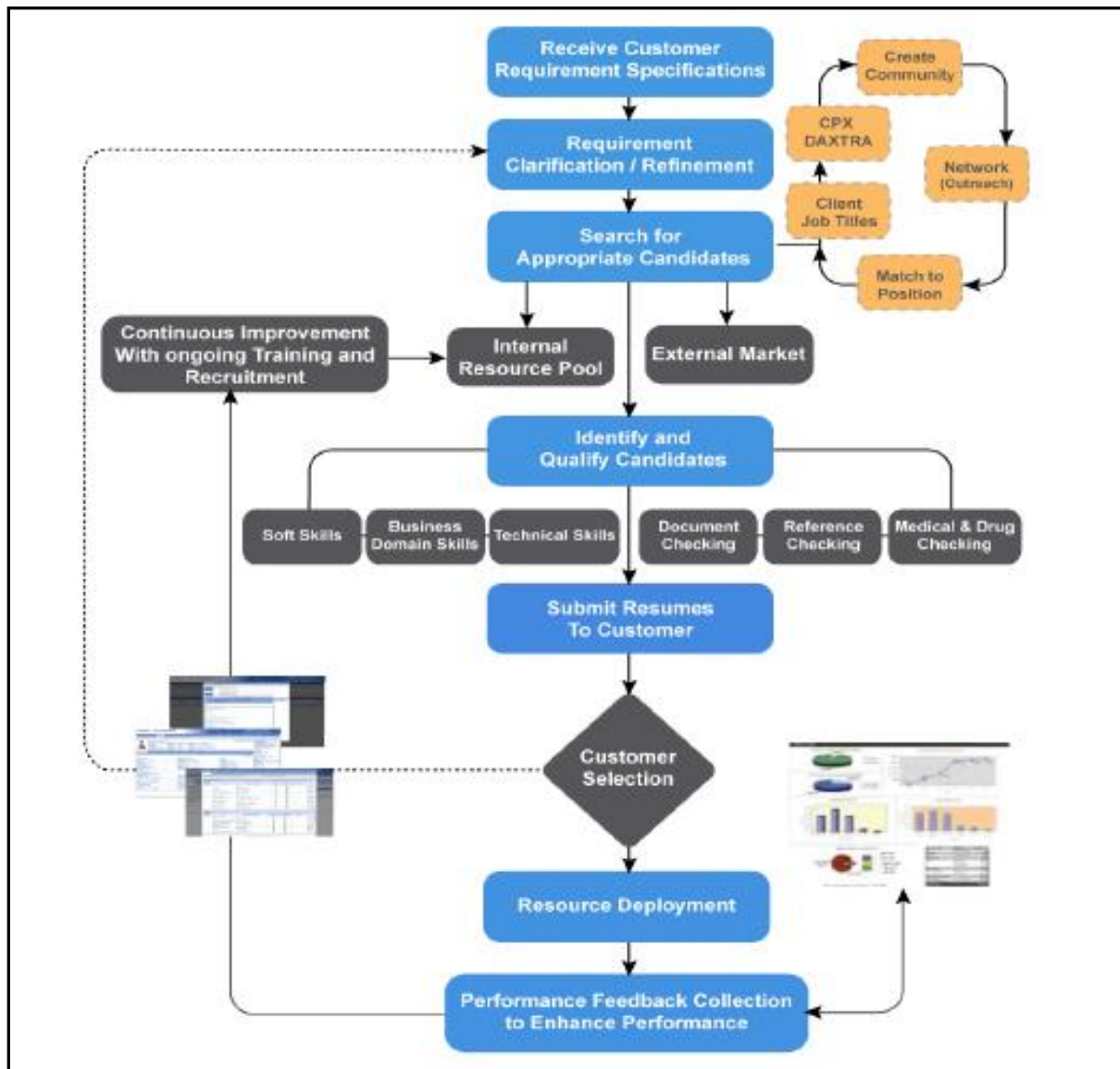


Figure 1 - LanceSoft's Recruiting Strategy

G. FINANCIAL PROFILE:

Financial Resources

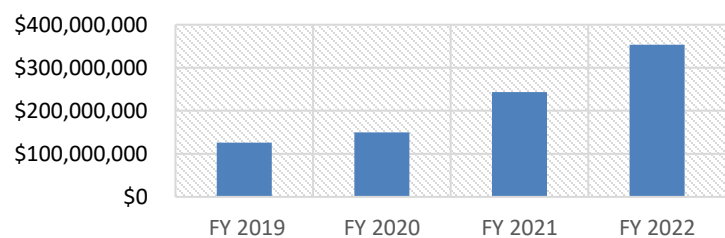
LanceSoft is a financially stable and rapidly growing company having annual revenue of \$300 million for the year 2022. LanceSoft currently has a credit line of \$20 Million and has the required financial capacity to provide the services. We don't have any short-term or long-term debts. LanceSoft assures our client that it has the necessary financial capacity, working capital, and other resources to fulfil the contract without assistance from any outside source.

Our Sales Growth in terms of Revenue:

Year	Revenue (In US \$)
FY 2019	\$126,295,803
FY 2020	\$149,988,052
FY 2021	\$243,177,276
FY 2022	\$353,641,598

LanceSoft's D & B Sheet:

Lancesoft Sales Growth (In US \$)



dun & bradstreet

Business Information Report On Demand

LANCESOFT, INC.

D-U-N-S: 15-461-0971

ADDRESS: 2121 Cooperative Way Ste 150, Herndon, VA, 20171, United States

Date: 07/07/2022

RISK ASSESSMENT

SCORES AND RATINGS

Max. Credit
Recommendation

US\$ 1,800,000

PAYDEX® SCORE

79

LOW RISK

Delinquency Predictor
Percentile

87

LOW-MODERATE RISK

Financial Stress
Percentile

76

LOW-MODERATE RISK

Supplier Evaluation
Risk Rating

1

LOW RISK

I. Financial Statement of Year 2018-2019

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018

LANCESOFT, INC. AND SUBSIDIARIES

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INDEPENDENT AUDITORS' REPORT

To the Officers and Stockholders
LanceSoft, Inc. and Subsidiaries

Report on the Financial Statements

We have audited the accompanying consolidated financial statements of LanceSoft, Inc. and Subsidiaries (the "Company"), which comprise the consolidated balance sheets as of December 31, 2019 and 2018, and the related consolidated statements of operations and comprehensive income, stockholders' equity, and cash flows for the years then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



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Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the consolidated financial position of LanceSoft, Inc. and Subsidiaries as of December 31, 2019 and 2018, and the consolidated results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Marcum LLP

Philadelphia, PA
April 29, 2020

LANCESOFT, INC. AND SUBSIDIARIES

CONSOLIDATED BALANCE SHEETS

FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018

	2019	2018
Assets		
Current Assets		
Cash	\$ 1,486,645	\$ 960,731
Accounts receivable, net	27,121,927	16,537,694
Other current assets	886,002	684,561
Total Current Assets	<u>29,494,574</u>	<u>18,182,986</u>
Property and Equipment, Net	<u>637,636</u>	<u>523,939</u>
Goodwill, Net	<u>3,884,577</u>	<u>2,629,456</u>
Other Assets		
Deposits	<u>136,261</u>	<u>252,831</u>
Total Assets	<u>\$ 34,153,048</u>	<u>\$ 21,589,212</u>

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED BALANCE SHEETS
FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018

	2019	2018
Liabilities and Stockholders' Deficit		
Current Liabilities		
Line of credit	\$ 15,405,488	\$ 7,510,998
Current portion of long-term debt	383,292	1,796,699
Accounts payable	1,211,408	1,045,959
Other current liabilities	<u>6,781,943</u>	<u>3,502,458</u>
Total Current Liabilities	<u>23,782,131</u>	<u>13,856,114</u>
Other Liabilities		
Long-term debt, less current portion	<u>5,439,325</u>	<u>5,308,992</u>
Total Liabilities	<u>29,221,456</u>	<u>19,165,106</u>
Commitments and Contingencies		
Stockholders' Equity		
Common stock; \$.01 par value, 1,400 and 2,000 shares authorized, issued and outstanding at December 31, 2019 and 2018, respectively	20	20
Treasury stock, 600 shares at December 31, 2019	(400,000)	--
Additional paid-in capital	1,015,999	1,015,999
Accumulated other comprehensive loss	(315,057)	(293,882)
Accumulated equity	<u>4,630,630</u>	<u>1,619,690</u>
Total Stockholders' Equity	4,931,592	2,341,827
Non-Controlling Interest	<u>--</u>	<u>82,279</u>
Total Equity	<u>4,931,592</u>	<u>2,424,106</u>
Total Liabilities and Equity	<u>\$ 34,153,048</u>	<u>\$ 21,589,212</u>

LANCESOFT, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENTS OF OPERATIONS AND COMPREHENSIVE INCOME

FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018

	2019	2018
Revenues, Net	\$ 126,295,803	\$ 86,977,421
Costs of Revenues	<u>105,593,688</u>	<u>72,448,117</u>
Gross Profit	20,702,115	14,529,304
General and Administrative Expenses	<u>15,878,098</u>	<u>10,649,851</u>
Income before Interest Expense, Depreciation and Amortization	<u>4,824,017</u>	<u>3,879,453</u>
Other (Expenses) and Income		
Interest expense and finance charges	(1,043,103)	(740,341)
Depreciation and amortization	(480,739)	(402,624)
State taxes	(89,235)	(80,834)
Write-off of related party receivables	--	(407,647)
Gain on extinguishment of debt	<u>--</u>	<u>1,125,916</u>
Total Other (Expenses) and Income	<u>(1,613,077)</u>	<u>(505,530)</u>
Net Income	<u>3,210,940</u>	<u>3,373,923</u>
Net income attributable to LanceSoft, Inc.	3,210,940	3,318,978
Net income attributable to non-controlling interest	<u>--</u>	<u>54,945</u>
Other Comprehensive Loss		
Foreign currency translation adjustment	<u>(21,175)</u>	<u>(26,486)</u>
Comprehensive Income	3,189,765	3,347,437
Comprehensive income attributable to non-controlling interest	<u>--</u>	<u>51,715</u>
Comprehensive income attributable to LanceSoft, Inc.	<u>\$ 3,189,765</u>	<u>\$ 3,295,722</u>

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF STOCKHOLDERS' EQUITY
FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018

	Common Stock	Treasury Stock	Additional Paid-in Capital	Accumulated Other Comprehensive Loss	Accumulated Equity (Deficit)	Non-Controlling Interest	Total
Balance - January 1, 2018	\$ 20	\$ --	\$ 1,015,999	\$ (270,626)	\$ (1,660,072)	\$ 30,564	\$ (884,115)
Foreign currency translation adjustment	--	--	--	(23,256)	--	(3,230)	(26,486)
Net income	--	--	--	--	3,318,978	54,945	3,373,923
Distributions to stockholders	--	--	--	--	(39,216)	--	(39,216)
Balance - December 31, 2018	20	--	1,015,999	(293,882)	1,619,690	82,279	2,424,106
Foreign currency translation adjustment	--	--	--	(21,175)	--	--	(21,175)
Net income	--	--	--	--	3,210,940	--	3,210,940
Purchase of treasury stock	--	(400,000)	--	--	--	--	(400,000)
Elimination of non-controlling interest	--	--	--	--	--	(82,279)	(82,279)
Distribution to stockholder	--	--	--	--	(200,000)	--	(200,000)
Balance - December 31, 2019	<u>\$ 20</u>	<u>\$(400,000)</u>	<u>\$ 1,015,999</u>	<u>\$ (315,057)</u>	<u>\$ 4,630,630</u>	<u>\$ --</u>	<u>\$ 4,931,592</u>

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CASH FLOWS

FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018

	2019	2018
Cash Flows From Operating Activities		
Net Income	\$ 3,210,940	\$ 3,373,923
Adjustments to reconcile net income to net cash provided by operating activities:		
Depreciation and amortization	480,739	402,624
Amortization of financing fees	127,000	72,700
Allowance for doubtful accounts	561,117	135,000
Accrued interest on notes payable	170,689	213,883
Gain on extinguishment of debt	--	(1,125,916)
Purchase price reduction of goodwill	--	81,284
Gain on disposal of fixed assets	(32,387)	--
Elimination of non-controlling interest	(57,520)	--
Change in operating assets and liabilities, net of effects of acquisitions:		
Accounts receivable	(11,491,754)	(4,526,305)
Accounts receivable, related party	--	155,056
Other current assets	(112,991)	(165,540)
Deposits	63,490	(96,689)
Accounts payable	317,257	424,363
Other current liabilities	3,279,485	343,375
Net Cash Used in Operating Activities	(3,483,935)	(712,242)
Cash Flows From Investing Activities		
Acquisition of goodwill	(1,673,986)	(1,039,500)
Purchase of property and equipment	(175,571)	(201,280)
Change in note receivable, stockholder	--	237,658
Net Cash Used in Investing Activities	(1,849,557)	(1,003,122)
Cash Flows From Financing Activities		
Deferred financing costs	(127,000)	(87,500)
Proceeds from line of credit	7,767,490	1,486,242
Proceeds from short-term debt	--	796,699
Repayments of short-term debt	(1,144,642)	--
Repayments of long-term debt	(15,267)	(429,283)
Purchase of treasury stock	(400,000)	--
Distributions to stockholders	(200,000)	(46,115)
Net Cash Provided by Financing Activities	5,880,581	1,720,043

LANCESOFT, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018

NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

REVENUE RECOGNITION (CONTINUED)

The following table disaggregates revenue based on the source of revenue for the years ended December 31, 2019 and 2018:

	2019	2018
LanceSoft Consulting Fees	\$107,737,021	\$83,209,325
LanceSoft Project Fees	2,997,027	2,503,136
LanceSoft Direct Hire Fees	286,691	95,357
LanceSoft India Consulting Fees	632,028	320,476
LanceSoft Canada Consulting Fees	707,987	--
Arindhaal Payroll Service Fees	13,792,212	--
InSilico Consulting Fees	--	715,874
Other	142,837	133,253
Total	<u>\$126,295,803</u>	<u>\$86,977,421</u>

CASH

The Company maintains cash in U.S. bank deposit accounts, which, at times, may exceed U.S. federally insured limits. The Company also maintains cash in foreign bank accounts, which may exceed insured limits. The Company believes it is not exposed to any significant credit risk on cash.

ACCOUNTS RECEIVABLE

The Company records accounts receivable at cost less an allowance for doubtful accounts and discounts. The allowance for doubtful accounts is based on management's assessment of uncollectible amounts of accounts receivable. Management considers the following factors when determining the collectability of specific customer accounts: customer credit-worthiness, past transaction history with the customer, current economic industry trends, and changes in customer payment terms. Past due balances over 90 days and other higher risk amounts are reviewed individually for collectability. The allowance for discounts is based on management's assessment of customer balances in accounts receivable. Management considers the following factors when determining the allowance for discounts of specific customer accounts: contractual agreements, past transaction history with the customer, current economic industry trends, and changes in customer payment terms. The Company extends unsecured credit to customers in the ordinary course of business and mitigates the associated credit risk by performing ongoing credit evaluations of customers.

