TEKgence

Jefferson Parish
State of Louisiana

FINDING GOOD WORK FOR PEOPLE
AND PEOPLE FOR GOOD WORK.

Response to

Jefferson Parish Government

RFP No. 0464

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

Proposal Due Date and Time: 8/25/2023

Corporate Office:
6655 Deseo Dr • Suite 104 •
Irving, TX • 75039
Phone: (+1) 469-804-8990

Submitted To:
Jefferson Parish Purchasing Department 200 Derbigny Street General Government Building, Suite 4400 Gretna, LA 70053

A. COVER LETTER

Addressed To:
Jefferson Parish Purchasing Department
200 Derbigny Street General Government Building,
Suite 4400 Gretna, LA 70053
Buyer Name: SHANNA FOLSE
Buyer Email: sfolse@jeffparish.net
Buyer Phone: 504-364-2680

Date: 8/24/2023

Addressed By:
Tekgence Inc.
6655 Deseo Dr Suite
104 Irving, TX 75039
Phone: 469-804-8990

Subject: *Tekgence Inc. Response for RFP No. 0464 - Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications*

Respected Officer,

I am writing to you on behalf of Tekgence Inc. to express our sincere gratitude for the opportunity to submit our proposal in response to the RFP No. 0464 for providing Information Technology Support and/or Supplement Staffing to the Department of Electronic Information Systems (EIS) and Telecommunications at Jefferson Parish.

We understand the importance and complexity of the scope of work outlined in the Request for Proposal (RFP), and we are fully committed to meeting the technology and staffing needs of the Parish's Electronic Information Systems Department. Our team of highly experienced and skilled IT professionals is confident in our ability to deliver exceptional services that align with your requirements.

Tekgence Inc. has been dedicated to delivering tailored solutions to businesses of various sizes for over a decade. Our expertise in understanding unique business processes, regulatory requirements, and project specifications has consistently allowed us to provide optimized

solutions. With a strong track record of successful partnerships, we are well-equipped to support the goals and objectives of the Parish.

Our company takes pride in its ability to enhance efficiency and achieve optimal performance for our clients. The comprehensive proposal submitted showcases our deep understanding of the project's significance, as well as our commitment to being a dependable, skilled, and knowledgeable partner for all of your IT staffing needs.

We are confident that our large pool of resources, boasting extensive experience in the areas outlined in the RFP, makes us uniquely qualified to provide exceptional support. We are also eager to bid for all the additional positions mentioned in the proposal.

We are thankful for the opportunity to present our proposal for your consideration. It would be our pleasure to engage in further discussions to provide you with more detailed insights into our capabilities. Please feel free to reach out to us if you require any additional information or have any inquiries.

We sincerely appreciate your time and consideration, and we eagerly anticipate the opportunity to collaborate with Jefferson Parish to meet its technological and staffing requirements.

Please be informed that Shraddha Fegade is hereby authorized as our representative for this proposal, with the authority to sign.

Thank you once again for considering our proposal.

Yours sincerely,

Lakshmi Yenigalla,
CEO
Tekgence Inc.
6655 Deseo Dr Suite
104 Irving, TX 75039
Email: Lakshmi@tekgence.com

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: Tekgence Inc.

Address: 6655 Deseo Drive Suite 104, Irving Texas 75039

Phone Number: +1 469 804 8990 Fax Number +1 469 533 6975

Type Name of Person Authorized to Sign: Shraddha Fegade

Title of Person Authorized to Sign: HR Manager

Signature of Person Authorized to Sign:

Email Address of Person Authorized to Sign: shraddha@tekgence.com

Date: 08/15/2023

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

Request for Proposal

AFFIDAVIT

STATE OF Texas

PARISH/COUNTY OF Collin

BEFORE ME, the undersigned authority, personally came and appeared: Shraddha Fegade, (Affiant) who after being by me duly sworn, deposed and said that he/she is the fully authorized Representative of Tekgence Inc. (Entity), the party who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

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

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

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

Affiant further said:

Debt Disclosures

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

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

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

Affiant further said:

Solicitation of Campaign Contribution Disclosures

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

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

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

Affiant further said:

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

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

Affiant further said:

Subcontractor Disclosures

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

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

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

_____
Signature of Affiant

Shraddha Fegade
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
ON THE 15th DAY OF August, 2023.

_____
Notary Public

Daniel Grimaldo
Printed Name of Notary

133993204
Notary/Bar Roll Number

My commission expires 09/30/2026.

NOTARY PUBLIC STATE OF TEXAS
Daniel Grimaldo
ID NUMBER
133993204
COMMISSION EXPIRES
September 30, 2026

Notarized online using audio-video communication

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C. Technical Proposal Elements

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

Tekgence Inc. has extensive expertise and capabilities that closely align with the requirements outlined in the Scope of Work/Services (Part II) and Proposer Qualifications of the RFP. Our comprehensive understanding of these requirements reflects our commitment to delivering exceptional technology solutions and staffing support to Jefferson Parish's Department of Electronic Information Systems (EIS) and Telecommunications.

Our team comprises highly skilled professionals who possess a proven track record in successfully supporting and enhancing a wide range of technology systems and services, which are at the heart of the Parish's operations. We have meticulously evaluated the specific technologies and services listed in the RFP and can affirm that our experience and qualifications are well-suited to meet and exceed your expectations.

- *Oracle and MS SQL Server Expertise:* Tekgence brings robust expertise in Oracle 19c and newer database administration, including application server management, RAC configuration, WebLogic setup, and Forms maintenance. Our experience extends to MS SQL Server 2016 and newer, ensuring comprehensive database support for your critical applications.

- *Network and Cybersecurity Proficiency*: Our candidates excels in managing complex network environments, aligning with the requirements for Fortinet, Cisco, Ruckus, and Meraki technologies. We possess in-depth knowledge of network protocols, SD-WAN, routing, and BGP configurations, crucial for ensuring seamless connectivity. Tekgence's cybersecurity specialists are well-versed in conducting awareness training, assessments, penetration testing, and incident response, fortifying your infrastructure against threats.

- G*IS and Data Center Competence:* Tekgence's candidates demonstrates proficiency in ArcGIS Enterprise and ArcGIS Server setup, ensuring efficient geospatial data management. They possess the necessary skills for managing data centers utilizing VMware, HPE Synergy, and Windows/Linux environments, aligning with your data management and operational needs.

- *Microsoft Services*: Our candidates' expertise spans Microsoft technologies, encompassing Exchange 2016, Office 365 services, Active Directory, SharePoint, and

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more. We are well-equipped to provide comprehensive support, including eDiscovery, Defender implementation, and Teams integration.

- *Skilled Technicians and Programmers*: Tekgence's technicians hold certifications such as VCP6, MCSE, CCNA, and more, ensuring strong support for server operations, network administration, and database management. Additionally, our skilled programmers are adept at designing and updating source code, including languages like Visual Basic, C#, and HTML, aligning with your application development needs.

- *Help Desk Support and Project Management:* We specialize in providing efficient help desk support for Microsoft Windows environments, including desktop OS troubleshooting and remote assistance. Furthermore, our candidate's experience extends to project management, data analytics, disaster recovery planning, and telecommunications auditing, ensuring comprehensive project support.

Tekgence's expertise not only meets but exceeds the expectations set forth in the RFP's Scope of Work/Services and Proposer Qualifications. Tekgence has an impressive history of executing diverse IT Staffing projects, positioning us as a reliable partner in delivering expert IT solutions. Our portfolio showcases our ability to meet and exceed client expectations across a spectrum of platforms, environments, and operating systems. Here are a few examples of our successful projects, serving as references to validate our capabilities:

IT Staffing Projects Overview

Our IT Staffing projects have been designed to empower our clients in elevating their IT operations and accomplishing various IT initiatives. Our focus lies in offering highly qualified IT professional consulting across a range of platforms and environments. We aim to provide invaluable guidance, recommendations, and support to effectively plan, manage, and execute their IT projects.

Services Provided:

1. *Expert Consultation:* Our team of experienced IT professionals provided expert advice and consultation to assess and enhance the client's existing IT infrastructure. We identified opportunities for improvement and offered tailored recommendations to optimize their operations. Our guidance covered technology selection, process enhancements, and best practices.

2. *Project Planning and Management:* Collaborating closely with the client's internal stakeholders, we played a pivotal role in project planning and management. We

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meticulously defined project scopes, set realistic timelines and budgets, and leveraged our project management expertise to ensure seamless execution and timely delivery.

3. *Skilled IT Professionals*: For our clients' specific requirements, we onboarded skilled IT professionals to complement their in-house workforce. We handpicked professionals proficient in relevant platforms, environments, and operating systems. These experts seamlessly integrated into the client's teams, working side by side with internal staff to achieve project objectives.

4. *Implementation Support*: During the crucial implementation phase, our team provided active support to address challenges and ensure smooth project execution. We offered technical assistance, troubleshooting, and guidance to mitigate disruptions and guarantee the successful implementation of IT initiatives.

Client Example 1

Client Name	Tech Mahindra
Description of Services	As part of the project for the client, we provide IT professional consulting, Tekgence provides IT consulting and staffing services on a variety of platforms, environments, and operating systems. These services included providing expert advice, guidance, and recommendations to help them improve their IT operations, as well as assist in the planning, management, and implementation of IT projects
Duration of Project	Feb – 2022 to Feb 2023

Client Example 2

Client Name	Atos Syntel
Description of Services	We provided staffing for a variety of application development and support roles. Thoroughly vet

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	candidates and deliver the perfect match for ATOS team quickly, saving time in the hiring process.
Duration of Project	March 2022 to March 2023

Client Example 3

Client Name	Apex System
Description of Services	Tekgence delivered the perfect match for the Apex team quickly, saving time in the hiring process. We provided staffing services for a variety of application development and support roles.
Duration of Project	Feb 2022 to Jan 2023

These projects exemplify Tekgence's commitment to delivering tailored and impactful IT staffing solutions, ensuring project success and operational excellence. We are confident that our experience and capabilities align seamlessly with the expectations set forth in the RFP's Scope of Work/Services and Proposer Qualifications.

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D. Proposer Qualifications and Experience

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

Company Overview

Tekgence is a technology and supply chain recruitment specialist with over 10 years of industry experience. Our experience within a variety of sectors has given us a uniquely broad perspective – equipping us with the tools to create customized solutions. This gives our clients the power to excel at technology needs and supply chain, no matter their core discipline. We work to understand our customers' culture, processes, and team dynamics. Our focus is to find the right person for the role or project, meeting the unique requirements your business deserves.

Tekgence is dedicated to exceeding the expectations of its clients by focusing on quality, efficient delivery and constant communication. Our commitment to providing maximum value to not just our clients but also the community as a whole helps us achieve our goals.

OUR MOTTO - "*Finding Good Work for People and People for Good Work*"

Tekgence started business in 2014 and has been providing clients with excellent services that provide results and the best possible Return on Investment. Tekgence specializes in the development and integration of innovative business solutions, management consulting services, procurement of equipment in major technology fields such as networking hardware, software, telecommunications equipment, construction materials and heavy-duty rental equipment, technology services for the Public Sector and Enterprise customers.

Awards and Certifications:

Women-Owned Business Enterprise (WBE) Certification

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WBENC
WOMEN'S BUSINESS ENTERPRISE NATIONAL COUNCIL
JOIN FORCES. SUCCEED TOGETHER.

hereby grants

National Women's Business Enterprise Certification

to

TEKGENCE INC

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).
This certification affirms the business is woman-owned, operated and controlled and is valid through the date herein.

Certification Granted: July 12, 2023
Expiration Date: July 12, 2024
WBENC National Certification Number: WBE2301903

WBENC National WBE Certification was processed and validated by Women's Business Council - Southwest, a WBENC Regional Partner Organization.

Authorized by Bliss Coulter, President & CEO
Women's Business Center

Women's Business Council – Southwest

NAICS: 541511
UNSPSC: 80101507, 80111801

SUPPLIER CLEARINGHOUSE
CERTIFICATE OF ELIGIBILITY

CERTIFICATION EXPIRATION DATE: **July 12, 2026**

The Supplier Clearinghouse for the Utility Supplier Diversity Program of the California Public Utilities Commission hereby certifies that it has audited and verified the eligibility of:

TEKGENCE INC
Women Business Enterprise (WBE)

pursuant to Commission General Order 156, and the terms and conditions stipulated in the Verification Application Package. This Certificate shall be valid only with the Clearinghouse seal affixed hereto.

Eligibility must be maintained at all times, and renewed within 30 days of any changes in ownership or control. Failure to comply may result in a denial of eligibility. The Clearinghouse may reconsider certification if it is determined that such status was obtained by false, misleading or incorrect information. Decertification may occur if any verification criterion under which eligibility was awarded later becomes invalid due to Commission ruling. The Clearinghouse may request additional information or conduct on- site visits during the term of verification to verify eligibility.

This certification is valid only for the period that the above firm remains eligible as determined by the Clearinghouse. Utility companies may direct inquiries concerning this Certificate to the Clearinghouse at (800) 359-7998.

VON: 23000499 ***DETERMINATION DATE: July 12, 2023***

TEKgence
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Our Primary Services:

Professional Resourcing

Tekgence helps customers find the right talent for the success of their projects with three pillars **C**areful planning, **C**ommunication and the **R**ight resources.

Our Resources

Tekgence has dedicated staff located all around the US working hard to exceed client expectations and make every project a successful one. In order to make our clients' experience with us worthwhile and lasting, we make use of our knowledge and vast pool of resources. By providing a best-in-class consultant experience, we're able to attract highly skilled tech talent and deliver industry-leading retention and redeployment rates.

No. of Tekgence Employees in US	**300+**
No. of resources in our internal database	**1 million**

Project & Managed Services

Tekgence focusses on guidance, governance and quality alongside our partners network brings in value to our customers and access to global talent. Our proactive managed services continually prioritize security, compliance and your business' unique infrastructure well into the future.

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Our Expertise:

1. Supply Chain

Delivery Capability

Capability & Expertise to successfully Implement solutions from the simplest to most complex. Product, Process, Technical, Business and Operations experts. We have State-of-the-art best practices & processes.

