



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 2

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1354530

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0705

Vendor ID: 000000223571

SO Doc ID: LOT2400000011

Legal Name: ADVANTAGE TECHNOLOGY LLC

Published Date: 4/29/24

Alias/DBA: RICHARD WILBUR III

Close Date: 5/7/24

Total Bid: \$0.00

Close Time: 13:30

Response Date: 05/06/2024

Status: Closed

Response Time: 15:33

Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing

Responded By User ID: advjstewart

Total of Header Attachments: 2

First Name: James

Total of All Attachments: 2

Last Name: Stewart

Email: jstewart@advantage.tech

Phone: 304-342-0796



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder: 1354530
Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR05062400000006728	1

VENDOR
 000000223571
 ADVANTAGE TECHNOLOGY LLC

Solicitation Number: CRFQ 0705 LOT2400000011
Total Bid: 0
Response Date: 2024-05-06
Response Time: 15:33:32
Comments:

FOR INFORMATION CONTACT THE BUYER
 Toby L Welch
 (304) 558-8802
 toby.l.welch@wv.gov

Vendor Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Temporary IT Personnel Services				0.00

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

Temporary IT Staffing Services

ADDITIONAL INFORMATION

Addendum No 2 is issued for the following reasons:

1) To publish a copy of all vendor questions and their responses.

--no other changes--

INVOICE TO**SHIP TO**

LOTTERY
PO BOX 2067

LOTTERY
900 PENNSYLVANIA AVE

CHARLESTON
US

WV

CHARLESTON
US

WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:

Temporary IT Staffing Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

	Document Phase	Document Description	Page
LOT240000011	Final	Addendum No 2 - Prequalification Agreements IT Temp Staffing	3

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: LOT2400000011

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Advantage Technology

Company

James Stewart

Authorized Signature

05.06.2024

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

James Stewart Sales Engineer
(Name, Title)
James Stewart, Sales Engineer
(Printed Name and Title)
950 Kanawha Blvd East Ste 100., Charleston, WV 25301
(Address)
304-941-4272
(Phone Number) / (Fax Number)
jstewart@advantage.tech
(Email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration..

Advantage Technology
(Company)

James Stewart Sales Engineer
(Authorized Signature) (Representative Name, Title)

James Stewart, Sales Engineer
(Printed Name and Title of Authorized Representative) (Date)

04.25.2024
(Date)

304-941-4272
(Phone Number) (Fax Number)

jstewart@advantage.tech
(Email Address)



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
04/15/2024

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

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

PRODUCER Mountain State Insurance Agency 1206 Kanawha Blvd. E. Suite 100 Charleston WV 25301-2949		CONTACT NAME: Jennifer Drake PHONE (A/C, No, Ext): (304) 720-2000 E-MAIL ADDRESS: jdrake@mountainstateinsurance.com FAX (A/C, No): (304) 720-2002	
INSURED Advantage Technology, LLC & Aridea, LLC, DBA: Aridea Solutions 950 Kanawha Blvd. E. Charleston WV 25301		INSURER(S) AFFORDING COVERAGE	
		INSURER A: Great Northern Insurance Company	NAIC # 20303
		INSURER B: Federal Insurance Company	20281
		INSURER C: ACE American Insurance Co	22667
		INSURER D:	
		INSURER E:	
		INSURER F:	

COVERAGES

CERTIFICATE NUMBER: 23 24 Liab

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		Y	36060996	11/01/2023	11/01/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			73617949	11/01/2023	11/01/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB OCCUR CLAIMS-MADE DED RETENTION \$			78192586	11/01/2023	11/01/2024	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N	71764043	11/01/2023	11/01/2024	<input checked="" type="checkbox"/> PER STATUTE <input checked="" type="checkbox"/> OTH-ER WW Code 23-4-2 E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Commercial Cyber and Privacy Liability			D95688615	11/01/2023	11/01/2024	Maximum Policy \$2,000,000 Deductible \$50,000

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

CERTIFICATE HOLDER

CANCELLATION

WV Lottery Commission
900 Pennsylvania Ave

Charleston

WV 25302

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

AUTHORIZED REPRESENTATIVE

Liability Insurance

Endorsement

Policy Period NOVEMBER 1, 2023 TO NOVEMBER 1, 2024
Effective Date NOVEMBER 1, 2023
Policy Number 3606-09-96 MAU
Insured ADVANTAGE TECHNOLOGY, LLC AND
ARIDEA, LLC DBA ARIDEA SOLUTIONS
Name of Company GREAT NORTHERN INSURANCE COMPANY
Date Issued NOVEMBER 20, 2023

This Endorsement applies to the following forms:

GENERAL LIABILITY

Under Who Is An Insured, the following provision is added.

Who Is An Insured

**Additional Insured -
Scheduled Person
Or Organization**

Persons or organizations shown in the Schedule are **insureds**; but they are **insureds** only if you are obligated pursuant to a contract or agreement to provide them with such insurance as is afforded by this policy.

However, the person or organization is an **insured** only:

- if and then only to the extent the person or organization is described in the Schedule;
- to the extent such contract or agreement requires the person or organization to be afforded status as an **insured**;
- for activities that did not occur, in whole or in part, before the execution of the contract or agreement; and
- with respect to damages, loss, cost or expense for injury or damage to which this insurance applies.

No person or organization is an **insured** under this provision:

- that is more specifically identified under any other provision of the Who Is An Insured section (regardless of any limitation applicable thereto).
- with respect to any assumption of liability (of another person or organization) by them in a contract or agreement. This limitation does not apply to the liability for damages, loss, cost or expense for injury or damage, to which this insurance applies, that the person or organization would have in the absence of such contract or agreement.

Liability Endorsement
(continued)

Conditions

**Other Insurance –
Primary, Noncontributory
Insurance – Scheduled
Person Or Organization**

Under Conditions, the following provision is added to the condition titled Other Insurance.

If you are obligated, pursuant to a contract or agreement, to provide the person or organization shown in the Schedule with primary insurance such as is afforded by this policy, then in such case this insurance is primary and we will not seek contribution from insurance available to such person or organization.

Schedule

Persons or organizations that you are obligated, pursuant to a contract or agreement, to provide with such insurance as is afforded by this policy.

All other terms and conditions remain unchanged.

Authorized Representative



MUTUAL NON-DISCLOSURE AGREEMENT

This Mutual Non-Disclosure Agreement ("Agreement") is entered into by and between the West Virginia Lottery, with its principal offices located at 900 Pennsylvania Avenue Charleston, WV 25302 ("Lottery"), and Advantage Technology, with its principal offices located at 950 Kanawha Blvd East Ste 100 Charleston, WV 25301 ("Party of the second part"), with an Effective Date of TBD. Lottery and Party of the second party also are referred to herein individually as a "party", or collectively as the "parties".

WHEREAS, the parties to this Agreement may wish to exchange certain information related to the provision of certain information or communication technology services by one party of interest to the other party; and

WHEREAS, the parties agree that improper disclosure of either party's Confidential Information, as defined below, by the other party could cause material harm to the party whose Confidential Information was improperly disclosed;

NOW THEREFORE, in order to protect certain Confidential Information that may be disclosed between the parties, Lottery and Alpha agree to maintain the confidentiality of the Confidential Information as follows:

- I. **Definition of Confidential Information.** The "Confidential Information" disclosed under this Agreement is defined as follows:

Any data or information that is proprietary to the disclosing party and not generally known to the public, whether in tangible or intangible form, whenever and however disclosed, including, but not limited to: (i) any marketing strategies, plans, financial information, or projections, operations, sales estimates, business plans and performance results relating to the past, present or future business activities of such party, its affiliates, subsidiaries and affiliated companies; (ii) plans for products or services, and customer or supplier lists; (iii) any scientific or technical information, invention, design, process, procedure, formula, improvement, technology or method; (iv) any concepts, reports, data, know-how, works-in-progress, designs, development tools, specifications, computer software, source code, object code, flow charts, databases, inventions, intellectual property, and trade secrets; (v) solicitation for proposals, responses to proposals, bids, or information disclosed in connection with such solicitation, response, or bid; (vi) any other information that should reasonably be recognized as confidential information of the disclosing party.

- II. **Disclosure Period and Term.** This Agreement protects against the disclosure of Confidential Information which is disclosed between the parties during each party's performance of its obligations associated with that certain CRFQ Agreement executed between the parties on TBD (the "Effective Date") and 3 year(s) after the termination of such Agreement ("Disclosure Period"). Therefore, the duty of a recipient of Confidential Information to protect such Confidential Information disclosed under this Agreement begins on the Effective Date and expires 3 year(s) after the end of Disclosure

Period. Upon termination of this Agreement or upon the disclosing party's request, the recipient shall cease use of Confidential Information and return or destroy it.

- III. **Use of Confidential Information.** A party hereunder receiving Confidential Information shall use such Confidential Information solely for the purposes of, as applicable to the recipient, understanding current business activities of a party, soliciting a proposal for certain information technology services, responding to such proposal solicitation, reviewing solicitation responses, tendering a bid, or discussions or negotiations related to such solicitation, proposal, or bid.
- IV. **Protection of Confidential Information.** Each party shall not disclose the Confidential Information of the other party to any third party. The recipient shall protect the Confidential Information by using the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the Confidential Information as the recipient uses to protect its own confidential information of a like nature. A recipient shall restrict disclosure of Confidential Information to its employees, provided that such employees (i) have a need to know, and (ii) are bound by obligations of confidentiality equally as restrictive as the terms of this Agreement.
- V. **Exclusions.** This Agreement imposes no obligation upon the recipient with respect to Confidential Information which: (a) was in the recipient's possession before receipt from the disclosing party; (b) is or becomes a matter of public knowledge through no fault of the recipient; (c) is rightfully received by the recipient from a third party without a duty of confidentiality; (d) is disclosed by the disclosing party to a third party without a duty of confidentiality on the third party; (e) is independently developed by the recipient; (f) is disclosed under operation of law; or (g) is disclosed by the recipient with the disclosing party's prior written approval.
- VI. **Miscellaneous.** Neither party to this Agreement shall acquire any intellectual property rights nor any other rights under this Agreement except the limited right to use as set forth in this Agreement. This Agreement does not prevent either Party from competing with one another for work or clients unless the parties specifically agree otherwise, in writing, as to a specific client. Each disclosing party warrants and represents that the Confidential Information and other information provided which is necessary to the purposes described hereunder, are true and correct to the best of the disclosing party's knowledge and belief. Nothing in this Agreement shall be construed to preclude either party from developing, using, marketing, licensing, and/or selling any software or other material that is developed without reference to the Confidential Information.
- VII. **Export Administration.** Each party to this Agreement agrees to comply fully with all relevant export laws and regulations of the United States and other countries to assure that no Confidential Information or any portion thereof is exported, directly or indirectly, in violation of such laws.
- VIII. **No Obligation to Purchase or Offer Products or Services.** Neither party has an obligation under this Agreement to purchase or otherwise acquire any service or item

from the other party. Neither party has an obligation under this Agreement to commercially offer any products using or incorporating the Confidential Information. The disclosing party may, at its sole discretion, offer such products commercially and may modify them or discontinue such offerings at any time.

IX. General. The parties do not intend that any agency or partnership relationship be created between them by this Agreement. This Agreement sets forth the entire agreement with respect to the Confidential Information disclosed herein and supersedes all prior or contemporaneous agreements concerning such Confidential Information, whether written or oral. All additions or modifications to this Agreement must be made in writing and must be signed by both parties. This Agreement and all matters arising out of or relating to this Agreement shall be governed by the laws of the State of West Virginia. The parties agree that the information provided as allowed by this Agreement will not contain any proprietary technical or confidential contractual information, or any financial information related to the relationship between Alpha and its partners. As a result, damages will not be included as a remedy.

The undersigned authorized representatives of each party have agreed to be legally bound by the terms of this Agreement as of the Effective Date shown above.

WEST VIRGINIA LOTTERY

By: _____

Name: _____

Title: _____

Advantage Technology (VENDOR)

By: James Stewart

Name: James Stewart

Title: Sales Engineer



CONTRACTOR LICENSE

AUTHORIZED BY THE
West Virginia Contractor
Licensing Board

NUMBER: WV051250

CLASSIFICATION:

LOW VOLTAGE SYSTEMS
COMMUNICATION & SOUND
CABLE

ADVANTAGE TECHNOLOGY LLC
DBA ADVANTAGE TECHNOLOGY LLC
950 KANAWHA BLVD EAST
CHARELSTON, WV 25301

DATE ISSUED

AUGUST 26, 2023

EXPIRATION DATE

AUGUST 26, 2024

Authorized Signature

Chair, West Virginia Contractor
Licensing Board



A copy of this license must be readily available for inspection by the Board on every job site where contracting work is being performed. This license number must appear in all advertisements, on all bid submissions, and on all fully executed and binding contracts. This license is non-transferable. This license is being issued under the provisions of West Virginia Code, Chapter 30, Article 42.

**WEST VIRGINIA
STATE TAX DEPARTMENT
BUSINESS REGISTRATION
CERTIFICATE**

ISSUED TO:
**ADVANTAGE TECHNOLOGY LLC
950 KANAWHA BLVD E 100
CHARLESTON, WV 25301-2842**

BUSINESS REGISTRATION ACCOUNT NUMBER: 1003-1086

This certificate is issued on: **08/29/2017**

*This certificate is issued by
the West Virginia State Tax Commissioner
in accordance with Chapter 11, Article 12, of the West Virginia Code*

*The person or organization identified on this certificate is registered
to conduct business in the State of West Virginia at the location above.*

This certificate is not transferrable and must be displayed at the location for which issued
This certificate shall be permanent until cessation of the business for which the certificate of registration
was granted or until it is suspended, revoked or cancelled by the Tax Commissioner.

