

## Technical Proposal

### RFP 0464-To Provide Information Technology Support Services and Supplemental Staffing for the Departments of Electronic Information Systems (EIS) and Telecommunications

**Due Date: 08/25/2023 @ 03:30PM ET**

#### Submitted By:

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Phone: 408.480.8501  
Women Owned Small Business



#### Submitted To:

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



**CMMI DEV / 3<sup>SM</sup>**



**CMMI SVC / 3<sup>SM</sup>**

Exp. 2022-08-29 / Appraisal #3442



14001:2015



9001:2015



ISO 17025



ISO/IEC 20000-1:2011  
CERTIFIED

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## COVER LETTER

August 24, 2023

**Attn: Shanna Folse**  
Jefferson Parish  
Department of Purchasing

Dear Shanna,

BayInfotech is pleased to formally submit this proposal in response to the **RFP No. 0464: To provide Information Technology Support Services and Supplemental Staffing.** We have prepared our proposal in accordance with the instructions set forth in this RFP.

**History and Qualifications:** - Since 2011, BayInfotech has supported clients with software engineering professionals and consulting services personnel's staffing and mission critical information technology (IT) business solutions. Our track record of delivering technology-driven performance-focused staffing services, combined with our dedication and commitment to our clients, is illustrated by strong client relationships and consistent business growth. We design, develop, and deliver intelligent high-tech bespoke software solutions for several commercial clients.

BayInfotech is an IT Professional Services company that augments customers in emerging technology domain such as **Application Development, IT infrastructure, CyberSecurity, Business Analysis, GIS, Helpdesk, Telecommunication support, Server Management, SharePoint administrator, Software Defined Networking/Data Center, Website development.**

BayInfotech is an IT outsourcing company with rich expertise in providing high-end staffing solutions for various web-based IT projects. We have a pre-vetted pool of more than 300 candidates and in-depth applicant tracking and management software to rapidly form the required teams for all kinds of projects, from software development and system implementation to cloud migration, DevOps services, Desktop management, CyberSecurity and network support.

We have strong capabilities with 12+ years of experience to provide IT staffing services to all categories of technology services mentioned below:

- ▶ Project and Program Management
- ▶ Software/Application Software Engineering: (**Requirements gathering; System design; Coding; Testing; Debugging; Documentation; Training; Technical support**)
- ▶ Database Management
- ▶ CyberSecurity Services
- ▶ Network Management
- ▶ Infrastructure/Cloud Solutions Services
- ▶ Data Analytics & Reporting
- ▶ Website development
- ▶ Desktop Management

**BayInfotech ability to provide the required services: -**

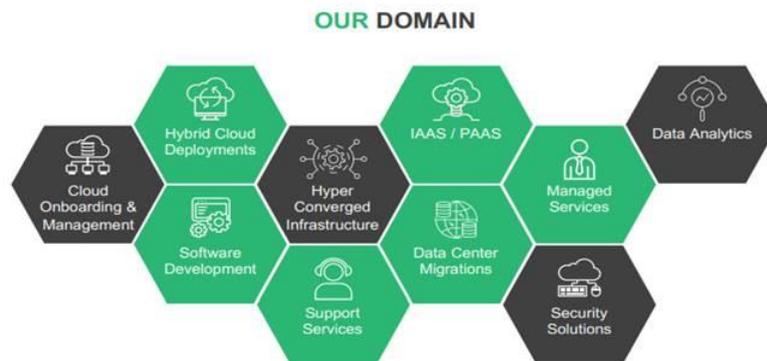
Our staff has over 25 years combined IT senior recruiting experience and have developed a deep pipeline with candidate control second to none. Our proprietary database and extensive network of technology experts allows us to deliver a quality candidate for your business needs. In addition, our certified recruiters ensure training of up-to-date best practices.

Since 2011, BayInfotech has set the standard for excellence in recruiting for the information technology industry. With a proven track record of success placing the finest IT talent nationwide.

**Core Competencies**

- ▶ IT Staff Augmentation
- ▶ IT Consulting

**Core Technology Domain:**



**Our Achievement and Differentiators: -**

- ▶ Consistently recognized as a Best Place to Work by Inc. Magazine for the years 2023, 2022, 2021, and 2020, reflecting our commitment to creating a positive and engaging work environment for our employees.
- ▶ Ranked #98 in the Inc.5000 Series: California List 2019, which recognizes the fastest-growing private companies in the state. Our high ranking reflects our impressive growth and ability to drive value for our clients.
- ▶ Achievements Cisco Innovation Challenge Award – Rank #3 for the best solutions to support Cisco’s Customers
- ▶ 2022 Inc 5000 – Ranking #552
- ▶ 2021 Fast 100 – Ranking #23 in SF Ranking #9 in East Bay
- ▶ 2021 Inc 5000 – Ranking #783
- ▶ 2022 – Inc Best Place to Work
- ▶ Highly skilled top talents
- ▶ Scale City team quickly and on-demand.
- ▶ Seamless integration of the new specialists into the existing development process
- ▶ Flexible hiring
- ▶ Add talent resources only for as long as needed.
- ▶ Close a skills gap with an experienced professional.
- ▶ Use resources more efficiently for enhanced value.
- ▶ Resources availability to work on their time zone.
- ▶ Maximize return on investment (ROI) with substantial cost savings.
- ▶ **Crucial Expertise:** Get access to IT talent unavailable in required geographic area.

We don't have any problem(s) that they envision to be associated with achieving the SOW. We have strong capability to **provide Information Technology Support Services and Supplemental Staffing** to Parish within given time frame.

The undersigned confirms that we do not have any exceptions to the requirements and agree with all the terms & conditions of the Parish's Contract and insurance requirements.

We don't have any civil litigation, settlement, arbitration, or proceeding against us in present or in past.

Please contact me at **408.480.8501** or [maulik@bay-infotech.com](mailto:maulik@bay-infotech.com) if you have any questions regarding our submission. We acknowledge and accept all the terms and conditions herein outlined in this RFP.

The undersigned confirms that we do not have any exceptions to the requirements and agree with all the terms & conditions of the Parish's Contract requirements and future binding agreement on behalf of the company as a result of being selected for this multi-award solicitation.

Sincerely,



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## 1. Scope of Work, emphasis on responses to sections 1.4 and 2.1

### A. Technical

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

BayInfotech follow the below steps to provide support, maintenance, and enhancement of technology systems, and applications in use along with a sample schedule.

#### 1. Project Initiation:

- Define the scope of IT support services.
- Identify key stakeholders and their roles.
- Establish a project team responsible for designing and implementing the services.
- Conduct an initial assessment of existing IT applications, and infrastructure.

#### 2. Service Definition and Design:

- Identify the range of IT support services to be offered (e.g., helpdesk, troubleshooting, software installations).
- Define service level agreements (SLAs) including response and resolution times.
- Design the support ticketing system and workflow.

#### 3. Resource Planning:

- Determine the required IT support staff, their roles, and responsibilities.
- Allocate resources for hardware, software, and tools required for efficient support.

#### 4. Process Design and Workflow:

- Design the process for logging, tracking, and resolving support requests.
- Develop a clear workflow that outlines how support requests will be escalated and resolved.

#### 5. Technology Setup:

- Set up the IT support ticketing system and tools.
- Configure automation and routing rules for incoming support tickets.
- Integrate the support system with other IT management tools if necessary.

#### 6. Staff Training:

- Train IT support staff on the new tools, processes, and workflows.
- Provide training on effective communication and customer service skills.

#### 7. Documentation:

- Develop comprehensive documentation for common support issues and their solutions.
- Create user guides for employees to understand how to submit support requests.

#### 8. Communication:

- Inform all employees about the availability of the new IT support services.
- Provide information on how to access and use the support services.

#### **9. Service Launch:**

- Officially launch the IT support services for the organization.
- Monitor the initial days of support to address any teething issues.

#### **10. Continuous Improvement:**

- Gather feedback from both IT support staff and users.
- Regularly review and refine support processes based on feedback.
- Implement improvements and updates to ensure the services remain effective.

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

We design a training program for an IT support project to ensure that our IT support staff are well-prepared to handle various technical issues and provide excellent customer service. Here's a step-by-step guide along with a sample training schedule:

#### **1. Training Needs Assessment:**

- Identify the specific skills and knowledge required for IT support staff.
- Determine the existing skill levels of your team to identify training gaps.

#### **2. Curriculum Development:**

- Create a comprehensive curriculum covering technical skills, troubleshooting, customer service, and communication.
- Break down the curriculum into modules or topics.

#### **3. Training Methods:**

- Choose appropriate training methods such as instructor-led sessions, hands-on workshops, e-learning modules, and role-playing exercises.

#### **4. Training Materials Development:**

- Prepare training materials, including presentations, handouts, guides, and practice scenarios.

#### **5. Technical Training:**

- Conduct technical training sessions covering hardware, software, operating systems, networking, and common issues.
- Provide hands-on exercises to reinforce learning.

#### **6. Troubleshooting and Problem-Solving:**

- Simulate various technical issues and guide trainees through the troubleshooting process.
- Emphasize systematic problem-solving techniques.

**7. Customer Service Skills:**

- Deliver training on effective communication, active listening, empathy, and managing difficult situations.
- Use role-playing scenarios to practice handling customer interactions.

**8. Ticketing System and Processes:**

- Train on using the support ticketing system and following the established workflows.
- Emphasize proper documentation and ticket tracking.

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

We will take innovative concepts into IT support services to enhance efficiency, customer satisfaction, and overall effectiveness. Here are some innovative concepts:

**AI-Powered Chatbots:**

- Integrate AI chatbots into your IT support system to provide instant responses to common queries and issues. These chatbots can offer basic troubleshooting steps, gather relevant information, and route more complex issues to human support agents.

**Predictive Analytics for Issue Prevention:**

- Utilize predictive analytics to identify potential IT issues before they occur. This allows you to proactively address problems, minimizing downtime and disruptions.

**Self-Service Portals:**

- Develop self-service portals where users can find solutions to common problems, access FAQs, and follow step-by-step guides for troubleshooting. This empowers users to resolve issues independently.

**Knowledge Management Systems:**

- Implement advanced knowledge management systems that leverage AI to provide intelligent recommendations and solutions based on historical data.

**Remote Desktop Assistance:**

- Utilize remote desktop tools to offer direct assistance to users by accessing their systems remotely with their permission. This can expedite issue resolution.

**Cloud-Based Support Solutions:**

- Utilize cloud-based support platforms for scalability, accessibility, and real-time collaboration among support teams.

## 2. Qualifications and Experience

1. Proposers shall provide a detailed statement of related services to government entities or private entities which identifies customer satisfaction, demonstrated volume of merchants, etc. Proposer must provide a detailed description of customer service capabilities, including resumes of personnel assigned, total number of personnel and timeline of customer inquiries and complaints, as applicable.

Since 2011, BayInfotech has supported clients with IT applications and infrastructure professionals and mission critical information technology (IT) business solutions. Our track record of delivering technology-driven performance-focused staffing services, combined with our dedication and commitment to our clients, is illustrated by strong client relationships and consistent business growth. We design, develop, and deliver intelligent high-tech bespoke IT system solutions for several commercial clients.

BayInfotech is a technology staffing company having 12+ years of experience in providing a wide variety of IT applications and infrastructure skills sets, including:

- ▶ Enterprise Systems Analysis & Integration
- ▶ Network Design & Administration
- ▶ CyberSecurity
- ▶ Telecommunications
- ▶ End - User Computing
- ▶ Data Center Technical Support
- ▶ Project Management

BayInfotech's is dedicated to helping you determine the most effective solution for your IT application professionals available for permanent, contract or temporary placement services over the full scope of emergent IT fields. Our consultants have extensive IT experience and are fully trained to understand the industry. We will work with you to fully understand the roles you are recruiting to ensure we provide the right level of skilled IT professionals to meet your needs.