Implementation Services

- POC/ Roll out/Upgrades
- Integration
- Testing
- Development
- Training(TTT & End user)
- Monitoring & Diagnostics
- Support services

Technology Advisory Services

- Performance Engineering
- IT infrastructure Services
- Upgrade
- Migration
- Automate

Business Hours Support(8x5)

- Business hours support for TMS application including integrations
- Support for existing functionalities which are live
- On call support availability after business hours to cover 24X7 for emergency and critical scenarios
- Additional SOW for implementing new functionalities or rollout of new regions

24X7 Support

- Business hours support for TMS application including integrations
- Support for existing functionalities which are live
- Available 24X7 to cover all regions
- Additional SOW for implementing new functionalities or rollout of new regions

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2. Digital Transformation

Accelerate your business, improve processes and unlock new revenue streams through tangible technology development and digital transformation consultancy.

Data & Analytics

Unlock the potential of your data and fuel intelligent platforms thorough data and analytics services spanning your entire business using our consultancy

Service Design

We help organizations innovate, design and build ecosystems used by multiple users across multiple digital touchpoints.

UI/UX Design

From seamless design strategy through to validated designs and implementation, our team creates beautiful interfaces and experiences that drive businesses forward.

3. Enterprise Applications

Tekgence can help improve your technology landscape, maximize efficiency and performance of your application portfolio.

4. Cloud & Infrastructure

We bring our technology and industry expertise to assess, plan and deliver cloud and infrastructure strategic projects. Tekgence cloud approach is purpose-built for your environment following industry best practices. Our focus on management and operational improvement in Data Center, Network and Server environments allows for actionable plans to help you reach your strategic initiatives.

5. Technology Consulting Services

Alongside building software and applications, we also act as a strategic advisor for organizations looking to innovate and transform through technology.

Product strategy

We help discover, define and execute on a clear strategic vision and product roadmap for existing and new digital products.

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Technical due diligence

We help start-ups and investors undertake robust technical due diligence processes to assist with on-going fundraising and acquisition activities.

Project rescue

Our team has a broad spectrum of experience, skills and knowledge which enable us to investigate and offer project rescue support for failing technology projects.

Value-added services

Conversion of Tekgence Inc. Employees to Permanent Employees

Tekgence Inc. believes that finding quality personnel that have an understanding of one's environment is extremely valuable to an organization. Tekgence team members that have served greater than 6 months will be available to Jefferson Parish for permanent hire at no conversion fee.

Tekgence offers a guarantee period on each candidate that is placed. We are confident that our discovery and screening process will allow for a selective choice.

Past Experience

Tekgence has been providing IT staffing and consulting services for over a decade, and we have a proven track record of success with both current and past clients. We have a strong commitment to developing long-term partnerships with our clients, and many of our clients have been with us for many years. We understand the importance of delivering quality services that are tailored to meet our clients' specific needs.

To ensure that our clients are fully satisfied with the services we provide, we take the time to understand their goals and objectives. We offer a range of services to meet the needs of our clients, including IT staffing, consulting, project management, and training. We also have experience providing services for clients with similar needs as those requested in this RFQ.

When working with clients, we take a collaborative approach to ensure that our services are tailored to their specific needs. We strive to understand the specific requirements of our clients and develop a solution that meets their needs. We also strive to provide our clients with a comprehensive and cost-effective solution that meets their budget constraints.

We understand the importance of delivering quality services in a timely manner and strive to exceed our clients' expectations. We have a strong reputation for providing reliable and cost-effective IT staffing and consulting services and take pride in our commitment to our clients. With our experience and expertise, we are confident that we can deliver the services requested in this RFQ.

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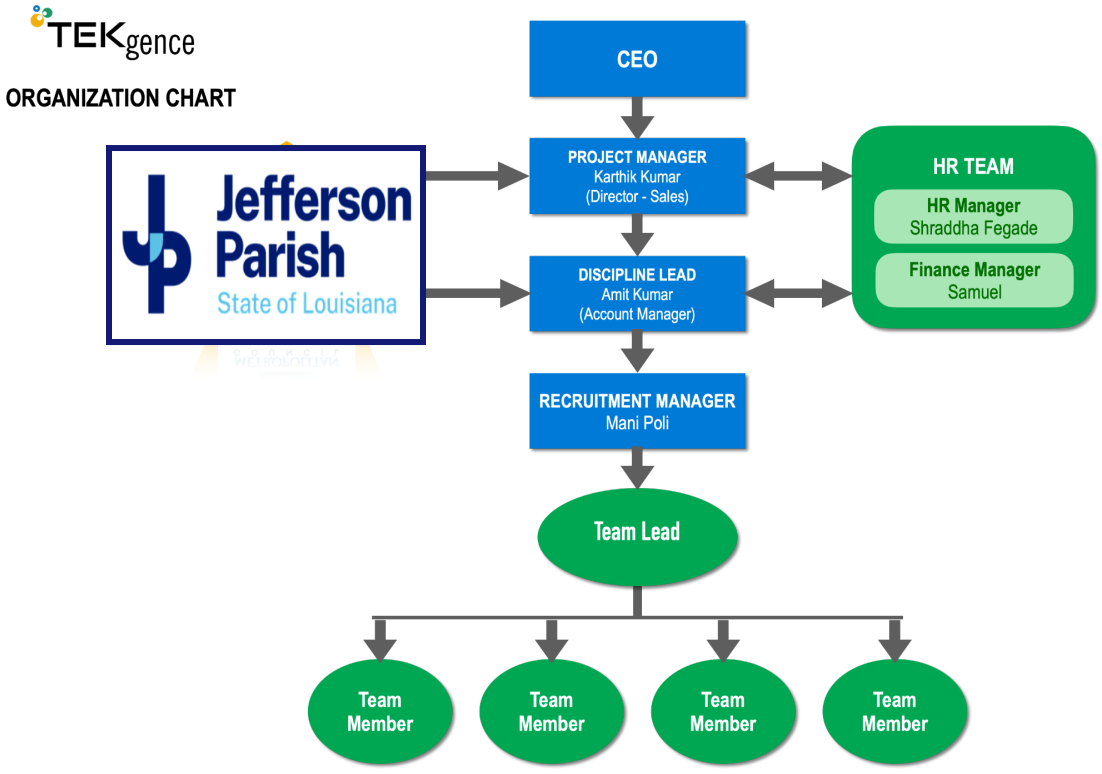
OUR CLIENTS

BlueYonder, Atos, leidos, nexus, APEX SYSTEMS, PENSKE, brillio, HYP SPORTS, HAYS Recruiting experts worldwide, Mphasis The Next Applied

ORGANIZATIONAL CHART



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Diversity, Equity, & Inclusion

At Tekgence, we prioritize advancing equality, diversity, and inclusion while expanding possibilities to address the gender gap. Our most valuable asset is our team of employees, and the talent and dedication they put into their job contribute significantly to our culture, reputation, and company's success.

Employee & Consultant Care

By providing a best-in-class consultant experience, we're able to attract a pool of highly skilled tech talent and deliver industry-leading retention and redeployment rates.

Onboarding: We coach all our consultants to navigate their new assignment and expose them to all the benefits, culture, processes, perks, and training available.

Communication: Our dedicated relationship managers check in with each consultant every month throughout their assignment to discuss progress, provide coaching and maintain high performance. Regularly scheduled phone calls and in-person visits has been a norm for our consultant care process.

Benefits: Our consultants can take advantage of comprehensive and competitive Medical/Dental/Vision/HSA and 401K benefits while on assignments.

Community Service

We have adopted a decade long vision for elevating the lives of others. We are fixated on developing sustainable systems and processes which allow for a lifetime of growth and development.
www.girlstoschool.com

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E. Innovative Concepts

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

As we delve into the innovative concepts and distinctive attributes that set Tekgence apart from other firms, we recognize the opportunity to align our capabilities with Jefferson Parish's specific needs. Our unwavering commitment to excellence, combined with our advanced methodologies, makes us the perfect partner to propel Jefferson Parish's technology landscape forward.

Innovative Concepts:

- ➔ At Tekgence, we believe in a collaborative approach to innovation. We propose establishing joint innovation sessions, where our experts collaborate closely with Jefferson Parish's stakeholders to brainstorm and co-create innovative solutions that address complex challenges. This ensures that our proposals are tailored to the unique needs and aspirations of the Parish.

- ➔ We advocate for an Agile implementation framework that fosters adaptability and rapid iterations. By embracing Agile principles, we ensure that the technology solutions and services we provide can swiftly evolve to meet evolving demands, enabling Jefferson Parish to remain at the forefront of technological advancements.

- ➔ We propose a comprehensive review of the technology infrastructure's sustainability, aligning it with modern ecological practices. This encompasses energy-efficient data centers, eco-friendly hardware, and optimized power consumption, contributing to Jefferson Parish's environmental goals.

Our Unique Strengths:

Proven Staff Augmentation Excellence: Tekgence's core strength lies in our exceptional Staff Augmentation expertise. With a vast pool of over 1 million internal resources and a strategic workforce of over 300 employees across the U.S., we possess the agility to source and deploy top-tier technology professionals across various domains. This enables us to provide Jefferson Parish with flexible and scalable solutions that cater to its evolving needs.

Comprehensive Service Offerings	Beyond Staff Augmentation, we offer Direct Hire, Contract Staffing, and Contract-to-Hire Staffing, providing Jefferson Parish with a comprehensive suite of staffing options to suit its various projects and resource needs.

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Client-Centric Approach	Our commitment to client success drives our every decision. We prioritize a deep understanding of Jefferson Parish's goals, challenges, and unique requirements, ensuring that our solutions are not only innovative but also directly aligned with the Parish's objectives.
Agile and Adaptive Methodologies	Our Agile approach ensures swift response to changes, continuous improvement, and proactive problem-solving. This ensures that we deliver solutions that remain relevant and effective even as the technology landscape evolves.
Broad Technology Expertise	Tekgence's proficiency spans diverse areas, from Supply Chain Management and Digital Transformation to Cloud & Infrastructure and Technology Consulting. This holistic expertise ensures that we can address Jefferson Parish's multifaceted needs comprehensively.
Value Added to Services	*Quality and Expertise:* Our stringent candidate selection process ensures that we present candidates of the highest quality, deeply knowledgeable in their respective domains. *Decades of Experience:* Our decades of industry experience stand as a testament to our reliability and the depth of our understanding of client requirements. *Track Record of Excellence:* Our history of successful engagements showcases our commitment to delivering tangible value to our clients. *Tailored Skillsets:* We prioritize candidates with tailored skillsets, combining experience, education, and technical proficiency to match Jefferson Parish's precise needs.

Tekgence's approach is designed to empower Jefferson Parish through innovative solutions and collaborative partnerships. We are excited about the opportunity to bring our expertise to Jefferson Parish, ensuring that our services contribute to the growth, efficiency, and prosperity of the community.

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F. Project Schedule

Project Management Methodology

Introduction: Effective project management is a cornerstone of successful project execution. Tekgence Inc. is committed to delivering Jefferson Parish projects with excellence, precision, and transparency. Our project management methodology integrates industry best practices, agile principles, and customized approaches to ensure the seamless implementation of projects, on-time delivery, and alignment with Jefferson Parish's goals.

1. Project Initiation

Objective: Clearly define the project's scope, objectives, stakeholders, and overall vision.

- ➔ Conduct a comprehensive project kickoff meeting involving key stakeholders from Jefferson Parish to align on project objectives, expectations, and success criteria.
- ➔ Develop a detailed project charter that outlines project scope, objectives, deliverables, timelines, resources, and risks.
- ➔ Establish a dedicated project team with defined roles and responsibilities, both from Tekgence Inc. and Jefferson Parish.

2. Requirements Gathering and Analysis

Objective: Gather detailed project requirements, analyze them, and prioritize based on impact and feasibility.

- ➔ Engage with Jefferson Parish stakeholders to gather detailed project requirements, including functional, technical, and operational specifications.
- ➔ Prioritize requirements to ensure alignment with project goals and resource availability.
- ➔ Collaborate with stakeholders to validate and finalize the requirements through workshops, interviews, and feedback loops.

3. Project Planning

Objective: Develop a comprehensive project plan that outlines tasks, milestones, timelines, resources, risks, and communication channels.

- ➔ Create a detailed project plan that breaks down the project into manageable tasks, assigning responsibilities and deadlines to team members.
- ➔ Define project milestones and dependencies, highlighting critical path items for effective tracking and management.

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- ➔ Identify potential risks and develop a risk mitigation plan to address challenges proactively.
- ➔ Establish a communication plan that defines regular reporting, stakeholder engagement, and feedback mechanisms.

4. Agile Implementation

Objective: Execute the project using agile methodologies to ensure flexibility, adaptability, and incremental progress.

- ➔ Organize the project into manageable iterations or sprints, each focusing on delivering specific features or functionalities.
- ➔ Conduct regular sprint planning meetings to prioritize tasks, allocate resources, and set achievable sprint goals.
- ➔ Foster daily stand-up meetings to provide status updates, address roadblocks, and ensure continuous alignment within the project team.
- ➔ Collaborate closely with Jefferson Parish stakeholders through iterative demos and reviews, incorporating feedback for constant refinement.

5. Monitoring and Control:

Objective: Continuously monitor project progress, identify deviations, and take corrective actions to stay on track.

- ➔ Implement a robust project tracking system to monitor tasks, milestones, and progress against the project plan.
- ➔ Regularly review project performance, comparing actual results with planned outcomes to identify any discrepancies.
- ➔ Conduct regular quality assurance checks to ensure that project deliverables meet the defined standards and requirements.
- ➔ Address any deviations, risks, or issues promptly through effective communication and corrective measures.

6. Transition Phase:

Objective: Plan and execute the smooth transition of the project to its operational phase.

- ➔ Develop a detailed transition plan outlining the steps and activities required to move from project completion to operational readiness.
- ➔ Collaborate with Jefferson Parish stakeholders to ensure proper training, knowledge transfer, and documentation for operational teams.
- ➔ Provide ongoing support during the transition phase to address any issues, concerns, or challenges that arise.

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7. Communication and Reporting:

Objective: Ensure transparent and effective communication with all stakeholders.

- ➔ Maintain open channels of communication with Jefferson Parish stakeholders, providing regular updates on project status, accomplishments, challenges, and upcoming milestones.
- ➔ Generate detailed project progress reports, highlighting key metrics, accomplishments, and areas needing attention.
- ➔ Facilitate regular meetings with stakeholders to review project performance, address concerns, and refine project strategies as needed.

8. Change Management:

Objective: Manage changes effectively and minimize disruptions to project scope.