Change in name or change of location shall be considered a cessation of the business and a new
certificate shall be required.

TRAVELING/STREET VENDORS: Must carry a copy of this certificate in every vehicle operated by them.
CONTRACTORS, DRILLING OPERATORS, TIMBER/LOGGING OPERATIONS: Must have a copy of
this certificate displayed at every job site within West Virginia.

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT240000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:
Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.1 Business Analyst
Under general supervision, analyzes and documents business requirements, processes and assists in designing IT solutions to meet needs. Facilitates process modifications and improvements. Performs related work as required.

Examples of Work:

- Analyzing and improving business processes to enhance efficiency, productivity, and quality.
- Documenting current processes, identifying areas for improvement, and designing optimized workflows.
- Eliciting, analyzing, and documenting IT project and initiative business requirements.
- Conduct stakeholder interviews, document user stories, and manage requirements throughout the project lifecycle.
- Analyzing market trends, customer feedback, and product performance data to inform product development and strategy.

Position Request Information

- Business Analyst – Jack Shaffer, 20yrs+ Experience
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
 - \$150.00 Per Hour
 - Resume Attached.



James Stewart | Sales Engineer | Cell: 304-941-4272 | Email: jstewart@advantage.tech | Web: www.advantage.tech

Charleston
950 Kanawha Blvd E #100
Charleston, WV 25301

Bridgeport
1509 Johnson Avenue
Bridgeport, WV 26330

Williamsport
416 South Conococheague St #3
Williamsport, MD 21795

Frederick
118 N. Market St.
Frederick, MD 21701

JACK L. SHAFFER, JR., M.B.A.

LinkedIn: <https://www.linkedin.com/in/jack-shaffer-jr/>
Email: jackshafferjr@gmail.com Phone: 301-401-2935

SUMMARY

Innovative Information Technology Leader with experience in service delivery, large-scale infrastructure projects, cloud-based technologies, and application development. Career combines hands-on technology experience, MBA, and 25+ years of measurable success that spans from startup ventures to Fortune 500 companies.

CORE STRENGTHS AND SKILLS

- Senior Leadership
- IT Management & MBA
- IT Project Management
- IT Architecture & Design
- IT Policy & Planning
- Innovative & Creative
- Strategic & Analytical
- Organized & Productive
- Vendor/Contract Management
- Profit & Loss Responsibility
- Data Center Operations
- Agile Application Development
- Service Desk Management
- Cybersecurity & Compliance
- Disaster Recovery/Business Continuity

EMPLOYMENT HISTORY

Regional Director – Northeast Operations ADVANTAGE TECHNOLOGY

01/2020 – Present
FREDERICK, MD

Executive in charge of all operational and strategic activities for the Northeast Region of a multi-state IT Services/Managed Service Provider (MSP), which includes Frederick and Hagerstown, MD, Northern VA, the DC Metro and WV Panhandle areas.

- Lead and manage daily operations to deliver service desk operations and technical projects to over 800 small, medium business clients.
- Recruit, hire, and guide regional technology staff, set performance objectives, evaluate and optimize operational performance, ensure regulatory and company standards are upheld, as well as prepare operations and financial reports.

SELECT PROJECT INITIATIVES AND IMPACT:

- Led Advantage Technology's successful effort to achieve SOC2 certification.
- Consolidated the Shepherdstown, WV and Williamsport, MD offices, saving \$30K annually.
- Brought on more senior-level technical personnel to alleviate the region's reliance on centralized and overburdened HQ staff, and increase the region's technical capabilities.
- Collaborated with internal marketing department to create an engagement campaign in the Frederick, MD, and I-270 Corridor, which netted an additional \$53K of annual managed services revenue in the first 6 months.
- Fractional CIO for a large chemical engineering and manufacturing firm with a \$1.1M annual IT budget.

Business Transformation Director ADVANTAGE TECHNOLOGY

03/2018 – Present
SHEPHERDSTOWN, WV

Executive responsible for identifying and enabling a number of Strategic, Cloud, Security, Technology, and OEM partner alliances and then align them with Advantage Technology's product strategy and roadmap. Perform as the leader for the Cloud, Cybersecurity, Managed Service, and Partner Alliance ecosystems. Assist small-medium business adopt digital transformation strategies.

- Define and lead cross-functional teams to execute business plans which develop and deliver solutions that accelerate the adoption of Advantage Technology products and services by customers.
- Lead evangelism of new technologies through outbound initiatives (e.g., industry conference presentations, thought leadership initiatives, white papers, and Advantage Technology customer events).

SELECT PROJECT INITIATIVES AND IMPACT:

- Led the organization to achieve Microsoft Gold Partner status.
- Led Advantage to adopt Microsoft Azure as a product/service for clients; Current Azure Subject-Matter-Expert (SME) and principal architect; Took the organization from zero Azure revenue to \$288K of annual revenue in two (2) years.
- Responsible for the cybersecurity and compliance department.
 - Established partnership with Security Operations Center as a Service company, Arctic Wolf Networks. In two (2) years, Advantage is one of the top VAR/Managed Service Partners of the firm.
 - Established partnership with Sentinel One Advanced Endpoint Protection/Endpoint Detection and Response software.
- Led Office 365 implementation within Advantage resulting in an incalculable increase in overall corporate productivity.

Chief Operations Officer

KRM ASSOCIATES

07/2013 – 02/2018

SHEPHERDSTOWN, WV

Executive in charge of operational and strategic activities for a custom application development firm including: Profit & Loss; Capture and Proposal Management; Program Management for Client Engagements; Staffing and Organizational Structure; Strategic Initiatives; and Research and Development.

- Translated strategy into actionable steps for performance and growth, helping to implement organization-wide goal setting, performance management, and annual operating planning.
- Ensured effective recruiting, onboarding, professional development, performance management, and retention.
- Provided system architect and program management activities to KRM personnel engaged on client projects.

SELECT PROJECT INITIATIVES AND IMPACT:

- In less than 3 years, more than doubled the size of the organization with major initiatives focused on the Federal Health IT Sector:
 - Part of a multi-year, \$2 million dollar Veteran's Affairs (VA) project to establish the Open-Source Health Record Alliance (OSEHRA) and create a standardized open-source version of their VistA EHR.
 - My HealtheVet Modernization - Project for the VA to update the code stack of its 10-year-old patient portal to improve performance and increase the ability to add functionality. KRM sub-contracted on two (2) separate, two (2) year projects worth more than \$16.5 million. System used Java, Weblogic, and Oracle.
 - Enterprise Health Management Platform – As part of the VA's VistA Evolution plans, the Enterprise Health Management Platform (eHMP) project created a world-class, open, modular, and extensible EHR front-end that was designed to replace the Computerized Patient Record System (CPRS) as VA's primary point of care application in its 163 hospitals nationwide. KRM sub-contracted on the original \$162.5 million dollar project and is participating in the \$240 million-dollar follow-on contract. System used Javascript, Node.js, Intersystems Cache, MongoDB.
- Initiated the firm's move of its infrastructure to Amazon Web Services (AWS) and other cloud-based services, replacing an antiquated technology infrastructure avoiding over \$50K in capital expenditures on data center improvements and upgrades.

Vice President Information Management

NORTHEAST NATURAL ENERGY

08/2010 – 06/2013

CHARLESTON, WV

Executive Partner responsible for all technology aspects of a regional oil & gas company focused on the Marcellus Shale. Responsible for technology budget, data center operations and systems, as well as providing vision and leadership in the development and implementation of IT initiatives.

SELECT PROJECT INITIATIVES AND IMPACT:

- Architected and implemented a highly scalable virtualized IT infrastructure using VMWare with Dell Equilogic SANs to meet the demands of a rapidly growing business. Implemented a Citrix virtual desktop infrastructure to allow for remote locations and personnel to use on-premise applications.
- Commissioned, designed, and provided project management for a custom competitive intelligence application providing vital information for key decision makers. System built with Visual Studio, and SQL Server ETL, aggregated, cataloged and presented data on ESRI GIS and interactive maps from a variety of public and private data sources to provide greater levels of industry competitor activity while simultaneously removing 160 man-hours per month in manual effort spent by the organization in gathering and organizing competitive information.

Chief Information Officer

COMMUNITY HEALTH NETWORK OF WEST VIRGINIA

02/2006 – 07/2010

SCOTT DEPOT, WV

Provided strategy and driving action to develop and implement enterprise IT solutions in support of business operations for a Non-profit health centered-controlled network of 19 Federally Qualified Health Centers operating in 32 of West Virginia's 55 counties, with 78 clinical locations, 600 concurrent users, and nearly 500K annual patient encounters.

- Top management authority for entire IT organization, staff of 17 direct/indirect reports, organizational structure and policies, budget, network security, IT data center operations, and service desk/help desk. Served as HIPAA Compliance Executive/Security Officer for the organization.

SELECT PROJECT INITIATIVES AND IMPACT:

- Implemented, operated and enhanced the Indian Health Services Resource Patient and Management System (RPMS) EHR – a derivative of the Veterans Administration's VistA EHR - for member rural health clinics. The open-source RPMS-EHR system is a fully integrated system - with CPOE for laboratory, radiology, medications; clinical decision support with order checks and clinical reminders; and progress notes – that was designed for use in hospital systems, which the organization adapted for use in a primary care environment.

- In four (4) years, the centrally hosted RPMS-EHR system was deployed in nearly 50 clinical locations and contained more than 190,000 unique patients – over 10% of West Virginia’s total population - making it one of the largest EHR’s deployed in the State of West Virginia at that time. The centrally hosted infrastructure was deployed using a Red Hat Enterprise Linux Cluster and a scalable Citrix farm for remote access along with an Intersystems Cache database.
- Commissioned and assisted in the development of custom medication management enhancements to the IHS RPMS-EHR which further adapted the system for use within West Virginia and the FQHC environment such as: custom prescription printing and iPhone application.
- Spearheaded the creation of a robust clinical data warehouse / business intelligence platform for health information. The system allowed member health centers to report on 24 clinical outcome measures and compare those measures to National Committee for Quality Assurance (NCQA) standard benchmarks in an effort to improve clinical outcomes for the patients of member health centers.
- Acted as a vCIO for various West Virginia Healthcare IT initiatives:
 - Contract CIO, West Virginia Telehealth Alliance: Technical coordinator guiding WVTA in fulfilling its mission through technology. Subject matter expert for IT, RFP and competitive bidding processes, and project selection criteria. Key leader and technical designer in \$7.2 million-dollar broadband/Metro-Ethernet RFP involving 80+ organizations with over 200 total locations.
 - IT Project Manager, West Virginia Bureau of Medicaid Services: Technology leader in West Virginia Medicaid Transformation Grants project targeting clinical data warehouses and electronic medical records adoption.
 - Contract CIO, West Virginia Health Information Network: Provide leadership to WWHIN around statewide health information exchange. Assisted in development of RFP for statewide HIE procurement.

Manager, Technology Services & Development – Eastern Division

CHESAPEAKE ENERGY

11/2005 – 01/2006

Directed IT infrastructure for new Eastern Division including application servers, client support, database management systems, telecommunications, LAN/WAN, and helpdesk operations. Led staff of 5 direct and 10 indirect reports.

OKLAHOMA CITY, OK

Manager, Technology Services & Development

TRIANA ENERGY

04/2003 – 10/2005

Held high-level scope of authority that included \$2.5 million annual O&M budget, annual capital budgets as large as \$1 million, 300-person user base, 10 direct reports, and entire IT infrastructure including: hardware, operating systems, database management, telecommunications, Internet/intranet, LAN/WAN, security, client support, and helpdesk operations. Led numerous initiatives to cut costs and improve operating efficiencies. Examples include:

CHARLESTON, WV

- Led 3-month project to restructure telecommunications to eliminate duplicate vendors and transition to lower-cost/higher-speed broadband connections. Saved \$205,000+ annually and increased access speeds 2-3-fold.
- Commissioned 9-month, \$350,000 project to scan, index, and archive 2.5 million mission-vital land lease documents in fully searchable, digital format. The system used Adobe products and custom software developed to cut operating costs nearly \$800,000 per year and boosted staff productivity.

Manager, Technology

TRIANA ENERGY

04/2001 – 03/2003

Partner in newly formed Triana Energy, start-up natural gas exploration company, challenged with design and implementation of company’s entire IT infrastructure. Built all aspects of enterprise IT architecture and operations from scratch in less than 2 months.

CHARLESTON, WV

- Leveraged next-generation solutions to provide this small, startup organization with more capabilities than much larger organizations and create highly mobile workforce with 24/7 access from virtually anywhere worldwide.
- Directed team in separation and subsequent integration efforts surrounding purchase of Columbia Natural Resources (CNR) from Nisource and renegotiated technology-related contracts with major software/hardware vendors. Drove migration plan to seamlessly move 340 employees to all-new enterprise systems with zero downtime or service interruptions. Led Triana in assuming full operations of CNR months earlier than anticipated (2 months after purchase date).

Manager, Application Architecture – NiSource Business Services

NISOURCE

11/2000 – 03/2001

Guided strategic corporate direction for application architecture. Managed team of 5 direct reports in all aspects of data warehousing, Enterprise Application Integration (EAI), middleware, load testing, and quality assurance.