II. Financial Statement of Year 2019-2020

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEARS ENDED DECEMBER 31, 2020 AND 2019

LANCESOFT, INC. AND SUBSIDIARIES

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MARCUM
ACCOUNTANTS ▲ ADVISORS**INDEPENDENT AUDITORS' REPORT**

To the Officers and Stockholders
LanceSoft, Inc. and Subsidiaries

Report on the Financial Statements

We have audited the accompanying consolidated financial statements of LanceSoft, Inc. and Subsidiaries (the "Company"), which comprise the consolidated balance sheets as of December 31, 2020 and 2019, and the related consolidated statements of operations and comprehensive income, stockholders' equity, and cash flows for the years then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the consolidated financial position of LanceSoft, Inc. and Subsidiaries as of December 31, 2020 and 2019, and the consolidated results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Marcum LLP

Philadelphia, PA
April 29, 2021

LANCESOFT, INC. AND SUBSIDIARIES

CONSOLIDATED BALANCE SHEETS

DECEMBER 31, 2020 AND 2019

	2020	2019
Assets		
Current Assets		
Cash	\$ 1,105,283	\$ 1,486,645
Accounts receivable, net	24,445,011	27,121,927
Other current assets	<u>1,865,305</u>	<u>886,002</u>
Total Current Assets	<u>27,415,599</u>	<u>29,494,574</u>
Property and Equipment, Net	<u>605,318</u>	<u>637,636</u>
Goodwill, Net	<u>3,179,831</u>	<u>3,884,577</u>
Other Assets		
Deposits	<u>135,126</u>	<u>136,261</u>
Total Assets	<u><u>\$ 31,335,874</u></u>	<u><u>\$ 34,153,048</u></u>

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED BALANCE SHEETS
DECEMBER 31, 2020 AND 2019

	2020	2019
Liabilities and Stockholders' Equity		
Current Liabilities		
Line of credit	\$ 1,400,000	\$ 15,405,488
Current portion of long-term debt	27,955	383,292
Current portion of deferred payroll taxes	1,720,602	--
Accounts payable	1,251,210	1,211,408
Other current liabilities	<u>8,740,921</u>	<u>6,781,943</u>
Total Current Liabilities	<u>13,140,688</u>	<u>23,782,131</u>
Other Liabilities		
Deferred payroll taxes, less current portion	1,720,602	--
Long-term debt, less current portion	5,611,445	5,439,325
Deferred tax liability	<u>163,010</u>	<u>--</u>
Total Other Liabilities	<u>7,495,057</u>	<u>5,439,325</u>
Total Liabilities	<u>20,635,745</u>	<u>29,221,456</u>
Commitments and Contingencies		
Stockholders' Equity		
Common stock; \$.01 par value, 1,400 shares authorized, issued and outstanding	20	20
Treasury stock, 600 shares	(400,000)	(400,000)
Additional paid-in capital	1,015,999	1,015,999
Accumulated other comprehensive loss	(355,363)	(315,057)
Accumulated equity	<u>10,580,837</u>	<u>4,630,630</u>
Total Stockholders' Equity	10,841,493	4,931,592
Non-Controlling Interest	<u>(141,364)</u>	<u>--</u>
Total Equity	<u>10,700,129</u>	<u>4,931,592</u>
Total Liabilities and Equity	<u>\$ 31,335,874</u>	<u>\$ 34,153,048</u>

LANCESOFT, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENTS OF OPERATIONS AND COMPREHENSIVE INCOME

FOR THE YEARS ENDED DECEMBER 31, 2020 AND 2019

	2020	2019
Revenues, Net	\$ 149,988,052	\$ 126,295,803
Costs of Revenues	123,578,088	105,593,688
Gross Profit	26,409,964	20,702,115
General and Administrative Expenses	17,840,860	15,878,098
Income before Interest Expense, Depreciation and Amortization	8,569,104	4,824,017
Other Expenses		
Interest expense and finance charges	(781,326)	(1,043,103)
Depreciation and amortization	(601,148)	(480,739)
Federal and state taxes	(421,547)	(89,235)
Foreign taxes	(356,263)	--
Change in fair value of contingent performance note	(172,954)	--
Loss on impairment of goodwill	(185,404)	--
Legal settlement	(13,500)	--
Total Other Expenses	(2,532,142)	(1,613,077)
Net Income	6,036,962	3,210,940
Net income attributable to LanceSoft, Inc.	6,178,326	3,210,940
Net loss attributable to non-controlling interest	(141,364)	--
Other Comprehensive Loss		
Foreign currency translation adjustment	(40,306)	(21,175)
Comprehensive Income	5,996,656	3,189,765
Comprehensive loss attributable to non-controlling interest	(141,364)	--
Comprehensive income attributable to LanceSoft, Inc.	<u>\$ 6,138,020</u>	<u>\$ 3,189,765</u>

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF STOCKHOLDERS' EQUITY
FOR THE YEARS ENDED DECEMBER 31, 2020 AND 2019

	Common Stock	Treasury Stock	Additional Paid-in Capital	Accumulated Other Comprehensive Loss	Accumulated Equity (Deficit)	Non-Controlling Interest	Total
Balance - January 1, 2019	\$ 20	\$ --	\$ 1,015,999	\$ (293,882)	\$ 1,619,690	\$ 82,279	\$ 2,424,106
Foreign currency translation adjustment	--	--	--	(21,175)	--	--	(21,175)
Net income	--	--	--	--	3,210,940	--	3,210,940
Purchase of treasury stock	--	(400,000)	--	--	--	--	(400,000)
Elimination of non-controlling interest	--	--	--	--	--	(82,279)	(82,279)
Distribution to stockholder	--	--	--	--	(200,000)	--	(200,000)
Balance - December 31, 2019	20	(400,000)	1,015,999	(315,057)	4,630,630	--	4,931,592
Foreign currency translation adjustment	--	--	--	(40,306)	--	--	(40,306)
Net income (loss)	--	--	--	--	6,178,326	(141,364)	6,036,962
Distribution to stockholder	--	--	--	--	(228,119)	--	(228,119)
Balance - December 31, 2020	<u>\$ 20</u>	<u>\$ (400,000)</u>	<u>\$ 1,015,999</u>	<u>\$ (355,363)</u>	<u>\$ 10,580,837</u>	<u>\$ (141,364)</u>	<u>\$ 10,700,129</u>

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2020 AND 2019

	2020	2019
Cash Flows From Operating Activities		
Net Income	\$ 6,036,962	\$ 3,210,940
Adjustments to reconcile net income to net cash provided by (used in) operating activities:		
Depreciation and amortization	601,148	480,739
Loss on impairment of goodwill	185,404	--
Amortization of financing fees	177,500	127,000
Allowance for doubtful accounts	17,093	561,117
Accrued interest on notes payable	145,599	170,689
Gain on extinguishment of debt	--	--
Change in fair value of contingent consideration	--	--
Gain on disposal of fixed assets	--	(32,387)
Elimination of non-controlling interest	--	(57,520)
Deferred taxes	163,010	--
Change in operating assets and liabilities, net of effects of acquisitions:		
Accounts receivable	2,659,823	(11,491,754)
Accounts receivable, related party	--	--
Other current assets	(801,803)	(112,991)
Deposits	1,135	63,490
Accounts payable	39,802	317,257
Other current liabilities	5,192,063	3,279,485
Net Cash Provided by (Used in) Operating Activities	14,417,736	(3,483,935)
Cash Flows From Investing Activities		
Acquisition of goodwill	--	(1,673,986)
Purchase of property and equipment	(49,488)	(175,571)
Net Cash Used in Investing Activities	(49,488)	(1,849,557)
Cash Flows From Financing Activities		
Deferred financing costs	(177,500)	(127,000)
(Repayment of) Proceeds from line of credit	(14,182,988)	7,767,490
Proceeds from long-term debt	46,819	--
Repayments of short-term debt	(355,337)	(1,144,642)
Repayments of long-term debt	(20,298)	(15,267)
Purchase of treasury stock	--	(400,000)
Distributions to stockholders	(20,000)	(200,000)
Net Cash (Used in) Provided by Financing Activities	(14,709,304)	5,880,581

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CASH FLOWS (CONTINUED)
FOR THE YEARS ENDED DECEMBER 31, 2020 AND 2019

	2020	2019
Effect of Exchange Rate Changes on Cash	(40,306)	(21,175)
Net (Decrease) Increase in Cash	(381,362)	525,914
Cash - Beginning	1,486,645	960,731
Cash - Ending	<u>\$ 1,105,283</u>	<u>\$ 1,486,645</u>
Supplemental Disclosure of Cash Flow Information		
Cash paid during the year for:		
Interest	\$ 603,826	\$ 789,103
Taxes	\$ 330,796	\$ 82,341
Supplemental Disclosure of Non-Cash Flow Information		
Non-cash investing and financing activities:		
Accrued interest on notes payable included in debt	\$ 145,599	\$ 170,689
Accrued financing costs	\$ 157,500	\$ 131,250
Elimination of non-controlling interest	\$ --	\$ (57,520)

LANCESOFT, INC. AND SUBSIDIARIES
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEARS ENDED DECEMBER 31, 2020 AND 2019

NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

BUSINESS ACTIVITY

LanceSoft, Inc. (“LanceSoft”) was incorporated in the Commonwealth of Virginia on February 25, 2000. LanceSoft provides information technology (“IT”) support personnel to clients throughout the United States. LanceSoft India Pvt. Ltd (“LanceSoft India”), a wholly owned subsidiary, is based in India and provides IT administrative services primarily to LanceSoft. (“LanceSoft Canada”), a wholly owned subsidiary, is based in Canada and was established during 2018 to develop business and offer contract services to companies doing business in Canada. Global LanceSoft Sdn. Bhd, formerly Stalwart Technologies Sdn. Bhd, (“LanceSoft Malaysia”), a wholly owned subsidiary, is based in Malaysia and was established during 2018 to develop business and offer contract services to companies doing business in Malaysia. Arindhaal, Inc. (“Arindhaal”), a wholly owned subsidiary, was acquired in April 2019 that is based in Virginia and provides payroll services to clients throughout the United States. LanceSoft Philippines Limited Inc. (“LanceSoft Philippines”), LanceSoft Ltd (“LanceSoft UK”), and LanceSoft Pte Ltd (“LanceSoft Singapore,”) are wholly owned subsidiaries, established during 2020 to develop business and offer contract services to companies doing business in their respective countries. LanceSoft Bangladesh Limited (“LanceSoft Bangladesh”), LanceSoft Pty Ltd (“LanceSoft Australia”), and LanceSoft Technologies Fze Llc (“LanceSoft UAE”) were established during 2020 to develop business and offer contract services to companies doing business in their respective countries, primarily on behalf of LanceSoft.

PRINCIPLES OF CONSOLIDATION

The consolidated financial statements include the accounts of LanceSoft, LanceSoft India, LanceSoft Canada, LanceSoft Malaysia, Arindhaal, LanceSoft Philippines, LanceSoft UK, and LanceSoft Singapore and are collectively referred to as the “Company”. As a result of the adoption of accounting standards related to “Consolidation of Variable Interest Entities”, LanceSoft Bangladesh, LanceSoft Australia, and LanceSoft UAE were determined to be variable interest entities (“VIE”) of LanceSoft for the year ended December 31, 2020. Accordingly, LanceSoft Bangladesh, LanceSoft Australia, and LanceSoft UAE were consolidated with the Company.

All significant intercompany transactions and balances have been eliminated in consolidation.

NON-CONTROLLING INTEREST

Non-controlling interest represents the interest in LanceSoft Bangladesh, LanceSoft Australia, and LanceSoft UAE, the VIE.

LANCESOFT, INC. AND SUBSIDIARIES
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEARS ENDED DECEMBER 31, 2020 AND 2019

NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

CONSOLIDATION OF A VARIABLE INTEREST ENTITY

Accounting standards related to “Consolidation of a Variable Interest Entity” (Accounting Standards Codification Topic 810 “ASC 810”) require a variable interest entity, as defined, to be consolidated by a company if that company is the primary beneficiary. For these purposes, variable interests held by related parties should be consolidated with the reporting entity.

LanceSoft Bangladesh is owned 100% by a relative of a former minority shareholder of LanceSoft and is dependent on LanceSoft for funding. LanceSoft Bangladesh has trade payables due to LanceSoft; these payables eliminate in consolidation. As of and for the year ended December 31, 2020, LanceSoft Bangladesh had assets of \$115,563, liabilities of \$101,371, revenues of \$287,508, and expenses of \$273,316. Under current accounting standards, LanceSoft Bangladesh is a VIE and LanceSoft is the primary beneficiary. Therefore, the Company consolidated LanceSoft Bangladesh in its consolidated financial statements.

LanceSoft Australia is owned 100% by an employee of LanceSoft and is dependent on LanceSoft for funding. LanceSoft Australia has trade payables due to LanceSoft; these payables eliminate in consolidation. As of and for the year ended December 31, 2020, LanceSoft Australia had assets of \$213,237, liabilities of \$221,956, revenues of \$372,423, and expenses of \$381,142. Under current accounting standards, LanceSoft Australia is a VIE and LanceSoft is the primary beneficiary. Therefore, the Company consolidated LanceSoft Australia in its consolidated financial statements.

LanceSoft UAE is owned 100% by an employee of LanceSoft India and is dependent on LanceSoft for funding. LanceSoft UAE has trade payables due to LanceSoft; these payables eliminate in consolidation. As of and for the year ended December 31, 2020, LanceSoft UAE had assets of \$51,010, liabilities of \$197,847, revenues of \$294,040, and expenses of \$440,877. Under current accounting standards, LanceSoft UAE is a VIE and LanceSoft is the primary beneficiary. Therefore, the Company consolidated LanceSoft UAE in its consolidated financial statements.

ACCOUNTING STANDARDS CODIFICATION

All references in the financial statements to the Codification refer to the Accounting Standards Codification and the Hierarchy of Generally Accepted Accounting Principles (“GAAP”) issued by the Financial Accounting Standards Board. The Codification is the single source of authoritative GAAP in the United States.

III. Financial Statement of Year 2020-2021

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

LANCESOFT, INC. AND SUBSIDIARIES

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MARCUM
ACCOUNTANTS • ADVISORS
INDEPENDENT AUDITORS' REPORT

To the Officers and Stockholders
LanceSoft, Inc. and Subsidiaries

Opinion

We have audited the accompanying consolidated financial statements of LanceSoft, Inc. and Subsidiaries (the "Company"), which comprise the consolidated balance sheets as of December 31, 2021 and 2020, and the related consolidated statements of operations and comprehensive income, stockholders' equity, and cash flows for the years then ended, and the related notes to the consolidated financial statements.

In our opinion, the financial statements referred to above present fairly, in all material respects, the consolidated financial position of LanceSoft, Inc. and Subsidiaries as of December 31, 2021 and 2020, and the consolidated results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audit in accordance with auditing standards generally accepted in the United States of America (GAAS). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Company and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Financial Statements

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

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.



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Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

Marcum LLP

Philadelphia, PA
July 13, 2022

LANCESOFT, INC. AND SUBSIDIARIES

CONSOLIDATED BALANCE SHEETS

DECEMBER 31, 2021 AND 2020

	<u>2021</u>	<u>2020</u>
Assets		
Current Assets		
Cash	\$ 1,934,457	\$ 1,105,283
Accounts receivable, net	64,931,069	24,445,011
Other current assets	<u>2,501,039</u>	<u>1,865,305</u>
Total Current Assets	<u>69,366,565</u>	<u>27,415,599</u>
Property and Equipment, Net	<u>2,951,445</u>	<u>605,318</u>
Goodwill, Net	<u>5,703,845</u>	<u>3,179,831</u>
Other Assets		
Deposits	<u>195,238</u>	<u>135,126</u>
Total Assets	<u>\$ 78,217,093</u>	<u>\$ 31,335,874</u>

The accompanying notes are an integral part of these consolidated financial statements.