- ➔ Implement a structured change management process to assess and evaluate proposed changes to project scope, requirements, or objectives.
- ➔ Prioritize change requests based on their impact, feasibility, and alignment with project goals.
- ➔ Communicate changes transparently to all stakeholders, including the rationale, implications, and potential adjustments to project timelines or resources.

9. Project Closure and Evaluation:

Objective: Formalize project closure, conduct a comprehensive evaluation, and gather lessons learned.

- ➔ Collaborate with Jefferson Parish stakeholders to conduct a project review, evaluating the project's success against the defined objectives.
- ➔ Document lessons learned from the project, capturing both successful practices and areas for improvement.
- ➔ Prepare a final project report that outlines achievements, challenges, key takeaways, and recommendations for future projects.
- ➔ Celebrate project success with stakeholders and recognize the contributions of the project team members.
- ➔ Tekgence Inc.'s project management methodology is tailored to Jefferson Parish's unique requirements, ensuring efficient collaboration, timely execution, and the successful delivery of projects that align with the Parish's objectives. Our agile approach, combined with thorough planning and effective communication, ensures that every project is a testament to our commitment to excellence.

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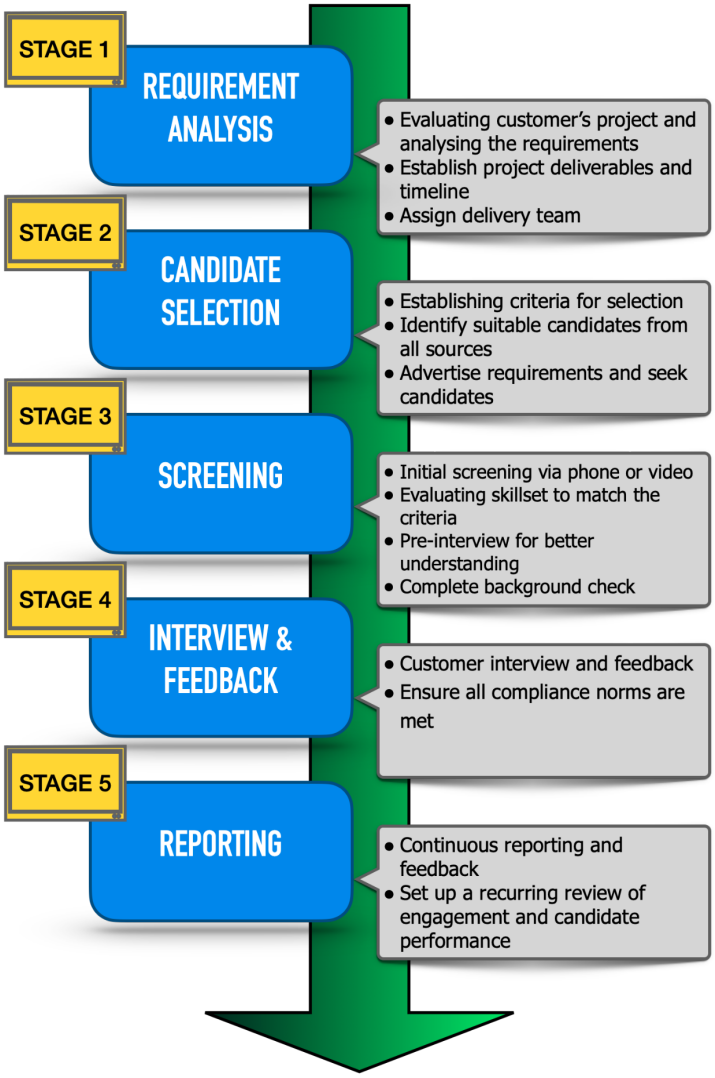
Our Staff Augmentation Process

Tekgence follows a rigorous recruitment process to provide clients quality service and ensure complete satisfaction. We will work closely with the Parish Electronic Information Systems Department to understand your specific needs and provide customized solutions that meet your requirements.

TEKgence

RECRUITMENT PROCESS



STAGE 1: REQUIREMENT ANALYSIS

As a first step, the Tekgence team meets with the client to discuss their needs, expectations and current process flow from order generation to payment. We believe every project has its own challenges and in order to meet the requirements adequately, we would like to have a

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complete understanding of the roles(descriptions) that are required and the desired outcome/expectations of the client. This stage will also include gathering information on the client's reporting process, timekeeping, and other orientation practices. The tekgence team will also discuss the client's preferred placement strategy and follow-up procedure.

After a thorough analysis of the information gathered, Tekgence will create a personalized recruitment plan consisting of deliverables, project timeline, delivery team and action steps for control management to facilitate the best possible results.

STAGE 2: CANDIDATE SELECTION

Tekgence provides a competitive advantage in hiring by utilizing cutting-edge tools, technologies, and our unique process methodology to aid in the identification of a more specialized, focused pool of applicants for job profiles. We aim to offer 24-hour coverage of candidate searches with the help of our team of seasoned sourcers and recruiters. In order to meet each client's demand with the least amount of downtime, our team builds a sourcing and recruitment strategy based on an understanding of both technical and non-technical hiring criteria. Our network accurately and efficiently selects candidates of the highest caliber, rates, categorizes, and prioritizes them, and then presents them to our customers.

Sourcing - We create a checklist of the skills required for each job to act as a guide for the whole process. In addition to our already existing vast talent pool (**1 million+**), we source candidates through a variety of channels that include but are not limited to; job boards, career sites, employee referrals, networking events, social media, etc. advertising the job description created on the basis of client's requirements gathered beforehand.

Tekgence also maintains a talent pool of candidates possessing any niche skills or having worked on any new technologies. This pool is utilized to fulfill client requirements that need work on any new/emerging technology.

STAGE 3: SCREENING

Our Screening process consists of three phases,

a. *Initial Screening* - This phase covers cross-examination of basic qualifications and HR-related information (W9, Visa status, etc)
b. *In-depth Screening* - In this phase, our recruiting management team goes through an exhaustive process of skill verification by engaging with a technical expert, if required, to understand the necessary skills/technical knowledge required to perform adeptly in

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addition to the information gathered at Stage 1. The candidates will then be thoroughly cross-examined on these requisites through a technical knowledge interview to ensure they will be the best-fit talent for the client's department.

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

c. *Verification and Background Check* - This phase is critical to our screening process where we verify the candidate's credentials, work references, visa status and every detail that has been provided to us by the candidate. We also have a strict background check and records search policy that consists of:
   - Criminal Felony and Misdemeanor (past 7 years, all counties, aliases, and maiden names revealed by a social security number trace)
   - National Sex Offender
   - National Criminal Search
   - Education (highest degree)
   - Employment (past 7 years or previous two employers).
   - Other searches such as credit, motor vehicle, or professional license verification may be conducted as the job's critical functions require.
   - Office of Foreign Assets Control (OFAC) check
   - Healthcare Sanctions Checks
   - Drug Testing and Health checks

Outcome - The recruitment team will only approve a candidate for submission to the client if it has been determined that they pass through the above stages and fulfill or surpass the requirements of the position.

STAGE 4: INTERVIEW AND FEEDBACK

In-depth interviews are conducted by Tekgence with potential candidates to completely understand their qualifications, experiences, and career goals. If they meet the needs of the client, we will comprehensively brief them on the position, the client, and the project.

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Pre-screened and approved candidates will be presented to the client's team by our team in the manner selected by the client, which may be via an online application or software or by email in a specific format. We never send in a resume from a candidate who hasn't been given information about the project, customer, or job. Tekgence can organize the interview process for the client once they evaluate the submitted profiles and choose the applicants. In-person interviews, phone/Skype interviews, and, if necessary, supporting remote technical evaluation can all be facilitated. Additionally, Tekgence proactively manages the procedure for gathering and disseminating post-interview feedback from both the client team and candidates.

STAGE 5: REPORTING

Every program carries a calculated risk, especially in staff Augmentation solutions, the greatest risk is in terms of the resources in the project. Our continuous evaluation and feedback process is well designed to mitigate these risks. We take the following steps during the placement and execution of the assignment

Continuous evaluation

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

Replacements

If any candidate doesn't scale-up even after training and coaching, then they are terminated immediately, and we offer replacements almost immediately. If, for any reason, the customer doesn't want to continue with the candidate due to poor performance, then they are replaced immediately. However, Tekgence will continue to engage with the candidate to ensure they scale up and improve their performance. Candidates with behavioral issues are immediately terminated from Tekgence.

TASK	LEAD TIME (Days)
Requirement Analysis	2 days
Candidate Selection	3 days
Screening	6 days
Interview and Feedback	10 days
Reporting	Ongoing

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Our Involvement with Clients and Consultants after Placement:

After a successful placement of a consultant with a client, Tekgence Inc. maintains an active involvement to ensure a smooth and productive collaboration. Our commitment extends beyond the placement phase to foster strong client-consultant relationships and deliver exceptional results.

- Regular Communication: We maintain open channels of communication with both the client and consultant. Regular check-ins help us assess progress, address any concerns, and facilitate any necessary adjustments.
- Performance Monitoring: We actively monitor the consultant's performance to ensure they are meeting project goals and client expectations. We encourage feedback from both parties to continuously improve the collaboration.
- Issue Resolution: If any challenges arise during the project, we act as a mediator to address issues and find effective solutions. Our aim is to maintain a positive working environment for all parties involved.
- Contract Management: We oversee contract terms, including project scope, deliverables, timelines, and compensation. This ensures that both the client and consultant are aligned and informed throughout the project lifecycle.
- Client Satisfaction: We prioritize client satisfaction by regularly gathering feedback and assessing the overall impact of the consultant's work. If adjustments are needed, we work with the consultant to make necessary improvements.
- Consultant Support: We provide ongoing support to consultants, ensuring they have the resources they need to excel in their roles. This includes professional development opportunities and access to our network of experts.

Our Quality Assurance Procedures for Projects and Work:

Tekgence is dedicated to delivering high-quality projects and work that exceed our clients' expectations. Our quality assurance procedures are designed to ensure excellence at every stage of a project:

- Resource Assessment and Selection: We carefully assess and select consultants based on their skills, experience, and expertise that align with the project requirements. This process ensures that the right individuals are assigned to each project.
- Clear Project Definition: We establish clear project objectives, scope, and success criteria in collaboration with the client. This helps prevent misunderstandings and scope creep during project execution.
- Regular Monitoring: We implement ongoing project monitoring to track progress against milestones, timelines, and objectives. This allows us to identify any deviations early and take corrective actions as needed.

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- Client Collaboration: We maintain open and continuous communication with clients throughout the project. Regular updates, status meetings, and feedback loops ensure alignment and provide opportunities for timely adjustments.
- Thorough Documentation: We maintain detailed project documentation, including project plans, requirements, design documents, and change requests. This documentation serves as a reference and ensures accuracy.
- Internal Review: Our internal team conducts thorough reviews of project deliverables before they are submitted to clients. This review process ensures accuracy, completeness, and adherence to project requirements.
- Quality Control Checks: We perform rigorous quality control checks on deliverables, ensuring that they meet predefined quality standards, functional requirements, and design specifications.
- Testing and Validation: For technical projects, we conduct comprehensive testing and validation to ensure that the developed solutions meet technical specifications and work seamlessly.
- Feedback Incorporation: Client feedback is actively solicited and incorporated into the project. This iterative process helps address concerns promptly and refine project elements as needed.
- Continuous Improvement: We conduct post-project evaluations to identify lessons learned and areas for improvement. This feedback loop allows us to refine our processes and enhance future projects.
- Client Approval: Before finalizing and delivering project outcomes, we seek client approval to ensure that the work meets their expectations and requirements.
- Documentation and Reporting: We maintain clear records of project progress, changes, and outcomes, providing clients with comprehensive documentation and reports for reference.

By implementing this comprehensive QA-QC process, we ensure that our resources a projects consistently meet or exceed the highest quality standards while fostering client satisfaction and long-term partnerships.

Key Team Members

Project Manager/ Director of Sales: Karthik Kumar
Role at Tekgence: Karthik Kumar, Director of Sales at Tekgence Inc., is responsible for managing the overall operations delivery, sales and pre-sales support, account-specific project quality management, customer-specific risk and data visibility management, compliance and audit management, and BCM SPOC. He oversees the resource delivery, client interfacing, vendor management, and team performance management of the US IT staffing business operations. Karthik also handles the new logo hunting efforts for North

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America and India IT staffing business units, keeps track of RFPs, RFIs, and vendor/supplier registrations, and leads the entire business development and account management for mobile app development and analytics. He interacts with clients and prospects daily, identifies customer needs and business requirements, mentors and facilitates technical guidance, and maintains close relationships with account management and delivery teams. Karthik also excels in closing opportunities and strengthening relationships with strategic accounts by leveraging key account management skills.

Professional Experience: Karthik Kumar, the Director of Sales at Tekgence Inc, is a highly skilled and customer-focused professional with over 12 years of experience in IT services. He is an expert in talent acquisition, resource management, staffing operations, service delivery, P&L management, project management, and MIS analytics. He is a seasoned 360-degree resource manager and recruitment professional with a track record of success in in-house, agency, and RPO models of global recruitment. Karthik excels in initiating market penetration operations, new client acquisitions, and planning sales and marketing activities. He has notable success in building strategic alliances and harvesting untapped business opportunities across various geographies. Additionally, he has coached teams on consultative selling techniques resulting in ongoing revenue growth.

Discipline Lead: Amit Kumar

Role at Tekgence: Roles and responsibilities of Amit Kumar include interacting with delivery leadership for effective staffing, mapping client requirements for service delivery programs, undertaking operational and financial transformation programs, collaborating at C-level for strategic business requirements, developing ROI methodology to demonstrate P&L value, transforming organizational models, promoting a culture of high performance and continuous improvement, and ensuring operations are delivered with an SLA of >99.0%. He also drove operations across various functional areas, played a key role in displacing a competitor, and grabbed their entire business based on delivery.

Professional Experience: Amit Kumar is a strategic business transformer with over 11 years of experience in program and delivery management. He has a strong track record in SLA-based service delivery, process improvement, and driving continuous improvement for quality and productivity. Amit has extensive experience in handling strategic accounts in various domains and geographies, and is skilled in relationship, account, client, delivery, and operations management. He has successfully led teams towards growth and success, and excels in delivering proposals and providing solution strategy support to clients. He has also front-led the development and implementation of targeted account-focused programs to drive sales acceleration, revenue, and customer retention attainment.