MERRILLVILLE, IN

- Team successfully reevaluated and placed 800+ IT professionals among 10 different operating companies within 4 months. Project also reduced operating costs \$300+ million to aid in financing purchase.

Manager, Network Services

COLUMBIA NATURAL RESOURCES

11/1997- 10/2000

Managed all aspects of corporate network including hardware, operating systems, database management, helpdesk, and telecommunications. Scope of authority included \$1.5 million annual O&M budget, \$500,000 annual capital budget, base of 300+ users, and 10 staff. Member of Columbia Energy Group IT Management Council and Security Council.

CHARLESTON, WV

SELECT PROJECT INITIATIVES AND IMPACT:

- Led multi-year effort to modernize and expand corporate IT environment and capabilities.
- Led design, development, and installation of an \$800K custom mobile data collection system that spanned 16 field locations in 6 states and involved 100+ field staff, telecommuting developers, and union representatives. Achieved on-time, on-budget completion and unparalleled 100% adoption rate among unionized workforce in this politically charged project. Decreased data collection cycle time from 3 weeks to 1 and reduced data errors 70%.
- Chief architect of technical roadmap and implementation project replacing outdated 3-tier middleware program that was key component for every mission-critical application. Resulted in stable, vendor-neutral platform, based on EJB's, WebLogic and Oracle, that remained in service for almost a decade.
- Engineered business continuity and disaster recovery plan to support mid-range client/server environment. Negotiated contracts with leading hot-site provider, developed recovery plans, and introduced disaster recovery tests at hot-site. Created capabilities to restore all mission-critical applications and data in less than 24 hours.

Lead Developer Analyst

COLUMBIA NATURAL RESOURCES

01/1995 – 10/1997

CHARLESTON, WV

Responsibilities included development and execution of plans of action that upgraded, integrated and modernized company's IT systems and applications for one of the largest upstream natural gas production companies in the Appalachian Basin. Achievements include: Implementing an aggressive plan to upgrade the entire corporate IT infrastructure, increasing productivity 50% and creating more stable, robust architecture; leading the development of a custom-built, client-server application to monitor, control, and invoice natural gas volumes being received and delivered as part of the company's acquisition of a 6,000-mile pipeline system.

Lead Analyst

COLUMBIA GAS TRANSMISSION

01/1994 – 12/1994

CHARLESTON, WV

Responsibilities included development and execution of large-scale, mission critical applications focused on the accounting, measurement, and transportation of natural gas for one of the largest interstate pipeline systems in the United States. Achievements include: Team leader on \$3 million project to develop integrated gas transportation and billing system (included electronic bulletin board, online trading system) to comply with federal service un-bundling order. Pioneering system enabled Columbia to manage new line of business and was ranked #1 electronic bulletin board and online trading program by Gas Daily's NG magazine.

Programmer, Sr. Programmer, Programmer Analyst, Sr. Analyst

COLUMBIA GAS TRANSMISSION

03/1986 – 12/1993

CHARLESTON, WV

Advancement through progressive roles as Senior Analyst, Programmer Analyst, Senior Programmer, and Programmer.

EDUCATION

Masters of Business Administration (MBA)

UNIVERSITY OF CHARLESTON

08/1992

CHARLESTON, WV

Bachelor of Science (BS), Computer Information Systems

UNIVERSITY OF CHARLESTON

12/1985

CHARLESTON, WV

TECHNICAL SKILLS

Platforms: Microsoft Azure, Office 365

Virtualization: VMWare ESXi, HyperV, Citrix Xenapp, Docker, VirtualBox

Hardware: Hewlett Packard Mid-range HP 9000 series – G40, I70, D310, K460, RP7410, Dell EMC, Sonicwall

Operating Systems: Windows Server, Red Hat Linux, HP-UX, AIX, IBM DOS/VSE, MVS/XA, VM/CMS, CICS

Programming Languages: Visual Studio 2005, 2010, 2013, VSCode; MS SQL Server Integration Services (SSIS) / Business Intelligence Development Studio (BIDS), SQL Expert, Node.js, Javascript, Powershell, Oracle PL/SQL, Python, ANSI COBOL

DevOps/CloudOps/DevSecOps: Scaled Agile Development, Azure DevOps, JIRA, Vagrant, CI/CD, Docker, Chef, Grunt, Selenium

Databases: Oracle 7.3, 8.1.6, 9i Administration, Microsoft SQL Server Administration all versions, Access all versions

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT240000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:
Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.2 Data Analyst
Under general supervision, is responsible for data analysis, modeling, database management, security, and quality assurance. Performs related work as required.

Examples of Work:

- Gathering, analyzing, and interpreting business data to provide strategic insights and inform decision-making.
- Designing and maintaining data warehouses, creating reports and dashboards, and identifying trends and patterns.
- Analyzing and interpreting data to derive actionable insights and support decision-making.
- Collecting and analyzing data, creating visualizations, and communicating findings to stakeholders.
- Develop and execute test plans and test cases to validate data accuracy, completeness, and consistency.
- Conduct data quality assessments to identify and resolve anomalies, errors, and discrepancies.

Position Request Information

- Data Analyst – Brianna Nichols, 5yrs Experience
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
 - \$125.00 Per Hour
 - Resume Attached.



James Stewart | Sales Engineer | Cell: 304-941-4272 | Email: jstewart@advantage.tech | Web: www.advantage.tech

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950 Kanawha Blvd E #100
Charleston, WV 25301

Bridgeport
1509 Johnson Avenue
Bridgeport, WV 26330

Williamsport
416 South Conococheague St #3
Williamsport, MD 21795

Frederick
118 N. Market St.
Frederick, MD 21701

BRIANNA NICHOLS

CHARLESTON WV
BREEHIGGINS@HOTMAIL.COM
(304) 542-5305

EXPERIENCE

AUGUST 2020 – PRESENT

BUSINESS ANALYST, ADVANTAGE TECHNOLOGY

- Provided data analytics on sales demographics, return rates, Amazon click rate/sales ratios, and additional ad hoc reports via Amazon sales platform data.
- Communicated with the strategic marketing team.
- Created data visualization with business intelligence tools for business leaders.
- Maintained and built existing reports with Microsoft Excel
- Observed and participated in business models, sales channels, customer interfacing, shipping, and product development lifecycles.
- Maintain policies and procedures to ensure the security of the company databases.
- Enhanced the utilization of information for decision making with data visualizations.
- Analyzed value stream and business processes to enhance data capabilities for reporting.
- Developed and presented project findings to senior management.
- Delivered data analytics support to team within project timelines.
- Collaborated with business leads and engineers in product iterative design, development, and manufacturing.
- Monitored, reviewed, and analyzed external sales environment's impact to internal product development.
- Documented processes, and product specifications
- Authored test scenarios, beta-tested products, and conducted troubleshooting scenarios to resolve errors, and reported results.
- Researched federal/government compliance requirements and designed beta-testing scenarios to comply.
- Experienced in operating within scope, time, and budget for projects and the importance of adhering to business policies and procedures to support strong customer service deliverables.

Reference: Rob Moore- Vice President, Aridea Solutions, (681)205-0010, rm25286@yahoo.com

JANUARY 2022 – MAY 2022

DATA ANALYST, FIRST CHOICE SERVICES FOR THE TOBACCO QUIT LINE

- Completed a large data set project comprised from the State of WV Tobacco Quitline
- Leveraged statistical inferencing when conducting analysis. While communicated significance in findings
- Identified functional and operational measures needed to analyze data requested and interpreted business problems.

- Executed data and analytics assignment for the First Choice Services (State of WV Tobacco Quite Hotline)
 - Manipulated data cleaning, descriptive statistics, and data visualization on large data sets and presented findings
 - Leveraged Excel pivot tables and formulas for data extraction and manipulation.
 - Stratified data within the final report utilizing key demographics such as gender, age, race, and county of residence.
 - Developed distinctive and understandable data visualizations to enable easy comprehension and compelling storytelling.
 - Conducted regression testing of the prior year's report and detected/reported errors.
 - Evaluated business processes within hotline and the data collected by them.
 - Served as the single point of contact and sole analytics consultant for this project.
- Reference: Vincent Smith-Professor (304) 542-8978 vincentsmith@ucwv.edu

EDUCATION

AUGUST 2020 - APRIL 2023

BACHELOR'S DEGREE IN DATA ANALYTICS, UNIVERSITY OF CHARLESTON

3.74 GPA

- Experienced with data analysis using SQL, Microsoft Excel, data mapping, data entry, data visualization, and reporting.
- Strong analytic and problem-solving skills
- Qualitative Research Analysis
- Regression Techniques, decision trees in R
- Advanced Mathematics- Calculus, Linear Algebra, and Statistics
- Passionate supporter and influencer that compelling data stories drive successful solutions.
- Proactive, inquisitive personality who is able to engage with any level of business leader or associate.

UC Ambassador – represented UC as a student ambassador for four years, reporting to the Office of Admissions. Directly supported UC's enrollment management efforts by conducting tours, coordinating events, socializing with potential students, and staffing the Admission's Office.

MAY 2020

ROANE COUNTY HIGH SCHOOL

3.7 GPA

Student Council Member- organized annual blood drives, talent shows and, canned food drives.

National Honors Society Member - organized annual Christmas present wrapping in Spencer, WV.

The Pantry Volunteer- assisted in staffing our school's free clothing store

SKILLS

- Data Retrieval and Cleaning
- Power BI, Python and R
- Google Data Studio
- Microsoft Excel, Word, PPT
- Working with big data sets
- Descriptive Data
- Data Visualization
- Understanding trend prediction
- Communicating with leadership
- Develop data recommendations.

- Works well independently or within a team environment
- Strong analytical aptitude
- Eager to develop additional skills.
- Working with large confidential data

- Comfortable with leadership roles
- Self-starter with excellent follow through
- Strong work ethic and highly creativity
- Performs well under pressure and with deadlines

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT2400000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:
Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.3 Database Administrator
Under general supervision, is responsible for designing, implementing, and maintaining databases. Performs related work as required.

Examples of Work:

- Design logical and physical database structures based on business requirements and industry best practices.
- Define data models, schemas, tables, indexes, and relationships to ensure efficient data storage and retrieval.
- Install, configure, and deploy SQL Server database management systems (DBMS).
- Create and configure database instances, ensuring optimal performance, scalability, and availability.
- Import, export, and migrate data between different database environments while ensuring data integrity and consistency.
- Monitor database performance, health, and security to identify and address potential issues proactively.

Position Request Information

- Database Administrator – Amber Bostic, 10yrs Experience
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
 - \$125.00 Per Hour
 - Resume Attached.



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Frederick
118 N. Market St.
Frederick, MD 21701

AMBER RENEE BOSTIC

Phone: 304.389.9589

abostic@advantage.tech

SUMMARY

Custom Software Developer with 25+ years' experience in custom development life cycle. Effectively analyze, design, develop and implement custom software. Enhance existing systems with new features. Integrate off-the-shelf systems with custom applications. Highly skilled in data retrieval, migration, reporting, and updating using SQL and SQL Procedures. Known for completing solidly developed applications in short time frames. Quickly debug, troubleshoot, and resolve complex data problems. Specializing in the industries Mining, Oil and Gas and Health Care.

EDUCATION

BS, Computer Information Systems, DeVry Institute of Technology, Columbus, OH
Certified EPIC Cogito Systems Administrator

TECHNICAL QUALIFICATIONS

Software: Office Suites, Crystal Reports, Powerscope, Wise Installation, KEDIT, Exceed, Microstation J, Visual Café, Web Logic, Jintegra, 3rd Party Controls, Eclipse, Hyperion, Enertia, Well View, Reporting Services, Quickbooks, Humanis, Medisoft, RPMS, PuTTY, ExtraPuTTY, Cache, BMX, WinSCP, Notepad++, MySQL Workbench, Reporting Services, SSIS, DTS, Scratch, Jasper, DB Visualizer, Tiger Paw, N-Central, Flight Vector, Staff Finder, LIMS, Zoll RescueNet, Cogito, Hyperspace

Languages: ASP.NET, C#, VB.NET, Visual Basic 5/6, Access, Delphi, C/C++, RPG, SQL, Microstation Basic, VBA, Java, COBOL, HTML, XML, JCL, BizTalk, MUMPS, VB Script, AWK, PHP, T-SQL, CSS, Java Script, PL-SQL, JSON, Adobe Flash

Databases: SQL Server, MySQL, Access, ORACLE, SYBASE, Advantage Database Server, MUMPS (Cache)

PROFESSIONAL EXPERIENCE

KANAWHA COUNTY SCHOOLS, Charleston, WV

2022/06 – PRESENT

Assistant Soccer Coach

ADVANTAGE TECHNOLOGIES, LLC, Charleston, WV

2015/11 – PRESENT

LEAD SOFTWARE DEVELOPER

Responsible for project management of database/software projects as well as communication with clients and solving business problems with software solutions.