We have a pool of highly motivated and qualified technical professionals available for contract, permanent or temporary placement over the full scope of emergent IT fields, including: BayInfotech's in-house recruiting and staffing team has have a proven track record assisting clients with the placement of suitable employees for various types of assignments. Our recruiters are well-versed in the staffing industry; we have experience partnering with various commercial agencies.

We provide candidates for the following designations related to IT infrastructure Administration:-

- ▶ Server Technician
- ▶ Network Technician
- ▶ Oracle Database Administrator
- ▶ Microsoft Support Technician
- ▶ Programmer/Analyst
- ▶ PC/Help Desk Technician
- ▶ Project Manager

BayInfotech has **over 12+ years** of experience in providing IT staffing and consulting services and has strong expertise in resourcing, researching, and delivering the best qualified and certified candidates for our clients.

We have built an outstanding reputation for matching skilled consultants to a variety of organizations in different industries across the United States. Our staff provides the services that include: - **IT applications and infrastructure technology, and Specialized Technical Positions.**

BayInfotech has extensive knowledge and experience in supporting clients with a wide range of products and technology staffing needs across diverse territories through performance driven contracts. Our services include **technical staffing, system applications support, desktop support, help desk services, network and server support, equipment configuration, imaging and deployment services, IMAC and asset management services,** as well as break-fix repair and special project services. All BayInfotech contracts are customized to fit the unique needs of each individual client.

BayInfotech IT support and staffing contracts entail effective and prompt staff provisioning to deliver system applications, end user support and infrastructure services. Our proposed staffs provide a combination of help desk, desktop and server support, software/hardware support, deployments/migrations and IT services on a wide mix of multi-vendor products. IT environments vary in size with seats and equipment quantities ranging from 5000 up to 5,000 users/devices.

At BayInfotech, we have the ability to find the quality IT professional resources to support the Parish IT support and supplement staffing contract. Our IT recruiters have the background and experience in making hundreds of successful IT job placements with the following skill sets and technologies:

BayInfotech IT-infrastructure expertise includes:

- ▶ Managed network services for voice, data, video, LAN/WAN and telephony
- ▶ IT security, data privacy, business continuity, disaster recovery for protecting against breach and service interruption and aimed at business resiliency
- ▶ End-User computing for the tools employees need to do their work
- ▶ Help desk and desk-side support services for support anywhere a business and its employees may operate
- ▶ Midrange service expertise to maximize utility through distributed computing architectures
- ▶ We are experienced in Cisco, Juniper, Barracuda, Windows Server, Linux, Net Screen, Nortel, Alcatel and Linux Network Server technologies. Our engineers are skilled in Network Security, VoIP, Active Directory, Wireless Access Point installations, Layer 2 and Layer 3 VPN set ups.

BayInfotech Staffing Services capabilities	
<b>Network/System Administration</b>	MCSA, MCSE, Windows (NT, 2000, XP, 2003, Vista, 2008), Exchange (5.5, 2000, 2003, 2007), SharePoint, SMS, Web Administration (IIS, Apache), UNIX (Linux, Solaris, HP/UX, AIX), TCP/IP, WINS, DHCP, DNS, FTP, Virtualization, Clustering
<b>PC Technician</b>	A+, Hardware Break/Fix (Dell, Compaq, HP, IBM), Laptop repair, Printer Support (Xerox, Konica Minolta, IKON)
<b>Help Desk Support</b>	MCP, HEAT, LANDesk, Remedy, Track IT, Unicenter, Peregrine, pcAnywhere, GoToMyPC
<b>Desktop Support</b>	MCP, Windows (NT, 2000, XP, 2003, Vista, 2007), MS Office (2000, XP, 2003, 2007), MS Outlook (2000, 2002, 2003, 2007), Macintosh (OS 8, OS 9, OS X), iMac, Adobe, Illustrator, Quark, Treo's, Blackberry's, Packaging, Wise, Altiris, Asset Tracking/Management

<b>Network Engineering</b>	CCNA, CCNP, CCIP, CCSP, CCVP, CCIE, Cisco (Routers, Switches, Hubs), Wireless, Wi-Fi, Unified Communications, Juniper, Nortel
<b>Project Management</b>	Methodology, Roll outs, Migrations, Upgrades, Computer Refresh Projects
<b>Storage Environments</b>	SAN (EMC Symmetrix, EMC Clariion), Sun Storage, Netapp, NAS (EMC Celerra), CAS (EMC Centera)

**Our Past Experiences capabilities to deliver the IT support services:**

<b>Client</b>	<b>Project Name</b>	<b>IT Staff Provided</b>
	IT Support Services	Network specialists, End-User technicians, IT support technician, Application Developers, System Architect, CyberSecurity analyst, Database administrator, Data analyst, and many more!
	Technology support Services	Network specialists, End-User technicians, IT support technician, Software Developers, Architect, Database administrator, CyberSecurity analyst
	IT Staff Augmentation Services	Network specialists, End-User technicians, IT support technician, Software Developers, System Architect, Database administrator, Network specialists, CyberSecurity analyst
	IT Support Services	Network specialists, End-User technicians, IT support technician, Software Developers, System Architect, CyberSecurity analyst, Database administrator, Data analyst
	IT Support Services	Network specialists, End-User technicians, IT support technician, Software Developers, Data Analyst, Enterprise Architect, Database administrator
	Technical Employment Services	Network specialists, End-User technicians, IT support technician, Software Developers, Enterprise Architect, Database administrator
	IT Staff Augmentation Services	Network specialists, End-User technicians, IT support technician, Application Developers, CyberSecurity analyst, Data analyst, System Architect, Database administrator
	IT Staff Augmentation Services	Network specialists, End-User technicians, IT support technician, Application Developers, System

		Architect, Database administrator, CyberSecurity analyst
	Technology Staffing Services	Network specialists, End-User technicians, IT support technician, Software Developers, System Architect, Database administrator, Network specialists, CyberSecurity analyst, Data analyst
	IT Staff Augmentation Services	IT support technician, Network specialists, End-User technicians, Application Developers, System Architect, Database administrator, Network specialists, CyberSecurity analyst.
	Technology Staffing Services	Network specialists, End-User technicians, IT support technician, Software Developers, System Architect, Database administrator

Customer service capabilities, including resumes of personnel assigned, total number of personnel and timeline of customer inquiries and complaints, as applicable.

Customer service capabilities	
<b>Personnel Assigned</b>	<ul style="list-style-type: none"> <li>• Network Tech: <b><u>Christopher Robin</u></b></li> <li>• Server Tech: <b><u>Jesse Taylor</u></b></li> <li>• Microsoft Tech: <b><u>Christopher Lynch</u></b></li> <li>• PC/Help Desk Tech: <b><u>Nathaniel L. Johnson</u></b></li> <li>• Oracle DB Administrator: <b><u>Robert T. King</u></b></li> <li>• Programmer/Analyst: <b><u>Jeffery Sheridian</u></b></li> <li>• Project Manager: <b><u>Kevin G. Thompson</u></b></li> </ul>
<b>Total number of personnel</b>	7 (Seven) Technical Consultants
<b>Timeline of customer inquiries and complaints</b>	<ul style="list-style-type: none"> <li>• <b>Inquiry Submission:</b> Timeline: Immediate to within a few minutes.</li> <li>• <b>Initial Acknowledgment:</b> Timeline: Immediate to within 1 hour.</li> <li>• <b>Triage and Categorization:</b> Timeline: Within 1-2 hours.</li> <li>• <b>First Response:</b> Timeline: Within 4-8 hours.</li> <li>• <b>Investigation and Troubleshooting:</b> Timeline: Varied based on issue complexity; could range from hours to days.</li> <li>• <b>Escalation (if needed):</b> Timeline: Within 1-2 business days.</li> <li>• <b>Issue Resolution:</b> Timeline: Varied based on issue complexity; could range from hours to weeks.</li> <li>• <b>Customer Verification and Feedback:</b> Timeline: Within 1-2 days after issue resolution.</li> </ul>

**Resume #1: Network Tech: [Christopher Robin](#)****Christopher Robin  
Network Technician**

- Microsoft Certified Professional with 10 years remote access technical support using remote software Radmin and Bomgar to quickly and efficiently resolve all types of software and hardware issues.
- Documenting work and completing tickets using Jira software. Customer service-oriented leader seeking IT support position that will utilize my years of computer, network and system administration technical skills.
- Experience working in a team-oriented, collaborative environment Exceptional customer service orientation
- Ability to effectively prioritize and execute tasks in a high-pressure environment Keen attention to detail

**Work experience****February 2020 to Present****IBM****Computer & Network Technician**

- Install, configure and manage Check Point Encryption software for laptops.
- Troubleshoot and repair hardware problems (power supply failure, hard drive failure, video graphics card failure, etc.)
- Software installs & up-dates as well as hardware & BIOS up-dates.
- Providing Technical Desk-side/Hardware support, phone/remote software support to end-users.

**May 2016 to Feb 2020****HireRight, LLC**

- Network Systems Administration Tier 2. Computer & Network Technician
- Remote access technical support using Radmin and Bomgar to resolve hardware and software issues.
- Active Directory creating new users and permission to shared folders and network resources.
- Creating and managing shared E-Mail boxes using Exchange.
- Configure/manage virtual machines using VMware and remote management systems.
- Create Windows images on laptops and virtual computers. Migrate applications/data from old PC to new PC.
- Troubleshoot Microsoft Office applications as well as GIS created applications and web services.
- Clearly communicate technical details in both verbal and written forms.
- Maintaining service request tickets and documenting work performed using Cherwell Management ticketing system.
- Provide phone support to help ensure network availability to remote VPN end users.
- Install, configure and manage Check Point Encryption software for laptops.
- Troubleshoot and repair hardware problems (power supply failure, hard drive failure, video graphics card failure, etc.)

**January 2011 to October 2015****Advanced Technology Services -Caterpillar EPD****Field Service Representative II, Computer Network Technology Support Specialist.**

- Configure, install & support Windows 10, 7, XP operating systems using SCCM.
- Troubleshoot, repair & install all Windows operating systems, computer hardware, software &

updates.

- Asset management and tracking using Remedy Help Desk ticketing system.
- Configured and supported Apple & Android mobile devices.
- Support & installed 27 HP network printers, 2 HP plotters & CCTV security cameras.
- Support all LAN-based PC users, remote users, and mobile users.
- Maintain network users, user environments, company directories and security protocols.
- Configure & support Lotus Notes email and messaging; virtual desktops; Cisco Any Connect VPN; Symantec encryption; secure file transfer; and Cisco telephone system
- Installed and supported 40 computer applications including Microsoft Office, AutoCAD 2014, E-change, Lotus Notes, Lotus Same Time, and Siemens Team Center 10.
- Tracked work orders using Remedy ticking system entering work orders as I completed technician task
- Supported 27 HP network printers, 2 HP plotters and CCTV security cameras.
- Maintain appropriate confidentiality regarding client and Company information and ensure proper destruction of confidential documents.