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G. Financial Profile

Tekgence would like to report that our company has maintained a strong financial position over the years. We have also maintained a strong balance sheet, with low levels of debt and a healthy level of equity. Our financial management policies are designed to ensure that we maintain a stable financial position, even during challenging economic times. Please find below, copies of our financial statements for the three (3) previous fiscal years. These financial statements include balance sheet and statements of income/loss for the years 2022, 2021 and 2020.

Tekgence Inc

Balance Sheet

As of December 31, 2022

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Chase Bank Checking Account Ending With 8165	758,047.99
Manual Credit and Debit Entries	0.00
Total Chase Bank Checking Account Ending With 8165	**758,047.99**
Chase Bank Savings Account Ending With 9461	57,022.83
Total Bank Accounts	**$815,070.82**
Accounts Receivable	
Accounts Receivable (A/R)	5,365,006.40
Total Accounts Receivable	**$5,365,006.40**
Other Current Assets	
Employee Salary Advances	25,500.00
Loans to Others	150,000.00
Uncategorized Asset	0.00
Total Other Current Assets	**$175,500.00**
Total Current Assets	**$6,355,577.22**
TOTAL ASSETS	**$6,355,577.22**
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable (A/P)	4,989,500.86
Total Accounts Payable	**$4,989,500.86**
Credit Cards	
Credit Card	130.66
Total Credit Cards	**$130.66**
Other Current Liabilities	
Due to Landlord (Centra Realty LLC)	115,000.00
Loan For Business	0.00
Loan Payable-Onsite	0.00
Total Other Current Liabilities	**$115,000.00**
Total Current Liabilities	**$5,104,631.52**
Total Liabilities	**$5,104,631.52**
Equity	
Company Shareholder Distributions	-1,331,244.28
Opening Balance Equity	0.00
Retained Earnings	1,714,201.33
Net Income	867,988.65
Total Equity	**$1,250,945.70**
TOTAL LIABILITIES AND EQUITY	**$6,355,577.22**

Accrual Basis Tuesday, June 6, 2023 10:13 AM GMT-05:00 1/1

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Tekgence Inc

Profit and Loss

January - December 2022

	TOTAL
Income	**$26,229,236.61**
Cost of Goods Sold	**$16,907,810.57**
GROSS PROFIT	**$9,321,426.04**
Expenses	
Background Check Charges	3,869.54
Bad Debts	10,920.00
Bank Charges & Fees	2,088.39
Business Insurance	18,285.55
Client Relations and Meals	27,853.39
Dues & Subscriptions	71,823.85
Employee Training and Support	128,315.52
Fee/Interest paid on loans	19,579.72
Filing Fees	129,535.00
Health Insurance	223,080.53
Legal & Professional Fees	36,485.90
Office Supplies	8,049.28
Payroll Expenses	
401 K	119,202.53
Payroll Processing Fee	16,527.73
Payroll Taxes	506,188.93
Salaries & Wages	6,943,165.32
Total Payroll Expenses	**7,585,084.51**
Promotional	4,714.81
Rent or Lease	127,372.44
Shipping and delivery expense	6,541.57
State Taxes Paid	17,767.45
Taxes & Licenses	2,030.41
Travel	14,744.70
Utilities	15,294.83
Total Expenses	**$8,453,437.39**
NET OPERATING INCOME	**$867,988.65**
NET INCOME	**$867,988.65**

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Tekgence Inc

Balance Sheet

As of December 31, 2021

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Chase Bank Checking Account Ending With 8165	**384,420.80**
Chase Bank Savings Account Ending With 9461	53,979.27
Total Bank Accounts	**$438,400.07**
Accounts Receivable	
Accounts Receivable (A/R)	2,774,585.13
Total Accounts Receivable	**$2,774,585.13**
Other Current Assets	
Employee Salary Advances	19,500.00
Loans to Others	75,000.00
Uncategorized Asset	460.00
Total Other Current Assets	**$94,960.00**
Total Current Assets	**$3,307,945.20**
TOTAL ASSETS	**$3,307,945.20**
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable (A/P)	2,693,482.91
Total Accounts Payable	**$2,693,482.91**
Credit Cards	
Credit Card	280.10
Total Credit Cards	**$ 280.10**
Other Current Liabilities	
Loan For Business	0.00
Loan Payable-Onsite	130,600.00
Total Other Current Liabilities	**$130,600.00**
Total Current Liabilities	**$2,824,363.01**
Total Liabilities	**$2,824,363.01**
Equity	
Company Shareholder Distributions	-1,246,035.94
Opening Balance Equity	0.00
Retained Earnings	1,206,411.13
Net Income	523,207.00
Total Equity	**$483,582.19**
TOTAL LIABILITIES AND EQUITY	**$3,307,945.20**

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Tekgence Inc

Profit and Loss

January - December 2021

	TOTAL
Income	**$14,063,622.00**
Cost of Goods Sold	**$6,700,212.00**
GROSS PROFIT	**$7,363,410.00**
Expenses	
Background Check Charges	1,910.16
Bad Debts	2,748.00
Bank Charges & Fees	2,026.90
Business Insurance	30,958.07
Client Relations and Meals	5,381.55
Dues & Subscriptions	41,409.74
Employee Referral	4,000.00
Employee Training and Support	23,910.00
Fee/Interest paid on loans	9,225.91
Filing Fees	146,550.00
Health Insurance	206,545.90
Legal & Professional Fees	25,645.00
Meals and Entertainment	489.54
Payroll Expenses	
401 K	80,648.77
Officers Compensation	41,255.44
Payroll Processing Fee	13,891.67
Payroll Taxes	395,021.42
Salaries & Wages	5,722,414.80
Total Payroll Expenses	**6,253,232.10**
Purchases	1,160.30
Rent or Lease	64,177.98
Shipping and delivery expense	1,843.64
State Taxes Paid	11,758.29
Stationery & Printing	2,414.28
Supplies	398.35
Taxes & Licenses	943.00
Travel	1,597.18
Utilities	1,877.11
Total Expenses	**$6,840,203.00**
NET OPERATING INCOME	**$523,207.00**
NET INCOME	**$523,207.00**

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Tekgence Inc

Balance Sheet

As of December 31, 2020

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Chase Bank Checking Account Ending With 8165	148,274.23
Chase Bank Savings Account Ending With 9461	39,307.02
Total Bank Accounts	**$187,581.25**
Accounts Receivable	
Accounts Receivable (A/R)	1,252,271.54
Total Accounts Receivable	**$1,252,271.54**
Other Current Assets	
Employee Salary Advances	131,995.00
Uncategorized Asset	460.00
Total Other Current Assets	**$132,455.00**
Total Current Assets	**$1,572,307.79**
TOTAL ASSETS	**$1,572,307.79**
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable (A/P)	1,193,073.63
Total Accounts Payable	**$1,193,073.63**
Credit Cards	
Credit Card	520.60
Total Credit Cards	**$ 520.60**
Other Current Liabilities	
Loan Payable-Onsite	130,600.00
Total Other Current Liabilities	**$ 130,600.00**
Total Current Liabilities	**$1,324,194.23**
Total Liabilities	**$1,324,194.23**
Equity	
Company Shareholder Distributions	-960,393.53
Opening Balance Equity	0.00
Retained Earnings	796,676.89
Net Income	411,830.20
Total Equity	**$248,113.56**
TOTAL LIABILITIES AND EQUITY	**$1,572,307.79**

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Tekgence Inc

Profit and Loss

January - December 2020

	TOTAL
Income	**$8,906,980.65**
Cost of Goods Sold	**$3,044,296.27**
GROSS PROFIT	**$5,862,684.38**
Expenses	
Background Check Charges	2,310.08
Bad Debts	72,872.43
Bank Charges & Fees	3,060.49
Business Insurance	20,917.43
Client Relations and Meals	3,558.73
Dues & Subscriptions	37,195.02
Employee Training and Support	23,880.00
Filing Fees	175,205.00
Health Insurance	189,251.50
Legal & Professional Fees	26,300.00
Manuel Paychecks	23,655.03
Meals and Entertainment	629.20
Payroll Expenses	
401 K	34,914.07
Payroll Processing Fee	11,185.24
Payroll Taxes	1,393,585.99
Salaries & Wages	3,389,976.17
Total Payroll Expenses	**4,829,661.47**
Promotional	3,105.00
Purchases	3,767.97
Rent or Lease	21,397.63
Shipping and delivery expense	1,843.28
State Taxes Paid	5,348.63
Stationery & Printing	150.00
Taxes & Licenses	924.46
Travel	3,538.57
Utilities	2,282.26
Total Expenses	**$5,450,854.18**
NET OPERATING INCOME	**$411,830.20**
NET INCOME	**$411,830.20**

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H. Transition Plan

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

TRANSITION - ENTER PLAN
1. Transition Approach: Tekgence Inc. is committed to a well-structured and seamless transition that ensures business continuity for Jefferson Parish. Our transition approach involves a phased and systematic process to minimize disruptions and maximize efficiency.
2. Transition Team: We will assemble a Transition Team consisting of experienced project managers, subject matter experts, and stakeholders from both Tekgence and Jefferson Parish. This team will oversee the entire transition process, from planning to execution.
3. Workforce Transition: • Identify key personnel from both the existing contractor and Tekgence. • Facilitate a comprehensive orientation for Tekgence's team members, focusing on understanding Parish operations and objectives. • Foster collaboration between old and new teams to ensure knowledge transfer and smooth handover.
4. Knowledge Transfer and IP Protection: • Document existing processes, workflows, and procedures in detail. • Conduct knowledge transfer sessions, ensuring that Tekgence's team is fully acquainted with Parish-specific methodologies. • Ensure proper documentation and protection of intellectual property during the knowledge transfer process.
5. Equipment and Infrastructure: • Collaborate with the Parish to assess and inventory existing equipment. • Plan the phased handover of equipment, ensuring minimal disruptions. • Thoroughly test and verify the functionality of all equipment post-transition.

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6. Network and Systems: • Collaborate with the Parish's IT department to ensure a smooth transition of network user accounts and passwords. • Implement rigorous testing to verify the security and accessibility of the transitioned accounts.
7. Communication and Reporting: • Establish transparent and open communication channels between Tekgence, Parish stakeholders, and the Transition Team. • Regularly report on the progress of the transition, addressing any concerns promptly.

TRANSITION - EXIT PLAN
1. Transition Validation: • Collaboratively verify that all aspects of the Enter Plan have been successfully executed. • Conduct comprehensive testing to ensure that systems, processes, and equipment are functioning as intended.
2. Stakeholder Communication: • Notify all relevant stakeholders about the successful transition completion. • Provide clear guidelines for any outstanding tasks or follow-up actions.
3. Post-Transition Support: • Offer post-transition support to address any unforeseen challenges or questions. • Maintain a designated point of contact for the Parish to facilitate a smooth transition.
4. Performance Evaluation: • Collaborate with the Parish to assess the effectiveness of the transition and gather feedback. • Document lessons learned to enhance future transition processes.
5. Continuous Monitoring: • Implement a period of continuous monitoring to ensure that the transitioned operations run smoothly. • Address any potential issues proactively to maintain business continuity.

In conclusion, Tekgence's Enter and Exit Plan is designed to ensure a seamless and efficient transition process for Jefferson Parish. By meticulously addressing workforce, knowledge transfer, equipment, systems, and communication, we guarantee that the transition aligns with Parish objectives and values. Our collaborative approach, supported by a dedicated Transition Team, underscores our commitment to delivering excellence throughout the transition process.

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APPENDIX

- **Key Team Members Resumes**

1. *Karthik Kumar, Project Manager*

Karthik Kumar
karthik@tekgence.com
469-804-8990

PROFESSIONAL SUMMARY

- ➢ Self-motivated and Customer focused Professional with over 12+ years' experience in IT Services and expertise in areas of Talent Acquisition, Resource & Talent Supply Management, US & Global Staffing Operations, Service Delivery, Business Operations, P&L Management, Cost Optimization, Project/Program Management and MIS Analytics.
- ➢ A seasoned expert and well-rounded 360-degree Resource Manager, talent acquisition/Recruitment professional with a demonstrated track record in the in house, Agency and RPO models of global recruitment
- ➢ Expertise and supporting in initiating market penetration operations & new client acquisitions and planning different sales & marketing activities
- ➢ Notable success in building strategic alliances to open an opportunity, new customer acquisitions, prospective leads, reviving the existing clients, providing macro & micro level insights & so on; expertise in harvesting untapped business opportunities across various geographies and assisting them to understand the processes, customer retention, and escalation management
- ➢ Strategized with and coached teams on application of consultative-selling techniques to advance opportunities that resulted in ongoing profitable revenue growth.

Tekgence, Irving, TX **Oct'16 to Now**

Director of Sales

- Overall Operations Delivery Management, delivery management, resource management, finance management- invoicing and payment reconciliation, revenue and net add trajectory, MIS reporting
- Sales and pre-sales support, complete responsibilities of Pricing, ICM activates, RLS Creations, MSA, SOW, PO, WO management.
- Account specific: Project Quality management, Customer specific Risk and Data visibility management, Compliance and Audit management, BCM SPOC. Training management, BGV, Contract resource Timesheet management, Vendor payment coordination. People management.
- Managing the entire Tekgence of US IT staffing business operations accountable for resource delivery, Client interfacing, Vendor Management and team performance management on a day-to-day basis.
- Managing the entire bench workforce and accountable for E2E overseeing of resource management activity of the US IT division.
- Handling new logo hunting efforts for primarily the North America (US &Canada) IT staffing geographies and support similar sales efforts for India IT staffing business unit whenever needed.
- Keeping the track of RFPs, RFIs and Vendor/Supplier Registrations
- Part of the leadership team and responsible for the entire business development & account management for mobile app development and Analytics.

- Interact with clients and prospects on a daily basis. Identified, understood and defined customer needs, objectives & business requirements; designed a solution that can best meet the client's requirements Communicated the business requirements to project/ implementation team after completion of sale to ensure a smooth transition from sales to implementation stages.
- Qualify all the inbound enquiries and take it to closure. Mentor and facilitate technical guidance to members of the team as and when required.
- Maintain close relationship with the Account Management and Delivery teams.
- Closing opportunity and strengthening relationship with strategic account by leveraging key account management skills

INFOSTRIDE, Philadelphia, PA **Aug'13 to Sep'16**

Team Lead- Professional Services

Responsibilities:
Presales

- Worked on analysis/ad-hoc reports starting from data extraction through summarization, analysis, and presentation of findings/recommendations.
- Manage the progress and prioritization of multiple projects and serve as a link in the advancement of an opportunity.
- Worked on major "capture" tactics and sales strategies for small and large businesses within government contracting.
- Performed complete business and requirements analysis.
- Make recommendations to the executive team by gathering intelligence to identify potential clients and team members, ensuring that all business opportunities are optimized using internal/external contacts.
- Coordination with vendors for pricing and solution validation.
- Managed client requests that come to the proposal team from internal departments.
- Managed all requests from start to finish and played a lead role in improving the impact of responses by editing the work of proposal writers, ensuring consistency and responsiveness.
- Support marketing activities, including trade/ vendor outreach, mailings, etc.