- Developed a C# application to read through multiple spreadsheets, analyze the data and generate another spreadsheet using the data from the first spreadsheet.
- Developed a C# application to read through an excel spreadsheet, analyze the data and import data into a LIMS system SQL Server database
- Imported large dataset (15 Gig) into SQL Server using BCP and XML format file to allow customer to be able to search through the data
- Imported multiple excel files into an Access database to allow customer to be able to search through historical pharmacy data
- Built custom reports from Flight Vector databases that the customer could not obtain from the company that developed the software and integrated it with a separate reporting system using SQL Server and T-SQL
- Automated report export, ftp, and import into SQL Server from 3rd party reporting system
- Built SQL Server database for customized software to manage a telecom company's client base and connection information

- Imported text files into an Access database that were extracted from an EHR system, to allow a health facility the ability to search data and run reports
- Currently working on a DB III to Access conversion
- Setup a custom time database to import data from Kronos time clocks into SQL Server
- Compiled multiple excel spreadsheets into an Access database to allow customer to clean up and export in a specific format to be imported into ADP
- Generated custom export from 911 call center system into a specified format to provide to an ambulance service to reconcile call data
- Generated custom Crystal Reports with call details for ambulance service by creating T-SQL to export data out of Zoll RescueNet, a SQL Server database
- Built complex TSQL/VB Scripts to import images into EPIC System from files to be stored into a Cache database
- Helped with the conversion of multiple EHR's into EPIC and maintained the Cogito Systems once completed

SHALEXCHANGE, INC, Cross Lanes, WV

2012 – 2016

COO/SECRETARY

One of four team member responsible for running ShaleXchange, developing new strategies, as well as meeting with potential clients. Also responsible for all of the back end development in SQL Server as well as building a flexible billing system that auto-generates bills in an HTML format. ShaleXchange is a custom online trading platform built for oil and gas companies to have a location to exchange resources.

CODEBUSTERS, LLC, Cross Lanes, WV

2011 – 2015

CEO/APPLICATION DEVELOPER

Responsible for running CODEBUSTERS, approving invoices, locating new projects, making business decisions, approving payroll, as well as application development and project management. We currently design, develop, implement and support various applications on various platform for 20+ customers.

- Developed C# application to extract data from Humanis (advantage database server) for a selected timeframe and import the data into Quickbooks for billing. Turned a three day process into a ten minute process.
- Created several websites from scratch
- Maintained, updated and helped with several Word Press sites
- Designed and developed back ends in SQL Server and Text files for Marshall University to maintain school based health programs.
- Completed data extraction for local Health Care Provider of Patient Data for new EHR.
- Reporting Services SSIS packages for local gas company.
- Maintain Access Database for local law firm
- Designed and developed back end in SQL Server for an application to rank greyhounds. Use VBScript, XML, and SQL Server to extract and load program data on a daily basis.
- Many other database conversion, reporting and manipulation projects.

COMMUNITY HEALTH NETWORK OF WV, Cross Lanes, WV

2009 – 2011

CIO

Responsible for setting up IT budget, purchasing equipment, moving equipment, overseeing the IT department, HelpDesk for RPMS (an electronic medical record) that supported 600+ customers, ensuring the uptime of RPMS and also represented the network in monthly meetings with the CEO's of six clinics who were in the network.

- Coordinated an infrastructure move from one office location to three separate locations in one month. This included hardware, phone systems and internet connectivity.
- Performed some RPMS programming as necessary.
- Worked with IHS and outside contractors on maintaining RPMS and installing updates.

COMMUNITY HEALTH NETWORK OF WV, Scott Depot, WV**2009 – 2010****Manager – Application Development**

Responsible for setting up Application department, maintaining project lists, insuring projects are complete in a timely manner, working with other folks in the department, as well as doing development work.

- HL7 interface for Mountainside Practice Management System to RPMS.
- Developed MUMPS RPC calls and setup a C# GUI to connect and retrieve the data from MUMPS. Also created .DLL that can be added as a control to the RPMS application.
- Developed a screen scraper application in C# using the ExtraPuTTY API to connect to MUMPS roll and scroll data extractor. The application passes a series of commands to a Roll and Scroll type environment to extract data into a .csv file.
- Created a series of DTS packages to FTP the .csv files from above and place the data into SQL Server. Created a series of Reporting Services Reports that connect to the SQL Server database to display the report data.
- Created a C# application to split a large .pdf file into individual .pdf files per page.

AMBER BOSTIC CONSULTING, LLC, Charleston, WV**2009 – 2010****Independent Contractor**

Worked with Clients to come up with a practical solutions that would meet their needs and then performed custom development as needed.

- ASP.NET webpages
- Created a C# application to extract data from Humanis, Advantage Database Server, and insert the invoices directly into Quickbooks, using the Quickbooks API, so this client would not have to rekey data.
- Created an extract/insert of patient data from MediSoft to clean up Client Patient data.
- Created a C# application to read a pdf file and create a new C# class that will populate the pdf file with data extracted from a database.

CHESAPEAKE APPALACHIA, Charleston, WV**2006 – 2009****Senior Analyst**

- Transitioned existing Columbia Natural Resources applications and data from Visual Basic 6 and Oracle into various packaged applications with a SQL Server backend. Mapped data elements, created routines to extract data from Oracle, and created bridges back to current systems to feed data until existing applications were fully decommissioned to provide a smooth transition for the business folks. Collaborated with business team members on several projects to ensure delivery of expected data. Created PLSQL routines to perform functions that packaged applications could not do. Completed all projects under strict deadlines. Learned several new technologies, SQL Server, Reporting Services, Enertia, and Well View, to complete these projects.
- Created Visual Basic application to read through several Excel files, extract data into an Oracle Database, combine data and create New Excel Files with total daily drilling activity for Eastern Division of Chesapeake Energy.
- Located data elements from several different data sources, mapped data elements to data sheet provided by business team members, and created PLSQL routine to extract data from various data sources into single table to be used for Well Layer in GIS System.
- Collaborated with developers in Oklahoma to map Eastern System data to RIMBASE. Created PLSQL routine to extract data from RIMBASE into Eastern Oracle tables.

COLUMBIA NATURAL RESOURCES, LLC, Charleston, WV**1997 – 2005****Lead Applications Systems Analyst****2004 – 2005**

Designed, developed and supported custom applications and assisted users with Access, Excel and Word problems. Developed many debugging capabilities and helped other developers with items that needed debugging. Acquired extensive knowledge of SQL.

- Designed, developed and supported Budget Control System, which was used to track Columbia Natural Resources Capital Budget. Created Report Generator, using Visual Basic, which exported data to Excel and allowed user to have more flexible reporting capabilities.

- Performed upgrades to Personnel Reporting System to make it compliant with SOX issues.
- Developed utility to extract all functions, sql, and tables used in all of Columbia Natural Resources systems to enable search of a table name to see what systems would be affected if table is modified.
- Modified Prospect Management, creating a new application for Human Resources and converted Land Database to Visual Basic, Oracle and Java.

Senior Applications Systems Analyst

2000 – 2003

Designed, developed and supported custom applications and served as Team Lead on extensive conversion project.

- Led conversion project to convert all in use systems from Visual Basic and C to Visual Basic and Java using Visual Cafe and Jintegra. Designed three dimensional routine to pass and parse out data sent to and from Visual Basic and Java. Developed several conversion utilities in Visual Basic to make conversion easier.
- Created Environmental Management application utilizing Visual Basic and Access for detailed reporting of Environmental Information at the State level.

Developer / Analyst

1997 – 2000

Developed and supported custom applications to improve tasks performed by Mapping Department.

- Developed Mapview System used throughout Columbia Natural Resources that allows users to perform multiple map searches for items such as leases and wells. Before Mapview was created, users had to physically look through maps to locate these items.
- Developed Data Loading program that loaded data extracted from Columbia Natural Resources digital maps, is run nightly, and utilized Kedit, Visual Basic as well as a BCP function.
- Designed and developed Gplat System used by Geology group to create Gplats, which had previously been done on paper, then physically sent out for approval. Automated process and designed system using Visual Basic, Java and Access, to send out email notification of a new or revised Gplat.

PRODUCTIVE SYSTEMS INC., Columbus, OH**1995 – 1997****Contract Programmer**

Developed applications for clients using Visual Basic and Delphi, a bar coding application in PICTORL, and a Dye application in Access to keep track of dyes.

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT2400000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:

Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.4 Help Desk Support

Under general supervision, is responsible for technical support to end-users, troubleshooting technical issues, and resolving problems. Performs related work as required.

Examples of Work:

- Resolve technical problems related to desktops, laptops, printers, mobile devices, and other peripherals.
- Guide users through troubleshooting steps and perform remote diagnostics to identify and resolve technical issues.
- Maintain a knowledge base of common technical issues and their resolutions for reference by end-users and support staff.
- Conduct training sessions and workshops for end-users to promote self-service troubleshooting and enhance technical skills.
- Assist with user account creation, modification, and termination processes, ensuring compliance with regulatory requirements.
- Install software updates, patches, and security fixes to address vulnerabilities and enhance system stability.

Position Request Information

- Help Desk Support - Robert Ford, 10yrs Experience
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
 - \$125.00 Per Hour
 - Resume Attached.



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416 South Conococheague St #3
Williamsport, MD 21795

Frederick
118 N. Market St.
Frederick, MD 21701

Robert A. Ford

████████████████████ - 304.590.9856 - Ford.Robby@icloud.com

- Objective** Seeking the role of the Server/Systems Administrator position to further expand my knowledge and experience in performing various on or off-site support responsibilities within the managed service provider industry.
- Experience**
- Systems Administrator**
Kanawha County Emergency Ambulance Authority, Charleston, WV
2012 - 2022 (*Retired*)
Supervise the information technology department personnel and assigned task and responsibilities for staff while managing all the servers, workstations, laptops, tablets, switches, routers, and network equipment within the organization. Also maintained all of the mobile environment equipment and physical satellite locations.
- Procurement and Logistics, Supervisor & I.T. Assistant**
Kanawha County Emergency Ambulance Authority, Charleston, WV
2007 - 2012
Supervised the procurement and logistic duties within the organization. Purchased and supplied all vehicles, stations and offices with supplies and equipment. Maintained service on all medical equipment and provided contracts with other vendors that required specialized training. Assisted with performing maintenance various information technology devices as preventative maintenance schedules allowed.
- Procurement and Logistics, Assistant Supervisor**
Kanawha County Emergency Ambulance Authority, Charleston, WV
2001 - 2007
Assisted with day-to-day operations within the organization and performed routine preventative maintenance on Zoll M and CCT Series monitors as needed.
- Emergency Medical Technician - Paramedic**
Kanawha County Emergency Ambulance Authority, Charleston, WV
1996 - 2001
Delivered advanced life support patient care skills for the sick and injured.

Emergency Medical Technician - Basic

Kanawha County Emergency Ambulance Authority, Charleston, WV

1994 - 1996

Delivered basic life support patient care skills for the sick and injured.

EMS Certifications EMT-P, ACLS, ITLS, PEEP, CPR, NIMS (100, 200, 300, 400, 700, 701, 702, 800)

Education

Paramedic Certification

West Virginia Institute of Technology, Montgomery, WV

1994-1995

General Studies

West Virginia Institute of Technology, Montgomery, WV

1990-1992

High School Diploma

DuPont High School, Belle, WV

1987-1990

Other Training

Ambulance Service Manager

Leadership Kanawha Valley

Zoll M & CCT Series Service Training

Zoll Road Safety Certified Installer

Stryker Rugged EMS Certified Technician

Robert A. Ford

[REDACTED]

- 304.590.9856 -

Ford.Robby@icloud.com

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT240000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:

Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.5 IT Service Continuity Analyst

Under general supervision, documents, analyzes, implements, and manages disaster recovery and business continuity plans. Performs related work as required.

Examples of Work:

- Develop and maintain comprehensive disaster recovery (DR) and business continuity (BC) plans, including procedures, policies, and guidelines.
- Document recovery objectives, critical processes, dependencies, and resource requirements to ensure readiness for potential disasters.
- Analyze existing DR and BC capabilities, processes, and infrastructure to identify gaps and opportunities for improvement.
- Conduct regular testing and validation exercises of DR and BC plans to verify effectiveness, identify weaknesses, and refine procedures.
- Conduct tabletop exercises, simulations, and drills to prepare personnel for emergency scenarios and enhance response capabilities.

Position Request Information

- IT Service Continuity Analyst – Jack Shaffer, 20yrs+ Experience
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
 - \$150.00 Per Hour
 - Resume Attached.



James Stewart | Sales Engineer | Cell: 304-941-4272 | Email: jstewart@advantage.tech | Web: www.advantage.tech

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Williamsport
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Williamsport, MD 21795

Frederick
118 N. Market St.
Frederick, MD 21701

JACK L. SHAFFER, JR., M.B.A.

LinkedIn: <https://www.linkedin.com/in/jack-shaffer-jr/>
Email: jackshafferjr@gmail.com Phone: 301-401-2935

SUMMARY

Innovative Information Technology Leader with experience in service delivery, large-scale infrastructure projects, cloud-based technologies, and application development. Career combines hands-on technology experience, MBA, and 25+ years of measurable success that spans from startup ventures to Fortune 500 companies.

CORE STRENGTHS AND SKILLS

- Senior Leadership
- IT Management & MBA
- IT Project Management
- IT Architecture & Design
- IT Policy & Planning
- Innovative & Creative
- Strategic & Analytical
- Organized & Productive
- Vendor/Contract Management
- Profit & Loss Responsibility
- Data Center Operations
- Agile Application Development
- Service Desk Management
- Cybersecurity & Compliance
- Disaster Recovery/Business Continuity

EMPLOYMENT HISTORY

Regional Director – Northeast Operations

ADVANTAGE TECHNOLOGY

01/2020 – Present

FREDERICK, MD

Executive in charge of all operational and strategic activities for the Northeast Region of a multi-state IT Services/Managed Service Provider (MSP), which includes Frederick and Hagerstown, MD, Northern VA, the DC Metro and WV Panhandle areas.