#### Education

March 1999 to June 2002 Herzing College

Associate degree Computer Network Technology Harahan, LA 70123

**College Preparatory**

Holy Cross High School  
January 1995 to May 2000

**Skills**

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- Time management (10+ years)
- Help desk (10+ years)
- Remote access software (10+ years)
- Active Directory (8 years)
- Microsoft Windows Server (10+ years)
- LAN (10+ years)
- Microsoft Windows (10+ years)
- DHCP (6 years)
- TCP/IP (5 years)
- DNS (5 years)
- Operating Systems (10+ years)
- Computer Networking
- Microsoft Exchange (7 years)
- System Administration (7 years)
- VPN
- Network Administration (5 years)
- WAN
- Ethernet (10+ years)
- Network Support
- Network Firewalls
- Disaster Recovery
- Network Monitoring

**Certifications and Licenses**

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**CompTIA A+ ce**

Present

**Lenovo laptop**

Present

**Lenovo desktop**

Present

**Resume#2: Server Tech: [Jesse Taylor](#)****Jesse Taylor****Server Administrator**

- Over 21 years of IT industry experience
- Eight plus years as IT Manager and/or Sever Administrator
- Aggressive self-starter with excellent interpersonal and communication skills, Customer Service Focused and proven ability to meet tight deadlines.
- Authorized to work in the US for any employer

**Work Experience**

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**Server Administrator****Pearl River County****August 2017 to Present****Duties and responsibilities included, but not limited to:**

- Enterprise level support of network, Wifi, servers, workstations, laptops, printers, MFPs and cellular devices in an Active Directory environment. Administration and management of servers, workstations, laptops, printers and cellular based devices.
- Strong, demonstrable background in Microsoft Windows, Server, Exchange EOL and OP, SharePoint, AS/400, network switches and routers, IP addressing, surveillance cameras and all day to day support calls.
- Served as the first point of contact for IT support in PRCounty.
- Troubleshooting, resolving and communicating desktop, server, printer, and network issues for PRCounty employees and leadership/management.
- Maintained current knowledge and understanding of security and networking.
- Monitored backups are completed and tested, as scheduled for PRCounty. Unitrends
- Install, configure and maintain computer network including switches, VPNs, routers and other physical hardware in support of the PRCounty network infrastructure.
- Website html code and added website changes as needed.
- Monitoring firewalls and updating virus protection software and data security systems to keep dataand communications protected.
- Monitoring computer systems to improve network performance for all systems.

**IT Manager**

Virtual Business Solutions - Metairie, LA

September 2016 to December 2016

- Managing entire Support Desk staff. Appointed technicians toward solutions and also taking calls from

- Resolved over 80% of solutions remotely, with all types of software / hardware related issues. Coordinated and performed hands-on support at desktop and networking level. Server hardware, cloud server implementation, laptop or desktop support.
- Tracked and analyzed Support Desk requests, via telephone and email, also generated statistical reports and monitored for reoccurring issues.
- Extremely familiar with all customer Firewalls, IP schemes, subnets, VPN tunnels, RDP sessions and setup.
- Managed firewalls, switches, and cloud hosted servers and applied any needed changes, whether it is VPN tunnel or 3 servers being move to cloud based.
- Ensured that all Support Desk requests were logged, responded to and closed within 2 days, unless for a server project. Kept in daily contact with Owner/Director of Information Technology.
- Managed G Suite email creation, changes or deletion for over 30 of our customers, totaling over 400 email address, groups, aliases, etc.
- First point of contact for OpenVPN session creation, configuration, installation and questions with projects related to cloud implementation. Performed duties as needed.

**IT Technician****JPPSS High schools via New Era Technologies - Harahan, LA****August 2015 to September 2016**

- Responsible for taking all work orders for 2 large high schools, dealing with laptops, desktops, printers, promethean boards, cabling, monitors and projectors. Closed over 350 work orders per month.
- Keeping connected daily with direct point of contact on issues resolved, work orders completed, work orders which may arise and meshing it all together so any superior can peak in and see cleanliness & organization at its best.
- Hearing, understanding and solving any / all issues regarding Microsoft Office 2013, Office 365, GMetrix and Windows 7, 8 or 8.1 and Windows 10.
- Working in and managing a repair shop; Dell, Lenovo warranty work, laptop or desktop.
- Adding, deleting and changing anything within the Windows.
- Virus removal, malware removal; keeping all computers used by teacher and student functional.
- Fixing all hardware / software issues in a timely manner including: computers, laptops, printers, scanners,
- Installing Windows 7, 8, 8.1 or Windows 10 images on laptops or desktops in the field. Keeping everything seamless and organized.

**Desktop Support Technician****Rouses Corporation - Mandeville, LA****January 2015 to July 2015**

- Installing POS machines, thin clients and Touchscreen monitors cleanly and efficiently.
- Troubleshooting thin client devices/printers/monitors/servers/UPS/Ethernet lines/ and resolving/ replacing depending on the issue, keeping replacement list to a minimum.
- Memory and hardware upgrades on multiple Dell R710 servers with minimum downtime and zero issues.
- Responsible for installing telephones, testing and troubleshooting lines.
- Opening up over 2,000 PC/s to test/replace memory, test/replace hard drives, test/replace motherboards and keeping purchase list to a minimum.
- Replacing Windows XP devices with Zero Clients, managing minimal downtime.
- Testing UPS APC backup battery devices and replacing batteries as needed.
- Crimping or patching Cat6 & Cat5 lines.

**IT Manager****US Copy - Kenner, LA****August 2010 to September 2014**

- Responsible for taking all calls/fixing all problems from over 2,000 customers dealing with scan-to- PC, scan-to-email, fax troubles; troubleshooting over the phone, or connecting via ShowMyPC or VNC to users PC to fix.
- Keeping up with the technology of Lexmark devices, Lexmark solutions, Lexmark VSC (Virtual Solution Center), Lexmark self-paced courses and certifications.
- Keeping up with RICOH solutions, printing capabilities, scanning capabilities, email capabilities, 3rd party solutions and meshing this with what the customer has in mind to make workflow seamless.
- Adding, deleting, changing user functions via Active Directory and/or Workgroup.
- Adding, deleting, changing printers on business-wide print server.
- Troubleshooting any / all problems company-wide dealing with iPhones, Blackberries, Printers, Computers, Laptops and making downtime as minimal as possible.
- Fixing all hardware / software issues in a timely manner including: computers, laptops, printers, fax machines, telephones and scanners.
- Installing Microsoft Office 2013, 2010, Microsoft Windows 7 & XP, Symantec, Lawson, Print Requestor and other software needed in this work environment.
- Adding operating system on new PC's via Acronis image software, also manually if needed. Very familiar with Windows 7 and Windows XP, as well as older operating systems.

**IT Helpdesk / Network Technician****IMTT via TEKSystems****December 2009 to June 2010**

- Responsible for taking all calls to the Helpdesk; troubleshooting over the phone, or connecting via DameWare or VNC to users PC to fix.
- Traveling to remote locations to install printers, computers, bring laptops, telephones, running network cables, etc for IMTT and Oil Mop companies.
- Adding, deleting, changing user functions via Active Directory.
- Adding, deleting, changing printers on business-wide print server.
- Troubleshooting any / all problems company-wide dealing with iPhones, Blackberries, Printers, Computers, Laptops and making downtime as minimal as possible.
- Fixing all hardware / software issues in a timely manner including: printers, fax machines, telephones and scanners.
- Installing Office 2010, Office 2007, Microsoft Windows 7, Microsoft XP, Symantec, Lawson, Print Requestor and other software needed in this work environment.
- Adding operating system on new PC's via Acronis image software, also manually if needed. Very familiar with Windows XP and Windows 7, as well as older operating systems.

**IT Specialist****The Center for Restorative Breast Surgery, Saint Charles Surgical Hospital****April 2008 to December 2009**

- Creating, running and monitoring all backups pertaining to hospital and clinic duties.
- Break / Fix on Dell Servers, HP Servers or PCs such as installation of motherboards, memory boards, wiring and regular maintenance of all components.
- All hardware duties in hospital environment including: printers, fax machines, telephones and scanners.

- Lighting jacks, analyzing proper network data flow, creating Windows and managing accounts for all users.
- Responsible for setting up Server Racks for IBM Blade Servers running off a Windows Server 2000 / 2003 operating System.
- Responsible for installing telephones in Cisco; testing and troubleshooting lines. Programming phones, extensions, pickup groups; any needs in IT relating to Cisco environment.
- Solely responsible for monitoring email server. Email logs, spam logs, corrections of rejected emails, creating accounts, email addresses.

**Desktop Support Technician****The Go2IT Group****September 2007 to March 2008**

- Responsible for Installation of POS (Point of Sale) equipment for local businesses.
- Break / Fix work on Dell PCs such as installation of motherboards, memory boards, wiring new PCs and regular maintenance of all components (Dell Certified Technician).
- Responsible for setting up Server Racks for IBM Blade Servers running off a Windows 2000/2003 operating System.
- Responsible for installing telephones, testing and troubleshooting lines.

**Desktop/Helpdesk Support Technician****West Jefferson Medical Center - Marrero, LA****August 2005 to February 2007**

Responsible for taking all calls dealing with hardware and software issues for over 1200 users in a hospital environment, ranging from password resets to remotely troubleshooting PCs & Laptops.

- Provide Desk side break / fix support for Dell PCs, HP Printers, Scanners and all other Hardware.
- Perform memory upgrades, motherboard installations and Installation of operating systems via Ghost Imaging.
- Served as Network Administrator responsible for troubleshooting connectivity issues.
- Maintenance of McKesson Supply Scan machines which included troubleshooting machines, installing new software and making sure all machines were streaming live information to keep supplies fully stocked in a high paced environment.

**Computer Operator****October 2002 to August 2005**

- Responsible for creation of Hospital wide charges, backups and reports creation for the STAR Financial System. Utilized Tivoli Systems Management (TSM) for backups.
- Handled batched processes, monitored, rebooted the IBM AS/400 Mainframe.
- Constantly process patient Data to analyze the crossover of Data from STAR and the TDS7000 which streamline patient's records, charges and current location in hospital. Also Installed/Maintained McKesson Supply Scan DFI Machines to track supply inventory for timely re-order of necessary equipment.
- Responsible for Helpdesk calls and remote troubleshooting during downtime.

**Education**

**Computer Science** University  
of New Orleans 2005

- Hardware Manipulation
- Hyper-V
- Infrastructure
- IT management and solutions
- ITIL
- KPI's
- Leadership and mentoring
- Microsoft Windows - All
- Microsoft Intune
- Microsoft Server - All
- Microsoft 365/Office 365
- Mobile device management (MDM)
- Network administration
- Network architecture
- Network security
- Operating systems
- Performance reviews
- Policies
- PowerShell
- Project management
- Quality assurance
- Research
- Risk management
- SCCM
- Security
- Task delegation
- Task management
- Team management
- Technical analysis
- Use of complex software
- Vendor management
- Virtualization
- VMWare

Resume# 3: Microsoft Tech: [Christopher Lynch](#)

## Christopher Lynch

### Windows Technician

Tech-savvy IT leader with 15+ years of experience in planning and managing IT infrastructure.

Ability to lead strategy for technology platforms and identify as well as implement technology solutions to meet current/future needs. Skilled in creating overall technology standards and practices and ensuring adherence. Creative problem-solver with flair for resolving all impeding IT challenges. Adept at bridging the gap between technology and business management by leveraging extensive industry experience and expertise. Known for collaborating with key stakeholders, senior leadership, and cross-functional teams for aligning business requirements while leveraging technology systems to ensure success of IT initiatives. Able to keep abreast with new trends and best practices in the technology landscape. Skilled in deploying strategic imperatives while focusing on priorities/timelines and taking initiatives in thought leadership, innovation, and creativity.

### Areas of Expertise

- Team Leadership & Mentoring
- Planning & Analysis
- IT Infrastructure Management
- Cybersecurity Management
- Hardware/Software Management
- Cloud Solutions Designing
- Agile Project Management
- Risk Management
- Network Administration
- Compliance Assurance
- Virtualization
- Vendor Management

### Accomplishments

- Increased a company’s funding capabilities, and total funding by 500% - \$600M in 2013 to \$3B in 2022.
- Over \$3 million saved via hardware negotiations
- Over \$500K saved in MSP, MSSP negotiations
- Delivered savings in cost worth \$300K during first year of eliminating IT outsourcing
- Recognized as “EOTY” 2014, “EOTM” 2016 and 2017, and the recipient of over 17 discretionary performance bonuses
- Elevated a company’s operational uptime by over 42%, allowing for 24/7 operations via technical innovation

### Career Experience

**U.S. Government Contract** **2023 - Current**  
Senior Windows Administrator

Provide, implement, and architect virtual solutions for a massive infrastructure spanning the United States. Maintain a security focused mindset experienced with large scale enterprise deployments of applications and security updates across a diverse multi customer environment.