Team Management

- Ensured that the teams delivered the KPI (s) as agreed and set by the operations manager.
- Ensured that the team delivers smart objectives & KPIs (productivity, timeliness, data quality) set up for individual members.
- Regularly monitor achievement of results (data quality and productivity) and ensure deadlines are met through appropriate decision/actions/ escalations/ troubleshooting planning resource /staff administration in a manner that ensures optimum utilization of resources.
- Ensure staff is adequately trained to perform the tasks assigned to them.

Zolon Technologies Inc., Raleigh, NC **Nov'10 to Aug'13**

Technical Recruiter

Responsibilities:

- Perform tasks of interviewing and liaise with applicants to identify their strengths and requirements.
- Assist candidates through the entire recruiting life cycle including, initial sourcing, screening, interviews, offer and onboarding.
- Communicates with applicants regarding current market opportunities.
- Responsible for briefing applicants on suitable positions and prepare applicants for interview.
- Maintain database of selected and rejected applicants for future reference.
- Provides guidance to candidates on salaries and future prospect at the time of selection.
- Update candidate on interview results as per the instructions of clients.

2. *Amit Kumar, Discipline Lead*

Amit Kumar **214-991-2005**
Irving, TX amith@tekgence.com

PROFILE SUMMARY

- Creative & results-driven professional, with nearly 11 years of rich experience in cross-functional environment in Program Management and Delivery Management
- Strategic Business Transformer with hands-on experience in directing solution consultancy for leading new-age delivery model & innovation programs through maintaining effective relationships with business stakeholders
- Significant experience handling strategic accounts in various domains in a global delivery model, thorough understanding and experience in Relationship, Account, Client, Delivery & Operations Management
- Excellent track record in SLAs based Service Delivery. Excellent hands-on experience in planning and driving process improvements, tracking, monitoring delivery & operational metrics, and driving continuous improvement for quality and productivity improvements
- Expertise in executing assignments for key customers across geographies and responsible for delivery assurance, revenue management, strategic project, and program management.
- An ambassador of change with the distinction of success in collaborating with senior leadership to establish digital practice including capacity planning, knowledge transfer, infrastructure management, technology roadmap, and delivery
- Designed Customer Experience by assessing customer journey maps and expectations, benchmarking practices (internal & external) for new business models
- Front-led the development, implementation, management & measurement of targeted account-focused programs to drive sales acceleration, revenue and customer retention attainment for a fixed set of strategic accounts
- Successfully delivered productivity benefits through rationalization, standardization, implementation of target operating model and RPA
- Excels in delivering proposals to clients, providing solution strategy (pre-sales) support encompassing briefing on client feedback / insights and developing customer specific strategies
- Steering smooth transition from current to future business operations; managing transition activities including onsite due diligence & feasibility studies followed by successful offshore implementation
- Key People Leader, who has successfully led & motivated team towards growth and success in the organization

Tekgence, Irving, TX
Dec 2014 – Present

- Interaction with Delivery Leadership and provide guidance on demand shaping, scope review, enhance and enable all channels for effective staffing; direct involvement in handling new deals and tier 1 customers
- Mapping client requirements for global service delivery programs; effective in developing, implementing, migrating and transitioning processes in line with specified guidelines and agreed SLAs
- Undertaking programs involving operational transformation, financial transformation, change management, process improvements and technology innovations to enhance customer experience
- Rendering leadership and collaborating at C- level to achieve strategic / tactical business requirements by defining product roadmaps, features, technology mapping, marketing and customer engagement

- Developing and socializing the ROI (Return on Investment) methodology to link and demonstrate the P&L value of various programs being led across business units; ensuring all stakeholders have complete oversight on the progress / status
- Transforming organization model to achieve key business objectives such as enhanced customer focus, seamless end-to-end management and integrated service capability
- Leading the organization to excellence through transformation initiatives in all aspects of finance, supply chain, IT, operations and administration
- Promoting a culture of high performance and continuous improvement and innovation that values learning and a commitment to quality.
- Played a key role in ensuring Delivering Operations with SLA > 99.0%.
- Drove operations spread across functional areas like Supply Chain, Sales, Logistic, Finance, Procurement, HR, Asset Management, & EHS.
- Pivotal in completely displacing one competitor from customer business & grabbed their entire business on the bases of delivery.

Msoft, Irving, TX
June 2011– Nov 2014

Roles and Responsibilities:

- Serve as the lead point of contact for all customer account management matters.
- Communicate with clients to determine their staffing needs and the qualification criteria for each position.
- Proven ability to handle multiple account management projects at a time, while maintaining sharp attention to detail.
- Build and maintain strong, long-lasting client relationships.
- Responsible for developing and leading the overall talent acquisition function for the organization
- Analyze the current recruitment process and performance and suggest necessary changes or enhancements required.
- Training the team to work on passive recruitment on skills identified and on demand.
- Performed excellent client delivery management functions through various client portals
- Team Lead Recruitment: Worked as a Team Lead since the last one year managing a team of 12 people under the recruitment process
- Technical Recruiter: Started the recruitment process as a technical recruiter being a part of the complete recruitment cycle
- Trainer: Part of refreshment trainers in training the new batches for recruitment and other process as well as training to various technologies

Education:

MBA in Information Systems, Bradley University, Peoria

- **Employee Sample Resumes**
  After carefully reviewing the minimum qualifications needed to support the additional positions listed in the bid document, Tekgence would like to submit the following resumes. Please find enclosed in the order listed below:

  1. Network Administrator - Brandon William
  2. Server Technician - Chris
  3. Oracle Database Administrator - Vincent Cheung
  4. Microsoft Support Technician - David Graham
  5. Programmer Analyst - Leonid Trosman
  6. PC/Help Desk Technician - Clark W. Thompson Jr

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Brandon Williams

CCNA/IT Professional

Accomplished professional with 8 years of experience working in the information technology industry. Specialize in installing and upgrading computer networks, troubleshooting system failures and testing and configuring various types of hardware and software and computer systems. Excel in evaluating the performance of networks and educating customers on computer technology.

Areas of Expertise

Information Technology | Computer Networking | Systems Design & Infrastructure
Technical Solutions | Electronics Repair | Help Desk Support
WAN|LAN|WLAN | Customer Service Management | Oral & Written Communication

Technical Skills

Cisco Systems | Microsoft Windows | Unix/LINUX | Firewalls.
MS Active Directory | NAT/PAT | VTP | STP | UDP | TCP | VMWare Cloud

Professional Experience

Avid Technology Resources, Atlanta, GA **12/2018- Present**
Network Technician

Support retail and restaurant businesses in the Metro Atlanta area. Independently fulfill work orders in a live setting. Work with managers and Tech Support to resolve customer issues on a per-ticket basis. Troubleshoot, install, and configure POS terminals, Windows/Linux Servers, and Cisco Switches. Specializing in break/fix systems on a wide range of platforms in a commercial environment. Fulfilling the role of a liaison between the corporation management and support teams.

- Professionally administrator help-desk support with a 90% problem resolution rate.
- Fulfilling the needs of the company by offering complete customer satisfaction and insight on future contingency.

Star Computers & Networking Services, Jonesboro, GA **3/2012-11/2018**
PC Network Technician / Technical Consultant

Spearhead the daily operations of the company that includes installing, maintaining, repairing and upgrading multiple types of computers and surveillance systems and configuring LAN services and IP addresses on both wired and wireless networks for clients. Consulted with clients of diverse ages and backgrounds to discuss preventive maintenance while providing great customer service. Installed and configured and installed hardware and software components from such vendors as HP, Dell, VMware and Cisco.

- Implemented and designed LAN networks for multiple small, businesses, while providing support to end users.
- Improved the customer satisfaction rate by consistently fostering relationships with individuals and businesses.

R J Haynie & Associates Morrow, Ga **7/2008 - 3/2012**
Electric Helper

Supported the Chief Operating Officer with daily operational functions such as installing traffic control devices and other electric devices and verifying hardware integrity and the accuracy of traffic control lights. Conducted research and updated all required materials needed for the firm and partners. Performed tasks while complying with the local and state rules and regulations.

- Strategized how to implement traffic cabinet testing features to use on final product according to GDOT specifications.
- Engineered the infrastructure of traffic control devices from beginning to end manifesting complete blue-print specifications.

Certifications

- Cisco Certified Networking Associate (CCNA)
- Certified Networking Specialist
- Certified Linux/UNIX System Administrator
- Certified PC Repair and Networking Technician

Education

- Atlanta Technical College, Atlanta, GA, Associate of Applied Science in Computer Networking, 2015

- Chubb Institute, Alpharetta, GA, Diploma in Computer Networking , 2004

CHRIS

Career Summary

Christopher Zolinski has 20 years of Information Technology experience, with a focus on systems/network design, implementation, and support. Throughout his career, Chris has worn many hats and is exceptional when it comes to Cisco VPN Routers/Switches, VMWare, MS Server, Database Servers, O365, Active Directory (user rights, permissions, file access, printing), and PowerShell Scripts. He is passionate about technology and continually takes the initiative to learn.

Highlights:

- Cisco Nexus C9000 Route 10 GB to Closets and Switch 25 GB and 100 GB Dell Core Switches for as 400 CJIS systems
- Managed all Aspects of Data Center Endpoint Management and Routed and switched Backbone Management (including Trouble Shooting of Comcast Fiber and Cable Modem Connections) (also any sites with ATT ASE circuits)
- Cisco Router, Firewall, VPN, and Wireless Networks Support for all 20 locations of County network including but not limited to the Jail, City of Flint Lockup, all court locations, Animal Control Parks, and recreation locations, and Health Department
- FortiGate Firewall experience
- Wireless Network Setup and Configuration

Technical Skills

Veritas NetBackup Enterprise	Cisco Certified Network associate	Cisco Certified Network Professional
Cisco Certified Network Professional Enterprise	Cisco Certified Network Professional Enterprise + SDwan	Cisco CCIE written Passed (On-Site exam Scheduled)
Netgear	Juniper	Cisco
HP Aruba	Wireless	Project Management
Cisco Switching 10 GB-100GB Core Switching	Process and Workflow Management	Symantec Backup Exec
Microsoft Windows all Versions	Office 365 Installation and Support	VMware ESX 3.0, 3.5 4.05.0 6.0 6.5
Active Directory Administration	Hyper V	SharePoint
SQL Server	Microsoft teams	Cisco Routers and Switches
Ethernet and Fiber Connectivity Certified	Experienced in Cross Platform Networking	Speco Camera System and Surveillance System
Point to Point	Point to Multipoint Networking Technology	Microsoft Office
Dragon Point and Speak	Adobe PageMaker	Lotus Suite
Microsoft Front Page	Visual Studio	Adobe Photoshop

Professional Accomplishments

Genesee County Michigan — May 2020 to Present

Senior Network Engineer

- Held responsible for PC hardware, software, networking, VMware 6.5, Active Directory, and Windows Server 2003, 2008, 2012, and 2016,2019, and 2022
- Palo Alto Route and Switching with Palo 5220 and 3260
- Cisco Nexus C9000 Route 10 GB to Closets and Switch 25 GB and 100 GB Dell Core Switches for as 400 CJIS systems
- Managed all Aspects of Data Center Endpoint Management and Routed and switched Backbone Management (including Trouble Shooting of Comcast Fiber and Cable Modem Connections) (also any sites with ATT ASE circuits)
- Managed all aspects of Route and Switching and troubleshooting
- Layer 3 Switching and VLAN Configuration cisco 9200 and 9300 AA configuration (Tertiary Internet Connections)
- Wireless Network Setup and Configuration 100+ Meraki Access points and 200+ Ubiquity Devices for Parks and recreation; Health Dept Has HP Aruba Wireless; Jail system has Juniper Wireless
- Network Setup and Design
- Implementation of maintenance programs
- Cisco Router, Firewall, VPN, and Wireless Networks Support for all 20 locations of county network including but not limited to the Jail, City of flint Lockup, all court locations, Animal Control parks, and recreation locations, and Health Department
- VoIP phone Design Setup and Maintenance
- Video Switching Implementation (Video Arraignment systems)
- SharePoint server setup and deployment
- Domain name registration and management
- Disaster recovery planning and Design of DR procedures for Clients using VEEAM
- Backup Procedure design and Instructions for non-technical users to experienced admins
- Network Security Audits
- Office 365 Email Services
- Azure Server Administration
- Speco Camera System and Surveillance system installation and configuration
- Point to Point and Point to Multipoint Networking Technology
- Performed PowerShell Scripting, Visual Studio Scripting, SQL Database Design Support and integration
- Major Projects that were completed over the course included labeling and mapping of offsite networks and reconfigure all sonic wall implementations and implement next gen firewalls for Palo Alto Systems
    - Maintaining and cleanup of data center and migration of services to new production hardware
    - Ensured network backups and manage all route and switch implementations
    - Installed all their networking from Layout of Design to Setting up all Pcs, Servers, Voip Phone systems, Wireless technologies, VPN tunnels Hyper V Server systems

BTTechnologies — May 2020 to Present

Senior Network Engineer Consultant

- Held responsible for PC hardware, software, networking, VMware 6.5, Active Directory, and Windows Server 2008, 2012, and 2016
- Led upgraded to Windows 2012 and eventually migrated to server 2016 and on to Server 2019
- Performed workstation support and imaging
- Netgear Wireless and Switching Including setup and maintenance of VLANs and Wireless controllers for various topologies
- Fortigate Firewall experience
- Manage all Aspects of Data Center
- Manage all managed Services Clients
- Layer 3 Switching and Vlan Configuration
- Wireless Network Setup and Configuration