- Lead and manage daily operations to deliver service desk operations and technical projects to over 800 small, medium business clients.
- Recruit, hire, and guide regional technology staff, set performance objectives, evaluate and optimize operational performance, ensure regulatory and company standards are upheld, as well as prepare operations and financial reports.

SELECT PROJECT INITIATIVES AND IMPACT:

- Led Advantage Technology's successful effort to achieve SOC2 certification.
- Consolidated the Shepherdstown, WV and Williamsport, MD offices, saving \$30K annually.
- Brought on more senior-level technical personnel to alleviate the region's reliance on centralized and overburdened HQ staff, and increase the region's technical capabilities.
- Collaborated with internal marketing department to create an engagement campaign in the Frederick, MD, and I-270 Corridor, which netted an additional \$53K of annual managed services revenue in the first 6 months.
- Fractional CIO for a large chemical engineering and manufacturing firm with a \$1.1M annual IT budget.

Business Transformation Director

ADVANTAGE TECHNOLOGY

03/2018 – Present

SHEPHERDSTOWN, WV

Executive responsible for identifying and enabling a number of Strategic, Cloud, Security, Technology, and OEM partner alliances and then align them with Advantage Technology's product strategy and roadmap. Perform as the leader for the Cloud, Cybersecurity, Managed Service, and Partner Alliance ecosystems. Assist small-medium business adopt digital transformation strategies.

- Define and lead cross-functional teams to execute business plans which develop and deliver solutions that accelerate the adoption of Advantage Technology products and services by customers.
- Lead evangelism of new technologies through outbound initiatives (e.g., industry conference presentations, thought leadership initiatives, white papers, and Advantage Technology customer events).

SELECT PROJECT INITIATIVES AND IMPACT:

- Led the organization to achieve Microsoft Gold Partner status.
- Led Advantage to adopt Microsoft Azure as a product/service for clients; Current Azure Subject-Matter-Expert (SME) and principal architect; Took the organization from zero Azure revenue to \$288K of annual revenue in two (2) years.
- Responsible for the cybersecurity and compliance department.
 - Established partnership with Security Operations Center as a Service company, Arctic Wolf Networks. In two (2) years, Advantage is one of the top VAR/Managed Service Partners of the firm.
 - Established partnership with Sentinel One Advanced Endpoint Protection/Endpoint Detection and Response software.
- Led Office 365 implementation within Advantage resulting in an incalculable increase in overall corporate productivity.

Chief Operations Officer

KRM ASSOCIATES

07/2013 – 02/2018

SHEPHERDSTOWN, WV

Executive in charge of operational and strategic activities for a custom application development firm including: Profit & Loss; Capture and Proposal Management; Program Management for Client Engagements; Staffing and Organizational Structure; Strategic Initiatives; and Research and Development.

- Translated strategy into actionable steps for performance and growth, helping to implement organization-wide goal setting, performance management, and annual operating planning.
- Ensured effective recruiting, onboarding, professional development, performance management, and retention.
- Provided system architect and program management activities to KRM personnel engaged on client projects.

SELECT PROJECT INITIATIVES AND IMPACT:

- In less than 3 years, more than doubled the size of the organization with major initiatives focused on the Federal Health IT Sector:
 - Part of a multi-year, \$2 million dollar Veteran's Affairs (VA) project to establish the Open-Source Health Record Alliance (OSEHRA) and create a standardized open-source version of their VistA EHR.
 - My HealtheVet Modernization - Project for the VA to update the code stack of its 10-year-old patient portal to improve performance and increase the ability to add functionality. KRM sub-contracted on two (2) separate, two (2) year projects worth more than \$16.5 million. System used Java, Weblogic, and Oracle.
 - Enterprise Health Management Platform – As part of the VA's VistA Evolution plans, the Enterprise Health Management Platform (eHMP) project created a world-class, open, modular, and extensible EHR front-end that was designed to replace the Computerized Patient Record System (CPRS) as VA's primary point of care application in its 163 hospitals nationwide. KRM sub-contracted on the original \$162.5 million dollar project and is participating in the \$240 million-dollar follow-on contract. System used Javascript, Node.js, Intersystems Cache, MongoDB.
- Initiated the firm's move of its infrastructure to Amazon Web Services (AWS) and other cloud-based services, replacing an antiquated technology infrastructure avoiding over \$50K in capital expenditures on data center improvements and upgrades.

Vice President Information Management

NORTHEAST NATURAL ENERGY

08/2010 – 06/2013

CHARLESTON, WV

Executive Partner responsible for all technology aspects of a regional oil & gas company focused on the Marcellus Shale. Responsible for technology budget, data center operations and systems, as well as providing vision and leadership in the development and implementation of IT initiatives.

SELECT PROJECT INITIATIVES AND IMPACT:

- Architected and implemented a highly scalable virtualized IT infrastructure using VMWare with Dell Equilogic SANs to meet the demands of a rapidly growing business. Implemented a Citrix virtual desktop infrastructure to allow for remote locations and personnel to use on-premise applications.
- Commissioned, designed, and provided project management for a custom competitive intelligence application providing vital information for key decision makers. System built with Visual Studio, and SQL Server ETL, aggregated, cataloged and presented data on ESRI GIS and interactive maps from a variety of public and private data sources to provide greater levels of industry competitor activity while simultaneously removing 160 man-hours per month in manual effort spent by the organization in gathering and organizing competitive information.

Chief Information Officer

COMMUNITY HEALTH NETWORK OF WEST VIRGINIA

02/2006 – 07/2010

SCOTT DEPOT, WV

Provided strategy and driving action to develop and implement enterprise IT solutions in support of business operations for a Non-profit health centered-controlled network of 19 Federally Qualified Health Centers operating in 32 of West Virginia's 55 counties, with 78 clinical locations, 600 concurrent users, and nearly 500K annual patient encounters.

- Top management authority for entire IT organization, staff of 17 direct/indirect reports, organizational structure and policies, budget, network security, IT data center operations, and service desk/help desk. Served as HIPAA Compliance Executive/Security Officer for the organization.

SELECT PROJECT INITIATIVES AND IMPACT:

- Implemented, operated and enhanced the Indian Health Services Resource Patient and Management System (RPMS) EHR – a derivative of the Veterans Administration's VistA EHR - for member rural health clinics. The open-source RPMS-EHR system is a fully integrated system - with CPOE for laboratory, radiology, medications; clinical decision support with order checks and clinical reminders; and progress notes – that was designed for use in hospital systems, which the organization adapted for use in a primary care environment.

- In four (4) years, the centrally hosted RPMS-EHR system was deployed in nearly 50 clinical locations and contained more than 190,000 unique patients – over 10% of West Virginia’s total population - making it one of the largest EHR’s deployed in the State of West Virginia at that time. The centrally hosted infrastructure was deployed using a Red Hat Enterprise Linux Cluster and a scalable Citrix farm for remote access along with an Intersystems Cache database.
- Commissioned and assisted in the development of custom medication management enhancements to the IHS RPMS-EHR which further adapted the system for use within West Virginia and the FQHC environment such as: custom prescription printing and iPhone application.
- Spearheaded the creation of a robust clinical data warehouse / business intelligence platform for health information. The system allowed member health centers to report on 24 clinical outcome measures and compare those measures to National Committee for Quality Assurance (NCQA) standard benchmarks in an effort to improve clinical outcomes for the patients of member health centers.
- Acted as a vCIO for various West Virginia Healthcare IT initiatives:
 - Contract CIO, West Virginia Telehealth Alliance: Technical coordinator guiding WVTA in fulfilling its mission through technology. Subject matter expert for IT, RFP and competitive bidding processes, and project selection criteria. Key leader and technical designer in \$7.2 million-dollar broadband/Metro-Ethernet RFP involving 80+ organizations with over 200 total locations.
 - IT Project Manager, West Virginia Bureau of Medicaid Services: Technology leader in West Virginia Medicaid Transformation Grants project targeting clinical data warehouses and electronic medical records adoption.
 - Contract CIO, West Virginia Health Information Network: Provide leadership to WVHIN around statewide health information exchange. Assisted in development of RFP for statewide HIE procurement.

Manager, Technology Services & Development – Eastern Division

CHESAPEAKE ENERGY

11/2005 – 01/2006

OKLAHOMA CITY, OK

Directed IT infrastructure for new Eastern Division including application servers, client support, database management systems, telecommunications, LAN/WAN, and helpdesk operations. Led staff of 5 direct and 10 indirect reports.

Manager, Technology Services & Development

TRIANA ENERGY

04/2003 – 10/2005

CHARLESTON, WV

Held high-level scope of authority that included \$2.5 million annual O&M budget, annual capital budgets as large as \$1 million, 300-person user base, 10 direct reports, and entire IT infrastructure including: hardware, operating systems, database management, telecommunications, Internet/intranet, LAN/WAN, security, client support, and helpdesk operations. Led numerous initiatives to cut costs and improve operating efficiencies. Examples include:

- Led 3-month project to restructure telecommunications to eliminate duplicate vendors and transition to lower-cost/higher-speed broadband connections. Saved \$205,000+ annually and increased access speeds 2-3-fold.
- Commissioned 9-month, \$350,000 project to scan, index, and archive 2.5 million mission-vital land lease documents in fully searchable, digital format. The system used Adobe products and custom software developed to cut operating costs nearly \$800,000 per year and boosted staff productivity.

Manager, Technology

TRIANA ENERGY

04/2001 – 03/2003

CHARLESTON, WV

Partner in newly formed Triana Energy, start-up natural gas exploration company, challenged with design and implementation of company’s entire IT infrastructure. Built all aspects of enterprise IT architecture and operations from scratch in less than 2 months.

- Leveraged next-generation solutions to provide this small, startup organization with more capabilities than much larger organizations and create highly mobile workforce with 24/7 access from virtually anywhere worldwide.
- Directed team in separation and subsequent integration efforts surrounding purchase of Columbia Natural Resources (CNR) from Nisource and renegotiated technology-related contracts with major software/hardware vendors. Drove migration plan to seamlessly move 340 employees to all-new enterprise systems with zero downtime or service interruptions. Led Triana in assuming full operations of CNR months earlier than anticipated (2 months after purchase date).

Manager, Application Architecture – NiSource Business Services

NISOURCE

11/2000 – 03/2001

MERRILLVILLE, IN

Guided strategic corporate direction for application architecture. Managed team of 5 direct reports in all aspects of data warehousing, Enterprise Application Integration (EAI), middleware, load testing, and quality assurance.

- Team successfully reevaluated and placed 800+ IT professionals among 10 different operating companies within 4 months. Project also reduced operating costs \$300+ million to aid in financing purchase.

Manager, Network Services

COLUMBIA NATURAL RESOURCES

11/1997- 10/2000

CHARLESTON, WV

Managed all aspects of corporate network including hardware, operating systems, database management, helpdesk, and telecommunications. Scope of authority included \$1.5 million annual O&M budget, \$500,000 annual capital budget, base of 300+ users, and 10 staff. Member of Columbia Energy Group IT Management Council and Security Council.

SELECT PROJECT INITIATIVES AND IMPACT:

- Led multi-year effort to modernize and expand corporate IT environment and capabilities.
- Led design, development, and installation of an \$800K custom mobile data collection system that spanned 16 field locations in 6 states and involved 100+ field staff, telecommuting developers, and union representatives. Achieved on-time, on-budget completion and unparalleled 100% adoption rate among unionized workforce in this politically charged project. Decreased data collection cycle time from 3 weeks to 1 and reduced data errors 70%.
- Chief architect of technical roadmap and implementation project replacing outdated 3-tier middleware program that was key component for every mission-critical application. Resulted in stable, vendor-neutral platform, based on EJB's, WebLogic and Oracle, that remained in service for almost a decade.
- Engineered business continuity and disaster recovery plan to support mid-range client/server environment. Negotiated contracts with leading hot-site provider, developed recovery plans, and introduced disaster recovery tests at hot-site. Created capabilities to restore all mission-critical applications and data in less than 24 hours.

Lead Developer Analyst

COLUMBIA NATURAL RESOURCES

01/1995 – 10/1997

CHARLESTON, WV

Responsibilities included development and execution of plans of action that upgraded, integrated and modernized company's IT systems and applications for one of the largest upstream natural gas production companies in the Appalachian Basin. Achievements include: Implementing an aggressive plan to upgrade the entire corporate IT infrastructure, increasing productivity 50% and creating more stable, robust architecture; leading the development of a custom-built, client-server application to monitor, control, and invoice natural gas volumes being received and delivered as part of the company's acquisition of a 6,000-mile pipeline system.

Lead Analyst

COLUMBIA GAS TRANSMISSION

01/1994 – 12/1994

CHARLESTON, WV

Responsibilities included development and execution of large-scale, mission critical applications focused on the accounting, measurement, and transportation of natural gas for one of the largest interstate pipeline systems in the United States. Achievements include: Team leader on \$3 million project to develop integrated gas transportation and billing system (included electronic bulletin board, online trading system) to comply with federal service un-bundling order. Pioneering system enabled Columbia to manage new line of business and was ranked #1 electronic bulletin board and online trading program by Gas Daily's NG magazine.

Programmer, Sr. Programmer, Programmer Analyst, Sr. Analyst

COLUMBIA GAS TRANSMISSION

03/1986 – 12/1993

CHARLESTON, WV

Advancement through progressive roles as Senior Analyst, Programmer Analyst, Senior Programmer, and Programmer.