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED BALANCE SHEETS
DECEMBER 31, 2021 AND 2020

	2021	2020
Liabilities and Stockholders' Equity		
Current Liabilities		
Line of credit	\$ 34,000,000	\$ 1,400,000
Current portion of long-term debt	856,871	27,955
Current portion of deferred payroll taxes	1,809,447	1,720,602
Accounts payable	3,179,710	1,251,210
Other current liabilities	<u>17,720,668</u>	<u>8,740,921</u>
Total Current Liabilities	<u>57,566,696</u>	<u>13,140,688</u>
Other Liabilities		
Deferred payroll taxes, less current portion	--	1,720,602
Long-term debt, less current portion	6,518,024	5,611,445
Deferred tax liability	<u>313,652</u>	<u>163,010</u>
Total Other Liabilities	<u>6,831,676</u>	<u>7,495,057</u>
Total Liabilities	<u>64,398,372</u>	<u>20,635,745</u>
Commitments and Contingencies		
Stockholders' Equity		
Common stock; \$.01 par value, 1,400 shares authorized, issued and outstanding	20	20
Treasury stock, 600 shares	(400,000)	(400,000)
Additional paid-in capital	1,015,999	1,015,999
Accumulated other comprehensive loss	(377,343)	(355,363)
Accumulated equity	<u>13,634,949</u>	<u>10,580,837</u>
Total Stockholders' Equity	13,873,625	10,841,493
Non-Controlling Interest	<u>(54,904)</u>	<u>(141,364)</u>
Total Equity	<u>13,818,721</u>	<u>10,700,129</u>
Total Liabilities and Equity	<u>\$ 78,217,093</u>	<u>\$ 31,335,874</u>

The accompanying notes are an integral part of these consolidated financial statements.

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF OPERATIONS AND COMPREHENSIVE INCOME
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	2021	2020
Revenues, Net	\$ 243,177,276	\$ 149,988,052
Costs of Revenues	<u>203,799,423</u>	<u>123,578,088</u>
Gross Profit	39,377,853	26,409,964
General and Administrative Expenses	<u>28,310,096</u>	<u>17,840,860</u>
Income before Interest Expense, Depreciation and Amortization	<u>11,067,757</u>	<u>8,569,104</u>
Other Expenses		
Interest expense and finance charges	(1,404,124)	(781,326)
Depreciation and amortization	(861,078)	(601,148)
Legal settlement	(580,000)	(13,500)
Change in fair value of contingent performance note	--	(172,954)
Loss on impairment of goodwill	--	(185,404)
Total Other Expenses	<u>(2,845,202)</u>	<u>(1,754,332)</u>
Net Income Before Income Taxes	<u>8,222,555</u>	<u>6,814,772</u>
Income Tax Expense		
Federal and state taxes	(45,073)	(421,547)
Foreign taxes	<u>(315,520)</u>	<u>(356,263)</u>
Total Income Tax Expense	<u>(360,593)</u>	<u>(777,810)</u>
Net Income	<u>7,861,962</u>	<u>6,036,962</u>
Net income attributable to LanceSoft, Inc.	7,775,502	6,178,326
Net income (loss) attributable to non-controlling interest	<u>86,460</u>	<u>(141,364)</u>
Other Comprehensive Loss		
Foreign currency translation adjustment	<u>(21,980)</u>	<u>(40,306)</u>
Comprehensive Income	7,839,982	5,996,656
Comprehensive income (loss) attributable to non-controlling interest	<u>86,460</u>	<u>(141,364)</u>
Comprehensive income attributable to LanceSoft, Inc.	<u><u>\$ 7,753,522</u></u>	<u><u>\$ 6,138,020</u></u>

The accompanying notes are an integral part of these consolidated financial statements.

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF STOCKHOLDERS' EQUITY

FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	Common Stock	Treasury Stock	Additional Paid-in Capital	Accumulated Other Comprehensive Loss	Accumulated Equity (Deficit)	Non-Controlling Interest	Total
Balance - January 1, 2020	\$ 20	\$ (400,000)	\$ 1,015,999	\$ (315,057)	\$ 4,630,630	\$ --	\$ 4,931,592
Foreign currency translation adjustment	--	--	--	(40,306)	--	--	(40,306)
Net income (loss)	--	--	--	--	6,178,326	(141,364)	6,036,962
Distribution to stockholder	--	--	--	--	(228,119)	--	(228,119)
Balance - December 31, 2020	20	(400,000)	1,015,999	(355,363)	10,580,837	(141,364)	10,700,129
Foreign currency translation adjustment	--	--	--	(21,980)	--	--	(21,980)
Net income	--	--	--	--	7,775,502	86,460	7,861,962
Distribution to stockholder	--	--	--	--	(4,721,390)	--	(4,721,390)
Balance - December 31, 2021	<u>\$ 20</u>	<u>\$ (400,000)</u>	<u>\$ 1,015,999</u>	<u>\$ (377,343)</u>	<u>\$ 13,634,949</u>	<u>\$ (54,904)</u>	<u>\$ 13,818,721</u>

The accompanying notes are an integral part of these consolidated financial statements.

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LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	2021	2020
Cash Flows From Operating Activities		
Net Income	\$ 7,861,962	\$ 6,036,962
Adjustments to reconcile net income to net cash (used in) provided by operating activities:		
Depreciation and amortization	861,078	601,148
Loss on impairment of goodwill	--	185,404
Amortization of financing fees	228,230	177,500
Allowance for doubtful accounts	78,266	17,093
Accrued interest on notes payable	180,417	145,599
Deferred taxes	150,642	163,010
Change in operating assets and liabilities, net of effects of acquisitions:		
Accounts receivable	(40,564,324)	2,659,823
Other current assets	(407,504)	(801,803)
Deposits	(60,112)	1,135
Accounts payable	1,928,500	39,802
Other current liabilities	7,347,990	5,192,063
Net Cash (Used in) Provided by Operating Activities	<u>(22,394,855)</u>	<u>14,417,736</u>
Cash Flows From Investing Activities		
Acquisition of goodwill	(3,208,635)	--
Purchase of property and equipment	(2,522,584)	(49,488)
Net Cash Used in Investing Activities	<u>(5,731,219)</u>	<u>(49,488)</u>
Cash Flows From Financing Activities		
Deferred financing costs	(228,230)	(177,500)
Proceeds from (Repayment of) line of credit	32,371,770	(14,182,988)
Proceeds from short-term debt	134,230	--
Proceeds from long-term debt	2,000,000	46,819
Repayments of short-term debt	(23,596)	(355,337)
Repayments of long-term debt	(555,556)	(20,298)
Distributions to stockholders	(4,721,390)	(20,000)
Net Cash Provided by (Used in) Financing Activities	<u>28,977,228</u>	<u>(14,709,304)</u>
Effect of Exchange Rate Changes on Cash	<u>(21,980)</u>	<u>(40,306)</u>
Net Increase (Decrease) in Cash	829,174	(381,362)
Cash - Beginning	1,105,283	1,486,645
Cash - Ending	<u>\$ 1,934,457</u>	<u>\$ 1,105,283</u>

The accompanying notes are an integral part of these consolidated financial statements.

LANCESOFT, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CASH FLOWS (CONTINUED)
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	2021	2020
Supplemental Disclosure of Cash Flow Information		
Cash paid during the year for:		
Interest	\$ 1,175,894	\$ 603,826
Taxes	\$ 358,207	\$ 330,796
Supplemental Disclosure of Non-Cash Flow Information		
Non-cash investing and financing activities:		
Accrued interest on notes payable included in debt	\$ 180,417	\$ 145,599
Accrued financing costs	\$ --	\$ 157,500

The accompanying notes are an integral part of these consolidated financial statements.

H. TRANSITION PLAN:

LanceSoft follows below transition plan for the existing employees and ensures that all the employees are prepared to work:

Step one: During the initial planning meeting, the LanceSoft team collaborates with the client to define the desired workforce state – by functional area, skills, knowledge, and abilities. This roadmap, along with findings gathered through in-depth job analysis performed within each function, helps the workforce consultant determine how best to facilitate the transition of each position.

Step Two: As a measure of integrity, LanceSoft Team complies with the ASA Code of Ethics, which is a 30-day due diligence period during which no changes are made regarding the incumbent talent. This 30-day period serves several purposes:

- Avoids a disruption in service to the client by ensuring there are adequate staff to continue.
- operations
- Fosters a trusting relationship with the client, incumbent provider, and existing workers.
- Allows time to evaluate each worker to determine whether the promise of future employment is appropriate given the new workforce model.
- Provides a format for selecting the best of the existing workforce, and insight on how to plan and deploy the workforce to ensure the highest level of operational continuity.

Step three: A comprehensive communication strategy that underscores accuracy, timeliness and consistency is critical to achieving a problem-free transition. Adhering to a tight communication schedule is key to minimizing rumors and sudden talent-initiated turnover. LanceSoft Team employs standardized templates to help communicate the new partnership internally and externally to the incumbent provider.

Step four: Transition meetings are conducted by LanceSoft Team with the incumbent provider to confirm what, how and when of transition, and to ensure a contingency staffing plan is in place so as not to negatively impact the client's operation. Following this meeting, the LanceSoft site team conducts multiple talent transition meetings to reach all shifts. The purpose of this meeting is two-fold:

- To ensure that the current workforce understands that their job is not in jeopardy and review the LanceSoft transition plan to ensure a smooth change for everyone.
- To focus on "what's in it for talent" and emphasize the benefits of working for LanceSoft Inhouse Services.

Step five: Operational continuity is a primary goal to retain talent and institutional knowledge. However, all hiring decisions are based on performance results supplied by managers/supervisors and talent "fit" for the new pool composition – based on quality, availability, and flexibility.

Step six: Experience demonstrates that most existing talent elect to remain on the job assignment regardless of the change of providers. Offers to transition with LanceSoft are extended to talent that satisfy the hiring criteria. The workforce consultant works diligently to implement a targeted recruiting plan to fill any gaps left in staffing.

Step seven: Onboarding is a key LanceSoft focal point and provides clear expectations, work schedules and performance standards to optimize the success of the workforce. Time saved by executing the procedures and processes outlined in the transition plan minimizes error with both the client and talent and guarantees the achievement of benefits that otherwise may have been missed. Ultimately, LanceSoft successful transition lays the foundation to move into the fundamentals of execution of the prescribed workforce solution through a seamless and logical process.

LanceSoft Offers best in class benefits package to contract employees. We do this to achieve a higher attraction and retention rate, our package includes the following: Health and Welfare Plans: Offering a Multitude of Benefit Plans:

- Medical
- Dental
- Vision Coverage
- 401K Health Plan
- Short and Long-term Disability Plans
- Dependent Care Benefits
- Accrued Vacation and PTO

A typical transition can be completed within 2 weeks from the program initiation by LanceSoft. The resources required during the process (Throughout the implementation program) include,

- Payroll Manager and POC of Incumbent Vendor
- Program Manager from Tapfin

REFERENCES

REFERENCE 1

Name of the Customer Company	Gwinnett County
Contact Name	Melanie Brooks
Phone Number	770-822-7905
Email Address	melanie.brooks@gwinnettcountry.com



REFERENCE 2

Name of the Customer Company	University of California
Contact Name	Jiazhi Ma
Phone Number	510-987-0833
Email Address	Jiazhi.Ma@ucop.edu

REFERENCE 3

Name of the Customer Company	Massachusetts Executive Office of Health and Human Services
Contact Name	Kara Banderier
Phone Number	617-348-5029
Email Address	kara.banderier@state.ma.us

INSURANCE

		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 8/18/2023			
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>							
PRODUCER Assurance, a Marsh & McLennan Agency LLC company 20 North Martingale Road Suite 100 Schaumburg IL 60173			CONTACT NAME: Carson Lamie PHONE (A/C No. Ext): (847) 463-7131 FAX (A/C No.): (847) 890-6437 E-MAIL: Carson.Lamie@MarshMMA.com ADDRESS: Carson.Lamie@MarshMMA.com				
INSURED LanceSoft, Inc. 2121 Cooperative Way, Suite 130 Herndon VA 20171			INSURER(S) AFFORDING COVERAGE		NAIC #		
			INSURER A: Continental Casualty Co		20443		
			INSURER B: Philadelphia Indemnity Insuran		18058		
			INSURER C: Zurich American Insurance Co		16535		
			INSURER D: Crum & Forster Specialty Insur		44520		
			INSURER E: Tokio Marine Specialty Insuran		23850		
			INSURER F:				
COVERAGES CERTIFICATE NUMBER: 1244318602 REVISION NUMBER:							
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>							
INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input checked="" type="checkbox"/> OTHER: Contractual Liab			PHPK2573591	7/1/2023	7/1/2024	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 20,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMPIOP AGG \$ 4,000,000 \$
E	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			PPK2574633	7/1/2023	7/1/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB871363	7/1/2023	7/1/2024	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WC277362302	7/1/2023	7/1/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A B D	Crime - Third Party Professional Liability (E&O) Tech E&O/Cyber			287274915 PHPK2573591 TCM102981	7/1/2023 7/1/2023 1/1/2023	7/1/2024 7/1/2024 7/1/2024	Limit: 5,000,000 Occur: 1,000,000 Occur: 5,000,000 Ded: 50,000 Agg: 3,000,000 Agg: 5,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Proof of Insurance. Excess Commercial Umbrella - Policy#100042883204 - Effective: 7/1/2023 Expiration: 7/1/2024 - Occurrence: 5,000,000 General Aggregate: 5,000,000 - Insurer affording coverage: Liberty Insurance Underwriters, Inc. Employment Practices Liability - Policy#BCP04699600 - Effective: 7/1/2023 Expiration: 7/1/2024 - (\$1M Limit; \$100K Deductible)- Insurer Affording Coverage: Midvale Indemnity Company Excess Employment Practices Liability - Policy#S0008EL00025600 - Effective: 7/1/2023 Expiration: 7/1/2024 - (\$2M Limit; \$0 Deductible)- Insurer Affording Coverage: Accelerant Specialty Insurance Co The Excess Umbrella sits over the General Liability and Employers Liability. See Attached...							
CERTIFICATE HOLDER				CANCELLATION			
Jefferson Parish Library 200 Derbigny Street, Suite 4400 Gretna LA 70053				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.			
				AUTHORIZED REPRESENTATIVE 			
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ACORD 25 (2016/03)				The ACORD name and logo are registered marks of ACORD			

AGENCY CUSTOMER ID: LANCINC-01

LOC #: _____


ADDITIONAL REMARKS SCHEDULE

 Page 1 of 1

AGENCY Assurance, a Marsh & McLennan Agency LLC company		NAMED INSURED LanceSoft, Inc. 2121 Cooperative Way, Suite 130 Herndon VA 20171
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
 FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

The Excess Employment Practices Liability sits over the Employment Practices Liability Policy.
 Insured owns no Autos.