- SQL Server Maintenance and Support
- Network Setup and Design (end-user training and support post implementation)
- Implementation of Maintenance Programs and Life cycle Management
- Document and implement new change management control processes and System Reversion plans for MSP and others to properly be able to test and make changes to production systems in a timely fashion as well as set up a sandbox for testing that previously did not exist
- Cisco Router, Firewall, VPN, and Wireless Networks Support for Hundreds of Clients from SMB to Enterprise Level
- Voip phone design setup and maintenance
- Video Switching Implementation
- NVR setup and deployment of various camera systems; Milestone, Speco, Hikvision, Blackjack, and Others
- Domain name registration and management
- Disaster recovery planning and Design of DR procedures for Clients
- Backup Procedure design and Instructions for non-technical users to experienced admins; VEEAM Backup Support mixed with Synology Local Backups
- Network Security Audits (Patch Management and Firmware Upgrades)
- Supported QuickBooks and Accounting Software
- Office 365 Email Services
- Speco Camera System and Surveillance system Installation and Configuration
- Performed PowerShell Scripting, Visual Studio Scripting, SQL Database Design Support, and integration
- Provided Voice Over IP Phone support and installation
- Training of all new engineers and Tech Support team members
- Major projects that were completed over the course included Rolling out a Renosol Server Network Virtualization to connect all their offices to their HQ in Bay City MI
    - Disaster Recovery of their manufacturing Facility post a complete loss due to fire
    - Operational and restored server in 24 hours
    - Installed all their networking from Layout of Design to Setting up all Pcs, Servers, VoIP Phone systems, Wireless technologies, VPN tunnels Hyper V Server systems to include a centralized Empower SQL database
    - Setup and maintained 50 + Network Designs for Schools systems and Doctors' offices, Union Halls, and Datacenter for BTTech and BTE Electric which are multi-million dollar operations
    - Controlled every aspect of these networks from end point to Server to Route and Switch as an MSP of Choice
    - Used Zoho, Netwrix IT Management, and SolarWinds
    - To remotely manage systems of every variety remotely and on-premise as needed

Burns Law, & Sturtz and Sturtz — June 2010 to September 2020

Network Engineer for both firms

- Supported PC Hardware, Software, Networking, VMware 6.5, Active Directory, and Windows Server environment
- Led Windows Server 2008 upgrade to 2012 and migrated to server 2016
- Provided support and created images for workstations
- Dictation hardware and software support
- ELR Support Specialist
- Delivered SQL Database, and Email Exchange Server Support
- Completed Office 365 Azure backups along with O365 installations
- Purchasing and installing all hardware and software
- Supporting end users and software providers
- PowerShell scripting, and Visual Studio scripting
- Maintained life cycle planning and end of life budgeting and hardware cycle management
- Oversaw operations and printer repairs and maintenance
- Served as point person for Mobile phone support for iPhones
- Provided remote access via remote desktop with Virtualized server
- Managed drive mapping, file storage support retention policy management for HIPPA planning

- Held responsible for the hiring of network tech contractors, engineers, and supplemental services support.
- Held accountable for documentation of all network support contracts and systems
- Oversaw Domain Rights Management Groups ETC, Administration, Management GPO Edition, and Scripting via NPS Server
- Setup all of Burns Law and Sturtz and Sturtz as well
    - It started as a small two pc network, and a simple File Server
    - Ten years later, it is a state-of-the-art Network with a Vast VMware Server
    - It is home to domain controllers, SQL Servers, A finance Server, an HR server, Exchange email servers, Backup procedures extensive Disaster recovery plans, and a plethora of workstations, laptops, remote access via a terminal server, and virtual Desktop interface allowing all users to work off-site as if they were in the office
    - There was an offsite VPN connected data center
    - Allowing for nightly backups of the system in place
    - There are login scripts and VB scripts for users
    - There are Active Directory Groups and Policies for managing all access to secured systems

Alma College — June 2015 to June 2017

Dow Digital Science Center IT Support (part-time)

- Held responsible for PC hardware, software, networking, website design, python programming, C++ design, and support of applications
- SQL Database Design Setup and Access
- Linux System Installation and Support
- Performed Visual Studio web-based interface creation, Database access to the internal Sensor system, Video Hosting Services for Research projects, and infrastructure support
- Performed Arduino Micro Computer programming installation and maintenance along with setup and design of data collection web portal
- Undertook Database Design and Support Engineering
- Worked with College IT support to setup enterprise-level security and access controls for college and non-college users of the Dow Digital Science Center as deemed necessary by the Director
- Accomplished PC setup, installation of all software - joining to domain and active directory support and access level control support
- Performed web integration of video feeds and support of website database access and login credentialing to private cloud on campus for research and data collection
- Used many developed skills in this position including but not limited to all the database experience from the master's program and the programming experience.

Cu Tech — June 2013 to June 2017

IT Security Engineer Consultant (part-time)

- Held responsible for PC hardware, software, networking, VMware 6.5, Active Directory, and Windows Server 2008, 2012, and 2016
- Led upgrade to Windows 2012 and eventually migrated to server 2016
- Performed workstation support and imaging
- SQL Server Maintenance and Support
- Network Setup and Design
- Implementation of Maintenance Programs
- Cisco Router, Firewall, VPN, and Wireless Networks Support for Hundreds of Clients from SMB to Enterprise Level
- SCCM Server Setup and Deployment
- VoIP phone design setup and maintenance
- SharePoint server setup and deployment
- Domain name registration and management
- Disaster recovery planning and Design of DR procedures for Clients
- Backup Procedure design and Instructions for nontechnical users to experienced admins
- Network Security Audits

- Supported QuickBooks and Accounting Software
- Office 365 Email Services
- Completed Backups Office 365 Azure
- Performed PowerShell Scripting, Visual Studio Scripting, SQL Database Design Support, and integration
- Provided Voice Over IP Phone support and installation
- Utilized ConnectWise for helpdesk logging and support
- Major projects that were completed included Rolling out a Statewide Platform for Liuna to connect all their offices to their HQ in Lansing Mi
    - Installed all their networking from Layout of Design to Setting up all Pc's, Server's, VoIP Phone systems, Wireless technologies, VPN tunnels VMware Server systems to include a centralized SQL database for MTP their Database system
    - All of the offices were installed with Cat 6 in the construction remodel phases and expansion capability was added to allow for future technologies to be installed at will

Delta College — June 2010 to June 2015

Instructor (part-time)

- PC Hardware/Software Classes, A+ Certification, Helpdesk Instruction, Windows Classes, Visual Studio Design Instructor, Intro to Programming and Advanced Programming Courses, Web Page Design, SQL Database Integration with Visual Studio Instructor, Networking and Network Design and Network Security, Hyper V/VMware Virtualization Design Ethical Hacking, Wireless Security, and Computer Forensics
- Taught classes Has helped me to expand my knowledge and keep current with Computer Certifications; Have worked with thousands of students and have had a great time doing so
- Made many contacts and trained future Engineers, Techs, and Helpdesk Personnel

Hurley Medical Center — June 2004 to June 2009

Inventory Specialist 2

- Printer/PC/Server Maintenance Specialist
- Maintenance of all computers, printers, and networks
- Layer 2 and 3 Cisco Implementation of Cisco Routers
- Epic Software and Database systems with IDM
- SAN installation and maintenance
- VMware server setup and maintenance
- Held responsible for business agreements and tracking of all assets and inventory totaling $20 Million - PC's, Printers, Laptops, Mobile Devices, Servers, UPSs and other Network assets, Access points, Routers, Switches, and network appliances

Network Specialist II

- Printer/PC/Server Repair Specialist
- Maintenance of all computers, printers, and networks
- Layer 2 and 3 Cisco Router Design and rollout of Cisco Routers
- Maintenance of all business partnerships and warranty agreements
- Documentation coupled with the organization for all issues not previously documented
- Maintained Active Directory structure and network design
- GroupWise email administration
- Installation of Linux Servers and Connectivity Assurance
- Time Clock Installation and Support
- Support of all off-site locations
- NetBackup enterprise backups and restores
- Worked with vendors as needed to resolve in-depth technical issues
- Wireless maintenance installation and security
- Life cycle management
- SAP Support for Epic Healthcare management system
- IBM WebSphere Time and attendance and AS400 Support

- Completed a rollout of 2000 Pcs and Replaced the entire network worth windows XP workstations to windows 7; All users had to be migrated and applications tested for compatibility; Advanced and changed positions to move to the domain level; Managed servers Routers and San Equipment
- Virtualized servers from hardware to software and retired the old systems out of service with the implementation of Epic

Innovative Technologies Group — June 2003 to June 2004

Technician

- Setup and installed all Network equipment for clients
- Installed new Servers, Routers, Wireless systems, and Workstations
- Designed SMB and enterprise networks
- Printer setup and repair for all major Vendors
- Served as Server Support for all Hardware Vendors including HP, IBM, and Dell

Yeo and Yeo Computer Consulting LLC — June 2002 to June 2003

Help Desk Specialist/Bench Repair Specialist

- Setup and installed all Network equipment for clients
- Installed new Servers, Routers, Wireless systems, and Workstations
- Designed SMB and enterprise networks
- Printer Setup and Repair for all major Vendors. Server Support for all Hardware Vendors including HP, IBM, and Dell

Kroger Company of Michigan / Rich Certified Services — June 2000 to June 2002

Electronics Repair/Maintenance Technician/Associate

- Worked directly at Kroger's Corporate Headquarters straight out of High School
- Learned many things there. so much it cannot all be listed here
- Performed Wireless Systems installation and maintenance
- Learned how to complete multi-million-dollar remodels
- Learned how to install Gas Stations from Radiant systems
- Learned how to install every aspect of store technology from top to bottom including Uscan, to Registers, Hobart scales, Meat Scales, to Controllers for Pos and Inventory, routers ECR Rack, Patch Panels trouble Shooting Ethernet and Fiber Connection, Phone systems and more
- This was where my technology career started

Education/Certifications

Master of Computer Science in Information Systems, University of Michigan

DUAL BBA in Computer Information Management/Business Management, Northwood University

ABS Computer Application Specialist, Delta College

ABS Business Management, Delta College

- Cisco CCNA, CCNP Cisco Certified Network Professional Enterprise with SDwan
- CompTIAtia A+, Server +, Project +, Security + Certified
- HIT PRO Certified Technical Support Specialist
- Apple Certified Desktop Technician
- Acronis Certified Partner
- Radiant systems Certified Fuel station installer
- Microsoft Certified Systems Administrator
- ASE Certified Master Technician

- CNA Certified Novell Administrator 6.5
- IBM Dual Processor server certified Xseries
- HP APS Proliant Server Desktop AND Mobile Systems Certified and Laser Printer Certified
- Lexmark Repair Certified All model Laser Printers, Lexmark, KY
- Optimal Robotics trained installer

Vincent Cheung

OBJECTIVE:
To acquire a challenging position as an Oracle DBA where I can utilize specific Oracle training and previous work experience to further the goals of a prestigious organization.

PROFESSIONAL SUMMARY:
- 12+ years of experience in Information Technology as Oracle Database Administrator (9i, 10g, 11g, 12c, 18c, 19c).
- 12+ years of experience in Unix-like system administration (Linux). Proficient in developing management/monitoring scripts by using Korn/Bash Shell.
- 12+ years in-depth knowledge and solid hands-on experiences of installation, configuration, troubleshooting, and performance tuning in Oracle 10g/11g R2 RAC/12c RAC (Real Application Cluster), ASM (Automatic Storage Management), Data Guard (physical standby database), Goldengate, Oracle Enterprise Manager (11g, oem12c).
- Proficient in Oracle database backup & recovery strategies plan and implementation such as RMAN backup with/without catalog, cold and hot backup, full/incremental backup. Hands-on experience in disaster recovery.
- Highly skilled in SQL and PL/SQL Tuning, TKProf, Explain Plan. Expertise in monitoring and performance tuning of Oracle database through tuning application, memory, and disk by using Statspack/AWR/ADDM/SQL Advisor.
- Solid hands-on experiences in developing complex database objects like Stored Procedures, Functions, Package, and Triggers using SQL and PL/SQL.
- Great experience in implementing and operating Oracle E-Business Suite Financial R12 (AP, AR, GL)
- Experience in managing PeopleSoft FSCM and HCM.
- Experience in Solarwinds, Netapp SMO (SnapManager for Oracle), and Oracle OVM (Oracle Virtual Machines).
- Experience in Oracle Advanced Security 12c data encryption and redaction.
- In-depth knowledge in managing Oracle Fusion Middleware (OAM/OID, WebLogic, Oracle Forms & Reports, Oracle Discoverer)
- Expertise with Oracle Database Security Wallet Configuration & TDE Deployments for 12c Multi-Tenant
- Excellent English writing, verbal and communication skills. Strong team player and be able to work alone. Highly self-motivated and able to adapt and learn new technologies quickly.
- Shell script - 9 years
- Golden gate - 3+ years
- Data Guard - 3+ years
- Automation Skills: 3+ years
- Database performance Tuning - 3+ years
- Linux - 10+ years

PROFESSIONAL EXPERIENCE:

ASTUTE BUSINESS SOLUTIONS Pleasanton, CA
Database Administrator July 2018 – December 2020
- 24x7 Production database support.
- Managing Oracle Enterprise Manager 12C to communicate with multiple targets.
- Deploy OEM Agent 12c to multiple targets.
- Maintain 50+ Oracle databases range from 30GB to 2TB.
- Managing Goldengate to stream replication for the data warehouse.
- Applying quarterly Oracle CPU (Critical Patch Updates) and Oracle RDBMS Patches for bug fixes.
- Create tablespaces, tables, and indexes, sizing the tablespaces, allocating default tablespace for users.
- Creating and dropping users, granting, and revoking permissions to users/roles as and when required.
- Involved in database cloning, tuning, and monitoring

- Install and configure Oracle Advanced Security 12c and setup data encryption and redaction.
- Migrated ERP (PeopleSoft FSCM 9.2 and HCM 9.2) from On-Premise to OCI.
- Migrated Oracle 12c Database from On-Premise to OCI Oracle 19c Database.
- Experience in working with virtual machine (VM Ware) and oracle virtual machine (OVM).
- Setup Disaster Recovery on OCI across two Availability Domains using Data Guard.
- Setup Golden Gate replication from OCI to On-Premise.
- Setup Oracle Database Security Wallet Configuration & TDE Deployments for 12c Multi-Tenant
- Clients: Volt Information Sciences, Hanover Insurance Group, Chaucer Insurance Company, Laureate Education, Care Ambulance Service

VOLT INFORMATION SCIENCES Orange, CA

Oracle DBA July 2016 - July 2018

- 24x7 Production database support.
- Managing Oracle Enterprise Manager 12C to communicate with multiple targets.
- Deploy OEM Agent 12c to multiple targets.
- Maintain 50+ Oracle databases range from 30GB to 2TB.
- Managing Goldengate to stream replication for the data warehouse.
- Applying quarterly Oracle CPU (Critical Patch Updates) and Oracle RDBMS Patches for bug fixes.
- Create tablespaces, tables, and indexes, sizing the tablespaces, allocating default tablespace for users.
- Creating and dropping users, granting and revoking permissions to users/roles as and when required.
- Involved in database cloning, tuning, and monitoring
- Install and configure Oracle Advanced Security 12c and setup data encryption and redaction.
- Setup Oracle Database Security Wallet Configuration & TDE Deployments for 12c Multi-Tenant
- Converted a 2TB FSCM database Oracle 9i NON-RAC from HP Unix to Oracle Linux and Oracle 12C RAC.
- Migrated a 1TB HCM database Oracle 11GR1 NON-RAC from HP Unix to Oracle Linux and Oracle 12C RAC.
- Converted an application PeopleSoft FSCM from 8.4 to 9.2.
- Migrated application PeopleSoft HCM from 9.1 to 9.2.