EDUCATION

Masters of Business Administration (MBA)

UNIVERSITY OF CHARLESTON

08/1992

CHARLESTON, WV

Bachelor of Science (BS), Computer Information Systems

UNIVERSITY OF CHARLESTON

12/1985

CHARLESTON, WV

TECHNICAL SKILLS

Platforms: Microsoft Azure, Office 365

Virtualization: VMWare ESXi, HyperV, Citrix Xenapp, Docker, VirtualBox

Hardware: Hewlett Packard Mid-range HP 9000 series – G40, I70, D310, K460, RP7410, Dell EMC, Sonicwall

Operating Systems: Windows Server, Red Hat Linux, HP-UX, AIX, IBM DOS/VSE, MVS/XA, VM/CMS, CICS

Programming Languages: Visual Studio 2005, 2010, 2013, VSCode; MS SQL Server Integration Services (SSIS) / Business Intelligence Development Studio (BIDS), SQL Expert, Node.js, Javascript, Powershell, Oracle PL/SQL, Python, ANSI COBOL

DevOps/CloudOps/DevSecOps: Scaled Agile Development, Azure DevOps, JIRA, Vagrant, CI/CD, Docker, Chef, Grunt, Selenium

Databases: Oracle 7.3, 8.1.6, 9i Administration, Microsoft SQL Server Administration all versions, Access all versions

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT240000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:

Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.6 Network Engineer

Under general supervision, is responsible for designing, implementing, and maintaining computer networks. Performs related work as required.

Examples of Work:

- Design and architect computer networks, including LANs, WANs, and wireless networks, based on organizational requirements and best practices.
- Develop network topology diagrams, IP addressing schemes, and routing protocols to ensure efficient data transmission and connectivity.
- Deploy and configure network devices such as routers, switches, firewalls, and access points to establish connectivity and secure network infrastructure.
- Conduct network audits, performance assessments, and capacity planning to identify potential issues and scalability requirements.
- Implement and enforce network security measures, including firewalls, intrusion detection/prevention systems (IDS/IPS), VPNs, and access controls.
- Identify root causes of network issues and implement corrective actions to restore service and minimize downtime.
- Implement configuration management processes to track changes, updates, and revisions to network devices and configurations.

Position Request Information

- Network Engineer – Joshua Dingess, 5yrs Experience
- Network Engineer – Michael Belcher, 20yrs+ Experience
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
 - \$150.00 Per Hour
 - Resume Attached.



James Stewart | Sales Engineer | Cell: 304-941-4272 | Email: jstewart@advantage.tech | Web: www.advantage.tech

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Frederick
118 N. Market St.
Frederick, MD 21701



(304)688-4171

Jdingess4582@gmail.com

Joshua E. Dingess

About

An IT professional with a strong background in computer networking. Experience with Cisco, Dell, Aruba, Extreme, and Ubiquiti switching and routing. Familiar with different wireless technologies from different vendors. Experience with multiple vendor firewalls: Sophos, Sonicwall, Ubiquiti, and Watchguard. Eager and willingness to learn with great problem solving skills. Excellent customer service skills when communicating with technical and non-technical users.

EXPERIENCE

Advantage Technology, Charleston, WV – *Network Engineer*

January 2023 – PRESENT

- Design networks and configure equipment according to customers needs ●
- Troubleshoot WAN, LAN, and Wireless networks
- Firewall conversions and upgrades
- Monitor and Answer networking tickets
- Attend training classes
- Assist other Network Engineers and Technicians

Communicare, Charleston, WV – *Network Administrator*

July 2022 – December 2022

- Provide next level technical support for network related issues for 27 different sites ●
- Configure firewalls, routers, switches
- Monitor network bandwidth and implement QoS to adjust for bottlenecks and surges ●
- Test and report network speeds to ISP
- Report trouble tickets to ISPs
- Test failovers
- Keep firmware upgraded on firewalls

Stonerise Healthcare, Charleston, WV – *Network Administrator*

March 2018 – July 2022

- Provide next level technical support for network related issues for 27 different sites ●
- Configure firewalls, routers, switches
- Monitor network bandwidth and implement QoS to adjust for bottlenecks and surges ●

Test and report network speeds to ISP

- Report trouble tickets to ISPs
- Test failovers
- Keep firmware upgraded on firewalls

EDUCATION

West Virginia Junior College, Charleston, WV – *Associates*

October 2015 – May 2017

South Caldwell High School, Granite Falls, NC – *Diploma*

August 1999 – May 2001

Awards /Certifications

CCNA July 2017 - July 2020

A+ July 2016 - July 2023

Black Hat Surface Miner

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT240000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:
Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.7 Project Manager
Under general supervision, manages IT projects, coordinates resources, and meets project deadlines. Performs related work as required.

Examples of Work:

- Develop project plans, schedules, and budgets and track progress against key milestones and deliverables.
- Identify project resource requirements and allocate resources effectively to meet project needs and timelines.
- Provide regular project status updates, reports, and presentations to stakeholders to keep them informed of project progress and risks.
- Develop risk management plans, contingency strategies, and mitigation measures to minimize project disruptions and ensure successful outcomes.
- Implement quality assurance activities, such as reviews, inspections, and testing, to validate project deliverables and ensure compliance with quality standards.
- Implement change control procedures to document, evaluate, and approve changes in a systematic and transparent manner.
- Maintain accurate and up-to-date project documentation, including project plans, schedules, status reports, and meeting minutes.

Position Request Information

- Project Manager – Todd Fowler, 10yrs Experience
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
 - \$125.00 Per Hour
 - Resume Attached.



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Frederick, MD 21701

Proven Loyal Leader and Program Manager

TODD FOWLER

Phone: (304) 543 4696 | Email: tfowl212@gmail.com

Address: [REDACTED]

Enthusiastic management professional with extensive business and sales development experience within highly competitive markets. Analytical and hard-working team player, able to learn and assimilate quickly. Collaborative communicator and motivational supervisor with a history of building high-performing teams.

Skills

Advanced Federal E-rate Knowledge

20+ years' experience, Processes, Timelines, Forms, Contracts

Microsoft Office / Office 365

Advanced Excel Knowledge, currently learning Power BI

Training/Demonstrating

Ability to self-learn new hardware/software and pass information along through individual or classroom formats

Programming Knowledge

Microsoft Visual Studio – Visual Basic, Web Programming, JavaScript, React-Native, Self-Taught

Microsoft SQL – Fluency with Database Design, Scripting, Triggers, Self-Taught

Ability to easily adapt to new programming languages

Contract Technical Writing

Responded successfully to multiple RFPs

Work Experience

ADVANTAGE TECHNOLOGY, LLC – Charleston, West Virginia – 2017 to present K12 PROJECT MANAGER

- Working with identical customers/contracts as with previous employment with increased responsibilities
- Helped start and continue to grow the new K12 business; from \$0 revenue to a projected \$17+ million revenue forecast for 2023
- Created new desktop application to manage the new business with the WV Department of Education and to streamline systems
- Identify/Develop/Test/Revise multiple new processes to the company for successful project implementation
- Solely responsible for all Service Provider related E-Rate functions including business adaptation to required rules and regulations
- Responsible for maintaining the newly created department at Advantage Technology
 - Overall success of new business by continuously increasing revenue and profit margins
 - Identifying new technology useful for K12 market; creating new business partnerships for selling new technology
 - Quoting, processing customer purchase orders, strategically procuring necessary product/materials from multiple vendors
 - Tracking multiple orders, providing necessary communications to customers on progress
 - Coordinating multiple company departments to fulfill service installation obligations
 - Developed and maintain organized file systems for contract record retention requirements
 - Assembly and staging of network equipment to maximize productivity for network engineering staff
 - Coordination of all required paperwork, including creating network design drawings, gathering required signatures
 - Managed multiple subcontractors and inside personnel to meet required deadlines
 - Supply customer invoices upon project completion; including E-Rate for federal funds
 - Work with multiple vendors/manufacturers to ensure end-user satisfaction

LEAD PROJECT MANAGER FOR COMPANY SOFTWARE CONVERSION

- Assumed lead responsibilities for conversion to a new company-wide CRM and Ticketing system
- Identified key functions of all departments necessary for sustained business operation throughout transition
- Ascertained current state of knowledge, training, and required system parameters for each department
- Studied all relevant system features through consultation sessions, reviewing documentation, and instructional videos
- Developed and documented new operational processes to align with new system capabilities
- Setup Sandbox to verify operation of all features before implementing into live system
- Worked closely with owner and accountant to map all information to the accounting software required by the company
- Coordinated and led multiple training sessions for all key personnel to assist in training remaining employees
- Successfully placed system into production within required timeframe without any downtime for business operations
- Continually identifying new features for possible deployment to enhance customer and employee experience
- Provide on-going support of software for the company, our employees, and our customers
- Exploring, learning, and programming the new software database to allow for creation of customized reports as needed

Proven Loyal Leader and Program Manager

TODD FOWLER

Phone: (304) 543 4696 | Email: tfowl212@gmail.com

Address: [REDACTED]

POMEROY IT SOLUTIONS SALES COMPANY, INC - Hebron, Kentucky – 1996 to 2017 GENERAL

- Based out of Lexington, Kentucky for 1 year, based out of Charleston, West Virginia for 20 years
- Tested and holds a current and valid West Virginia Contractor's License
- Travelled to various locations across state
- Knowledgeable on many facets of the industry by holding multiple positions throughout my tenure
- Coordinated and conducted multiple employee and customer training events

SERVICE INSTALLATION TECHNICIAN

- Installed and serviced of wide variety of computers, peripherals, network electronics, and cabling
- Received multiple training service certifications

PROJECT MANAGER

- Managed \$50+ million-dollar contract with the WV Department of Education as well as other state agencies and local counties
- Inspected, analyzed, and approved employee timesheets and expenses for management and non-management employees
- Resolved employee issues and aided in their needs
- Developed/programmed/debugged/updated a contract management website based on WV contract and company process flows
 - Placed company ahead of all competition during bidding process due to added functionality of program to help clients
 - Incorporated business processes including automated internal/external emails, importing/manipulating Excel files
 - Automated customer approvals to speed up invoice payment
 - Customized reports with necessary information to meet the needs of multiple customers/departments
 - Built-in security with role-based permissions for access control
 - Programmed processes to manage all aspects of the State educational contract including scheduling of walk-throughs and service installation activities, customer quotes, conversion of quotes to purchase orders, maintained funding balances with transactional data, complete tracking of purchase orders, online status updated of orders, upload ability for collection of all required contractual paperwork, generated customer invoices

PROGRAM MANAGER

- Required to make business decisions on deals greater than \$500k
- Ability to communicate appropriately with upper level management and upper level client positions
- Managed service departments in multiple locations with more than 50 employees
- Managed, analyzed, and responded to P/L statements, identified/corrected discrepancies and inflated costs
- Programmed separate website to automate/manage P/L figures by allowing for input of costs/revenue, identified employee utilization and job costing, customized reports for upper-level management
- Inspected and approved timesheets and expenses
- Identified/researched new technologies for internal business as well as customer needs
- Created multiple price lists (up to 1,500-line items) for customers by working with multiple vendors to negotiate best prices
- Managed relationships with multiple manufacturers, held regular meetings for updates
- Always looked for ways to integrate and automate every part of the business
- Publicly spoke during multiple conferences throughout the year
- Interacted between multiple departments to ensure proper communication

PROCESS DEVELOPMENT

- Dissected all aspects of the business operation to figure out inefficiencies
 - Developed new processes
 - Added/moved/removed personnel depending on needs
 - Programmed applications and websites to automate the business
 - Developed process flow diagrams and backup documentation
 - Inspected and tested processes to ensure best possible flow and to incorporate checks and balances
- Saved business costs by eliminating waste, maximizing employee utilization

Proven Loyal Leader and Program Manager

TODD FOWLER

Phone: (304) 543 4696 | Email: tfowl212@gmail.com

Address: [REDACTED]

SALES

- Always Be Selling / Always Be Closing - no matter what position held within company
- Identified additional opportunities for sales reps
- Helped negotiate and close multiple multi-million dollar opportunities over multiple years
- Met with customers on regular basis to maintain relationships
- Performed multiple demonstrations for customers
- Developed new sales/service ideas to expand the business

COLLECTIONS

- Reconciled numerous transactions to identify double shipments, misquoted/ordered items, extra charges
- Properly identified payment application across multiple transactions from multiple sources
- Identified better ways of reconciliation to collections department

ERATE SPECIALIST

- Identified Erate opportunities to be responded to
- Performed complex Erate calculations for eligible and ineligible items while maximizing the funding amounts to provide greater savings to the customer while gaining more revenue for the company
- Maintains strong relationship with the WVDE Erate coordinator and relationships with Erate consulting firms
- Understand and keep up to date with Erate rules and regulations by attending conferences and online seminars
- Identify and analyze items for the eligibility percentages
- Reconciliation of customer and Erate payments and the proper application for each on the multiple invoices
- Proper organization and filing of Erate paperwork and record retention requirements

Education

ON-DEMAND CLASSES – Udemy – Online – 2020-Present

- Multiple classes taken to increase my capabilities at work and for personal growth around my passion of programming

RELIGION CLASSES – Liberty University - Virginia – 2017

- Various part-time, online Bible study courses and Evangelism techniques

COMPUTER SCIENCE – Bowling Green State University - Ohio – 1986 - 1989

- Multiple Operating System, Computer Programming Language, and Digital Electronics Classes

Certifications

PMP – PROJECT MANAGEMENT PROFESSIONAL

- Valid through November 25, 2024

NOTARY PUBLIC, STATE OF WEST VIRGINIA

- Valid through October 26, 2025

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT240000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:
Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.8 Quality Assurance Analyst
Under general supervision, tests software applications to meet quality standards and requirements.
Performs related work as required.