- Responsible for Windows system operations including: system operations, administration, O&M, security, virtualization, continuous monitoring, capacity, performance, availability, planning, and recovery
- Improve and support of infrastructure including: switches, firewalls, subnets, and load balancers
- Enterprise software deployment using SCCM/SCOM.
- Microsoft Exchange administration
- Active Directory implementation, management, and training at both the Domain and Forest level
- Creation of SOP's, and documentation reflecting the current operational environment
- Solve complex integration and technical problems in a dynamic fast-paced environment

- Work with other System Administrators, DBAs, Network Administrators, Storage Administrators, and application developers to resolve various system issues
- Implement automation using PowerShell, virtualization, and other automation methods
- SolarWinds monitoring and implementations

**Mortgage Solutions of Colorado, LLC. – Colorado Springs, Colorado 80920**

**2013 – 2023**

Senior Systems Engineer

Direct the organization’s IT operations while ensuring delivery of efficient and effective technical support service. Design, develop, and implement all policies and SOPs for IT, such as BC, DRP, WISP, SAT, ITIL, incident response, encryption, identity theft, remote access, third-party vendor policies, on/off-boarding. Plan, strategize, and lead implementation, upgrades, migration, and comprehensive documentation for all systems. Maintain optimum staffing levels by recruiting and selecting high-caliber human capital. Contribute to professional development of staff through training, mentoring, and coaching. Advocate technological advancements/innovation by securing stakeholder/key-member approval and buy-in.

- Established four geographically dispersed IT departments across US and Virgin Islands.
- Achieved 30% reduction in IT-related costs through tactful negotiations with vendors, MSP, and MSSP.
- Decreased time cost by 45% in local onboarding through comprehensive revision of virtual machine creation process.
- Built datacenter-centric environment with exceptional system uptime, security, high availability, and business continuity.
- Met evolving organizational needs by guiding all aspects of budgeting, IT forecasting, and technological asset management.
- Developed and deployed multilayer security system, including MFA, AV, AS, Crypto Guard, DMZ, and Citrix Virtual Infrastructure.
- Capitalized on technological innovation, implementation, and virtualization to achieve 500% in company funding from \$600M in 2013 to \$3B in 2022.

**Sturgeon Services International - Bakersfield, California 93308**

**2007-2013**

System Engineer

Oversaw short/long-term IT plans and guided all IT operations while maintaining strict compliance with budgetary constraints. Planned, guided teams, and led rapid large-scale deployments as well as system architecture. Delivered expertise as primary point of contact for all technology initiatives to support IT infrastructure and enterprise services. Managed and effectively maintained organization’s IT assets and infrastructure. Formed collaboration with internal/external stakeholders to lead day-to-day IT operations and drive strategic outcomes. Guided four-member team and managed 600+ laptops, 120+ desktops, 38+ servers, and 700+ mobile devices. Led computer/mobile hardware and software purchases as well as managed up-to-date licenses of software.

- Researched, created, and implemented BC/DRP with BDR devices.
- Delivered savings in cost worth \$300K during first year of eliminating IT outsourcing.
- Developed Storage Area Network (SAN) for VM holding, archiving, and mass data retention.
- Achieved 15% increase in productivity by methodically elevating Active Directory domain forest.
- Saved \$1M in operations/hardware purchases over six years by reducing cost of equipment by 45%.
- Increased uptime of end-user machine by 35%, internal server by 37%, and system capability by 42%.
- Achieved 15% increase in annual YoY profits by creating cluster network (DAG, DFS, HA, BDR) for servers.
- Designed employee discount plan and built rapport with vendors to provide discounts to employees through common vendors.
- Coordinated with respective representatives and developed programs as well as vendor discounts of 20% for Verizon, 22% for ATT, and 25% for HP, Sprint, and Dell.
- Planned and led implementation of enterprise solutions, including Microsoft SharePoint, Microsoft Lync (VOIP), SysAid™ Complete ITIL Management Solution, JJ Keller D.O.T., Spector Soft, ESET Enterprise Antivirus, Microsoft Dynamics (Solomon) Payroll Solution, Hyper-V, and Windows Server.

**Technical Proficiencies**

- |                    |                                 |
|--------------------|---------------------------------|
| • Active Directory | • Communication                 |
| • Agile method     | • Compliance                    |
| • Analytics        | • Cybersecurity                 |
| • Benchmarking     | • Data visualization and mining |
| • Budget planning  | • Data privacy                  |
| • Business systems | • Datacenter operations         |
| • Citrix           | • Documentation                 |
| • Cloud solutions  | • Finances                      |

**Resume#4: PC/Help Desk Technician: [Nathaniel L. Johnson](#)****Nathaniel L. Johnson  
Help Desk Support****PROFESSIONAL SUMMARY:**

- Accomplished Desktop Support professional with 7+ years' experience in Computer Operations, Technical and Help Desk support.
- 4 Years of progressive computer/network operations experience in refinery and university settings with mixed computing environment including Windows and Mac OS.
- 6 years providing Help Desk support to thousands of users country wide, earning a solid reputation for productivity, complex problem resolution and professionalism.
- Excellent communication and diagnostic skills, consistently solve problems and rarely escalate issues.
- Initiative-taker known to initiate process and system improvements to increase system stability and staff productivity

**EMPLOYMENT EXPERIENCE:****Memorial Sloan Kettering Cancer Center  
Help Desk II****June 2022 – Present**

- Provided professional end-user support via telephone, email or web submits
- Provided restorative or maintenance actions to resolve end-user problems
- Responded to end-user problems based on standard procedures
- Tracked incidents and calls, including but not limited to, entering data into the database timely and accurately
- Was responsible for ensuring systems are configured properly
- Exceptional Customer Service Skills
- VPN troubleshooting

**Shell Chemical at Deer Park/Hemmersbach- Easton, TX****CAR Technician/ IT Technician****February 2022 – June 2022**

- Imaging new desktops/laptops for deployment (Windows 10)
- IMACs (Install, Move, Add, Change new & old desktop/laptops for users)
- Delivering completed PCs to end users' desks and walking them through setup
- Prepping returned machines for disposal including disk wiping and destruction of hard drives
- Keeping up with processes using the ServiceNow ticketing system
- Issuing and managing mobile devices such as: iPads and iPhones
- Completed JMLs requests (Joiners, Movers, and Leavers) and CARs (Computer Asset Refresh)

**Verra Mobility – New Orleans, LA****Field Technician****April 2021 – October 2021**

- Maintain fleet vehicles in good working order by following preventive and corrective maintenance schedules according to OEM

- Install/repair hardware such as: cameras, radars, flash packs, laptops storage, and video streaming equipment.
- Maintain spreadsheets containing SpeedVans statistics

**Aamazng IT/Compucom/Syngenta- St Gabriel, Louisiana, US**

**Deskside Support Technician**

**November 2020 – April 2021**

- Real time ticket entry by utilizing, monitoring, and managing our service desk system
- Ordering of computer supplies and keeping of inventory
- Provide second-level support on tickets escalated from the Service Desk staff regarding IT issues and requests including, but not limited to
- Other responsibilities were operating system builds, fault diagnosis and management of open tickets within the call logging system

**Tulane University/Kelly Services (contract)- Greater New Orleans Area**

**Field Support Technician III - Greater New Orleans Area**

**February 2019 - April 2020**

- Participated in training and work to develop and maintain top knowledge in existing and innovative technologies to provide most effective support
- Provided support to end users on a variety of issues ranging from hardware, software, network, and account management
- Diagnosed and resolve hardware and software problems, referring more complex networking problems to network administrators or IT managers
- Used SCCM to deploy Microsoft Windows images
- Ensured the SCCM installation is configured and maintained for optimal performance.
- Provided security patches and software and hardware upgrades
- Performed and assist in the development, implementation, support, and documentation of new and existing technology solutions

**Best Buy- Metairie, Louisiana**

**Geek Squad Consultation Agent**

**October 2018 - June 2019**

- Engaged with clients to provide solutions aligning with their definition of fix
- Greeted clients and perform consultations with unit drop-offs to determine level of service required Demonstrate repairs to clients on pickup
- Performed client education on aspects of technology in terms they can understand
- Worked with the sales team, explaining services and technology to help them achieve business goals

**Shell- Greater New York City Area**

**On-Site Support Technician (Short-Term Contract)**

**April 2018 - May 2018**

- Imaging new desktops/laptops for deployment (Windows 10)
- IMACs (Install, Move, Add, Change new & old desktop/laptops for users)
- Using SCCM to deploy Microsoft Windows images
- Delivered completed PCs to end users' desks and walking them through setup
- Organized inventory and returned machines
- Prepped returned machines for disposal including wiping, inventorying, and palletizing

- Kept up with processes using the ServiceNow ticketing system

**Assistance Just For You  
Help Desk Technician****April 2017 – April 2018**

- Provided user support and systems maintenance for both Windows & Macs
- Maintained billing system
- Trained employees on newly implemented software
- Resolved LAN and phone system connectivity issues
- Setup and configured VMware Virtual Machines
- Setup Video Conferences

**Independent Contractor  
2017****November 2013 - April**

- Ensure stability of computer hardware & software
- Advise on networking initiatives
- Setup computers in new offices
- Creation of Backup / Recovery plans
- Troubleshooting various technology issues

**EDUCATION AND CERTIFICATIONS:**

- HP Certified in the Following Areas: Commercial Desktops, Workstations, and Notebooks Service Qualification (Release 4.0 / 2017) and Replacement System Board DMI Programming
- TWIC Card

Resume#5: Oracle DB Administrator: [Robert T. King](#)

**ROBERT T. KING**  
**ORACLE DBA**

Technical Expertise

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**Database:** Oracle Database (8.17/9i/10g/11g/12c (12.1.0.2)), Oracle 9i Developer Suite, Oracle Application Server 9i/10g, Oracle Portal, MySQL, Quest TOAD/Tora, Microsoft SQL Server 2008, SQL Express, Microsoft Access

**Operating Systems:** UNIX (Solaris Sunsoft/2.5.1-5.9), Linux (Red Hat 4-9/9AS/ES, CentOS 5.3-5.6, SuSE 6.2-8.1, Mandrake 7-9.1, Fedora, Windows 2000-2012 (Professional/Server))

**Oracle:** Oracle Enterprise Manager, Automated Storage Management, Real Application Clusters (RAC), Partitioning, Recovery Manager (RMAN), Oracle Flash Recovery Area, Patching, Migration, Diagnostics, Oracle Mobile Platform, SQL Loader

**Web and Application Server:** Oracle Web DB, Oracle Application Server, WebSphere 8.5.5.5, Microsoft Internet Information Server (IIS) 4.0/5.0, CGI, and PERL, Apache, Tomcat HTML, ZEND Studio, Active Server Pages (ASP), JavaScript, Java, Microsoft FrontPage, Allaire Homesite, NetObjects Fusion

**Cloud Computing:** VMWare ESX, VMWare vCenter, Amazon Web Services Practitioner Course

**Languages:** UNIX/Linux Shell Script, SQL, PL/SQL, PHP, Visual Basic, TCL, PERL, HTML, ASP, VBA, JavaScript, WAP/WML, ASP.NET, C/C++

**Enterprise Management:** Peoplesoft 8 Human Capital Management package

**Mapping:** ArcGIS, ESRI

Experience

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**Oracle Database Administrator**