MINKA GROUP INC. Corona, CA

Oracle DBA August 2013 – July 2016

- 24x7 Production database and applications support.
- Upgraded Oracle Database / RAC from 11gR2 to 12c.
- Installed and Configured Oracle Enterprise Manager 12C to communicate with multiple targets.
- Applying quarterly Oracle CPU (Critical Patch Updates) and Oracle RDBMS Patches for bug fixes.
- Managing the Oracle Fusion Middleware with WebLogic.
- Managing and administering Oracle Applications EBS R12.1.3 (GL, AP, and AR module).
- Managing user accounts, roles, and privileges to the database.
- Migrated databases from Sun Solaris to Linux.
- Installed, configured, and maintained of ORACLE 11gR2 RAC and Standby Databases (Oracle Data Guard) for High Availability and Disaster Recovery purpose.
- Implemented an Oracle EBS R12.1.3 production single instance environment to RAC environment (2 application nodes & 2 database nodes).
- Managing the Oracle Fusion Middleware (OAM 11g, OID 11g, and Oracle Forms & Reports 11g).
- Installed Oracle Forms & Reports 12c.
- Upgraded Oracle E-Business Suite Financial from R12.1.3 to R12.2.3.

EMPOWER TRAIN Irvine, CA

Oracle DBA February 2007 - July 2013

- Performed maintenance checks and upgrades on systems as required
- Upgraded Oracle RAC from 10g to 11gR2.
- Refreshing the database from production to development every two to three weeks.
- SQL tuning as part of enhancing development code.
- Monitoring performance using AWR repository.
- Monitoring backup logs, alert logs, and trace files for ORA errors.
- Performance tuning large Oracle database using defragmentation, identifying indexes, and implementing materialized views.

- Exporting and Importing schemas with LOBs.
- Recovering standby databases by applying the archived logs.
- Load and Transform data using SQL*Loader and External Tables
- Proactively managed the databases; set up notifications, alarms using shell scripts for managing any exceptions in day to day management of the databases.
- Written PL/SQL Stored Procedures, Packages, Functions, and Triggers.
- Partitioned large tables for better performance and manageability.
- Assisted in the integration of Exadata applications into current IT actionable events and solutions.

PACIFIC PALACE INC. Alhambra, CA
IT Support Technician July 2002 - January 2007

- Provide, as appropriate, telephone, and verbal application support to resolve incidents.
- Maintain written communication such as log updates to a professional and legible standard.
- Monitor and respond to hardware and software problems utilizing hardware and software testing tools and techniques.
- Configure, install, update, troubleshoot, repair, and replace computer systems, terminals, peripheral equipment, and related hardware throughout the organization.

EDUCATION:

California State Polytechnic University Pomona, CA
Studied Computer Science September 1996 – June 2000

University of California Irvine Extension
Oracle DBA Workshop June 2006

PROFESSIONAL CERTIFICATIONS:

- Oracle Database 10g Administrator Certified Associate
- Oracle Database 10g Administrator Certified Professional
- Oracle Database 11g Administrator Certified Associate
- Oracle Database 11g Administrator Certified Professional
- Oracle Database 12c Administrator Certified Professional
- Oracle Database 12c Certified Implementation Specialist
- Oracle Cloud Infrastructure 2019 Architect Associate
- Oracle Cloud Infrastructure 2019 Certified Architect Professional
- Oracle Cloud Infrastructure Developer 2020 Associate
- Oracle Autonomous Database Cloud 2019 Specialist
- Oracle Cloud Infrastructure 2019 Cloud Operations Associate

David Graham

Summary

Experienced Desktop and Network Support Technician with 18yrs experience, eager to put my well rounded background in hardware/software, operating systems, networking, workgroup administration, servers, desktops, and customer service to work in a corporate environment.

Skills

- **Hardware** – HP, Dell , and Lenovo workstations, desktops, laptops ,tablets and smart phones.
- **Operating Systems** – XP/Win 7/Win 10
- **Applications/System Tools** – Microsoft SCSM, Active Directory, and Oracle
- **Software Packages** – Microsoft Office 2013/2016, Lync, MaaS360, Duo, Cisco VPN, Service Now, Active Roles Server and SCCM

Certifications

- MCSE
- MCSA Windows 10
- Network +
- A+
- ITIL

Education

VSOFT Institute of Technology, Houston, Texas. May 2001 – March 2002

MCSE certification training

U S Network Systems, Houston, Texas. August 2003

CCNA certification training

Work History

Quantix Supply Chain Systems

Title: IT Support Level 1

- We provide local and remote support to all Quantix employees and contractors at a work location or on VPN.
- I have been assigned new user and computer setups. I create, edit, and delete accounts in Active Directory. AS well as making sure additional accounts and access for Citrix related apps are ready to go on Day 1.
- The IT team is small, for a large company, so the title Level 1 generally covers technical support levels 1 to 3.
- The company is a trucking company so there are many large warehouses with a small office staff attached. Most days I work alone and unsupervised. As the IT mangers are all in the Chicago area.

Alcon Laboratories, November 2019 to Present

Title: Desktop Support Technician

- Providing rebranding support as Alcon Laboratories is seperating of Novartis.
- The site is a medical manufacturing site, so we are working with three different groups, administrative users, manufacturing users, and machine dedicated computers.
- We are providing post- rebranding support to all groups on a rotating 24 basis, as the manufacturing operation

is a 24 hour operation.

The Harris Center for Mental Health and IDD, July 2019 to October 2019

Title: Helpdesk Analyst 2

- Provides Tier I and II, service-oriented technical support to Agency and external users.

- Provides HelpDesk first call resolution support. Answers phone calls, emails and creates/resolves tickets using remote software tools
- Completes tickets in a timely and professional manner, provides appropriate solutions and efficiently escalates tickets to other IT staff members.

Exterran Energy Solutions, February 2008 to June 2019
Title: Desktop Support Analyst

- Client Support from the Executive level to shop employees always focused on customer service, with a high volume of calls and ticket resolution.
- Our support environments consisted of engineering and design applications used in a oil and gas equipment manufacturing environment.
- Additional daily tasks include use of Active Roles Server interface, Cisco IP phones and Cisco Call Manager. And administrations of ADP timeclocks and tablets that for time keeping.
- I was responsible for deploying and maintaining computers, laptops, and MS Surface Pro's that we issues to our inside customers.

IBM, May 2007-Febuary 2008
Title: LAN Specialist

- Working as a LAN Specialist on a BP server migration at a Verizon Data Center (AMDC2).
- Racking, stacking, and patching HP, Sun, and Dell servers according to the Internal Patching Requests.
- Troubleshooting issues relating to connectivity, ports, ILO, and cabling (both copper and fiber).
- Updated changes to IPRs in BPs CMDB database , and related said changes to all team members.

Comerica Bank, August 2006 – March 2007
Title: Field Support Technician

- Desktop and Field Support to the 26 Houston area branches and offices.
  XP migration Post Deployment Support.
- New branch set up of IBM pc's, printers, and server. Installation of network equipment in rack, and patching ports.
- Comerica uses a hybrid Novell - TCP/IP environment in its branches, also Lotus Notes, Microsoft Office, EXTRA!, and Citrix.

Office of the Comptroller of the Currency, February 2006 – August 2006.
Title: XP Deployment Technician

- XP Deployment Technician responsible for traveling to duty stations throughout the southern US.
- Deploying Dell D610 laptops to Assistant Deputy Controllers, Bank Examiners, and Administrative Assistants.
- Used NTBackup for the backup and restoration process, extraordinary care was given due to the sensitive nature of the data.
- Additional apps include Outlook, Lotus Notes, Office 2003, Examiner View, National Credit Tool, Crawiz, and FinCEN.

American General, November 2005- February 2006.
Title: Post Deployment Support Technician

- Post Deployment Technician working for Siemens Business Services.
- XP migration in a Novell Environment using Lotus Notes, Microsoft Office, EXTRA!, and Citrix.

Datatrend Technologies, September 2005- November 2005. Title: Field Engineer

- Field Engineer working on a nationwide JC Penneys network cut-over project.

- Assessed store readiness, verified fiber, and cabling were completed and correct.
- Cut-over infrastructure starting with switches, servers, PCs, and tested additional ports for future POS upgrade.

LEONID TROSMAN

Technical Specialist with extensive experience in all aspects of SDLC from identifying requirements through implementing the solutions. Design, development, testing, implementation and support of large-scale Client/Server, Web and workflow applications utilizing object-oriented techniques. Extensive experience with multiple RDBMS systems. Excellent analytical, quantitative and problem-solving skills.

QUALIFICATIONS:

Python, .NET (C#), PowerBuilder, JavaScript, Angular, jQuery, HTML, CSS, Bootstrap, XML, JSON, XSLT, IIS, PEGA PRPC, MS SQL Server, MSBI (SSIS, SSAS, SSRS), Oracle, DB2, Sybase, ODBC, MS-DOS, Powershell, Windows Server (2008/12/16), SVN, GIT, JIRA.
MVC, Entity Framework, Production support

PROFESSIONAL EXPERIENCE:

July, 2019 - Current Surecomp (Trade Finance applications)
Senior Programmer Analyst

- Create custom interfaces in Python to Surecomp's **IBSnet** application. Work with clients to deploy interfaces into production.
- Create SQL Server based processing for SWIFT MT700 messages, modified for **SWIFT 2021**. Design tables, create stored procedures and functions to support importing SWIFT messages into IBSnet from SQL Server.
- Resolve clients' requests, issues and incidents, such as modifications to existing reports, SWIFT processing module enhancements, etc.
- Modify legacy Powerbuilder IBSnet application for SWIFT 2021 related changes.
- Create high level design and technical documentation for special projects that I coded and implemented.
- Small modifications to existing C++ programs supporting IBsnet.

2000 – March, 2019 BNY Mellon
Senior Programmer, VP

- Developed full stock .Net application for Customer Activity Profile (**CAP) Revenue Reporting** using C#, JavaScript, HTML, CSS, SSRS, MS SQL Server.
- Created dynamic MS SQL Server stored procedures and SSRS reports. Installed and configured CAP Revenue Reporting web site on IIS, installed SSRS reports, configured user groups/access.
- Designed and implemented reports distribution mechanism that allows users to request and receive large reports that can't be viewed online. Reports are password protected to secure sensitive user specific information.
- Developed **CBSMAINT** full stock .Net application for supporting Advantage billing system. Application utilizes C#, JavaScript, HTML, XML, XSLT, MS SQL Server.
- Designed dynamic DB-driven menus, dual approval and encryption mechanisms to satisfy bank's audit requirements. Created supporting DB tables and stored procedures.
- Created reusable C# classes for DB connections, encryption, validations, user access, serialization and deserialization of requests for approval process as well as classes for individual application functions.
- Designed DB tables for maintaining users' access to individual CBSMAINT functions, saving requests for approval, menus and other application processes.
- Created 256-bit (AES) **Encryption Application** used by all Advantage custom processes and CAP Revenue Reporting application to encrypt DB passwords and connection strings. Application is written using .Net WinForms.
- Developed **Management Functions** PowerBuilder application that replaced functionalities previously available via outdated and not user-friendly C-list mainframe programs. Some of the major application modules include Report Distribution and Advice Announcement Maintenance. Application dramatically improved time required to perform tedious tasks.
- Created **Price Management** PowerBuilder application to maintain prices for services.
- Developed library of common ancestor objects and generic reusable objects available across PowerBuilder applications. These objects simplify code maintenance and addition of the new functions.

- Designed and developed **Reports Viewer** PowerBuilder application that allows developers to quickly distribute variety of reports without redeploying front-end application. Application dynamically creates Data windows and custom user objects for specifying retrieval arguments.
- Created on-line Help for Management Functions and Reports Viewer applications using RoboHelp Office software package.
- Rewrote **Advice Viewer** PowerBuilder application to improve accessibility and minimize server failures. Application consists of HTML front end, middle tier utilizing WEB PB technology and DB2 back end.
- Developed Electronic Billing Workflow (**EBW**) system using PEGA PRPC. System replaced Lotus Notes workflow processes. Project used Agile/Scrum, created REST API for sending/receiving data to/from interfacing systems, created and deployed product files, installed BIX for the re-write effort from PRPC to Java based workflow.
- Supported **Advantage** billing system vendor application. Developed and modified DTS/SSIS packages. Created batch files, Powershell scripts, automated system processes, applied patches, installed and configured new processes, supported DB maintenance jobs.
- Improved E-file SSIS packages by adding staging tables. Package runtime reduced from hours to seconds. Created SSIS packages for loading data into Advantage from other systems.
- Created process to efficiently convert all existing SSIS packages for onboarding Corporate Trust users from AS400 to a new instance of Advantage.
- Migrated Advantage billing system to a new product version and new servers: tested, installed and configured various supporting software, modified processes to fit new product architecture.
- Troubleshooted Advantage front-end and configuration issues, investigated and resolved DB locks, ran and analyzed DB traces, tuned long running queries to improve performance.