Examples of Work:

- Develop test plans, test cases, and test scripts based on software requirements and design specifications.
- Define test objectives, acceptance criteria, and testing strategies to ensure comprehensive test coverage.
- Conduct functional testing, regression testing, integration testing, and performance testing to identify defects and ensure software quality.
- Identify, classify, prioritize, and report software defects and issues found during testing.
- Develop and maintain automated test scripts and test frameworks.
- Generate test summary reports, defect trend analysis reports, and test coverage reports for project stakeholders.
- Identify potential risks and their impacts on software quality, reliability, and usability and adjust testing strategies accordingly.

Position Request Information

- Quality Assurance Analyst – Amber Bostic, 10yrs Experience
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
 - \$125.00 Per Hour
 - Resume Attached.



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Frederick
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Frederick, MD 21701

AMBER RENEE BOSTIC

Phone: 304.389.9589

abostic@advantage.tech

SUMMARY

Custom Software Developer with 25+ years' experience in custom development life cycle. Effectively analyze, design, develop and implement custom software. Enhance existing systems with new features. Integrate off-the-shelf systems with custom applications. Highly skilled in data retrieval, migration, reporting, and updating using SQL and SQL Procedures. Known for completing solidly developed applications in short time frames. Quickly debug, troubleshoot, and resolve complex data problems. Specializing in the industries Mining, Oil and Gas and Health Care.

EDUCATION

BS, Computer Information Systems, DeVry Institute of Technology, Columbus, OH
Certified EPIC Cogito Systems Administrator

TECHNICAL QUALIFICATIONS

Software: Office Suites, Crystal Reports, Powerscope, Wise Installation, KEDIT, Exceed, Microstation J, Visual Café, Web Logic, Jintegra, 3rd Party Controls, Eclipse, Hyperion, Enertia, Well View, Reporting Services, Quickbooks, Humanis, Medisoft, RPMS, PuTTY, ExtraPuTTY, Cache, BMX, WinSCP, Notepad++, MySQL Workbench, Reporting Services, SSIS, DTS, Scratch, Jasper, DB Visualizer, Tiger Paw, N-Central, Flight Vector, Staff Finder, LIMS, Zoll RescueNet, Cogito, Hyperspace

Languages: ASP.NET, C#, VB.NET, Visual Basic 5/6, Access, Delphi, C/C++, RPG, SQL, Microstation Basic, VBA, Java, COBOL, HTML, XML, JCL, BizTalk, MUMPS, VB Script, AWK, PHP, T-SQL, CSS, Java Script, PL-SQL, JSON, Adobe Flash

Databases: SQL Server, MySQL, Access, ORACLE, SYBASE, Advantage Database Server, MUMPS (Cache)

PROFESSIONAL EXPERIENCE

KANAWHA COUNTY SCHOOLS, Charleston, WV

2022/06 – PRESENT

Assistant Soccer Coach

ADVANTAGE TECHNOLOGIES, LLC, Charleston, WV

2015/11 – PRESENT

LEAD SOFTWARE DEVELOPER

Responsible for project management of database/software projects as well as communication with clients and solving business problems with software solutions.

- Developed a C# application to read through multiple spreadsheets, analyze the data and generate another spreadsheet using the data from the first spreadsheet.
- Developed a C# application to read through an excel spreadsheet, analyze the data and import data into a LIMS system SQL Server database
- Imported large dataset (15 Gig) into SQL Server using BCP and XML format file to allow customer to be able to search through the data
- Imported multiple excel files into an Access database to allow customer to be able to search through historical pharmacy data
- Built custom reports from Flight Vector databases that the customer could not obtain from the company that developed the software and integrated it with a separate reporting system using SQL Server and T-SQL
- Automated report export, ftp, and import into SQL Server from 3rd party reporting system
- Built SQL Server database for customized software to manage a telecom company's client base and connection information

- Imported text files into an Access database that were extracted from an EHR system, to allow a health facility the ability to search data and run reports
- Currently working on a DB III to Access conversion
- Setup a custom time database to import data from Kronos time clocks into SQL Server
- Compiled multiple excel spreadsheets into an Access database to allow customer to clean up and export in a specific format to be imported into ADP
- Generated custom export from 911 call center system into a specified format to provide to an ambulance service to reconcile call data
- Generated custom Crystal Reports with call details for ambulance service by creating T-SQL to export data out of Zoll RescueNet, a SQL Server database
- Built complex TSQL/VB Scripts to import images into EPIC System from files to be stored into a Cache database
- Helped with the conversion of multiple EHR's into EPIC and maintained the Cogito Systems once completed

SHALEXCHANGE, INC, Cross Lanes, WV

2012 – 2016

COO/SECRETARY

One of four team member responsible for running ShaleXchange, developing new strategies, as well as meeting with potential clients. Also responsible for all of the back end development in SQL Server as well as building a flexible billing system that auto-generates bills in an HTML format. ShaleXchange is a custom online trading platform built for oil and gas companies to have a location to exchange resources.

CODEBUSTERS, LLC, Cross Lanes, WV

2011 – 2015

CEO/APPLICATION DEVELOPER

Responsible for running CODEBUSTERS, approving invoices, locating new projects, making business decisions, approving payroll, as well as application development and project management. We currently design, develop, implement and support various applications on various platform for 20+ customers.

- Developed C# application to extract data from Humanis (advantage database server) for a selected timeframe and import the data into Quickbooks for billing. Turned a three day process into a ten minute process.
- Created several websites from scratch
- Maintained, updated and helped with several Word Press sites
- Designed and developed back ends in SQL Server and Text files for Marshall University to maintain school based health programs.
- Completed data extraction for local Health Care Provider of Patient Data for new EHR.
- Reporting Services SSIS packages for local gas company.
- Maintain Access Database for local law firm
- Designed and developed back end in SQL Server for an application to rank greyhounds. Use VBScript, XML, and SQL Server to extract and load program data on a daily basis.
- Many other database conversion, reporting and manipulation projects.

COMMUNITY HEALTH NETWORK OF WV, Cross Lanes, WV

2009 – 2011

CIO

Responsible for setting up IT budget, purchasing equipment, moving equipment, overseeing the IT department, HelpDesk for RPMS (an electronic medical record) that supported 600+ customers, ensuring the uptime of RPMS and also represented the network in monthly meetings with the CEO's of six clinics who were in the network.

- Coordinated an infrastructure move from one office location to three separate locations in one month. This included hardware, phone systems and internet connectivity.
- Performed some RPMS programming as necessary.
- Worked with IHS and outside contractors on maintaining RPMS and installing updates.

COMMUNITY HEALTH NETWORK OF WV, Scott Depot, WV**2009 – 2010****Manager – Application Development**

Responsible for setting up Application department, maintaining project lists, insuring projects are complete in a timely manner, working with other folks in the department, as well as doing development work.

- HL7 interface for Mountainside Practice Management System to RPMS.
- Developed MUMPS RPC calls and setup a C# GUI to connect and retrieve the data from MUMPS. Also created .DLL that can be added as a control to the RPMS application.
- Developed a screen scraper application in C# using the ExtraPuTTY API to connect to MUMPS roll and scroll data extractor. The application passes a series of commands to a Roll and Scroll type environment to extract data into a .csv file.
- Created a series of DTS packages to FTP the .csv files from above and place the data into SQL Server. Created a series of Reporting Services Reports that connect to the SQL Server database to display the report data.
- Created a C# application to split a large .pdf file into individual .pdf files per page.

AMBER BOSTIC CONSULTING, LLC, Charleston, WV**2009 – 2010****Independent Contractor**

Worked with Clients to come up with a practical solutions that would meet their needs and then performed custom development as needed.

- ASP.NET webpages
- Created a C# application to extract data from Humanis, Advantage Database Server, and insert the invoices directly into Quickbooks, using the Quickbooks API, so this client would not have to rekey data.
- Created an extract/insert of patient data from MediSoft to clean up Client Patient data.
- Created a C# application to read a pdf file and create a new C# class that will populate the pdf file with data extracted from a database.

CHESAPEAKE APPALACHIA, Charleston, WV**2006 – 2009****Senior Analyst**

- Transitioned existing Columbia Natural Resources applications and data from Visual Basic 6 and Oracle into various packaged applications with a SQL Server backend. Mapped data elements, created routines to extract data from Oracle, and created bridges back to current systems to feed data until existing applications were fully decommissioned to provide a smooth transition for the business folks. Collaborated with business team members on several projects to ensure delivery of expected data. Created PLSQL routines to perform functions that packaged applications could not do. Completed all projects under strict deadlines. Learned several new technologies, SQL Server, Reporting Services, Enertia, and Well View, to complete these projects.
- Created Visual Basic application to read through several Excel files, extract data into an Oracle Database, combine data and create New Excel Files with total daily drilling activity for Eastern Division of Chesapeake Energy.
- Located data elements from several different data sources, mapped data elements to data sheet provided by business team members, and created PLSQL routine to extract data from various data sources into single table to be used for Well Layer in GIS System.
- Collaborated with developers in Oklahoma to map Eastern System data to RIMBASE. Created PLSQL routine to extract data from RIMBASE into Eastern Oracle tables.

COLUMBIA NATURAL RESOURCES, LLC, Charleston, WV**1997 – 2005****Lead Applications Systems Analyst****2004 – 2005**

Designed, developed and supported custom applications and assisted users with Access, Excel and Word problems. Developed many debugging capabilities and helped other developers with items that needed debugging. Acquired extensive knowledge of SQL.

- Designed, developed and supported Budget Control System, which was used to track Columbia Natural Resources Capital Budget. Created Report Generator, using Visual Basic, which exported data to Excel and allowed user to have more flexible reporting capabilities.

- Performed upgrades to Personnel Reporting System to make it compliant with SOX issues.
- Developed utility to extract all functions, sql, and tables used in all of Columbia Natural Resources systems to enable search of a table name to see what systems would be affected if table is modified.
- Modified Prospect Management, creating a new application for Human Resources and converted Land Database to Visual Basic, Oracle and Java.

Senior Applications Systems Analyst

2000 – 2003

Designed, developed and supported custom applications and served as Team Lead on extensive conversion project.

- Led conversion project to convert all in use systems from Visual Basic and C to Visual Basic and Java using Visual Cafe and Jintegra. Designed three dimensional routine to pass and parse out data sent to and from Visual Basic and Java. Developed several conversion utilities in Visual Basic to make conversion easier.
- Created Environmental Management application utilizing Visual Basic and Access for detailed reporting of Environmental Information at the State level.

Developer / Analyst

1997 – 2000

Developed and supported custom applications to improve tasks performed by Mapping Department.

- Developed Mapview System used throughout Columbia Natural Resources that allows users to perform multiple map searches for items such as leases and wells. Before Mapview was created, users had to physically look through maps to locate these items.
- Developed Data Loading program that loaded data extracted from Columbia Natural Resources digital maps, is run nightly, and utilized Kedit, Visual Basic as well as a BCP function.
- Designed and developed Gplat System used by Geology group to create Gplats, which had previously been done on paper, then physically sent out for approval. Automated process and designed system using Visual Basic, Java and Access, to send out email notification of a new or revised Gplat.

PRODUCTIVE SYSTEMS INC., Columbus, OH

1995 – 1997

Contract Programmer

Developed applications for clients using Visual Basic and Delphi, a bar coding application in PICTORL, and a Dye application in Access to keep track of dyes.

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT240000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:
Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.9 Security Analyst

Under general supervision, documents, analyzes, implements, and maintains security measures to protect IT systems and data. Performs related work as required.

Examples of Work:

- Develop and maintain comprehensive documentation of security policies, procedures, standards, and guidelines.
- Document security controls, configurations, and baselines for IT systems and infrastructure.
- Analyze security threats, vulnerabilities, and risks to IT systems and data through risk assessments and security audits.
- Evaluate security controls and mechanisms to identify gaps, weaknesses, and areas for improvement.
- Perform regular security assessments, vulnerability scans, and penetration tests to identify and address security vulnerabilities proactively.
- Respond to security incidents, breaches, and anomalies by investigating root causes, containing threats, and mitigating impacts.
- Conduct security audits and assessments to verify compliance with security controls, policies, and procedures.
- Develop risk mitigation strategies, controls, and action plans to address identified security risks and vulnerabilities.

Position Request Information

- **Security Analyst** – Charles Fields, 10yrs Experience
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
 - \$150.00 Per Hour
 - Resume Attached.



James Stewart | Sales Engineer | Cell: 304-941-4272 | Email: jstewart@advantage.tech | Web: www.advantage.tech

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1509 Johnson Avenue
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Frederick
118 N. Market St.
Frederick, MD 21701

Charles D. Fields

(304) 993-1314; danf8817@gmail.com

EDUCATION

Bridge Valley Technical College - AAS, Cyber Security & Networking Technology (3.7 GPA)

August 2020 - May 2022

Associates Degree of Cyber Security and Forensics (May 2022).

Mountaineer Challenge Academy – Quasi military learning

January 2014 – July 2014

Represented the state of West Virginia at the pentagon with the Joint Chiefs of Staff; acted as Corps Commander for entire company.