Oct 2019-Present

**New Era Information Technologies** – Jefferson, Louisiana

- Migrated proprietary locally managed application from a local system to Azure Cloud environment
- Designed new RAC database servers, network, and application server for migration from Oracle 12c to 19c
- Performed Oracle database tuning, monitoring, and patching
- Troubleshoot slow database performance and implemented the necessary system changes
- Ensured Linux Operating Systems remained at the current patch level
- Established and documented sound backup, recovery policies and procedures utilizing RMAN and DB visit
- Assist development teams with application/database setup and configuration
- Implemented database security procedures
- Setup and maintained performance tuning on ESRI geospatial databases
- Oracle Database Replication, installation, configuration and upgrading of Oracle server software
- Manage, create, and implement high availability RAC databases with a disaster recovery plan
- Ensure off site backup databases remained up to date using DBVisit
- Automated RMAN backups, geodatabase statistics gathering, alert log monitoring, and unused user locking

**Senior Database Administrator/System Administrator**

Jan 2007-Nov 2019

**MMC 20/20** – Bluffton, South Carolina (Position is 100% Remote)

- Installed and configured Oracle database software at remote client locations and on corporate servers
- Facilitated contract negotiation for Managed Services and enterprise equipment purchases (server, network, and storage)
- Ensured customer satisfaction remained high by attending scheduled calls and proactively monitoring the ticket system
- Standardized client and company wide database/application server configurations and documented the requirements
- Install and manage MSSQL server used for ticketing system and SharePoint
- Improved performance of production database backups by automating snap mirror processing using shell scripts
- Performed data ETL based off CSM data remediation and standardization
- Enhanced data migration between production and sandbox databases for QA testers using data pump, import, and export
- Established Oracle database backup policies using RMAN and NetApp snap mirroring to ensure zero data loss
- Accomplished disaster recovery testing and implementation for Oracle database and WebSphere application server
- Advised clients on system requirements for proprietary software while guiding them through purchase agreements
- Deployed proprietary application on WebSphere, Tomcat, Apache, WebLogic, OAS, and Oracle databases
- Guided clients through system required upgrades on Oracle Database and IBM WebSphere for Medicare Software
- Spearheaded and executed the conversion of physical servers to VMWare ESX (virtual)
- Planned and implemented Oracle database system-wide upgrades from 10g to 12c

- Provided technical support for clients, employees, and management
- Adhered to best practices for controlling user access to the remote network using Active Directory and Cisco VPN rules
- Troubleshoot slow client databases and application servers and implement the required changes
- Executed database cloning to ensure data from production was disseminated to development and testing environments
- Provided 24/7 support to clients, management, and coworkers
- Automated daily tasks using cron, database scheduler, database jobs, and shell scripts
- Proactively monitored Enterprise wide applications, databases, web servers, and systems using Nimsoft
- Aided CMS by writing SQL and PL/SQL code to gather data for remediation, correction, and standardization
- Oversaw the deployment of SharePoint and custom Wiki used by CSM, quality assurance, and software testers
- Ensured all servers were patched to the latest release for Linux and Windows servers as well as database and application servers

**Oracle Database Administrator/System Administrator** - Security Clearance: Secret Feb 2005 – Jan 2007

**SAIC - National Data Buoy Center** - Stennis Space Center, Mississippi

- Implement and maintain high availability database architecture with replication
- Install and maintain multiple Oracle Databases (9i, 10g) and Application Server (10g)
- Research and implement an upgrade path from Oracle 9.0.1 to 10.1.0.3
- Troubleshoot database performance and tune as required
- Create and maintain databases as requested by contract customer development, and testing teams
- Maintain multiple instance databases
- Analyze databases for performance tuning and monitoring
- Provide database support for development and testing
- Establish migration, backup, and recovery procedures
- Research and apply Oracle RDBMS patches and upgrades as required by security updates/requirements
- Develop SQL, PL/SQL, SQL\*Loader scripts to load data and create reports requested by users and management
- Develop PL/SQL procedures to create data sets for data migration between databases
- Provide support for Oracle Forms and Reports by troubleshooting server and software errors
- Automation of daily backup tasks
- Configure and administer MySQL database systems
- Ensure high availability of MySQL databases with replication
- Assist UNIX system administrator in maintaining security patches on LINUX desktops and servers
- Setup web testing and development environment on Linux Red Hat AS and ES servers
- Install and configure configuration management software, Zend Studio, and Apache in test and dev environments
- Install OS patches on Linux and Windows Servers as required

**Senior Systems Analyst** - Security Clearance: Secret Aug 2004 - Feb 2005

**AAC Lockheed Martin SPAWAR Project** New Orleans, Louisiana

**Oracle DBA**

- Engineered new database design based on customer requirements
- Used Oracle Enterprise Manager to monitor Oracle databases
- Applied Oracle required RDBMS Patches and Upgrades

**Oracle Developer**

- Developed SQL, PL/SQL, SQL\*Loader scripts for data ETL migration from development, to testing and production

**PeopleSoft Administration**

- Executed API's to perform specific system data ETL, standardization, and cleansing between development and test instances
- Developed PeopleSoft component interfaces for loading data using PeopleSoft business rules
- Performed migrations and builds for upgrading the software

**Oracle Database Administrator/Developer** Aug 1999 - Aug 2004

**Enterprise Rent-A-Car Corporate Headquarters/The Crawford Group** Clayton, Missouri

- Oracle database administration and configuration
- Created an application and database to hold the network configuration of each branch using Oracle technology
- Developed procedures and reporting system with automatic e-mail notification using PL/SQL with Oracle
- Migrated Access database to Oracle database allowing the MS Access frontend to connect using ODBC
- Developed PERL and TCL scripts to update, insert, and manipulate data in an Oracle database
- Designed project tracking list using Oracle Web database
- Created maintenance tracking database - automatic e-mail to database managers, as well as a listing to supervisors
- Developed web view into specific tables to allow maintenance of records by users
- Created auto e-mail application using Visual Basic with Outlook and PL/SQL with Send Mail
- Developed billing and ticketing tracking system for logistics and accounting groups with Access
- Developed maintenance scripts to normalize data nightly

- Installed and configured MySQL and Oracle databases
- Managed SAN for network operations group

**System Administrator**

- Implement dial-up solutions for connecting to the Tivoli ticketing system using VMWare and Citrix Metaframe
- Install and configure CA Unicenter on Windows NT, Configure VMS Agents with CA Unicenter
- System Administration of UNIX, Linux, Alpha/VAX, and Windows NT/2000 servers

**Web Technical Administrator**

- Created web based application to control and monitor geostationary satellites by using SNMP, TCP/IP and PERL

Aug 1999 - Aug 2000

**Technical Support (Contractor)**

**Webster Family Physicians** Webster Groves, Missouri

Jun 1998 - Jan 2000

**Web Page Designer**

**Clearpages** St Louis, Missouri.

Nov 1998 - Aug 1999

**Account Executive, Web Page designer, Technical Support**

**The Design Spigot, Inc.** Raleigh, North Carolina

Jun 1998 - Nov 1998

Military Service

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**United States Air Force** – Security Clearance: Secret

**Aerospace Ground Equipment Technician, Security Police Augmentee** Charleston, SC

Oct 1992 - Oct 1995

**Supply Systems Analyst** – Security Clearance: Secret

**Louisiana Air National Guard**, Alvin Calendar Field New Orleans, Louisiana

Nov 2004 - Apr 2006

**St. Louis Air National Guard**, Lambert Field Air National Guard St. Louis, Missouri

Oct 1995 - Nov 2004

Education

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**University of Missouri-St. Louis**

Bachelor of Science in Business Administration  
Management of Information Systems

Awards/Certificates

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- HIPPA Certification Training
- U.S. Air Force Airman Leadership School

## Resume 6# Programmer/Analyst: Jeffery Sheridian

### Jeffery Sheridian

#### Programmer

#### SUMMARY

Highly skilled and experienced Senior C#/.NET Developer seeking a challenging position to leverage my expertise in C# programming, .NET framework, and software architecture to contribute to the success of a dynamic organization.

- 7 years of professional experience as a C#/.NET Developer, specializing in backend development and enterprise applications.
- Proficient in C# programming language and related technologies, including .NET framework, ASP.NET, and MVC.
- Strong understanding of software development principles, design patterns, and best practices.
- Extensive experience in building scalable and high-performance applications using C# and .NET technologies.
- Expertise in working with relational databases, such as SQL Server and Oracle, and proficiency in writing efficient SQL queries.
- Solid understanding of web technologies, including HTML, CSS, and JavaScript.
- Skilled in designing and developing RESTful APIs and integrating third-party services.
- Strong problem-solving and debugging skills with a keen attention to detail.
- Excellent communication and collaboration skills, with a proven ability to work effectively in both team and individual settings.

#### SKILLS

- Programming Languages: C#, SQL, JavaScript
- Frameworks: .NET, ASP.NET, MVC, Blazor
- Web Technologies: HTML, CSS, JavaScript
- Databases: SQL Server, Oracle, MySQL
- Version Control: Git, SVN
- Testing: NUnit, Moq
- IDE: Visual Studio
- Web Services: RESTful APIs
- Software Development Methodologies: Agile, Scrum
- Strong problem-solving and debugging skills
- Excellent communication and collaboration skills

#### EXPERIENCE

##### Senior C#/SC#/.NET Software Developer, Full Stack

WWT Tech | Angie, LA | Jun 2019-Current

- Participated in the design, development, and implementation of a complex enterprise application using C# and .NET technologies, resulting in improved performance and increased user satisfaction.
- Collaborated with cross-functional teams, including business analysts and QA engineers, to gather requirements and define project scope.
- Designed and developed scalable RESTful APIs for seamless integration with external systems,

ensuring data exchange and enhancing system functionality.

- Implemented advanced caching mechanisms using frameworks like Redis, improving application performance and scalability.
- Optimized database queries and introduced indexing strategies, reducing query response time and improving overall system performance.
- Implemented automated unit tests using NUnit and conducted integration testing to ensure code quality and system stability.
- Mentored and coached junior developers, providing technical guidance and code reviews to ensure adherence to coding standards and best practices.
- Participated in regular Agile ceremonies, including daily stand-ups, sprint planning, and retrospectives, to facilitate efficient project management and timely delivery of features.
- Investigated and resolved critical production issues, providing root cause analysis and implementing preventative measures.

### **Web Developer**

Mindtree | Angie, LA | Jun 2016-Jun 2019

- Developed and maintained C#/.NET applications for a software product, supporting various business processes and workflows.
- Collaborated with cross-functional teams to gather and analyze user requirements, contributing to the development of new features and enhancements.
- Designed and developed database structures using SQL Server and Oracle, ensuring data integrity and optimal performance.
- Implemented business logic using C# and .NET framework, following industry best practices and coding standards.
- Integrated with third-party APIs, such as payment gateways and data providers, to extend system functionality.
- Conducted code reviews and provided constructive feedback to peers to ensure code quality and adherence to coding standards.
- Assisted in troubleshooting and resolving production issues, ensuring a smooth and uninterrupted user experience.
- Actively engaged in knowledge sharing sessions and kept up-to-date with emerging C#/.NET technologies and industry trends.