RE: Jefferson Parish Resolution No. 136353

It is agreed that the following are added as Additional Insured, when required by written contract, on the General Liability and Automobile policies with respect to operations performed by the Named Insured in connection with this project: the Jefferson Parish, its Districts Departments and Agencies under the direction of the Parish President and the Parish Council.

ACORD 101 (2008/01)

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SIGNATURE PAGE

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: Lancesoft.Ince

Address: 2121 Cooperative Way, Suite 130, Herndon, VA 20171

Phone Number: 703-674-4500 Fax Number 703-889-6500

Type Name of Person Authorized to Sign: Prashant Arni

Title of Person Authorized to Sign: Sr. V.P - Delivery and Operations

Signature of Person Authorized to Sign: 

Email Address of Person Authorized to Sign: marketing@lancesoft.com

Date: 8/22/2023

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.

CORPORATE RESOLUTION

CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF

INCORPORATED.

AT THE MEETING OF DIRECTORS OF _____
INCORPORATED, DULY NOTICED AND HELD ON 28th August 2019,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

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

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



SECRETARY-TREASURER

25-Aug-2023
DATE



Affiant further said:

Debt Disclosures

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

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

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

Affiant further said:

Solicitation of Campaign Contribution Disclosures ⁰⁴⁰

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

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

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

Affiant further said:

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

RESUMES

1. Server Technician

FRED WILLIAMS

New Orleans, La. : 504-919-1185 ♦ deuceanadime@gmail.com

PROFESSIONAL SUMMARY

A technically astute IT professional with strong leadership experience providing support to hotels/vendors across diverse markets. Recognized for ability to coordinate special projects, supervise roll out teams, and to translate and fluently explain technical features to partners. Qualifications Outstanding 10+ year track record of successful experiences including a 9 year specific background with Expedia/Hotels.com Analyzes processes and recognizes areas that need improvements. Builds cohesive teams that achieve specific goals in fast paced environments...Adaptable in changing industry..Proficient in MS Office (Word, Excel, PowerPoint, Access, SharePoint) and SQL Server. Accomplished leader... Expertise and knowledge of data networking protocols including TCP/IP, OSPF, BGP, MPLS, and other LAN/WAN protocols, DNS, SCCM. Demonstrated ability to efficiently multitask and prioritize in a fast paced work environments. Effective oral and written communication skills. Knowledge and experience working with HP or Dell server hardware... Experience working with Active Directory, CITRIX, and Avaya.

WORK HISTORY

Supervisor, Technical Support 09/2017 – 04/2023 Securus Technologies, Carrollton

- Oversee the day to day operations of Securus Technical Support
- Monitor and control daily work flow and activities in the Securus Technical Support Department
- Control work activities of the departments Technical Support Employees to ensure customer satisfaction per department objectives.
- Supervise, coach, motivate and develop teams of Technical Support Employees with the goals of ensuring optimal productivity and service quality for 30 Agents
- Reference Securus' policies and procedures to ensure quality of offered services and compliance with company rules.
- Track and record attendance occurrences related to FMLA
- Hold 1 on 1 meetings per process.
- Prep 1 on 1 documents
- Monitor Avaya CMS Supervisor to ensure Call Metrics are met
- Monitor Tech activity daily
- Constructed technical documentation to include Disaster Recovery
- Understanding of ERP Software and Solutions
- Perform Call Quality monthly monitoring evaluations
- Review time cards per schedule and make punch corrections required
- Perform disciplinary actions, verbal and written
- Coordinate with Tech Support Management to identify new hires and their start dates, scheduling, work with Tech Support Management in the interview process.
- Coordinate escalations to appropriate Tier (FSR to Tech1 to Tech 2 to TSS or TS Telecom)
- Created and managed multiple HEATboards (PARENT CASES)

IT Technician Lead 1/2017-9/2017 Northrop Grumman

- Oversees analyst daily activities with focus on efficiently performing their assigned functional role (i.e. Tier I, Tier II, Remote Desktop, and AAO)
- Monitored database for any inconsistencies.
- Coaches analyst on meeting or exceeding all operational metrics with regular feedback to line management based on functional role; documented and provided to management.
- 1:1 monthly meetings with assigned analyst; documented and provided to management
- Next level escalation and acts as Team Lead and monitors daily attendance of analyst and reports noncompliance to Workforce and Site Management
- Oversees induction and On-the-job training projects for staff to ensure their productivity meets operational expectations. Coaches and Instructs analyst on all aspects within their functional duties, including awareness sessions
- Act as a point of contact to answer analyst questions and provide floor support (including handling escalations, etc.)
- Point of sale experience
- Act as Team Lead for representing management on customer escalation or difficult calls as necessary, or works high visibility tickets
- Monitors analyst compliance to departmental and operational work rules as implemented by Senior Management (Site and Tower Management) executing Weekly data analysis and reviews on adherence reporting
- Develops standards, policies and procedures for the Help Desk organization in conjunction with Site Manager
- Researches, maintains, recommends improvements to the VSM Service Manager – Knowledge Management system
- Shift rotation possible based on business requirements as directed by management
- Provide other support functions as directed by management
- Assist the Tier I Operations Manager with the preparation and administration of departmental budget and business plans and metrics.

Manager, Technical Support 12/2014 - 07/2016
Expedia, INC. Dallas, Texas

- Lead and co-lead pre-release of beta programs and readiness planning for various applications/programs.
- Contributed to development and implementation of escalation support model for Consumer Windows support.
- Hired and developed high-performing teams supporting developer technologies.
- Worked collaboratively to evolve processes and support strategies for tier 2 and 3 support, ensuring effective responsiveness to customer issues, smooth on-boarding of new services, notification of events impacting services, and internal communication to increase awareness and readiness of the organization
- Contributed to cross-company initiative to define the reactive response strategy for supporting of worldwide customers.
- Managed 30 plus technicians at various times to include managing globally
- Create and manage escalation teams, implement the support strategy during issue outages, and collaborate with the product teams to identify and resolve security issues.
- Participate in strategic and operational planning, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources.
- Design and implement short- and long-term strategic plans to ensure operational capacity meets existing and future requirements.
- Develop, implement, and maintain policies, procedures, and associated training plans for operational administration.

- Conduct research and make recommendations on products, services, protocols, and standards in support of all procurement and development efforts.
- Working with management, develop, implement, and oversee service management policies and processes based on best practices such as the ITIL service management framework.
- Establish service level agreements for IT services with business units.
- Participate in the planning and execution of cloud computing strategies, including migrating exiting applications and infrastructure to SaaS, PaaS, IaaS, etc. consistent with the strategy.

Supervisor Tech Ops Support, 06/2011 – 12/2014
Expedia, INC. – Dallas, Texas

- Managed the day to day activities of a team of Hotel System Technical Support analysts and connectivity analysts to include escalations and performance metrics
- Developed and communicated employee goals and objectives, training plans, and long term career development plans.
- Effectively communicated, coached, mentored employees and set goals with Technical Operations Manager Facilitate regular scheduled team meetings to align with peers, set expectations, and promote effective communications
- Maintained team attendance guidelines and identify and coaching employees through behavior issues.
- Writing performance plans as necessary.
- Executed bi-weekly pay roll, selecting, hiring, developing, and retaining a strong technical team.
- Provided assistance to hotel system technical support lead analysts with managing and supporting customer escalation calls in a 24/7 environment.
- Acted as a liaison between the front-line Expedia Market Management team (Market Managers and Market Coordinators) and the technology product development team.
- Responsible for diagnosing, documenting, and provide RFO (reason for outage) documentation for connectivity level issues and other system level issues.
- Identify areas of opportunity for analyst training
- Assist supervisors in helping analysts maintain acceptable levels of performance
- Assist supervisors in managing day to day activities of lodging operations analysts and tracking performance metrics
- Work closely with hotel partners and internal customers for problem resolution and escalation.
- Coordinate with Market Management, Operations Support and Product teams to escalate issues of a technical and business nature.

Senior Tech Support Analyst, 03/2010 – 06/2011
Expedia, INC. – Dallas, Texas

- Assisted in Implementing Expedia QuickConnect and VenereConnect.
- Reset passwords Accessed Active X Directory Escalated issues to NOC (network operations center), to assist in resolving complex issues Provide global technical support during Roll Outs for multiple Interface Providers and Hotels.
- Led multiple conference calls to ensure vendors are technically proficient for implementation
- Primary POC for roll outs
- Engage Connectivity Account Managers/Vendors, and Market Managers during EQC/VC Roll Outs.
- Updated and changed multiple EQC/Venere processes/documents for Roll Out.
- Established formal lines of communication for many projects, to include Webinar and Blue Jeans video meetings
- Organized and updated EQC/VC Salesforce Templates used for Global distribution.

- Updated and maintained technical documentation on Basecamp/SharePoint to ensure consistency and up to date communications utilized for internal and external organizations.
- Created multiple ad hoc reports (using SQL Server and Salesforce) for Account Managers to share with vendors and hotel partners
- Worked closely with Connectivity Account Managers and vendors to provide superior customer support
- Provided technical escalation support for various issues with customers, engineers, vendors, technicians and management team to resolve issues
- Conduct hardware and software problem analysis, identification, and resolution; execute problem documentation, escalation and notification procedures.
- Wrote and amended SQL and LINUX databases

Lead, Analyst 03/2009 – 2010**Expedia, INC. Dallas, Texas**

- Provided support for over 190 connectivity vendors by email and telephone.
- Trouble shot network connectivity and settings
- Provided support for multiple large Chains during EQC/VC Roll Out. Dispersed vital important information to team on a daily basis.
- Monitored servers using multiple monitoring tools...ie. ORION, Grafana, and 24/7.
- Provided recurrent training on an individual and small group basis. Played a key role in ensuring a proficient workforce and while significantly reducing lengthy roll outs.
- Provided continuous hands-on training to Analysts in order to promote cohesive, pertinent and appropriate replies
- Responsible for external communications. Part of EQC Roll Out Team responsible for over 10,000 connections
- Coordinated weekly team meetings to discuss departmental issues, project initiatives, and action plans.

Technical Support Analyst 04/2007 – 03/2009**Hotels.com – Arlington, Texas**

- Provided technical support to Market Managers, Account Managers, Hotels, and Connectivity vendors.
- Analyzed SQL data to determine root causes
- Ran daily ad hoc Reports from Salesforce/CRM Trouble shot various issues to include AdminTools/Polaris, Subnet masks, TCP/IP protocols and resolve DNS issues.
- Updated and removed software for new hires.
- Installed Anti-Virus software
- Removed and exchanged desktop/laptop hardware for repair

Relocations Agent 04/2007 – 12/2007**Hotels.com Arlington, Texas**

Gather pertinent information from guests to initiate relocation process for customer.

Fiber Optics Installer, 12/2005 to 03/2007**Verizon – Plano, TX**

- Received work assignments and trouble cases from designated employees or via tablets.
- Installed, rearranged, and maintained inside wiring.
- Rearranged and reconnecting fiber optic wiring at pole, underground or building terminals.
- Performed necessary work to connect, disconnect, test, repair and maintain various types of company and customer provided telephones and equipment.
- Configured customers' computer and equipment. Performed diagnostic tests on integrated circuit equipment to determine trouble.
- Interpreted service orders and circuit diagrams.

EDUCATION

Associate of Applied Science: Computer Science/Networking, 2001
Education America - Southeast College of Technology - Metairie, La.

2. Network Administrator/Technician



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Professional Experience:

- Highly skilled and experienced Sr Network Engineer with over 11 years of experience in **Designing, Implementing, and Maintaining** complex networks for a wide range of Organizations. Skilled in all aspects of network engineering, including **Network Architecture, Routing and Switching, Security, and performance tuning**. Proven track record of delivering reliable and high-performance networks that meet the needs of Organizations. Worked with a variety of networking technologies and tools, including **Cisco, Juniper, and Palo Alto Networks**.
- Expertise in configuration and troubleshooting of Palo Alto 800, 3k, 3260, 5060, 5220, 5430, 7050 and 7080 series firewalls. Fortinet Firewall 300D, 500E & 60D firewalls.
- Leveraged IT proficiency in configuring the Routers (CISCO) with different **Routing Protocols (RIP V1/V2, EIGRP, and OSPF)**.
- Extensive experience with Cisco ISE posture, Cisco Switches with IOS at the command line level in both Campus LAN and WAN environments.
- Hold distinction in optimizing the network/system performance by executing the changes, including BGP, OSPF, RIP and EIGRP.
- Overhauled and implemented an entire Cisco Meraki Wireless network, Cisco Meraki Switches and Security Appliances, and redesigned the Voice network with Polycom phones.
- Managing Cisco ISE for wireless and wired authentication. Migrating Cisco ACS to Cisco ISE.
- Creation of VLANs and Inter VLANS routing in Layer 3 Switches.
- Experienced in IP schema IPv4/v6 design for entire project and deployment.
- Troubleshoot single area and multi-area OSPFv2 for IPv4 and Troubleshoot EIGRP for IPv4, troubleshoot RIPv2 for IPv4.
- Honed skills in determining over 50 network Vulnerabilities Assessment and Penetration Testing (VAPT) by testing infrastructure security and tracking potential threats to the Network.
- Experienced in Juniper Routers, Switches such as MX-960, MX104, MX240, EX4200, EX4300, EX4550, EX8208 and CISCO Routers, Switches such as Catalyst Switches 2960, 3750, 3850 & Cisco routers series 1100, 1921, 1841 and ASR1K.
- Extensive experience with HP Aruba and Cisco Meraki Wireless MR42E and MR42 Access Points
- Design and setup of Aruba Controllers 531, redundant 7211, 3200, 3400 and 6000 series.
- Worked on SDWAN (Cisco Viptela & Meraki), SD-Access (SD-Access (DNA C)), Cloud computing (AWS).
- Experience in Wired & Wireless (Wi-Fi) Data-Networks for Infrastructure support which includes Designing, Implementing, Operations and technical support on IT Infrastructure (LAN/WAN/Wireless).
- Implement and maintain all aspects of the VOIP network infrastructure (i.e. Cabling-Racking/LAN/WAN/WLAN/VoIP/VPN/Network Security).
- Experience in analyze, design, implement and maintain the network's BIG-IP LTM F5 Load Balancer BIG-IP i15000 Series / 2RU, BIG-IP i7000 series / 1RU infrastructure.
- Designed, managed, and configured new CPE test Lan environment, enabling transfer of CPE testing activities to a new facility.
- Adept in installation, configuration, maintenance & troubleshooting of wide network topology made of Cloud (AWS) services and peripherals in multi-platform environments ensuring maximum uptime.