1997 – 2000 Lewco Securities Corp.
Lead Programmer/Analyst

- Created **Commission Calculator** as WEB page using JAVA Servlet API, HTML and JavaScript. Commission Calculator allows users to get commissions figures from the Server, written in C++.
- Wrote JavaScript validation for different fields, including Cusip and Account Number validations.
- Developed dynamic **Alert** application that allows users to view data obtained from Thompson Financial.
- Met with users to verify mapping of Alert fields to CM fields and business rules for loading Alert data.
- Performed changes, improvements, new development and support of **Security Master** application which allows users to view, update various information on securities, issuers, data supplied by vendors. Application utilizes Powerbuilder 5.04 and Oracle 8
- Combined old and new business logic into functions and NVO's for better maintainability.
- Created ad-hoc reporting application with ability to easily add new reports.
- Developed Powerbuilder interface (NVO) to **PostalSoft** that enabled users of **Customer Master** application to verify and correct customers addresses. Customer Master Application utilizes Powerbuilder and PFC.
- Communicated with users and QA, rolling out new versions.

1996 – 1997 AVIS/WIZCOM
Programmer/Analyst

- Developed GUI for **Yield** - mission critical decision support system that utilized **Powerbuilder 5/PFC** and **Sybase 11.**
- Developed, coded and tested different update screens, user objects, report wizards etc.
- Created Demand Update screens implementing complicated business logic.
- Developed custom Filter object used throughout the application. Filter object allows users to drill down to the specific information on the data intensive Yield screens.
- Modified and rewrote stored procedures used as source for datawindows.
- Communicated with users to clarify requirements for new screens and system improvements.

EDUCATION:
Technological University, Saint Petersburg, Russia.
BA degree in Computerized Systems for Chemical Processes.
Front-End Web training (CSS, JavaScript, Bootstrap, Angular) – Coursera (2016)
PEGA PRPC 7.1 architect training (2014).

A+ Certificat
A CompTIA Certification

*Position **I.T. System Admin***

Skills Summary

Migration to Cloud	RDP Various Apps	Dept. Supervisor	Remedy/Service Now
SharePoint	MS Exchange	Project Management	MSSolve
Level 3 Break/Fix	**AD/AAD**	Asset Management	AutoCAD
MS Office O365 / OWA	Go To Meeting / Skype	Wireless Networking	POS
MS Teams	Technical Writing	Printer Support	SCCM
Win 9x to Win 10	Maas360 Telephone	Migrations	Security
Okta	Zoom/Skype	Slack	Sales Force

Areas of Proficiency:

- Projects - Create / Update procedures for users, technical staff, and support staff for training. Oversee / Implement equipment refresh, organize schedules to meet benchmarks, work with client management on changes, and updates. Assemble, install, configure, and support Printer Operations.
- Hardware refresh, **Windows /MS Office upgrades**, software support via SCCM, and cloud migrations.
- Preferred Point of Contact; providing technical support to company executives and managers globally.
- **Provide technical support for users remotely using various RDP protocols** on LAN / WAN to login into regional networks to access job specific programs, troubleshooting connections to user network drives, Mail programs, and files.
- Level 3 Break/Fix of independent PC Workstations and Laptops with minimal downtime.
- Experienced Supervisor / Project Manager and Auditor for Bank Operations, Information Technology, and Charitable fund raising events.
- Exchange / AD - AAD to create / manage Security Groups, Distribution lists, and Conference Rooms, and personal Calendar rooms by department.

Work Experience:

Kore1 / Concerto Care **August 2021 to November 4, 2022**
Service Desk Technician II – Hybrid/Remote

- Support users remotely nationwide with access issues to various applications via O365
- Investigate issues related to the various applications via Team Viewer
- Configure assigned laptop and Users via AD, Azure AD, and Okta
- Assist users with iPhone issues including apps and connectivity
- Be part of a growing network of support team personnel

PFI Tech / Xerox – Boeing **June 2020 – February 2021**
Printer Field Technician L1 (FTE)

- Respond to service request of varying degrees of complexity.
- As part of a team, support other technicians in the field.
- Configure assets for deployment for other teams (Refresh and IMAC).
- Assist Warehouse team with Inventory of new units, old units for sanitizing/pick up, and retention.
- Assist teams and management on projects.

Apidel Tech / Unisys Corp **Jan 2020 – April 2020**
Field Engineer – (Contractor)

- Respond to client request for technical assistance (Nordstrom, Comcast, 7-Eleven, Pet Smart, State of Washington, etc…)
- Respond to clients requesting service or repair of **Lexmark** printers or POS terminals.
- Cross train with peers to assist other clients as needed.

Tryfacta/HCL **October 2019 – October 2019**
CSR Tier II – Docu*Sign* (Training – Contract to hire)

- Assist Customers with issues for properly creating signature documents, forms, and recipient lists.

Iron Systems, Inc. / TechMahindra **July 2019 – August 2019**
Lead Migration Engineer – Seattle Children's Hospital

- Direct resources for collecting asset information on policy and procedures.
- Collect asset information from various worksites to enter into Service Now database including **areas of possible contamination where gowning up and facemask are required.**
- Update Project Manager on progress, issues, and staff schedules

Lehigh Technical / Htx – MUFG Union Bank **May 2019 to June 2019**
Support Technician – (Contractor)

- Travel throughout Washington to troubleshoot and repair Branch Operations equipment and Operating Systems, including Check Scanners, Tablets, Printers, and **POS** units.

Snoqualmie Casino **February 2019 to April 2019**
Cash Room Clerk (Contract to Hire)

- Securely collect cash/voucher boxes from slot machines daily.
- Count, bundle, verify cash monies, and vouchers received by Casino from various sources under security surveillance.
- Set up secured delivery of monies to Casino and Kiosks

Field Nation **November 2018 to December 2018**
IT Engineer (Contractor)

- Responsible for providing Project / desktop support (Break/Fix) to client companies.
- Assist on installation projects and other support using Remote Access Tools.
- Asset Management tools; tracking inventory system for unit upgrades, deployment, and destruction. Modify / upgrade PC's, Laptops, and software approaching / entering End of Life.
- Migrate users from old units to new units, systems, and applications using client-based data transfer tools. **Windows 7 to Windows 10.**

Wipro Ltd. / Microsoft Corp **May 2018 to May 2018**
Jr. Project Engineer

- Assist in system migration of ordering systems for electronic products in the Microsoft Store.
- Update product information of technical changes, sales specific regions, for pricing and releases.

Reveille Technologies, Inc - Mindtree Ltd. / Microsoft Corp **December 2017 to April 2018**
Azure Platform Engineer (FTE)

- Assist / guide clients using the Microsoft Azure platform to resolve issues on their Virtual Machines via Skype and LogMeIn.
- Input / update information regarding client issues into ticketing system – MSSolve
- Research issues and escalate issues as needed to other engineers when specific assistance is needed.

Microland Ltd. / Microsoft Corp **June 2016 to October 2017**
Office 365 Migration Engineer (FTE)

- Use various tools to across multiple platforms to migrate Email accounts to from user MS Exchange, Lotus Notes, and Web based (Google, Hotmail, etc.…) to cloud based application**, Windows 10/Office 365.**
- Use SharePoint to access client files, and then use Power shell to monitor and modify migrations.
- Update "Client" Runbooks as needed to stay current with changes in procedures.
- Communicate with other team members and clients via Email or Skype.

Insight Global Inc. – Banc of California **August 2015 – October 2015**
Insight Global Inc. – Banc of California **April 2015 – June 2015**
User Administrator Specialist (Contractor)

- Project assist with lowering excessive incident ticket load of users requiring access various Web and Intranet access using Managed Engine, Exchange 2010, and **Active Directory and ultimately SCCM**.
- Work on multiple domains in **AD Manager** to ensure user and application integrity are maintained.
- **Work on multiple audits to verify User profiles and accesses are properly updated with proper SMTP mail protocols**.

Radiant Systems / Apria Healthcare
O365 Engineer (Contractor) **August 2014 – September 2014**

- Give Customer Support while troubleshooting tickets for *clients* ***migrating*** *to* ***Windows 10*** */* ***Office 365*** *and* ***OWA***.

SNI Technologies Inc. – ***Public Company Accounting Oversight Board***
Service Desk Administrator (Contract to Hire) **January 2014 – March 2014**

- Level 3 – Break/Fix Assist users with computer related issues, remote assist users when needed via Lync, upgrade user laptops, install / configure printers, monitors, Iphones, and blackberry phones.
- Create and Modify user access in Active Directory and Exchange.
- Provision / Modify PC's, Laptops, and software for deployment or entering End of Life cycle.

Insight Global Inc. – Corinthian *Colleges Inc.*
Security Administrator Special Projects (Contractor) **January 2013 –February 2013**
Security Administrator Special Projects (Contractor) **March 2013 - August 2013**

- Update Project - Inspect / research user profiles over multiple domains (LAN/WAN) for updates completion through Active Directory using Exchange 2008 and Server 2008.
- Create, Update / Move user profiles for correct SMTP, POP3, and DNS settings in MS Outlook mail as needed for client OUs in Active Directory and Exchange 2008 / 2010.

Volt – ***Schneider-Electric / American Power Conversions***
Senior Lead IT Support Analyst / Project Coordinator (Contract to Hire) **May 2011 – October 2012**

- Restructure IT Department customer service to enhance client support in **Microsoft/Citrix** environment.
- Level 3 Break / Fix – support 600+ users in Design and Manufacturing environment.
- Project - Configure using Active Directory – desktops, laptops, printers and Lotus Notes setup for migration of new and existing users via LAN/WAN and SCCM. Modify / upgrade PC's, Laptops, and software approaching / entering End of Life.
- Repair / Configure Wireless Network and VPN configurations for users and conference rooms.

Insight Global Inc. - Corinthian Colleges Inc.
Security Administrator Special Projects (Contractor) **May 2011 – May 2011**

- Update Project - Inspect / research user profiles for updates completion through Active Directory.
- Create, Update / Move user profiles for correct SMTP, POP3, and DNS settings in MS Outlook mail as needed for client OUs in Active Directory and Exchange 2008 / 2010.

Pomeroy IT Services - ***Bbraun***
Junior Project Manager – IT Helpdesk (Contractor) **October 2009 – January 2011**

- Review ticketing data base - assign staff project (EOL / Refresh) workload daily/weekly.
- Maintain AD database regarding project progress, report to Sr. Project Managers daily/weekly basis.
- **Support and migrate users and equipment in Laboratory sterile environments creating antibiotics, requiring gowning up, safety glasses, and masks**. **Including equipment removal.**
- Research and configure users through Active Directory, and Lotus Notes applications for current units, software tracking, and unit assignments. Give user access to peripherals like printers and scanners.
- Use Active Directory to add, disable, and move units within OU containers.
- Level 3 Break/Fix for all newly configured units

Insight-Global Inc. - *Washington Mutual/ Chase*
Technical Support Specialist – Lead Assist (QA) (Contractor) **October 2009 – October 2009**

- Inspect branch teller work areas for regulatory compliance of institution software.
- Direct / Assist staff for removals and installations of desktop and laptop units with upgraded software in a financial environment.

Maersk Distribution Services, Inc.
Senior IT Support Specialist - West Coast Operations (Full Time**)** **July 2008 – February 2009**

- Maintain AD database, report to Management on a daily/weekly basis, for progress and changes.
- Level 3 Break / Fix - Provide desktop support via remote access – Dameware; for corporate wide (LAN/WAN) and traveling clients, configure and repair desktops / laptops/ and printers as needed.
- Use Active Directory to add, disable, and move units within OU containers and Exchange to create email profiles.
- Provide on-site Project / Technical support to set up wireless printers for out-of-state facility.

International Business Machines
Desktop Services/Supplemental Support (Contractor) **February 2008 – June 2008**
Desktop Services/Supplemental Support (Contractor) **October 2005 – May 2007**

- Responsible for providing **Project** / desktop support (Break/Fix) to Fortune 500 client companies (*Toyota, Maersk Distribution, **Best Buys Cash Registers / POS**, Marriott Hotels, Fireman's Fund, **AT&T**, AIG Financial, Merrill Lynch, Neutrogena/ASP Technologies, and State of California*).
- Assist on installation projects and other support for over 3,000-user network, using Remote Access Tools such as Dameware, Asset Management tools – **Active Directory / Exchange** for tracking inventory system for unit upgrades, deployment, and destruction. Modify / upgrade PC's, Laptops, Cash Register – POS units, and software approaching / entering End of Life.
- Migrate users from old units to new units, systems, and applications using client-based data transfer tools (such as Ghost/Multicast, MS Transfer Wizard, or Network download (LAN/WAN).
- Configure / Install Wireless Access, Lotus Notes, MS Outlook, Blackberry, PDA's, Citrix, and FTP.
- Conduct printer set-up, configuration, and deployment using TCP/IP, DNS, and DHCP.

LA Fitness, Int'l
Frontline Support Technician (Full Time) **June 2007 to November 2007**

- Provide pro-active client/vendor support to ensure network, computers, and printers are operational, all the time, using Remote Access Tools.
- **Provided user system and hardware support for Point of Sale (POS)**, plus hardware support for Scanners, Cameras, Printers, card readers, and signature pads.

Accurate Background
PC Help Desk/Network Support (Internship – part time) **April 2005 – July 2005**

- Extensive experience with building, configuring, and troubleshooting stand-alone PCs for independent users with a Windows XP / Exchange Server 2003 environment (Break/Fix).
- Responsible for assigning users at various levels to appropriate domains and local groups with proper NTFS permissions through Active Directory.

EDS (Electronic Data Systems)
Senior Computer Operator / Advisor (Full Time) **July 1997 – October 2005**
Supervisor – Warehousing Operations (Full Time) **July 1991 – May 1997**

- Project **–** Streamline supply ordering and inventory

California Federal Bank, FSB
Supervisor - Check Processing **October 1987 - July 1991**

- Workflow improvement Project

Security Pacific National Bank
Lead Computer Operations - Check Processing **June 1980 - October 1987**

- Project - Created Back Office Training Program

Education:
Windows 2003 Training and Network Practicum, Stanbridge College.
Computer Sciences - Orange Coast College (UCI transferable in progress).
Los Angeles Valley College / Orange Coast College – AA in progress
Verdugo Hills High School – Graduated 1980

Extensive training for Management roles

Certifications:
CompTIA A+ Certified Technician, AutoCAD level 1 Drafting, Production Dynamics, and Project Management. Lexmark Trained
Certification Testing In Progress:
MCP, Security+, Network+, MCSA, MCDBA, MCSE, CCNA, and Linux. Course work completed.

Security Clearances as of 2017:
IT2 for DOD and DOJ
CJIS for State and local governments.