### **EDUCATION AND TRAINING**

#### **Bachelor of Science: Computer Science**

Louisiana State University at Alexandria | Alexandria, LA | May 2016

Resume#7: Project Manager: [Kevin G. Thompson](#)

**KEVIN G. THOMPSON**  
IT Project Manager

**SKILLS SUMMARY**

- Security Clearance: Top Secret/SCI
- CISSP (507435), January 1, 2015
- PMP, May 8, 2015
- Member of International Information Systems Security Certification Consortium, Inc.
- Resilient professional with more than 15 years of military experience managing personnel, equipment, marketing, & customer service, with 15 years of network operations experience
- Mission-oriented leader with a demonstrated ability to build teams and solve complex problems
- Skilled at managing multiple subordinate entities at geographically remote locations
- Network Planning / Management, Cyber security enforcement, Personnel management, Executive staff integration, Oral and written communication, COMSEC, DIACAP
- Technical Writing, Governance Documentation, Performance Word Statement (PWS) development
- SDLC (Software Development Lifecycle): Agile, SCRUM, JAD

**PROFESSIONAL EXPERIENCE**

**December 2017 – Present**

**Cherokee Nation Business Management and Consulting, IT Project Manager**

- Generated Project statement of work that secured a contract in excess of \$4million in value
- Served as company site lead and Project Manager
- Directed and managed IT Critical Infrastructure modifications and improvements at 161 remote locations
- Oversaw contracted team schedule and performance with an annual budget in excess of \$8million
- Primary advisor to the Deputy AC/S Facilities, MFR for all IT Infrastructure matters via daily briefings
- Facilities liaison to the MARFORRES G6 communication department
- Oversaw company travel budget, burn plan, and expenses for 4 separate contracts
- Evaluated and modified the ongoing effectiveness of the IT infrastructure maintenance program
- Created, modified and implemented processes that streamline performance, collaboration, and scheduling
- Created and reviewed Statements of Work, for 300 projects in the IT Infrastructure program with a 15% annual increase in efficiency
- Reviewed construction RFPs for precision, thoroughness, and accuracy
- Reviewed construction plans and designs to ensure compliance with Unified Facilities Criteria and with customer intent
- Conducted briefings to senior-level management that concisely, visually, and thoroughly reflect Current and future Infrastructure capabilities with a focus on performance schedules to timely achieve desired end-states

**February 2015 – November 2017**

**Program Lead, H2 performance Consulting, IT Project manager**

- Led and managed 20 personnel in 6 different functional areas to accomplish projects and cyclic services in support of 161 sites across 47 states with 20,000 users on 7 different network enclaves
- Directed and managed over 50 Information Technology Infrastructure projects in geographically remote locations
- Recognized by client as effecting “night and day” improvement over previous IT infrastructure management; Received Corporate award for encouraging innovation among personnel
- Improved internal process assets and environmental factors systemically, increasing G6 project efficiency by over 50%, saving over \$1m in man hours and equipment costs
- Coordinated POA&M progress and completion for multiple data management projects including:
  - Agile, SCRUM, JAD for USMC’s TEEP/T3 application
  - Application Hosting Migration
  - Contingency Operations Planning (COOP) including alternate physical locations and service migration to HA Hot sites as primary component of the Network RMF
  - Migration from BigFix to SCCM

- Hardware Refresh
- vCenter Version Upgrade
- Vulnerability Management and Compliance for Annual CCRI
- Assessment and Authorization (A&A) (Accreditation/DIACAP) for systems and sites
- Windows 7 to Windows 10 migration
- Data server purge and capacity reduction
- IM/KM MS SharePoint version upgrade (2013-2016)

US Army – June 2003-January 2015

January 2013-January 2015

Major/O-4, Signal Officer, 4<sup>th</sup> Combat Sustainment Brigade, Fort Hood, Texas

- Chief Communications Officer for a Logistics Brigade of over 2,800 personnel
- Planned, directed, coordinated all aspects of full-spectrum communications including voice and data networks, Army Battle Command Systems, Video Tele-conferencing, and over 300 secure and non-secure networked computers
- Principle officer in charge of network operations security, cybersecurity, and information assurance
- Led a team of 25 personnel to administer all aspects of communications and cyber security
- Increased readiness by 50%, revamped tactical planning guides streamlining planning capabilities, managed incident response and eliminated information assurance violations
- Achieved “Most Compliant Unit” during Fort Hood’s Command Cyber-Readiness Inspection
- Developed and led collaborative solution with Fort Hood Counterparts to overcome compliance issues between the Fort Hood network and Program managed systems

July 2010-December 2012

Captain/O-3, Major/O-4, Company Commander, US Army Recruiting, Memphis, TN

- Managed six recruiting stations, 36 personnel, and 34 vehicles covering over 5,179 square miles within Tennessee and Mississippi responsible for enlisting over 500 applicants per year into the Regular Army, Army Reserve, Officer Candidate School and other special missions
- Planned, developed, implemented recruiting, marketing and community interaction campaigns that enhanced the Army’s public image and accomplished the mission
- Outpaced all seven other companies in the battalion for market share growth
- Led the battalion in two key Commanding General initiatives that assist secondary students to improve academic performance
- Exceeded Mission Requirements by 35%

March 2008-June 2010

Captain/O-3, Company Commander, US Army Garrison Vicenza, Italy

- Responsible for supporting 3,500 Soldiers, DA Civilians, families, local national employees, Southern European Task Force, and other assigned tenant units on Caserma Ederle
- Planned, coordinated training, logistics, administration, and supply
- Rated as the best company grade officer in the Garrison Command for providing outstanding support for deployed Soldiers and families and improving Garrison Operations
- Company Rated as best in IMCOM-Europe for Command Supply Discipline Program

November 2005-February 2008

Captain/O-3, Signal Officer, 19<sup>th</sup> Engineer Battalion, Fort Knox, KY

- Chief Communications Officer for an Engineer Battalion of over 2,000 people, including a 15-month deployment to Northern Iraq, responsible for over \$30M worth of equipment
- Planned, managed installation, operation, and maintenance of automations infrastructure, tactical FM networks, satellite communications, HF AM communications, Army battle command systems, and digital voice networks, implemented/enforced security standards
- Achieved highest Information Assurance (Cybersecurity) certification within the brigade

- Flawlessly maintained communications operations on multiple platforms across six remote subordinate locations spread over 200 miles apart for 15 months

December 2004-May 2005

Captain/O-3, Signal Officer, 89<sup>th</sup> Military Police Brigade, Fort Hood, TX

- Chief Communications Officer for a Military Police Brigade communications during rear detachment and re-deployment operations with a staff of seven personnel
- Planned, executed brigade's purchase of over \$180k worth of automations systems
- Maintained brigade's and battalion's commercial C&E equipment to an operational readiness rate above 95%

June 2003-December 2004

1<sup>st</sup> Lieutenant/O-2, Signal Officer, 720<sup>th</sup> Military Police Battalion, Fort Hood, TX

- Chief Communications Officer for a forward-deployed 794-Soldier Military Police Battalion
- Planned, organized, prioritized all tactical communications assets including radios, tactical voice, computer networks, and video tele-conferencing equipment, valued at over \$27M
- Planned, maintained flawless commercial and tactical communications during combat operations in the Sunni Triangle, the Toughest Area of Operation in Iraq
- Selected to be the Officer in Charge of human resources, logistics/supply, and communications operations during redeployment operations, with optimal performance ratings

#### **EDUCATION**

- Bachelor of Science, Religion, University of Mobile, AL; 2003
- Associate of Arts, General Studies, Marion Military Institute, AL; 1999

#### **TRAINING**

- US Army Brigade S6 Staff Course (2013) – six-week residential course, Information Networks (WAN), Battle Command Systems, Network Management, Information Assurance, Cyber Security, Knowledge management, COMSEC, Spectrum Management, Information Technology, ITIL, HBSS
- US Army Captain's Career Course (2005) – five-month residential course, Signal Planning, Network Management, Staff Integration
- US Army Battalion S6 Staff Course (2005) – six-week residential course, Information Networks (WAN), Battle Command Systems, Network Management, Information Assurance, Cyber Security, Knowledge management, COMSEC, Spectrum Management, Information Technology
- IAT Level II; System Administrator/Network Manager Security Course (2004) – 80-hour residential course
- Standardized COMSEC Custodian Course (2003)

2. Proposer shall provide resumes for account manager(s), designated customer service representative(s) and any and all key personnel anticipated to be assigned to this project, in addition to resumes of any and all subcontractors.

<b>Account Management Team</b>	
<b>Account Management</b>	<ul style="list-style-type: none"><li>• Account Manager: <b><u>Abhishek Singh</u></b></li><li>• Recruitment Manager: <b><u>Samir Agrawal</u></b></li><li>• Sr. Recruiter: <b><u>Abhijeet Virmani</u></b></li></ul>
<b>Total number of Key personnel</b>	3 (Three) Key Personnel

**Abhishek Singh**  
**Account Manager**

- 10+ years of experience in IT Staffing Industry as Account Manager managing clients.
- 5+ years of experience in state MSP's Account management for Knowledge Services, Covendis, OST Global and CAI
- 5+ years of experience in directly working State Clients State of Georgia, Florida, California, State of New York, City of Pasadena, County of Guilford, NC., City of Redmond, Colorado Spring School District, Montgomery College, Covendis and VectorVMS)
- Experienced in handling all the IT Technologies involving combination of complex skill sets and rare technologies.
- Proven record of accomplishment in full life cycle recruiting; strong direct sourcing; internet sourcing; interviewing (behavioral and matrix) scheduling.
- End to end recruitment for passive candidates via data mining, social networking websites and Job Boards, e.g., LinkedIn, Facebook, Twitter, Dice, Monster, CareerBuilder, Techfetch, ATS (Applicant Tracking System), and complex Boolean/Keywords search strings.
- Conducted full life-cycle recruitment for mid/senior level ERP Consultants, various Corporate, IT, and Engineering positions.
- Provide Training and Placement to new recruits about business Model.
- Team Management- Manage a team of 2 Recruitment Managers, 20 recruiters and 1 Team lead.

**Professional Experience:**

**BayInfotech, LLC**

**Aug'15–Till now**

**Sr. Account Manager**

**Responsibilities:**

- Working with multiple State Clients (State of Ohio, CT, OR, GA, MI, Atlanta Public Schools)
- Utilized Fieldglass, DotStaff, Covendis, VectorVMS and other VMS/SaaS platforms to effectively support client procurement processes.
- Responsible for handling 50+ inbound and outbound calls on a daily basis
- Full lifecycle recruiting process and account management from securing clients through placement and onboarding.
- Handling complete recruitment lifecycle.
- Optimized recruiting efficiencies through technology and tools including LinkedIn Recruiter, Monster, Indeed, Bullhorn, Ceipal, Jobdiva and other applicant tracking systems (ATS, VMS/MSP Programs).
- Conducted large volume of internal interviews to meet volume needs and ensure fills.
- Executed interview processes, closed candidates, negotiated salaries and facilitated onboarding of new hires.
- Utilized Fieldglass, DotStaff, Covendis, and other VMS/SaaS platforms to effectively support client procurement processes.
- Involved in documentation for NCA, NDA, Form W-9, Employee Authorization, PO and Master Agreements.
- On client selection do paperwork (New hire/ W2 Temp/ Vendor SOW/ 1099)
- Processing with the further proceedings if technical interview is through, like, negotiations, Fitment Approval, follow-ups with the candidates and vendors to ensure confirmed joining of Contractors, C2H and full time positions.
- Maintaining and updating the database of consultant and vendors

**Team Management**

**Clients:** State of Georgia, Florida, California, State of New York, City of Pasadena, County of Guilford, NC., City of Redmond, Colorado Spring School District, Montgomery College, Covendis and VectorVMS, State of Massachusetts etc.