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- Worked on core network & security technologies starting from Network LAN, WAN, F5 BIG IP 15000 Series / 2RU, BIG-IP i7000 series / 1RU series LTM and GTM load -balancing in coordination through ITIL implementation model considering Incident, change and problem management.
- Supported over 1000 users, including Lan cables, ports, routers, switches, Load Balancers, and VPNs by designing, configuring, and installing all Data Center Network Devices.
- Associated with Cyber Security teams internal and external in managing tools that include but are not limited to allowing technologies, data loss prevention, malware prevention, and real-time metrics reporting.
- Experience in designing enterprise-level routing protocols, such as OSPF, BGP, EIGRP, and IS-IS, to provide efficient and secure network routing for end-users.
- Expert in network assessment of existing Architecture and identify area of improvement and propose new network design.
- Working knowledge of Cisco ISE, DNA Center, SD-Access, and SDWAN, including the ability to design, implement, and maintain solutions, configure and optimize solutions, conduct network assessments, and stay up to date with the latest technologies.
- Managed the technical infrastructure and operations of the Network Operating Center (NOC), including network monitoring tools, management systems, and network devices such as switches, routers, and firewalls.
- Experience in Configuration and Optimization with cloud-based network solutions Such as AWS, including advanced features such as Virtual Networks, Subnets, Routing tables, and security groups.
- Experience in monitor high availability and performance extent of AWS resources and manage disaster recovery and create backups of AWS resources.
- Expertise with AWS network, Used AWS CloudWatch, AWS CloudTrail, as monitoring tools to keep an eye on network bandwidth, latency, and other metrics.
- Experienced with AWS CloudFormation or AWS Elastic Beanstalk to automate the deployment and management of network resources to reduce manual intervention and ensure consistency across environments.

Technical Skills

Network Support:	Cat OS Switches: 9000, 6500, 4500, 3850. Cisco Router: ASR 1001X, 7200, 3000/2600/1600 Series. Cisco ASA 5585, Firepower 4150, Cisco ISE, Nexus 9K,7K,5K, Meraki MX 250, Meraki MS 250, Viptela, ClearPass
Network/Protocol:	LAN/WAN, TCP/IP, WINS, DNS, DHCP, POP3, SMTP, FTP, TELNET, VPN, ICMP, TFTP, Ethernet, RIP, IPSEC, IGRP, EIGRP, OSPF, BGP, MPLS, VPLS VoIP, H.323, SIP, BFD, ZTP, OMP
Load Balancer	BIG-IP F5, A-10
Routing Protocols:	RIP, EIGRP, OSPF, BGP, IS-IS,
L2 Protocols:	VTP, STP, RSTP, PVST, ISL,802.1q,802.1X, 802.1D
Switching	VDC, VRF, VLANs, PVLANs, Ether-Channel and LACP
WAN Technologies:	SD-WAN, SDN, PPP, MPLS, EVPN, Metro Ethernet



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Operating System	Windows 2008 Server, Windows 2012 Server, Linux
Switching	VLAN, VTP, STP, HSRP, Ether-channel, VSS
Tools	Wireshark, Solar Wind, Infoblox, Cisco Prime, Nagios, DNA Center, HPNA, extreme management center (XMC)
Data Center	Nexus-9K, 7K, 5K, 2K, FEX, vPC & Arista
Firewall	Palo Alto 800, 3k, 3260, 5060, 5220, 5430, 7050 and 7080 Checkpoint, R76/R77 75+ 15000, 21400, 23000 and Fortinet 300D, 500E & 60D
F5 Load Balancers	LTM, GTM, SSL offloading, VIP, Pool, TCPDUMP, Troubleshooting
AWS	VPC, EC2 Instance, S3 Buckets, Auto scaling, AWS IAM, ELB
Certifications	Palo Alto (PCNSE), CCNA(R&S), CCNP(R&S), CEH and CISA

Professional Experience

Hyperion Technologies LLC

Oct 2022 to till date.

Senior Network Engineer

Responsibilities:

- As a Network Admin and Palo Alto Firewall Engineer Configuration and managing Palo Alto firewall with Panorama and Security policy, NAT Policy, Antivirus, Dynamic and IOS upgrade.
- Provided Firewall VPN (Prisma, Any Connect) and Remote Access Management. Issues and response to end users.
- Managed and implemented changes to Firewall policies and configurations as per organization requests, based on existing models and best practices. Maintained detailed documentation of firewall configurations, diagrams, technical manuals, and incident reports.
- Architected, implemented, configured, and migrated traditional networking, wan, switching, storage to SDN, SDWAN, SD-Access, SD-Wireless and SD-Storage.
- Generated certificates, assign group policies, integrated Global Protect with Cisco ISE, build authentication profiles. Implement MFA for remote VPN Global Protect users. Build IP pools and modified portal pages of Global protect VPN and WAN optimizers (Silver peek) across data centers.
- Conducted Network Performance monitoring and analysis using tools such as SNMP, NetFlow, and packet captures, to identify and resolve network issues. Implemented network segmentation, access control, and other security policies, to protect the confidentiality, integrity, and availability of network data.
- Conducted Network Audits and assessments to identify opportunities for improvement, and implemented changes to enhance network performance, security and availability.
- Provided technical support and troubleshooting for WAN and LAN issues, including analyzing logs and metrics, diagnosing issues, and implementing solutions.
- Implemented and maintained firewall policies and rules to ensure the security of the client's network infrastructure and data. Conducted Vulnerability Assessments and Penetration Testing (VAPT) to identify potential security risks and implement appropriate security measures.
- Utilized monitoring tools to identify and resolve network incidents, such as network outages, device failures, and service disruptions, in both wired and wireless environments.



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- **Installation, Configuration, Monitoring, and Troubleshooting** of Cisco Wireless environment using Prime and Cisco DNAC (cat 9800 infrastructure) automation and VXLAN Tunnel encapsulation knowledge.
- Responsible for **Additional coverage /New locations Network Design** for wireless infrastructure support.
- **Site to site tunnel configuration.** Configured and managed Autonomous and Standalone Access Points with WLC 5508. **Designed Security policies** of wireless infrastructure.
- Configured and optimized wireless LANs, VLANs, and SSIDs to provide secure and efficient wireless access for end-users, while minimizing network congestion and interference. Designed and implemented **Wireless Security Policies**, such as WPA2, 802.1x, and captive portal authentication, to ensure the confidentiality and integrity of wireless traffic.
- Designed and maintained **Cisco Adaptive Security Appliance (ASA)** solutions to ensure secure and efficient network access control for end-users. Configured ASA policies, such as access control policies, VPN policies, and NAT policies, to provide granular control and visibility over network traffic and users.
- Developed and implemented Cisco ASA integration with other network security solutions, such as firewalls, VPNs, and SIEMs, to provide a comprehensive and layered network security approach.
- Configured **Firewall Policies**, such as access control policies, VPN policies, and NAT policies, to provide granular control and visibility over network traffic and users. Conducted network assessments to analyze network requirements, identify security issues, and develop remediation strategies.
- Worked with **LAN and WAN installation**, configuration and support and IOS updates (Cisco routers, switches, firewalls).
- Implemented **VLAN trunking protocols**, such as IEEE 802.1Q, to allow multiple VLANs to traverse a single physical link. Configured inter-VLAN routing to provide communication between different VLANs, using protocols such as router-on-a-stick and multi-layer switching.

Ernst Young (EY) (Hyderabad - India)

Aug 2016 to June 2022.

Senior Network Engineer

Responsibilities:

- Understanding and creating the organization's specific requirements for the **AWS VPC**, including the number of resources that will be hosted in the AWS VPC, the geographic regions where the AWS VPC will be deployed, and any specific security or compliance requirements.
- Using **AWS VPN services**, connected organizations cloud infrastructure to an on-premises data center. And familiar with **VPN configurations, encryption methods, and routing protocols**.
- Created **AWS Network Load Balancing services**, which allows distribute traffic across multiple instances or virtual machines taken care of **NLB configurations, health checks, and scaling policies**.
- Created a private, high-speed connection between on-premises network and cloud infrastructure using **AWS direct connectivity options** worked with **DX configurations, service provider options, and network topology**.
- Configured to protect cloud-based resources such as AWS with wide range of network security features, such as firewalls, intrusion detection/prevention, and distributed denial of service (DDoS) protection.
- Worked on deploying, designing, configuring, maintaining, and fixing most of the network security implementations of Palo Alto 800/3260/5060/5430/7080 series firewalls.



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- Creation of **VLANs and Inter VLANS** routing in Layer 3 Switches which involves specifying a **VLAN ID** and assigning it to specific ports on the switch and also assign **IP** addresses to the **VLAN** interfaces creating a Layer 3 interface for each **VLAN** and assigning it an **IP** address which should in the same subnet as the devices in that **VLAN**.
- Creating a virtual interface such as **Switch Virtual Interface (SVI)** for each **VLAN** and enabling **IP** routing. Configuration of **Inter-VLAN** routing. Which involves creating a routing table which includes entries for each on the Layer 3 switch that specifies how traffic is routed between **VLANs**. The routing table should include entries for each **VLAN** interface and should specify the next-hop gateway for each destination network.
- Installed and configured **LAN/WAN Networks, Hardware, Software, and Telecommunication services- Cisco Routers and Switches. Implemented IPv4 and IPv6 on PTX platforms.**
- Worked on **Cisco ACI, VMWare VX Rail/NSX, Cisco SD-Access, Velo cloud SDWAN, Cisco SD Access Wireless.**
- Configuration and managing **Palo Alto** firewall with **Panorama**. Security policy, NAT policy, Antivirus, Dynamic and IOS upgrade.
- Worked on configuring, maintaining, and troubleshooting of **Checkpoint R76/R77, 75+, 15000, 21400, 23000 series Firewall.**
- Configuration and troubleshooting of **Site to Site** as well as **Remote Access VPN** on **Cisco Palo Alto** and **Check Point** firewalls.
- Implementing **Port-Channel, STP, RSTP, PVST, VTP, HSRP, VRRP, ACL, VDC and VPC** in **Nexus 9220 (9k), 7010 (7K), 5555 (5k) and 3250 (3k)** data center switches.
- Worked on implemented **Cisco Application Centric Infrastructure (Cisco ACI)** as a solution for data centers using a **Spine and Leaf** architecture.
- Designed, configured and went live with **Global Design Center of FR** with **Cisco Catalyst 6800-switches, 6880-line cards ASA5525x, Cisco WLC 5520, Cisco ISE 3514.**
- Deployed and configured **Cisco ACI Fabric**, including leaf and spine switches, fabric interconnects, and other network devices. Worked with **Cisco APIC (Application Policy Infrastructure Controller)** to manage and configure the **ACI Fabric**, including creating policies, templates, and service graphs.
- Troubleshot network issues on the **ACI Fabric** using tools such as packet captures, log analysis, and network monitoring. Worked with cross-functional teams to integrate **ACI Fabric** with other IT systems, such as virtualization platforms, storage systems, and security tools.
- Deployment and Configuration responsibilities with **Cisco ISE 2.x, Cisco ASA, and Palo Alto Firewalls.**
- **Cisco ISE** profiling and **AAA Radius** configuration and Working experience with orchestrate, manage, and monitor the **Cisco Viptela SD-WAN cloud infrastructure.**
- Configured **Cisco ISE 3514** for radius, MAB, 802.1x authentication and wireless guests' access. Integrated **Cisco ISE** with **Any Connect** for **Remote Clients**. Helped **Information Security Team** to update the remote user policy, guest access policy and other policies.
- Designed and implemented routing protocols (**BGP, OSPF, EIGRP**) in **SD-WAN** environments to ensure network availability, scalability, and performance. Worked with **WAN edge devices and controllers** to manage routing policies and traffic flows, including configuring **QoS** and traffic shaping.
- Implemented redundancy and failover mechanisms in **SD-WAN environments**, such as **BGP Multipath** and **Fast Reroute**, to minimize downtime and improve network resiliency.



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- Designed and implemented T1, T2, and T3 sites for organizations as per requirements and complexity, in providing high-performance, scalable, and resilient network infrastructure. Conducted site surveys and analyzed business and technical requirements to determine the appropriate network design and topology for each site.
- Created detailed **Network Diagrams**, including physical and logical layouts, and presented them to stakeholders for review and approval. Configured and deployed network devices such as **Routers, Switches, Firewalls, and Load balancers** to support the network design and topology.
- Conducted **Network Assessments and Audits** to identify opportunities for improvement and implemented changes to enhance network performance, security, and availability.
- Responsible for designing enterprise network solution comprising of **Wireless, LAN, WAN, Meraki Aruba and wireless devices**.
- Designed and implemented complex **BG-IP** environments that utilized multiple **F5** products, such as **GTM (Global Traffic Manager), LTM (Local Traffic Manager), APM (Access Policy Manager), and ASM (Application Security Manager)**.
- Implemented security measures using **F5** products such as **APM and ASM** to protect against threats, such as **DDoS** attacks, application-level attacks, and web-based threats.
- Configured **Cisco WLC 5520, 2504 in all large offices**. Designed policies. Integrated **Cisco ISE** with **WLC 5520** for guest access. Configured **QoS and policing for Guest SSIDs**.
- Ensured the security of the network. Which includes configuring security groups, **Network ACLs**, and other security settings to protect the network from external threats.
- Supported the developers and other teams to ensure that their applications and services are working correctly on the network. This may include **troubleshooting connectivity issues, providing guidance on Network**.
- When network problems occur, identified the cause and find a solution. Used **AWS CloudTrail logs, AWS CloudFormation templates**, or other **network diagnostic tools** to identify and fixed the issue.

Tata Consultancy Service (TCS)

July 2014 to July 2016.

Network Admin (Hyderabad - India - USA Client)

Responsibilities:

- Worked on support, monitor and take care of existing **configuration changes for Juniper and Fortinet Firewall Networks**.
- Primarily responsible for supervising **Network data, Security and Voice infrastructure** related projects deployment, new implementations.
- Implemented **Active/ Standby HA** configuration on **Juniper and Fortinet Firewalls**. Creation and modification of Policy on Fortinet Firewall 300D, 500E & 60D series.
- Worked with configure objects, rules, and settings to define a security policy on **FortiGate Firewall**.
- Worked with Data Center network infrastructure to provide connectivity to **2500 servers on Arista Data center switching**.
- Done wireless site surveys for new and existing stores and recommended different enhancements **network and wireless designs**.
- Worked extensively in **Configuring, Monitoring and Troubleshooting Cisco's ASA 5500/PIX** security appliance, **Failover DMZ zoning & configuring VLANs/routing/NATing** with the firewalls as per the design.



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- Configuring **ASA Firewall** and accept/reject rules for network traffic. Designing, implementing LAN/WAN configurations on Cisco 5K, catalyst 6500 switches.
- Maintenance of layer 2 and Layer 3 switching tasks which advocate **VLAN, VTP, STP, RSTP, PVST, RPVST**, configuring of ether channel with LACP and PAGP along with troubleshooting of inter-VLAN routing.
- Performed Network Security Assessment and implemented security improvements such as **network filtering, SSH, AAA, SMTP, SNMP access lists, VTY access lists, EIGRP MD5 authentication, and HSRP authentication**.
- Installation, configuration of Cisco Catalyst switches 6500, 3750 & 3550 series and configured routing protocol such as **OSPF, EIGRP, BGP** with Access Control lists implemented as per Network Design.
- Packet capturing, troubleshooting on network problems with **Wireshark**, identifying and fixing problems.
- Configured and maintained network monitoring tools, such as **Spectrum** and **Cisco Prime**, to ensure optimal network performance and uptime for both wired and wireless environments.
- Worked with **Cisco ISE** to prevent unauthorized access to the network and integrated with a variety of identity sources, such as **Active Directory, LDAP, and RADIUS** servers.
- Configured **OSPF** and **BGP** routing protocols, including advanced features such as route filtering, summarization, redistribution, and policy-based routing on **Juniper routers** and **SRX firewalls** to provide efficient and secure network routing for end-users.
- Developed and implemented **OSPF** and **BGP** integration with other network security solutions, such as firewalls and VPNs, to provide a comprehensive and layered network security approach.
- Deploying Service Packs and Security patches bi-monthly on **BGIT Application servers (Product Studio and VSTFS)**, which include windows 2008, 2012 R2 and MS SQL server 2008 and 2012R2 Servers.
- Implementing, configuring, and troubleshooting various routing protocols like **RIP, EIGRP**, performing network monitoring, providing analysis using various tools like **Wireshark, Solar winds**.
- Provided detailed documentation of network configurations, diagrams, technical manuals, and incident reports to support **PCI** audits and reviews. Worked with auditors to prepare for **PCI** audits, providing all necessary documentation and information in a timely and accurate manner.
- Designed, configured, and implemented **Meraki Firewall, Switches, Wireless and SD-WAN** for a brand as all-in-one box solution and migrated MPLS circuits to Internet WAN links.
- Troubleshooting and managing different types of Cisco Catalyst Switches 2960, 3750, 3850 & Cisco routers series 1100, 1921, 1841 and ASR1K.
- Configured **Viptela** devices for **SD-WAN** connectivity, including the deployment of vEdge routers and smart controllers, and the configuration of VPNs, QoS policies, and other features.
- Developed and implemented **SD-WAN** integration with other network security solutions, such as firewalls and IPSs, to provide a comprehensive and layered network security approach.
- Monitored and maintained **F5 load balancers** to ensure efficient and secure network traffic management for end-users. Conducted daily port checking to identify and resolve any issues or errors in port configurations.
- Configured **F5 load balancer** policies, including pool, virtual server, and I Rule configurations, to provide granular control and visibility over network traffic and users.
- Managed and delivered **IP** network projects from conception to delivery, including developing project plans, tracking milestones, and delivering **on-time and within budget**.



Sreechandra Velagapudi
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LinkedIn: <https://www.linkedin.com/in/sreechandra-velagapudi-b7b2b4166/>

- Responsible for troubleshooting IP, TCP, PPP, EIGRP, OSPF, BGP, MPLS (L2 & L3 VPN), STP, VRRP, VLAN, TRUNKING.
- Configured Cisco ISE 3514 for radius, MAB, 802.1x authentication and wireless guest's access. Integrated Cisco ISE with AnyConnect for Remote Clients. Helped Information Security Team to update the remote user policy, guest access policy and other policies.
- Team Lead in configuring CVD of private MPLS LAN of company with 10 sites. Configured Nexus 7018 with Nexus 5596UP and Nexus 2232PP. Configured ISE, Cisco Prime (NMS/LMS).
- Worked in Solution planning of IP Networks, LAN, WAN & Data center (Data network infrastructure).
- Configure and Install Cisco Wireless controllers and integrate with Cisco ISE and DNA and Configure Software Defined Access fabric based on Cisco DNA.

HCL Technologies (Hyderabad - India)

Apr 2013 to July 2014

Network Engineer

Responsibilities:

- Worked on **Implementing & Troubleshooting checkpoint Firewalls**, Creating Policies, and rules in Checkpoint.
- Experience for **site-to-site IP Sec VPNs**; ACLs on corporate and client firewalls; new server deployment, VoIP administration; system upgrades including OS patches and virus definition updates; failed hardware replacement; and power monitoring and allocation.
- Working in **LAN and WAN installation, configuration, and support and IOS updates** (Cisco routers, switches, firewalls).
- Configured Cisco WLC 5520, 2504 in all large offices. Designed policies. Integrated Cisco ISE with WLC 5520 for guest access. Configured QoS and policing for Guest SSIDs.
- Configured and managed Meru Wireless controllers and migrated SSIDs from standalone access points to Meru Wireless Controllers.
- Worked on Performed Network Equipment's (Routers & Switch) Configurations (PE & CE) and activated & accepted Testing; the operational changes included implementing protocols (MPLS, BGP, OSPF, EIGRP & RIP and switching technology).
- Experience in Configuring and troubleshooting WAN & LAN routing protocols such as RIP, OSPF, EIGRP, BGP and LAN technologies like STP, 802.1Q trunking, VLAN's VTP, VRRP and HSRP, Wireless infrastructure using Cisco devices.
- Working experience with Regularly provide either on-site or remote support to end users.
- Experienced in Planned and designed the organization's LAN network expansion. Upgraded and configured Microsoft Window server and installed network routers, cabling, and Firewall.
- Experienced for network management including network performance tuning, security monitoring, file server backup and email server administration.
- Working experience for troubleshooting and debugging network related issues.
- Daily work includes installing and configurations ADSL modems managing incident calls, cable line connectivity issues, Monitoring and optimization troubleshooting of office Network, end user complaints and issues.
- Primarily responsible for managing end to end Network infrastructure services in terms of data, voice, security and video conferencing services, 24x7 command center, batch processing and monitoring tools infrastructure related activities.

3. Oracle Database Administrator

Hamid Ozair

PROFESSIONAL SUMMARY:

- Sr. Oracle Certified Database Administrator / Architect and AWS certified solution architect with 19 years of experience on Unix, Linux and Windows platforms from Oracle version 8i to 19c with SAP and PeopleSoft ERP and 8 years Amazon web services experience.
- Oracle database from 10g to 19c using RAC and ASM for high availability, Oracle Streams and Goldengate for replication, Data Guard for disaster recovery, Data Guard Broker for switchover capabilities, performance and tuning.
- Deep expertise in the AWS components and Operating Systems (Windows and Linux)
- SQL server, MySQL, Postgresql databases with Delphix Data Virtualization.
- Upgrading RAC, databases, applying patches, cloning, refreshing and Troubleshooting.
- Performance Tuning of SQL queries using Explain Plan, SQL Trace and baseline
- Enterprise Manager (OEM) 13c for database monitoring/performance/diagnostics
- Good knowledge of data modeling with Erwin and SQL Developer data modeler

EDUCATION:

- Bachelor of Science from City University of New York

CERTIFICATIONS:

- Oracle Certified DBA
- AWS Certified Solutions Architect - Associate

PROFESSIONAL EXPERIENCE:

Federal Reserve Bank

Sep 2022 to Present

Sr. Oracle DBA and Architect

Responsibilities:

- Large number of oracle RAC servers with data guard and zdlra backup solution.
- Setting up physical standby databases from RAC and Non-RAC databases
- Upgrading 12c RAC databases into 19c
- Refreshing lower environments with zdlra rman backup.
- Fleeting patching for grid and databases using OEM
- Similar responsibilities as Verizon.

Tech Mahindra (AT&T, Adient)

Nov 2020, Jun 2022

Sr. Oracle DBA and AWS Architect

Responsibilities:

- Built three node Oracle RAC cluster in AWS with 32 CPU and 960G Ram using Flashgrid for PROD
- Built three node Oracle RAC cluster in AWS with 24 CPU and 748G Ram using Flashgrid for DEV
- Installed 19c grid infrastructure and 12c binary on the RAC cluster
- Created databases to setup Data Guard for on-prem databases to migrate into AWS
- Created s3 bucket and setup access from Oracle RAC servers using secrete key
- Took RMAN backup of on-prem databases and uploaded into s3 bucket
- Downloaded RMAN backup on the RAC cluster server from s3 bucket
- Setup physical Standby database for all 32 prod and 49 non-prod on-prem databases
- Cutover all on-prem databases into AWS within 30 downtime per database
- Configured Oracle Secure Backup to s3 bucket
- Built RDS instance for Oracle database

- Exported and imported in RDS database using data pump with flashback_scn
- Created Replication instance to sync up RDS database using DMS with flashback_scn

MIGRATION TO AZURE (AT&T)

- Migrated different versions of Oracle database from on-prem to Azure Oracle database
- Migrated Oracle 11.2.0.4 database directly to 19c database using RMAN
- Setup Goldengate hub on Azure for bidirectional replication.
- Setup Azure blobfuse for database backup in Azure
- Created bastion private endpoint for storage to connect to storage account.
- Used azcopy to move backup from storage account to the database server.
- Setup storage explorer on SQL server to connect to storage account
- Created NVA rules in Azure to create dblink in Azure database to connect to on-prem database.
- Setup data guard and data guard broker for quick switchover
- Used SQL Plan Baseline to permanently fix the SQL plan for the sql with bad plan
- Performed SQL tuning by setting up trace with binds and wait event to get the query dump, use tkprof and dbms_xplan.display_cursor with SQL_ID to get the explain plan report to review the table scan type, table access and filter method in predicate section.
- Monitored databases performance using OEM and shell scripts scheduled in the cron

St. Jude Medical Hospital, TN

Mar 2020 to Nov 2020

Sr. Oracle Database Administrator / Architect

- Similar responsibilities as Verizon but on a smaller scale (29 Prod and Non-Prod databases upgraded to 12.2 running on 10 Linux servers with Data Guard, OEM13c and SQL servers 2016)

Verizon, NY

Jan 2008 to Dec 2019

Sr. Oracle Database Administrator / Architect

Oracle Responsibilities:

- Installation, configuration and administration of Oracle 11g to 19c Real Application Cluster (RAC) Database on Linux for PeopleSoft 9.2 HR/payroll
- Implemented Transparent Data Encryption (TDE) in the database with Auto Login Wallet
- Implemented Oracle advanced compression to reduce database size
- Installed Goldengate 12.1.2 on shared drive of 3 node RAC 12.2.
- Configured table-level Goldengate integrated replication with Cognos Data warehouse database
- Managed and monitored Extract, pumps and Replicat processes using scripts scheduled in the cron
- Setup Data guard and Data guard broker for switchover the role
- Upgraded Oracle Grid infrastructure from version 10g, 11g, 12c to 19c
- Upgraded Databases from version 10g, 11g, 12.2 to 19.3
- Applied CPU and PSU patches for grid infrastructure and for the database
- Upgraded Oracle OEM to version 13.3
- Deployed Oracle OEM agents using OEM push option
- Performed database tuning by reviewing AWR SQL Statistics SQL ordered by Elapsed Time, CPU time, I/O Wait time and Physical Reads and rectifying the performance issues.
- Wrote shell scripts to monitor filesystem usage, tablespace usage, blocking sessions, waiting sessions, long running sessions, Goldengate process and Standby apply process
- Created multitenant container and pluggable databases
- Created Virtual databases from production database for testing and masking using Delphix software

- Scheduled a cron job to gather important list of tables statistics and by schema statistics to keep the tables and indexes stats upto date
- Monitored databases performance using OEM and shell scripts scheduled in the cron
- Used transportable tablespace and dbms_file_transfer package to move datafiles from prod ASM to Cognos Data warehouse database ASM.
- Used data pump import to directly import data using network_link without exporting data
- Created Restore Point in the database before applying database or application patch to flashback database.
- Created materialized view logs and materialized view in the master database and accessed the materialized views in the local and remote database using db_link.
- Created triggers, procedures and functions and packages to automate lot of database routine jobs
- Performed tablespace reorg to defrag fragmented data in the tablespace reset HWM and free up unused space
- Automated Refresh (clone) non-prod database with prod backup using rman with shell scripts
- Developed scripts to generate DDL of users, passwords, roles, profiles, db_links, synonyms before the refresh and restored them after the refresh so the end-users can connect with their old credentials.
- Created partition tables for large tables using range, hash and list partitions.
- Recovered and restored missing archived log on DR server with Standby SCN from PROD
- Worked closely with App teams to tune their sqls in non-production environment and make sure their projects are fully optimized before migrating into prod.
- Used Sql Loader to Load plain text and csv format data into table.
- Recovered accidentally drop objects from recyclebin
- Recovered accidentally deleted data using flashback with row movement
- Worked with Oracle Support for upgrade/general and critical issues with grid and database

MIGRATION TO AWS

- Designed, implemented and maintained all AWS infrastructure and services within a managed service environment
- Created VPC, Subnets, Route tables, Internet gateway, Security groups and open ports in SG
- Created S3 bucket to save on-perm Oracle rman backup using Oracle secure backup
- Setup S3 bucket lifecycle management policy to delete old backups
- Developed CloudFormation template to spin up EC2 server and RDS instance using Jenkins
- Installed Linux packages for Grid and database on EC2 server
- Developed Ansible playbook to install 12c Oracle Grid Infrastructure and database software on EC2
- Created Oracle 12c base database
- Migrated large Oracle database from on premises into AWS EC2 using rman backup
- Migrated small Oracle database from on premises into AWS RDS using data pump export/import
- Setup Oracle Data Guard on EC2 between US East and US West

SQL Server:

- Installation and configuration of MSSQL 2008 database on clustered environment with active/active and active/passive nodes on Windows Enterprise environments.
- Setup SQL Database replication using log shipping.
- Monitored databases for DB size, critical errors, alerts, free space left on data and log file, backup drives and batch job failures etc.
- Monitored SQL Server activity through profiler. Provide 24x7 Support for Production environment on rotational basis.
- Wrote T-SQL scripts to push and pull data to and from Oracle into SQL server using linked server
- Tuned database for a defined work load using Database Tuning Advisor

- Developed and execute a backup / disaster recovery plan for all the databases
- Worked with clients for their need and provided technical troubleshooting and consultation to development teams.

PostgreSQL:

- Created primary and read replica databases
- Implemented replication for high availability and disaster recovery scenarios.
- Implemented cluster backup using pg_basebackup with continuous archiving
- Performed failover primary to read only and failback using pg_rewind
- Performed point-in-time recovering using recovery_target_time
- Created new database for new applications as requested in all or any environment and database objects as needed.
- Created and managed database objects such as users, roles, tables, indexes, views, sequences and permissions.
- Worked with developers to implement schema changes and loading of data into databases
- Assisted end-users with setting up PostgreSQL database and installation of PgAdmin4 on local machines.
- Loaded data from a text file or csv files or from flat files in a PostgreSQL database
- Created new PostgreSQL database and upgrade existing database as required.