**Team:** Handling 5 Recruitment Manager and 40 Recruiters within IT & Healthcare Staffing

**AVA Consulting**

**Jan 2010– Aug 2016**

**Account Manager**

- Worked with clients like Dell, State of Texas, State of New York, American Airlines, Atlanta Public School, Honeywell and others to evaluate and analyse their requirement of the position
- Identified the most effective methods for recruiting and attracting candidates and drafted recruitment advertisements; posts and/or places ads in the most effective digital and/or print media for open positions.
- Involved in the entire lifecycle of recruitment process including mapping, sourcing, screening, evaluation, initial interview, follow-ups, offers and closures
- Conducted a preliminary screening for suitability in order to assess the candidates Suitability, Attitude, Academics and Professional qualification, experience, Communication skills and others and moved the screened ones to the interview process to the client
- Scheduled interviews with the designated panels, follow up for and share the feedback with the candidates
- Followed up with candidates to ensure acceptance of offers, joining and others and maintained a relationship thereafter
- Extensive experience of H1, OPT, EAD visas, US Citizens, Permanent Residents, Federal, State regulations and compliance issues.
- As a key member my role is to manage all phases of resourcing using available resources. Key member of project for employer branding and pipeline building of passive candidates via LinkedIn and other social media, updating the corresponding records on ATS

**EDUCATION/CERTIFICATIONS**

M.B.A. | GEORGIA STATE UNIVERSITY

Graduated: 01/09



**Samir Agrawal  
Recruitment Manager**

**PROFESSIONAL EXPERIENCE:**

- Results-oriented Recruitment Manager with 15+ years of experience in State, Local and Commercial placements to include on-site, remote, client site and virtual across a broad range of industries.
- Developing relationships and managing major projects to include State of Georgia, Florida, California, State of New York, City of Pasadena, County of Guilford, NC., City of Redmond, Colorado Spring School District, Montgomery College, etc.
- Experience in recruiting for following areas: Information Technology, Intelligence & Security, Systems Engineering, Integration, Applications Development, Logistics, Program Management, Professional Services, Cyber Security, Physical Security.
- Eight years of management experience overseeing market research & data quality offices and staff in multiple states, including managing a team of 20+ direct recruiters.
- 15+ years organizing marketing, directing business, and managing contract operation support functions, involving multiple, complex and inter-related project tasks.
- Extensive experience in maintaining and managing the client interface at the senior level of the client organization.
- 15+ years meeting with customer and contractor personnel to formulate and review task plans to recruit personnel.
- Mentored new and junior recruiters.

**Bayinfotech, LLC – State, Local and Commercial Clients  
Recruitment Manager  
July 2017 - Present**

- Leads medium to large scale complex recruiting projects and 15 recruiters and initiatives to address client business needs and provide local, regional and global support/guidance to line recruiters on a broad range of recruiting activities/human resource policies, programs, and practices.
- Provide expertise in multiple disciplines to include employment, education/training, employee development, communications, compensation, benefits, record administration, affirmative action and organization/resource planning.
- Develops new recruiting policies and practices to meet program/customer needs/business requirements and streamline processes.
- Works with global Human Resource Directors, consultants and management teams to understand overall business objectives and
- Integrate/apply solutions to enhance operational performance.
- Strategize recruiting activities to include sourcing, job fairs, hiring events, marketing materials, outreach, etc.
- Full life-cycle recruiting to include sourcing, screening, interviewing and salary negotiations
- Work on a consultative basis with hiring managers and other internal customers
- Build candidate pools and networks within the state and local government to quickly staff open requirements.
- Work in support of both currently active requisitions as well as upcoming proposal efforts



- Utilize applicant tracking system to manage candidate flow, document notes, and requisition statuses across workload.
- Work closely with Program leads and hiring managers to clearly identify recruiting needs, validate reqs, and identify priorities/areas of focus. Develop effective recruiting plans and identify additional areas of sourcing to support those needs
- Engage in regular meetings with Hiring Managers relative to their business needs as necessary.

**I was able to meet outlined recruiting metrics & performance levels with my team.**

- 10 hires per week / 40 hires per month.
- 30+ Interviews every week within 10 state and local government clients.
- Mentoring and coaching 15 recruiters and keep them update with new technologies

**Positions closed:**

- Project Managers, Business Analyst and QA Manager's
- ERP, CRM
- Application Development, Web Developers
- Data Scientists, BI Technologies, Database Developer and Administrators
- Tech Support, System Admin's, Networking, Cloud and Cyber Security and many more

**ManTech International Corporation - Chantilly, VA**

**Recruiting/Staffing Manager - (MSS)**

**March 2011 - July 2017**

- Develop and implement recruiting process and polices for multi-state sites, partnering with customers to proactively address and solve talent issues. Exceeded employment objectives ahead of schedule.
- Oversee and manage the recruiting division/process that include both Recruiters/Resource Managers and Recruiting Administrators (12 personnel total)
- Conduct annual performance reviews for over 12 employees; this included providing objectives for employees to obtain, helping them achieve these objectives, working with them to design appropriate training for their career goals and then evaluating them at year-end.
- Communicate position specifications, requirements and expectations with the recruitment team.
- Open and maintain accuracy of requisitions in ATS to reflect company/division requirements per hiring manager's request.
- Act as first point of contact for hiring manager's, consultant/candidates inquiries.
- Compile and analyze recruiting division data and present current trends, successes and short falls to upper level management.
- Identify inefficiencies in current recruiting processes evaluate potential fixes and implementing process improvements.
- Provide market knowledge and qualified candidates to Contacts/Proposal teams which would be utilized to acquire new business, contracts and revenue streams within the government sector.

**I was able to meet outlined recruiting metrics & performance levels with my team.**

- 15 hires per week / 60 hires per month.



- 30+ Interviews every week within 10 state and local government clients.
- Mentoring and coaching 12 recruiters and keep them update with new technologies

**Positions closed:**

- Application Development, Web Developers
- Tech Support, System Admin's, Networking, Cloud and Cyber Security and many more

**Preferred Systems Solutions, Inc. - Mclean, VA**

**Sr. Resource Manager/IT Recruiter**

**September 2009 - March 2011**

- Identify and source qualified candidates for contract and/or permanent positions with multiple state and local government integration clients through national job boards, referrals and internal database.
- Provide market knowledge and qualified candidates to Contacts/Proposal teams which would be utilized to acquire new business, contracts and revenue streams within the government sector.
- Communicate position specifications, requirements and client expectations to perspective candidates. Negotiate hourly and annual compensation with perspective candidates.
- Update company database with current candidate information to provide a history of each candidate.
- Perform follow-up consultation with candidate after interview to gauge candidate/client response, obtain perspective sales leads, and gather additional information about clients for account managers and pre-close candidate.
- Track and document account manager activity on a weekly and monthly basis for executive management.

**Convergenz, LLC - Mclean, VA**

**Sr. Resource Manager/IT Recruiter**

**February 2005 - September 2009**

- Identified and sourced qualified candidates for contract and/or permanent positions with multiple commercial/federal clients through national job boards, referrals and internal database.
- Pre-screened and qualified perspective candidates by conducting initial phone interviews against client specifications.
- Communicated position specifications, requirements and client expectations to perspective candidates.
- Obtained sales leads from perspective candidates for account managers to build relationships and acquire additional business.
- Negotiated hourly and annual compensation with perspective candidates.
- Reviewed, edited and formatted candidate resumes and submit for client approval.
- Updated company database with current candidate information to provide a history of each candidate.

**EDUCATION:**

College of Southern Maryland - LaPlata, MD



Associates Degree - General Studies  
Graduated: 01/2005

**CERTIFICATIONS:**

- *AIRS – Certified Internet Recruiter (CIR)*
- *Six Sigma – Yellow Belt*
- *Certified Technical Recruiter (CTR)*
- *AIRS Certified Diversity & Inclusion Recruiter (CDR)*
- *AIRS Certified Social & New Media Recruiter (CSMR) – AIRS*
- *Advanced Certified Internet Recruiter (ACIR) – AIRS*



**Abhijeet Virmani**  
**Senior Recruiter**

**PROFESSIONAL SUMMARY**

- Over 10+ years of Internal HR, State and local Government Recruiting background and experience. Corporate and Technical Recruiting guru in the Intelligence space. This includes: Sourcing, and Full Life Cycle Recruiting experience. Skill Sets include: **Executive Level (CFO, VP, EVP, and Treasurer)**, IT Professionals: Cyber Security Professionals, Program Management, Application Developers, Software Developers and Engineers, and Networking personnel for state and local government agencies.
- Experience with ATS SYSTEMS - Applicant Tracking Systems include: (e.g. iCIMS, PC-Recruiter, Job Diva, TALEO, and CATS) to monitor candidates through the hiring process.
- Developed an extensive network of technical and engineering contacts in the State Department, Local Governments, counties, school and colleges.
- Sourced candidates using a variety of methods including networking, cold-calling, traditional newspaper advertising and job boards, and social media (e.g. Linked-in, Facebook, Indeed, etc.).

**CORE COMPETENCIES**

**High-Volume Executive Level Staffing** | Developing and executing cost effective recruiting strategies | Leadership Hiring | Extensive knowledge in immigration rules | Global Recruitment | Placement & Onboarding | Talent Attraction | | Highly proficient in proactive sourcing talent for any given role | Leadership, candidate and client relationship management | Good knowledge of Tax terms (W2, 1099, Corp-Corp) | Candidate technical screening, interviewing | Candidate experience | Understanding of technical roles, JD & skills | Leadership experience managing recruiters and coordinators | Account Management & development | Negotiation Skill | RPO

**TOOLS & PLATFORMS**

<b>VMS</b>	Fieldglass or comparable VMS software
<b>ATS</b>	Bullhorn, Taleo, PC Recruiter, Greenhouse, Google hire, Smart recruiter, Zip Recruiter, Talent Insights, Ngage, JobVite.
<b>CRM</b>	Salesforce, Monster Talent CRM.
<b>Technical Skills</b>	MS Office (MS Word, MS Excel, MS Power Point, MS Outlook), G Suite with an emphasis on Drive, Docs, Calendar, and Sheets, Slides & Meet.

**PROFESSIONAL EXPERIENCE**

**BAYINFOTECH, LLC**  
**PRESENT**

**TECHNICAL RECRUITER**

**AUG 2019 –**

The BayInfotech provides IT staffing support to state and local government nationwide. Areas of support include Web Development, Program & Project Management, Database Development & Management, Applications Development & Management, Networking & Systems, Information Assurance, Software Architecture, etc.

- Provide recruiting support for various government contract projects for clients/agencies such as the state of Georgia, State of Indiana, State of California, City of Pasadena, County of Guilford, NC., City of Redmond, Colorado Spring School District, Montgomery College among others.
- Gather client requirements via Recruitment manager in-take meetings to gain a thorough understanding of job descriptions and job qualifications. Develop and execute comprehensive search strategies designed to recruit senior and niche candidates in the highly competitive tech space.
- Perform sourcing to develop and maintain a healthy pipeline of strong, qualified candidates by strategic placement of job postings, leveraging networking contacts, social media and user groups, internal ATS, and job boards, as well as advanced Boolean internet searches. Collaborate with peer recruiters & sales team to drive strategies for candidate attraction and closing.

- Evaluate candidates by discussing client requirements and applicant qualifications, collaborating with Account Executives, interviewing candidates on a consistent set of qualifications, and meeting compliance expectations.
- Provide regular feedback to hiring managers throughout the search to make any needed adjustments to search criteria/processes. Assist in arranging client interviews by coordinating schedules; preparing applicants for interviews, and thoroughly debriefing candidates after their interviews with clients.
- Manage candidates throughout the full recruiting cycle. Deliver results with little supervision, and effectively manage multiple projects and candidates simultaneously consistently. Meet standard measurements of success for staffing. Document all recruiting-related activity in the applicant tracking system (ATS).

**Positions Recruited:** Performed extensive recruiting for technical, functional, techno-functional Consultants, Sr. Consultants, Administrator, Lead, Project Manager, Engagement Manager, Solution Architect, Capability Leader with heavy focus on technologies such as:

Chief Financial Officer (CFO)	Vice President (VP)	COO
Sr. Director	Treasurer	Director
Sr. Program Manager	.NET Application Developer	Project Manager
Adobe Acrobat/Sign Developer	GIS Web developer	Radio Communications Technician/ Radio Technician
Artificial Intelligence Developer	Information assurance analyst	Robotic Process Automation Developer
Business Process Analyst	Information security analyst	SCADA security analyst
Business Systems Analyst	Information security operations specialist	Security and Access Control Administrator
Change Management Coordinator	IoT security specialist	Sharepoint Designer/Developer
Cloud security architect	Microsoft Power Apps Developer	SQL Server Reporting Services Report Developer (SSRS Report Developer)
Data Network Engineer	Mobile security engineer	Systems Administrator/Systems Support Specialist/Systems Engineer
GIS Analyst	Network Administrator/Network Engineer	Systems Center Orchestrator/Azure Automation/Powershell/MS Graph Automation
GIS Programmer	PC Support Specialist (Helpdesk)	Technical Project Manager
Telecom Analyst/Telecom Administrator	Web Applications Developer	Windows Server Administrator
Telecommunications Technician	Web Designer/Graphic Designer	Word Press Website Designer/Developer
Oracle SCM, Financials, CRM, HCM	NetSuite	SAP (Finance, PTP, OTC, DTS, HR, ABAP, BASIS)
MS Dynamics F&O, Dynamics CRM, MS dynamics 365, PeopleSoft	System Analyst	Data Scientist

**Key Results:**

- Played a key role in delivering staffing excellence results, Great resume submission to interview ratio, 90% offer acceptance rate, better joining ratio that resulted in increased the sales, profits of the company.
- Provided prioritization and involved in Volume Hiring, Handled 30-35 Requisitions at a time, managed requisition of multiple business units of the company.