MySQL:

- Installed and configured Percona MySQL server on Linux
- Created new databases, created backup and recovery shell scripts.
- Changed database engine from MyISAM to InnoDB and charset from utf8 to utf8_unicode_ci by taking metadata backup with mysqldump -no-data and data-only backup with mysqldump --no-create-info
- Setup replication from primary to slave ensuring production data being replicated into data warehouse without any data anomalies
- Created users, groups and set up restrictive permissions for user to specific databases only

Klockner Pentaplast, VA
Sr. Oracle Database Administrator

Jun 2001 – Dec 2007

Database Responsibilities:

- Installed and configured Oracle 8i to 10g databases on Windows
- Supported Oracle database with SAP R3 on HP unix
- Configured and scheduled daily Oracle hot backup using OEM
- Setting up Replicating between USA and Europe to prevent single point of failure in SQL server 2005
- Upgraded Oracle 8.1.7 to 10g on Windows platforms
- Installed and configured of MSSQL 2005 database.
- Wrote procedures to pull the ytd gross wages, eligible wages, 401k employer and employee contribution, loans for exempt and non-exempt employees
- Developed and executed backup/disaster recovery plan for all databases and database security plan.
- Maintained database security and adhere to security policies designed by the client.
- Wrote MACROS in Access database to pull the data from Oracle and SQL server
- Wrote MACROS in Excel to pull the data from Oracle, SQL server and Access
- Wrote MACROS in Excel to pull the data from SAP for scorecard report

4. Microsoft Support Technician

Malette Magruder

Education & Certifications

- Golden West College – Associate degree in Computer Science
- Professional Career Institute – MCSE and A+ Training
- Microsoft “Train the Trainer” Course
- Software Education of America – MCDBA & MCSA Training
- Tech Pros Group Inc. – LAN/WAN Engineer Program
- A+ Certified Repair Technician
- MCSE – Microsoft Certified Systems Engineer
- MCSA – Microsoft Certified Systems Administrator
- MCP + I – Microsoft Certified Professional + Internet

Professional Summary

I.T. professional with over twenty years of experience designing, implementing, and supporting enterprise environments. Broad skill set includes senior level technical expertise with Microsoft server technologies, security issues, and resource management. Self-motivated, pro-active team player, with a proven background of providing superior customer service and solutions through collaboration. Key achievements include:

- Restoration of a hazardous materials database, along with associated user profiles, on a crashed server, with zero data loss – March Air Reserve Base
- Streamline and administer network wide backups and multiple robotic tape libraries, using Veritas Backup Exec software – 3,000 Users
- Administer Microsoft SQL and Access databases, create user forms and queries, and provide detailed reports for inventory purposes – March Air Reserve Base
- Technical writing and training – Course related texts and workbooks for user training, classroom setup, class instruction, help desk training, and operating systems installation/upgrade instruction documents – March Air Reserve Base
- Administration of Mobile Devices – Both Apple and Android, using MobileIron, Apple Business Manager and InTune

Technical Summary

Conceptual and Interpersonal

- Network cabling structure design and physical implementation
- Technical Troubleshooting and Problem Resolution – through level 3
- Sound security practices for Email and Website access
- Networking Principles – TCP/IP, DHCP, WINS, NetBIOS, DNS
- Documentation and Technical Writing
- Project Management
- Public Speaking and Professional Presentations

Server Software and Operating Systems

- Microsoft Windows Server - NT/4.0/2000/2003
- Microsoft BackOffice Server Suite - 4.0/2000
- Microsoft Exchange Server - 5.5/2000/2003
- Microsoft Operating Systems through Windows 11
- Microsoft Windows - NT/2000/XP/7/8/10/11
- Microsoft SQL Server - 6.5/7.0/2000
- Microsoft Internet Information Server - 4.0/2000

Hardware

- Server Setup, Configuration, Troubleshooting, and Disaster Recovery
- Dell, Compaq, HP, Micron, and independent component assemblies
- Network Attached Storage (NAS)

MALETTE MAGRUDER

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- Storage Area Network (SAN)
- RAID Adapter/Array Configuration (SCSI, IDE, Serial ATA)
- 10/100 Megabit and Gigabit-Ethernet (Copper and Fiber Optics)
- Cabling, Hubs, Switches, and Cisco Routers

Desktop Applications and Programming

- Microsoft Office 97/2000/2003/2007/2010/2016
- Microsoft Visio Professional and Enterprise
- Veritas Backup Exec
- McAfee VirusScan, Norton Antivirus Enterprise
- Visual Studio
- Microsoft Office 365 – Account creation/administration through Active Directory and Exchange Server
- BitLocker Drive Encryption

Experience
Robert Half
Feb 2023 – June 2023

Contracted to **Port of Long Beach**
TECHNICAL SUPPORT

- Phone/Deskside/Remote support for User issues through Level III
- Microsoft Office 365 – Support for all Applications
- Documentation of issues through TrackIt Ticketing Systems
- Computer imaging, firmware/hardware upgrades
- Administering Active Directory Users/Computers accounts
- Kyocera Printer management including Service and Toner replacement – Toner inventory maintenance
- Configure iPhone/iPad and Android Mobile Devices – InTune administration
- Generation of Knowledgebase documentation
- Exchange administration

Randstad
Mar 2022 – Jan 2023

Contracted to **Pacific Life**
TECHNICAL SUPPORT

- Phone/Deskside/Remote support for User issues through Level III
- Microsoft Office 365 – Support for all Applications
- Documentation of issues through Service Now Ticketing Systems
- Computer imaging, firmware/hardware upgrades
- Administering Active Directory Users/Computers accounts
- New-Hire computer deploy and first-time login
- Configure iPhone/iPad mobile devices with 2-Factor Authentication for access to Internal Applications
- Generation of Knowledgebase documentation
- Building/Running PowerShell Scripts

Robert Half
Feb 2021 – Mar 2022

Contracted to **Smart Circle**
TECHNICAL SUPPORT

- Phone/Deskside/Remote support for US/Canadian User issues through Level III
- Microsoft Office 365 – Account creation/administration through Active Directory and Exchange Server
- Documentation of issues through SpiceWorks and JIRA Ticketing Systems
- Computer imaging, firmware/hardware upgrades
- Asset management (computers, peripherals, desk/mobile phones)
- Administering Active Directory Users/Computers accounts
- New-Hire On-Boarding and access creation
- Configure Android/iPhone mobile devices with 2-Factor Authentication for access to Internal Applications
- Computer/User Administration using KACE, Azure, and ESET
- Building/Running PowerShell Scripts

R4 Solutions Inc.
Oct 2019 – Dec 2020

Contracted to **Prospect Medical**
HELP DESK TECHNICIAN

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- Phone/Deskside support for End-User issues through Level II
- Microsoft Office 365 – Account creation/administration through Active Directory and Exchange Server
- Documentation of issues through Service Now Ticketing System
- Computer imaging, firmware/hardware upgrades
- Asset management (computers, peripherals, desk/mobile phones)
- Administering Active Directory Users/Computers accounts
- Administering Cisco VOIP desk phones and configuring Android/iPhone mobile devices
- Computers, Peripherals, and Phones (Mobile & VOIP) equipment ordering and inventory management
- Software licensing administration (Microsoft, Adobe, Kofax Power PDF)

Randstad

Jul 2017 – Jul 2019

Contracted to **Wells Fargo**

TECHNOLOGY CONNECTION TECHNICIAN

- Service Desk Call Center - Support for Wells Fargo Employees to Level 2
- Documentation of call/Email issues through Remedy PAC 2000 Ticketing System
- Authoring "How-To" documents for both Service Desk and Employees
- Installation of licensed software and documentation of Assigned Licenses
- Collaboration with Service Desk team to resolve issues
- Escalation of issues to appropriate departments

Insight Global

Aug 2016 – Mar 2017

Contracted to **Molina Healthcare**

SERVICE DESK TECHNICIAN

- Service Desk Call Center - Support for Molina Healthcare Employees/Customers to Level 2
- Documentation of call/Email issues through Service Now Ticketing System
- Authoring "How-To" documents for both Service Desk and Employees/Customers
- Installation of licensed software and documentation of Assigned Licenses
- Collaboration with Service Desk team to resolve issues
- Escalation of issues to appropriate departments

Solugenix

Nov 2007 – Jun 2016

Contracted to **OneWest Bank (A Division of CIT Bank, N.A.)**

SENIOR HELPDESK ANALYST

- Compile data from Remedy Ticketing System for Monthly/Quarterly/Annual Reports
- Administer Help Desk & User-Facing Knowledge Bases in a SharePoint environment
- Author Solugenix and Help Desk Policy and How-To Documents
- Microsoft Access Database Administration
- Help Desk Call Center – End User support (Tier I through III)
- Executive Support – Troubleshoot/Resolve software/application issues, install/upgrade software, configure VoiceMail, Outlook/Excel/Access/PowerPoint/Word training

Ameriquest

Aug 2005 – Jan 2006

Orange, CA

DESKTOP ENGINEER

- Desktop support through Tier III
- Laptop and desktop setup using imaging software, and in-house software installation packages
- Software licensing and procurement – interaction with various software vendors
- Compliance administrator for Peregrine trouble ticket resolution
- Technical writing – "How To" documentation for desktop applications, administrative software, licensing, and Peregrine compliance reports

ACS/GSG

Dec 2001 – Jun 2005

March Air Reserve Base, CA

MALETTE MAGRUDER

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SENIOR IM SPECIALIST

- Administer LAN/WAN for 3,000+ Users and 60+ Servers in a Microsoft environment with NT 4.0/2000
- Administer network-wide Backups
- Administer Microsoft SQL Server and Access databases
- Program forms, using Visual Basic, to allow user interaction with databases
- Help Desk support and training through Tier III
- Write curriculum and texts for base-wide computer training/certification, and provide classroom instruction

5. Programmer/Analyst



Cyprian Ike Otibeh

Summary:

- Experienced Senior Programmer Analyst with a comprehensive skill set encompassing a wide range of programming languages, database applications, and operating environments.
- Proficient in technologies such as Visual Basic, C#, SQL, ETL processes, and various reporting tools. Strong expertise in database management, data migration, and software development lifecycle.
- Successful track record in converting legacy systems to modern .NET applications, optimizing SQL queries, and enhancing reporting capabilities.
- Proven ability to collaborate with cross-functional teams and deliver solutions that meet business requirements.
- Holds a BBA in Computer Information Systems from Georgia State University College of Business Administration

Technical Skills:

- Programming: Visual Basic 6.0, Visual C++, InstallShield 5.5, VBScript, JavaScript, Python, JQuery, C#, VB.NET, ETL, REST API, SOAP.
- Database Applications: Access 7.0, Crystal report, Report Builder 3.0, SSIS, SSRS, Microsoft SQL Server, PL/SQL, ETL, Spotfire, Data Warehouse, Microsoft Power BI.
- Operating Environments: Windows 7, Windows 10, Windows 11
- Latest Technology: IIS, HTML, ASP.NET, XML, JSON, XSLT, Visual Studio, Active Batch 10.

Education:

- BBA in Computer Information Systems from Georgia State University College of Business Administration – Atlanta GA.

Professional Experience:

Opelousas General Health System, Opelousas, LA.

03/2022 – Present

Project: DA2

Senior Programmer Analyst

Responsibilities:

- Converted many in-house applications from Access vba to .NET applications.
- Used SSIS package to create sql agent jobs which perform series of activities including daily performance statistics for the hospital.
- Developed new and enhanced existing reports using Microsoft Report Viewer and Cerner DA2 reporting.
- Automated the extraction of payroll deduction system using ADP's API.

Louisiana Department of Transport and Development, LA.

02/2020 – 02/2022

Project: Data Migration

Senior Data Developer

Responsibilities:

- Migrated client data from Content Manager to FileNet using TRex migration tool.
- Analyzed the best method for transforming the existing data from DB2 format and the loading of this data into sql server structure.
- Reviewed the existing migration tools the provided recommendations for improving performance of the migration process.
- Provided necessary changes and support documentation.

Crescent Bank & Trust Baton Rouge LA.

10/2016 – 02/2020

Project: Shaw Collections

Position: PL/SQL Developer

Responsibilities:

- A key member of the development team that implemented the Shaw System Collections upgrade from 5.1 to 5.4.
- Managed the development, testing, and deployment of new and existing applications.
- Created complex stored procedures, functions, and scripts based on the end user's requirements.
- Worked closely with Business Analysts to ensure that projects meet requirements/goals and fulfill end-user requirements.
- Created many complex ad hoc reports like Tabular and parameter reports using Report Builder and Reporting Services.
- Created ActiveBatch jobs for automatic purging of folders and files.
- Performed sql tuning, diagnosis to improve database performance.



Verma Systems Inc. | LSU Foundation Baton Rouge LA.

09/2015 – 04/2016

PL/SQL Developer

Responsibilities:

- Improved in-house accounting software by translating Excel based reports into SQL Server queries.
- Completed C# console application for automated updating of file system.
- Analyzed automated systems involving Oracle statements.
- Helped to design database schema of client information system.

CRIF Lending Solutions Baton Rouge, LA.

01/2004 – 04/2015

Project: LCC/LCB

Client: Loan Origination

Senior Software Developer

Responsibilities:

- Part of a team developing a next-generation, state-of-the-art loan origination system using C#, VB.NET, ASP.NET, and SQL.
- Implemented various enhancements using Microsoft Visual Studio 6, 2005, 2010, and 2013.
- Converted the LCC product from Windows Server 2000 32-bit to Windows Server 2012.
- Ported the entire software from Microsoft Source Safe 6 to Microsoft Team Foundation server.
- Participated in design reviews with business analysts in coming up with requirements and project estimates.
- Coordinated with QA department to review test models and support testing.
- Wrote custom documents using Adobe PDF, Crystal Reports and Microsoft Reporting Services
- Worked closely with clients and CFT's in gathering project specifications and resolving business problems.
- Improved in-house accounting software by translating Excel based reports into SQL Server queries.

Fidelity Information Services Inc. Alpharetta, GA

04/2000 – 12/2000

Project: ALS COM

Client: Retail/Lending

Client Server Developer/DBA

Overview: ALS COM automates and controls the flow of application throughout each activity within the application loan process, from data entry through loan decisioning and loan funding.

Responsibilities:

- Participated in the designing, analysis, implementation, and final deployment of the Toyota project.
- Wrote functional and technical specifications based on client's requirements and estimated timeframe for job completion.
- Implemented various enhancements (GAP) to ALS COM during the Toyota project.
- Developed a database layer application that serves as the 'middleman' between ALS COM and the database.
- As the team's DBA, assisted other developers with database design issues and problem resolution.

BellSouth Inc. Atlanta, GA

06/1999 – 04/2000

Project: GAP

Client: BAPCO

Consultant

Overview: The Gap Program was used by GAP marketing department to determine call Counts and corresponds with customers.

Responsibilities:

- Created a Visual Basic application for the marketing department for tracking call counts and calculating rebates.
- Used crystal report and VB 6.0 to create call summary reports and quarterly / semi-annual and annual reports that are sent to customers and managers.
- Developed a web site on the company's intranet where reports from various departments are made accessible to customers for download.

Quest Telecom Inc. Forest Park, GA

02/1999 – 06/1999

Project: Quest Main Menu System

Programmer / Analyst

Overview: A menu system used by different departments to launch applications.

Responsibilities:

- Created a menu system in Visual Basic 6.0 that groups all in-house applications according to department.



- Wrote Visual Basic application that handled the conversion of Fox Pro Database to MS SQL Server.
- Used Crystal Report 6.0 and Visual Basic 6.0 to create a daily sales report.

Jackway Software Inc. Norcross, GA

09/1997 – 02/1999

Project: WMA C3.

Client: World Marketing Alliance

Programmer Analyst

Overview: This product is used by WMA sales representatives to recruit new clients and provide better services to existing clients.

Responsibilities:

- Used Install Shield 5.5 and windows API to create a custom install for multiple applications and multimedia.
- Used crystal report to create and generate customized insurance forms.
- Designed internet application that enables users download pdf forms from the internet.
- Converted existing Visual basic 5.0 code into 6.0.
- Optimized SQL Statement and Designed Database.
- Maintained and enhanced existing codes.

Data Solution Consulting

Project: FastFax

Programmer Analyst

Overview: This product is used by the sales department to track order calls via phone and Fax.

Responsibilities:

- Designed a Fax Server Plug-in application in Visual C++ 5.0 using a third-party fax control.
- Designed application using Object Oriented Technology.

Layton Graphics Marietta, GA

01/1995 – 09/1997

Project: LGI.

Programmer Visual Basic and Access.

Overview: Used by the billing department to track customers.

Responsibilities:

- Used Visual Basic to design an application that allowed the company's imaging department to manage production schedule and details.
- Database design, writing specification for system design and establishing windows standard.
- Code maintenance and user support.

6. PC/Help Desk Technician



Melanie Lynn Boue

Summary:

- Over 20 years of experience in the IT field, which includes desktop support, server administration and help desk support. I have also worked for 2 software companies in the past troubleshooting, testing and training users.
- Holds an associate's degree in Computer Information Technology and Security+CE, A+CE and Network+CE certifications. I worked for the Marines, navy, in the oil industry and docks.

Technical Skills:

- IT since 1998. Hard drives and configurations for Kiosks, NT 4.0 Server, order entry, accounts receivable, accounts payable, track shipments, quotes, Report Writer, Windows 10, 7, Vista, 2000, XP, Office 365/2016/2013/2010/2003, Payroll, ODBC installations, Laplink, PCAnywhere, Easylink, Remote Desktop, Juniper and Pulse for VPN, Swift, Transverse DCS, DCO, Teams, Procomm, Quality Control Testing, some training in Clarion/Providex, BackupExec, Colorado Backup, Telemarketing, Oasis, Lifecare 2000, Patient Billing, Front Page, Photo Shop, Design documentation for installations (SOP's), AES (electronic filing of Shipper's Export Declarations), software training/demonstrations for clients and Sharepoint 2010 Site

Education and Certifications:

- Security + CE (12/2023), COMP001020802601
- HDI SCA Certification (3/2015), Dell Certified Systems Expert 01/2013.
- A+ CE (12/2023) #COMP001001862935-Microtrain, Lombard, IL
- Network + CE (12/2023) #COMP001001862935-Microtrain, Lombard, IL
- Associate of Science Degree in Computer Information Technology
- Honors Graduate, December, 1999 – Delgado Community College, New Orleans, LA
- National Dean's List, Phi Theta Kappa Society
- Top Secret Security Clearance, CSWF Certified
- Executive Secretarial Diploma, October 1980 – Phillips College, Metairie, LA

Professional Experience:

RSDC(Navy Enterprise Service Desk-GDIT) Help Desk Specialist III

June 26, 2023 – August 17, 2023

- Creating tickets and troubleshooting for NESD calls, chats and emails.

Naval Information Warfare Center, NIWC SCA – Computer Operator III

February 4, 2022 – April 21, 2023

- Help Desk for Navy 311, Navy E-Learning, My Navy Portal, and Flank Speed.
- Creating tickets from emails, phone and chat. Azure Admin for Flank Speed.

Cognosante, SPAWAR/Navy (New Orleans, LA) Help Desk Analyst

July 7, 2021 – February 3, 2022

- Troubleshoot calls for Flank Speed/Microsoft Office 365 issues.
- Created tickets from emails/calls.
- Helped with the Navy E-Learning/MyNavyPortal help Desks. Azure Admin Privileges.
- Navy311 help desk creating/updating tickets from emails, phone and chat in Remedy.

GCORP Consulting IT Specialist Jr.

January 31, 2019 – June 9, 2021

Enterprise Service Desk Specialist Senior

May 9, 2016 – November 30, 2018

USMC and HP/DXC/Perspecta for NGEN contract (Algiers, LA)

- Troubleshooting/installs of printers (MFD Dept.) on print server and web interface, printer audits.
- Active Directory for reference and training documentation design.
- Analyze tickets, build reports, created SOP's and developed strategies for ticket resolution
- Resolved tickets and managed queue in Remedy for Triage Dept in NIPR/SIPR network.
- DCS, Teams and Swift for communications, Lead Conference Meetings for ISC/FSR's

Artech Information Systems

October 2014, to May 2016



**Enterprise Service Desk Specialist Mid and Promoted to Senior
USMC and HP for NGEN contract (Algiers, LA)**

- Entering and troubleshooting Service Desk (security, software) calls with Remedy Ticketing System
- Windows Remote Assistant and Remote Desktop Connection, Active Directory
- Installs with IBM Endpoint Manager (Big Fix Enterprise), VPN with Juniper and Pulse Secure.
- Call System with Cisco Unified CCX, Chat/Conference Meetings with DCO and Transverse/DCS

Automation Personnel Services, Inc.

May 2014 – September 2014

Data Entry (New Orleans and Harahan, LA)

- Carnival Cruise Lines ID and Passport Verification checks.
- Alta Max Data entry in Excel, Peachtree, and Sage, filing, and phones.
- Laitram/Intralox Data entry in MP2 and Excel.

Peak Systems

April 2009 – June 2014

Technician (New Orleans, Houma and Harahan, LA)

- USDA/Defense Contract Management Agency - Dell monitor installs for Dell DCMA project.
- Trane - Installed Dell desktops/laptops and data migration project.
- RSC – HP Printer install project.
- Wet Seal - Installed POS Dell Cash Registers for Dell Project.
- J.P. Morgan Chase – Packed, moved and set HP computers and data transfers, disk wipes and
- Reimaging. Project migrating users from WIN XP to WIN 7 and repair of an HP M4345
- copier/printer

Insight Global

August 2010 – April 2014

Field Service Technician II

- Shell Oil Company/CompuCom/HP (40 hrs./week) Lead Vista migration Project from
- Windows 7 and 2000 deploying computers in the field and training users on Vista.
- Re-imaging, updating and Disk wipes of computers EFS and Clearvision ticketing systems and SCCM for updates.
- (Norco, LA)
- New York Life Refresh Project in New Orleans, LA temp (8-24 hrs./week)
- BASF HP Migration Project in Geismar, LA.
- HUD Dell Refresh Project. (New Orleans)
- Shell Oil Company HP Refresh Project in Sewickey, PA
- Directv Data Migration Project in Covington, LA

Robert Half International

April 2010– March 2014

Help Desk Technician

Ports America

- Help desk support for users by phone, remotely (Dameware) or desktop, Video Conferencing.
- Entered and resolved tickets in Footprints ticketing system.
- Active Directory to add computers to domain, new users and permissions.
- Daily Backups of servers. Ethernet wiring.
- Troubleshooting PSION/Motorola Teklogix handhelds, RDT's, configuring base stations and
- adding to controller with additional radio frequencies.
- Reimaged and created images of desktops with Ghost v.12.
- Refreshes and updating of Windows 7 and Office 2010, Kept active inventory.
- Configured a managed APC 1500 UPS and troubleshooting for network switches.

Shaw Group Inc.

August 2006 – March 2009

IT Level II Technician/Help Desk Facility Clerk

Kenner, LA

- Desktop support for 106 computers, 13 network printers/scanners/copiers, voicemail, email,
- scanning, thumb scans, photos, moves, video conferencing, CD burning, Citrix, projector,
- cameras, DVR, DVD, fax machines, wireless cards, switches, monitors, desktops, laptops,
- VOIP, etc.
- Maintained active inventory database on all computer equipment and updates when moved.
- Retained Chain of custody records on computer equipment, for placement and asset tagging.



- Help Desk Requests entering tickets for Facility using Advent Net Manage Engine Service Desk
- Reset passwords in Active Directory
- Upgrade computers to XP.
- Performed installations of new computer equipment and reimaging.

Sulzer Enpro Inc./Kelly Services, Belle Chasse, LA

January 2005 – March 2006

IT Support/Network Administrator

- Maintenance Checks, Backup and Recovery of all servers using KVM Switch.
- Windows 2003 servers, SCO Unix, Linux Email Server and Firewall Administration
- Desktop support for computers, laptops, ethernet wiring and network patching, email, internet, printers, software, wireless connections, cd burning, scanning, video conferencing, projectors and plotter.
- Set up of all new users and changes of permissions in Active Directory.
- Installations of new computer equipment, adding to domain, conversions, upgrades, asset tagging.
- Purchase of computer, printer and network equipment and active inventory in Access database.
- Web design of company web site.

8. Project Support



Charles Medley New Orleans, LA

Summary:

- Product/Project Manager/Certified Scrum Master with over 15+ years of experience in Product and Project Management with experience in leadership, change management, process & standards development, implementation, and governance within the Healthcare, Banking/Financial, Beverage, and Residential Construction industries.
- Possess a strong passion for creating and leading within a centralized Program Management Office that successfully aid organizations in the delivery of strategic enterprise and department level business initiatives.
- Excellent communication skills with the ability to interact effectively with department staff, management group, and executives.

Technical Skills:

- Strategic Thinker
- Expert in Matrix Management of cross- functional teams
- Strong Team Building, Motivation & Mentoring Skills
- Senior Executive Consultation/Collaborations
- Procurement & Sourcing
- Excellent Communication Skills
- Expert in the development, implementation, and governance of Portfolio, Program & Project Management processes and standards
- Expert in Project Management Methodologies & SDLC
- Expert in Project Planning, Execution & Delivery Office 365
- MS Visio
- MS Project
- MS SharePoint
- Citrix
- Lawson
- PowerSteering
- ServiceNow
- Rally
- Workday

Education:

- United States Marine Corps – 1989 to 1993
- BS in Computer Science (GPA 3.66), Kingsbridge University, 2013
- Certified Scrum Master (Scrum Alliance), 2014

Professional Experience:

CJM Consulting, LLC (Independent)

January 2006 to July 2023

Product Manager/Project Manager/Scrum Master

- Represented the voice of the user/asset and stakeholders of the team, ensuring that the product was customer focused.
- Created, maintained, and prioritized product build activities by providing the team with information on what needs to be built and in what order based on customer expectation and vision.
- Communicated objectives, timelines, and goals both orally and written
- Partnered with, coached, and mentored Jr. Project Managers and Coordinators
- Managed Project budget and scheduling
- Managed and prioritized multiple projects simultaneously
- Lead large, complex system integration efforts and software application projects
- Negotiated with various parties towards a mutually acceptable business solution
- Managed the installation and ongoing operation of purchased software packages
- Utilized Microsoft Outlook to track tasks, meetings and organize email
- Executing tasks in unity with all strategic initiatives, objectives, and responsible for all aspects of the project in its entirety
- Responsible for bringing together the project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedules to ensure timely completion of projects
- Transitions original project concepts through final implementation



- Interface with all areas affected by the project including end users, stake-holders and vendors
- Ensures adherence to quality standards and reviews project deliverables
- Developed full-scale project plan
- Track deliverables and milestones
- Vendor Management - managed and controlled vendor contracts, relationships and performance for the efficient delivery of contracted products and services

Novation, April 2015 to July 2015

Senior Project Manager/Scrum Master (Consultant) AIM Consulting

- Responsible for the planning, management, and delivery of the enhancement projects related to the Product Interface/User Interface GPO system
- Project definition, schedule/plan management, resource management, issue management, risk management, and financial management of approximately \$2M project budget.
- Led large project teams using the Agile Methodology through the entire Software Development Life-cycle (SDLC) and Project Management Life-cycle (PML) on several projects, simultaneously primarily through conference calls and meetings for team members who are on-site, off-site, outsourced consultants and off shore.

Santander Consumer USA

July 2013 to March 2015

Product Owner/Project Manager III/Scrum Master

- Represented the voice of the user/asset and stakeholders of the team, ensuring that the product was customer focused.
- Created, maintained, and prioritized product build activities by providing the team with information on what needs to be built and in what order based on customer expectation and vision.
- Responsible for the successful deployment of various ad-hoc reporting projects for operational reporting, governance, finance, and human resources (Workday).
- Managed a data center migration project with a focus on LAN, WAN, telephony, data centers, client PCs, backup and restore, and enterprise applications.
- Development, implementation, and governance of standard PMO standards, practices, policy, procedures, and metrics. Developed training curriculum and led PMO training sessions for project team members, Stakeholders, and Executive Leadership to further move the overall organization into a mature Agile environment.
- Worked with external auditors to maintain accurate government reporting and SOX compliance.

L.A. Libations

July 2011 to July 2013

Infrastructure Project Manager

- Managed and facilitated all technology operations projects with \$10 million IT budget for LA Libations corporate office. Managed professional staff of 25 people supporting network, desktop, client/server development, and telecommunications
- Development, implementation, and governance of standard PMO standards, practices, policy, procedures, and metrics. Developed training curriculum and led PMO training sessions for project team members, Stakeholders, and Executive Leadership to further move the overall organization into a mature PMO model.
- Assessed team and individual performance, recruited & sourced team members to form a highly effective team
- Managed projects related to LAN, WAN, telephony, data centers, client PCs, backup and restore, and enterprise applications.
- Manage and Maintain all Network accounts in Active Directory by SOX Standards and Requirements
- Manage projects through all phases (Office moves, hardware and software upgrades)
- VDI Integration and Management
- Facilitated the development of annual Corporate Strategic Portfolio plan for specific business organizations to include business case development, obtaining executive sponsorship and budget approvals.
- Successfully managed strategic/enterprise level projects using corporate Project Management Methodologies to include Initiate, Define, Current/Future State Analysis, Recommend Options, Implementation, and Close phases of projects. Program delivery centered around the successful delivery of IT solutions to meet the business need to either reduce cost, increase revenue or improve efficiencies.
- Worked with external auditors to maintain accurate government reporting and SOX compliance.

**Gehan Homes****January 2009 to July 2011****Infrastructure Project Manager**

- Managed projects related to LAN, WAN, telephony, data centers, client PCs, backup and restore, Office 365 and enterprise applications.
- Identified key stakeholders, engaged the project sponsor and stakeholders in project activities
- Performed stakeholder analysis in order to determine and gain agreement for the project's business problem, goals and objects, success factors, planning assumptions, dependencies and constraints, and high-level risks
- Coordinated, with the project team, the identification of all deliverables, sequence of all activities and tasks necessary to complete the deliverables, the effort required to complete each task, assignment of deliverables to an owner, and cost of the analysis and planning phase of the project. Incorporates the deliverables in a work breakdown structure. Document the budget using the project cost worksheet and the schedule using MS Project
- Manage and Maintain all Network accounts in Active Directory by SOX Standards and Requirements
- Manage projects through all phases (Office moves, hardware and software upgrades)
- VDI Integration and Management
- Conducted end-user training on Microsoft Office and Citrix usage
- Involved in the procurement process for vendor selections (Dell, HP, NEC, CISCO)
- Implemented MPLS Network and VOIP System
- Built, Maintained, Back-up, and Troubleshooting Virtual Servers and CPU's through vSphere on Dell Equilogix w/ESX

Maxima Home Healthcare**April 1995 to December 2008****Desktop Support (95-98) Support Engineer (98-00) IT Project Manager (00-08)**

- Managed projects related to LAN, WAN, telephony, data centers, client PCs, backup and restore, and enterprise applications.
- Communicated objectives, timelines, and goals both orally and written
- Partnered with, coached, and mentored Jr. Project Managers and Coordinators
- Managed Project budget and scheduling
- Managed and prioritized multiple projects simultaneously
- Lead large, complex system integration efforts and software application projects
- Negotiated with various parties towards a mutually acceptable business solution
- Managed the installation and ongoing operation of purchased software packages
- Utilized Microsoft Outlook to track tasks, meetings and organize email
- Executing tasks in unity with all strategic initiatives, objectives, and responsible for all aspects of the project in its entirety
- Responsible for bringing together the project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedules to ensure timely completion of projects
- Transitions original project concepts through final implementation
- Interface with all areas affected by the project including end users, stake-holders and vendors
- Ensures adherence to quality standards and reviews project deliverables
- Developed full-scale project plan
- Track deliverables and milestones
- Vendor Management - managed and controlled vendor contracts, relationships and performance for the efficient delivery of contracted products and services