- Successfully partnering with multiple hiring managers, practice leaders to develop effective recruiting strategies and meet hiring goals across the country.
  - Recruited to handle hiring needs of Oracle & SAP service line but later also managed MS dynamics & part of Testing service line.
  - Closed many full- time position in less than 4 weeks with self- sourced top talent with almost no agency fee.
  - Sourced and identified talent through creative and non-traditional avenues to provide a high caliber and diverse talent pool.
  - Identified and resolved problems through recommending and implementing creative solutions.
  - I was able to meet outlined recruiting metrics & performance levels.
- 2 hire per week / 8 per month.
  - 18-20 Recruiter Screens/Submissions per week, 12-16 Tech Interviews per week, 7-8 Confirming/Final Interviews per week, 3-4 Offers per week & 2 Accept per week.

**Sasken Communication Technologies**

**Sr. IT Recruiter  
2019**

**Sep 2013 – Aug**

*Sasken supported IT and Engineering staffing for the state, local and commercial clients.*

- Utilized the company database, Internet resources, market research, and networking to recruit various IT and engineering professionals in support of state, local government client.
- Recruited primarily scientific applications of engineering, including, but not limited to; Mechanical Engineers, Electrical Engineers, Software Engineers, Hardware Engineers, GIS Specialists, Electronic Technicians, PCB Designers, and Configuration Managers.
- Provided training and guidance to new recruiters in the areas of full customer service/recruiting/account maintenance processes, as well as the use of PeopleSoft, and company-specific recruiting/HR applications.
- Assisted other divisions in recruiting business applications of engineering, telecommunications, networking engineering, and office personnel. Specialized in high-level, SW Engineering Internet recruiting. Generated leads and set new sales meetings to expand the client base.
- Provided top-quality customer service by building and maintaining relationships with prospective and current contract employees, and client representatives/hiring managers. Provided efficient and timely responses to customer needs and requests.

**Positions Recruited:** Full time, contract and contract to hire engineers skilled in the following area: Telecom, Wireless Domain - L2/L3 Protocol Testing and Development, IOT-Modem, Protocol Stack, Connectivity engineer (BT, Wi-Fi, NFC, WLAN, GPS), Mobile Application Development and Testing (Android, IOS, Android, C, C++, Java, HTML, Android Application and Framework Developer, SDK), LTE (Development, Testing, Support), Wi-Fi Development, Testing, Field Test Engineer, RF Engineer, Configuration Management, Integration, Build and Release Engineer, Driver and Firmware, Middleware development and testing (Android, Windows, Linux)

- **Semiconductor (VLSI/ICDS) / Electronics** - ASIC - Design/Verification, FPGA design, Lead Architect and Design verification, RTL Design, Board design, Physical design, Analog Layout.
- **Embedded Technologies:** Device drivers (Development and Testing), boot loader, kernel programming, embedded (C, java, Linux, windows, WinCE) Embedded hardware and software, C/C++.
- **SAP consultants with heavy focus on modules like FICO, SD, PP, MM, QM, HCM, Data Scientist, Data Engineers, DevOps engineer, cloud engineer/Architect (AWS, Azure, Google, Amazon EC2).**

**Key Results:**

- Talent Acquisition: Delivered recruitment solutions for hundreds of vacancies across all organizational levels.
- Top-Ranked Results: Distinguished as one of the top-grossing recruiters of Sasken globally.
- I was the only one recruiter hired to handle all the NA region demands and I did it successfully partnering with the hiring manager. Maintained 5 hires in a month for all the niche hard to fill positions.

- Supported Sasken Engineering teams to design tailored recruiting strategy, as well as finding the niche talents in limited talent pools.
- Experience managing remote (offshore) recruiters, Managing the entire hiring process from sourcing to offer acceptance. Created a consolidated, streamlined vendor management process.
- Saved company thousands of dollars every month by reducing reliance on employment agencies. I created a vendor policy decreasing agency fees to 7% of total hires.
- Negotiated approximately 50 salary offers and dozens of sign-on bonuses/relocation packages annually at both the exempt and nonexempt level.
- Organized social media events to source talent leading to the recruitment of 10+ employees.
- With NO agency fees personally hired all Executive and key positions.
- Time to fill was cut from over 120 days to less than 40 days and accept ratio was brought up to 90%.

#### **EDUCATION AND CERTIFICATIONS**

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- **West Virginia University** - Bachelor of Science, Early Childhood Development & Family Studies, 2012
- LinkedIn Certified Recruiter, Multiple LinkedIn Learning certificated earned. To name a few: - Become A Corporate Recruiter, Become an External Recruiter, become a Technical Recruiter, become an HR business partner, Niche Recruiting, Social Recruiting, Talent Management

**3. Past Performance**

Project No 1	
Name of the client	Amazon
Address of the client	410 Terry Ave N, Seattle 98109, WA
Contact person to include Phone number and email address	Gunjan Ramteke 510.953.023 <a href="mailto:gunjanvr@amazon.com">gunjanvr@amazon.com</a>
Period of Performance	June 2022 - Current
Brief Description of services provided	<b>IT Support and staffing Services:</b> Provided 23 IT professionals including Network Technician, Server Technician, Microsoft Technician, IT support Technician, Oracle DB Administrator, Programmer and Project Manager

Project No 2	
Name of the client	Adobe
Address of the client	345 Park Avenue San Jose, CA 95110
Contact person to include Phone number and email address	Sagar Bhanderi 925.667.8955 <a href="mailto:sbhanderi@adobe.com">sbhanderi@adobe.com</a>
Period of Performance	April 2022 - Current
Brief Description of services provided	<b>Technology Support and staffing Services:</b> Provided 19 IT professionals including Network Technician, Server Technician, Microsoft Technician, Desktop Technician, Oracle DB Administrator, Programmer and Project Manager

Project No 3	
Name of the client	Athena Health
Address of the client	311 Arsenal St, Watertown, MA 02472
Contact person to include Phone number and email address	Dhruv Vekaria 929.333.1036 <a href="mailto:dvekaria@athenahealth.com">dvekaria@athenahealth.com</a>
Period of Performance	Jan 2022 - Current
Brief Description of services provided	<b>IT Support and augmentation services:</b> Provided 17 IT professionals including Network Technician, Server Technician, Microsoft Technician, Desktop Technician, Oracle DB Administrator, Programmer and Project Manager

#### 4. Innovative Concepts

We will implement innovative concepts into IT support services contracts that will elevate the quality of services provided and enhance the value delivered to EIS. Here are some innovative concepts we can provide to EIS:

- **Proactive AI-Powered Monitoring:**

Utilize AI-driven monitoring tools that predict and prevent issues before they impact the EIS's operations. This can significantly reduce downtime and improve overall performance.

- **Data-Driven Insights:**

Offer EIS actionable insights derived from data analysis of their IT systems. Help them make informed decisions based on trends and patterns.

- **Rapid Innovation Workshops:**

Periodically host workshops to brainstorm and co-create innovative technology solutions that can drive business growth for the EIS.

- **Managed CyberSecurity and Threat Intelligence:**

Provide advanced managed security services with real-time threat intelligence, proactive vulnerability assessments, and incident response.

## 5. Project Schedule

Please note that this schedule is a general guideline and can vary based on Parish's IT support needs.

- Phase 1: Project Initiation and Planning (2 weeks)
- Phase 2: Service Definition, Design, and Resource Planning (4 weeks)
- Phase 3: Process Design and Technology Setup (6 weeks)
- Phase 4: Staff Training and Documentation (3 weeks)
- Phase 5: Communication and Service Launch (2 weeks)
- Phase 6: Continuous Improvement and Monitoring (On-going)

## 6. Transition Plan

Our transition plan ensures a smooth transfer of responsibilities and continuity of service. Here's a general outline of steps we will take for a successful transition:

### 1. Contract Review and Termination:

- Review the terms and conditions of the existing contract to understand termination clauses, notice periods, and obligations.
- Notify the current contractor of your intention to terminate the contract, adhering to the required notice period.

### 2. Needs Assessment and Planning:

- Assess your organization's IT support needs to determine the scope and requirements of the new contract.
- Identify any gaps or areas of improvement in the current support services.

### 3. Knowledge Transfer:

- Facilitate knowledge transfer sessions between the outgoing and incoming contractors.
- Ensure documentation of systems, processes, ongoing projects, and any unique challenges.

### 4. Onboarding and Orientation:

- Provide the new contractor with access to systems, tools, and resources they need to begin providing support.
- Conduct an orientation session to introduce the new contractor to your organization's structure, culture, and expectations.

### 5. Communication with Stakeholders:

- Communicate the transition to your internal stakeholders, such as employees and departments relying on IT support.
- Highlight the benefits of the transition and address any potential concerns.

### 6. Parallel Support Period (Overlap):

- During the transition, consider having a period of overlap where both the outgoing and incoming contractors work together.
- This allows for a smooth handover of ongoing projects, knowledge, and customer relationships.

### 7. Full Transition:

- Once you are confident in the new contractor's abilities, complete the transition by officially ending the services of the outgoing contractor.

### 8. Post-Transition Review:

- Conduct a post-transition review to evaluate the success of the transition and gather feedback from stakeholders.
- Identify any areas for improvement or lessons learned for future transitions.

### 9. Ongoing Performance Monitoring:

- Continuously monitor the performance of the new contractor to ensure they meet the agreed-upon SLAs and deliver quality support.



**8. Signature Page**

**Request for Proposals #0464**

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

**SIGNATURE PAGE**

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

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

Acknowledge Receipt of Addenda: Number: 1  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_

Name of Proposer: BayInfotech LLC

Address: 9029 Jefferson Hwy, River Ridge, LA 70123

Phone Number: 408.480.8501 Fax Number NA

Type Name of Person Authorized to Sign: Maulik Shyani

Title of Person Authorized to Sign: CEO

Signature of Person Authorized to Sign: Maulik Shyani

Email Address of Person Authorized to Sign: maulik@bay-infotech.com

Date: 08/23/2023

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

**CORPORATE RESOLUTION**

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF  
BayInfotech LLC  
INCORPORATED.

AT THE MEETING OF DIRECTORS OF BayInfotech LLC  
INCORPORATED, DULY NOTICED AND HELD ON 08 /07/2023,  
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

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

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

Chand Shayni  
**SECRETARY-TREASURER**

08/14/2023  
**DATE**

**9. Affidavit**

**Request for Proposal**

AFFIDAVIT

STATE OF Louisiana

PARISH/COUNTY OF Jefferson Parish

BEFORE ME, the undersigned authority, personally came and appeared: \_\_\_\_\_  
Maulik Shyani, (Affiant) who after being by me duly sworn, deposed and said that he/she  
is the fully authorized CEO of BayInfotech LLC (Entity), the party  
who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

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

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

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

[Signature]  
Signature of Affiant

Maulik Shyamani  
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 23rd DAY OF August, 2023.

Daisy B. Dsouza  
Notary Public

Daisy B. Dsouza  
Printed Name of Notary

2409595  
Notary/Bar Roll Number

My commission expires July 29, 2026