EXPERIENCE

Advantage Technology — MSSP Manager

September 2023 – Current

Manage the Managed Security Services department and security desk for incident response. Responsibilities include:

- Oversee compliance and implementation of provided security software.
- Lead security incident response and verify proper mitigation of all events.
- Design solutions to ensure a layered security posture.
- Manage personnel and maintain proper flow of sensitive data.

Advantage Technology — Security Analyst

June 2022 – September 2023

Incident response to various cyber security threats and onboarding for monthly services provided. Responsibilities include:

- Utilization of SentinelOne and Arctic Wolf for response and investigation of cyber threats.
- Maintain status of SentinelOne console, Arctic Wolf dashboards, PassPortal, and N-Central monitoring service including all features it provides.

Net Solutions — Apprenticeship Junior Analyst

May 2021 – June 2022

Created and oversaw hard drive data destruction program; troubleshooted network and software issues. Responsibilities include:

- Proficiency in day-to-day use of PowerShell and Command Prompt.
- Created and managed hundreds of personal workstations.

United States Navy, USS Arleigh Burke — EM, DC

August 2014 - August 2018

Maintained a secret level security clearance and operated all electrical, refrigerant/AC, and critical water purification systems; specialized in operation of ship degaussing systems, firefighting equipment, and chemical warfare equipment. Responsibilities include:

- Kept all managed equipment within proper security compliance.
- Maintenance of all 120v/220v/450v electrical systems.
- Surveillance and control of total ship wide potable water, reefer units, and RO's.
- Ship wide firefighting systems (HALON, CO2, AFFF, PKP).

Charleston, WV, 25301

ACCOMPLISHMENTS

Achieved the rank of E-5 within four years of military service

Military Secret Security Clearance

Robert C. Byrd Award

Chosen by WV TAG general for exemplary performance

Navy Unit Commendation

Awarded to recognize heroism and self-sacrifice

Navy "E" Ribbon

Awarded to crew members who excel standards of battle-ready equipment

Good Conduct Medal

National Defense Service Medal

Sea Service Deployment Ribbon

CERTIFICATES

Security Pro

Routing and Switching Pro

Server Pro 2016

SKILLS

Technical and mechanical aptitude

Adaptability

Meticulousness

Ability to juggle multiple responsibilities and plan accordingly

Professionalism

Effective communication and collaboration skills

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT240000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:

Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.10 Software Developer/Engineer

Under general supervision, is responsible for designing, coding, testing, and maintaining software applications. Performs related work as required.

Examples of Work:

- Create system architecture, design diagrams, and technical specifications to guide the development process.
- Implement software features, modules, and components according to design specifications and coding standards.
- Debug, troubleshoot, and resolve software defects and issues reported by users or identified during testing.
- Implement software updates, patches, and enhancements to address changing requirements and improve system performance.
- Document software changes, release notes, and technical documentation to facilitate knowledge transfer and future maintenance.
- Deploy software releases to production environments in a controlled and efficient manner, minimizing downtime and disruption.

Position Request Information

- **Software Developer/Engineer** – Amber Bostic, 10yrs Experience
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
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AMBER RENEE BOSTIC

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SUMMARY

Custom Software Developer with 25+ years' experience in custom development life cycle. Effectively analyze, design, develop and implement custom software. Enhance existing systems with new features. Integrate off-the-shelf systems with custom applications. Highly skilled in data retrieval, migration, reporting, and updating using SQL and SQL Procedures. Known for completing solidly developed applications in short time frames. Quickly debug, troubleshoot, and resolve complex data problems. Specializing in the industries Mining, Oil and Gas and Health Care.

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BS, Computer Information Systems, DeVry Institute of Technology, Columbus, OH
Certified EPIC Cogito Systems Administrator

TECHNICAL QUALIFICATIONS

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Languages: ASP.NET, C#, VB.NET, Visual Basic 5/6, Access, Delphi, C/C++, RPG, SQL, Microstation Basic, VBA, Java, COBOL, HTML, XML, JCL, BizTalk, MUMPS, VB Script, AWK, PHP, T-SQL, CSS, Java Script, PL-SQL, JSON, Adobe Flash

Databases: SQL Server, MySQL, Access, ORACLE, SYBASE, Advantage Database Server, MUMPS (Cache)

PROFESSIONAL EXPERIENCE

KANAWHA COUNTY SCHOOLS, Charleston, WV

2022/06 – PRESENT

Assistant Soccer Coach

ADVANTAGE TECHNOLOGIES, LLC, Charleston, WV

2015/11 – PRESENT

LEAD SOFTWARE DEVELOPER

Responsible for project management of database/software projects as well as communication with clients and solving business problems with software solutions.

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- Developed a C# application to read through an excel spreadsheet, analyze the data and import data into a LIMS system SQL Server database
- Imported large dataset (15 Gig) into SQL Server using BCP and XML format file to allow customer to be able to search through the data
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- Currently working on a DB III to Access conversion
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- Helped with the conversion of multiple EHR's into EPIC and maintained the Cogito Systems once completed

SHALEXCHANGE, INC, Cross Lanes, WV

2012 – 2016

COO/SECRETARY

One of four team member responsible for running ShaleXchange, developing new strategies, as well as meeting with potential clients. Also responsible for all of the back end development in SQL Server as well as building a flexible billing system that auto-generates bills in an HTML format. ShaleXchange is a custom online trading platform built for oil and gas companies to have a location to exchange resources.

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- Designed and developed back end in SQL Server for an application to rank greyhounds. Use VBScript, XML, and SQL Server to extract and load program data on a daily basis.
- Many other database conversion, reporting and manipulation projects.

COMMUNITY HEALTH NETWORK OF WV, Cross Lanes, WV

2009 – 2011

CIO

Responsible for setting up IT budget, purchasing equipment, moving equipment, overseeing the IT department, HelpDesk for RPMS (an electronic medical record) that supported 600+ customers, ensuring the uptime of RPMS and also represented the network in monthly meetings with the CEO's of six clinics who were in the network.

- Coordinated an infrastructure move from one office location to three separate locations in one month. This included hardware, phone systems and internet connectivity.
- Performed some RPMS programming as necessary.
- Worked with IHS and outside contractors on maintaining RPMS and installing updates.

COMMUNITY HEALTH NETWORK OF WV, Scott Depot, WV**2009 – 2010****Manager – Application Development**

Responsible for setting up Application department, maintaining project lists, insuring projects are complete in a timely manner, working with other folks in the department, as well as doing development work.

- HL7 interface for Mountainside Practice Management System to RPMS.
- Developed MUMPS RPC calls and setup a C# GUI to connect and retrieve the data from MUMPS. Also created .DLL that can be added as a control to the RPMS application.
- Developed a screen scraper application in C# using the ExtraPuTTY API to connect to MUMPS roll and scroll data extractor. The application passes a series of commands to a Roll and Scroll type environment to extract data into a .csv file.
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- Created a C# application to split a large .pdf file into individual .pdf files per page.

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Worked with Clients to come up with a practical solutions that would meet their needs and then performed custom development as needed.

- ASP.NET webpages
- Created a C# application to extract data from Humanis, Advantage Database Server, and insert the invoices directly into Quickbooks, using the Quickbooks API, so this client would not have to rekey data.
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CHESAPEAKE APPALACHIA, Charleston, WV**2006 – 2009****Senior Analyst**

- Transitioned existing Columbia Natural Resources applications and data from Visual Basic 6 and Oracle into various packaged applications with a SQL Server backend. Mapped data elements, created routines to extract data from Oracle, and created bridges back to current systems to feed data until existing applications were fully decommissioned to provide a smooth transition for the business folks. Collaborated with business team members on several projects to ensure delivery of expected data. Created PLSQL routines to perform functions that packaged applications could not do. Completed all projects under strict deadlines. Learned several new technologies, SQL Server, Reporting Services, Enertia, and Well View, to complete these projects.
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COLUMBIA NATURAL RESOURCES, LLC, Charleston, WV**1997 – 2005****Lead Applications Systems Analyst****2004 – 2005**

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- Performed upgrades to Personnel Reporting System to make it compliant with SOX issues.
- Developed utility to extract all functions, sql, and tables used in all of Columbia Natural Resources systems to enable search of a table name to see what systems would be affected if table is modified.
- Modified Prospect Management, creating a new application for Human Resources and converted Land Database to Visual Basic, Oracle and Java.

Senior Applications Systems Analyst

2000 – 2003

Designed, developed and supported custom applications and served as Team Lead on extensive conversion project.

- Led conversion project to convert all in use systems from Visual Basic and C to Visual Basic and Java using Visual Cafe and Jintegra. Designed three dimensional routine to pass and parse out data sent to and from Visual Basic and Java. Developed several conversion utilities in Visual Basic to make conversion easier.
- Created Environmental Management application utilizing Visual Basic and Access for detailed reporting of Environmental Information at the State level.

Developer / Analyst

1997 – 2000

Developed and supported custom applications to improve tasks performed by Mapping Department.

- Developed Mapview System used throughout Columbia Natural Resources that allows users to perform multiple map searches for items such as leases and wells. Before Mapview was created, users had to physically look through maps to locate these items.
- Developed Data Loading program that loaded data extracted from Columbia Natural Resources digital maps, is run nightly, and utilized Kedit, Visual Basic as well as a BCP function.
- Designed and developed Gplat System used by Geology group to create Gplats, which had previously been done on paper, then physically sent out for approval. Automated process and designed system using Visual Basic, Java and Access, to send out email notification of a new or revised Gplat.

PRODUCTIVE SYSTEMS INC., Columbus, OH**1995 – 1997****Contract Programmer**

Developed applications for clients using Visual Basic and Delphi, a bar coding application in PICTORL, and a Dye application in Access to keep track of dyes.

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT240000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:

Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.11 Systems Administrator

Under general supervision, is responsible for installing, configuring, and maintaining computer systems, networks, and servers. Performs related work as required.

Examples of Work:

- Install and configure operating systems, software applications, and hardware components on computer systems and servers.
- Set up and deploy network infrastructure devices such as routers, switches, firewalls, and wireless access points.
- Install and configure server hardware, including rack-mount servers, blade servers, and virtualization hosts.
- Perform routine maintenance tasks such as software updates, patches, and security fixes to ensure system stability and security.
- Identify root causes of system failures, performance degradation, and network outages and implement corrective actions.
- Implement and enforce security policies, access controls, and encryption mechanisms to protect computer systems, networks, and servers.
- Maintain accurate and up-to-date documentation of system configurations, network diagrams, and technical procedures.

Position Request Information

- **Systems Administrator** – Robert Ford, 12yrs Experience
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
 - \$150.00 Per Hour
 - Resume Attached.



James Stewart | Sales Engineer | Cell: 304-941-4272 | Email: jstewart@advantage.tech | Web: www.advantage.tech

Charleston
950 Kanawha Blvd E #100
Charleston, WV 25301

Bridgeport
1509 Johnson Avenue
Bridgeport, WV 26330

Williamsport
416 South Conococheague St #3
Williamsport, MD 21795

Frederick
118 N. Market St.
Frederick, MD 21701

Robert A. Ford

████████████████████ - 304.590.9856 - Ford.Robby@icloud.com

- Objective** Seeking the role of the Server/Systems Administrator position to further expand my knowledge and experience in performing various on or off-site support responsibilities within the managed service provider industry.
- Experience**
- Systems Administrator**
Kanawha County Emergency Ambulance Authority, Charleston, WV
2012 – 2022 (*Retired*)
Supervise the information technology department personnel and assigned task and responsibilities for staff while managing all the servers, workstations, laptops, tablets, switches, routers, and network equipment within the organization. Also maintained all of the mobile environment equipment and physical satellite locations.
- Procurement and Logistics, Supervisor & I.T. Assistant**
Kanawha County Emergency Ambulance Authority, Charleston, WV
2007 – 2012
Supervised the procurement and logistic duties within the organization. Purchased and supplied all vehicles, stations and offices with supplies and equipment. Maintained service on all medical equipment and provided contracts with other vendors that required specialized training. Assisted with performing maintenance various information technology devices as preventative maintenance schedules allowed.
- Procurement and Logistics, Assistant Supervisor**
Kanawha County Emergency Ambulance Authority, Charleston, WV
2001 – 2007
Assisted with day-to-day operations within the organization and performed routine preventative maintenance on Zoll M and CCT Series monitors as needed.
- Emergency Medical Technician - Paramedic**
Kanawha County Emergency Ambulance Authority, Charleston, WV
1996 – 2001
Delivered advanced life support patient care skills for the sick and injured.

Emergency Medical Technician - Basic

Kanawha County Emergency Ambulance Authority, Charleston, WV
1994 – 1996

Delivered basic life support patient care skills for the sick and injured.

EMS Certifications EMT-P, ACLS, ITLS, PEEP, CPR, NIMS (100, 200, 300, 400, 700, 701, 702, 800)

Education

Paramedic Certification

West Virginia Institute of Technology, Montgomery, WV
1994-1995

General Studies

West Virginia Institute of Technology, Montgomery, WV
1990-1992

High School Diploma

DuPont High School, Belle, WV
1987-1990

Other Training

Ambulance Service Manager

Leadership Kanawha Valley

Zoll M & CCT Series Service Training

Zoll Road Safety Certified Installer

Stryker Rugged EMS Certified Technician

Robert A. Ford

[REDACTED]

– 304.590.9856 –

Ford.Robby@icloud.com

Project: Information Technology Temporary Staffing Augmentation
CRFQ: LOT240000011 Prequalification Documentation

Work Location: 1900 Pennsylvania Avenue
Charleston, WV 25302

WV Lottery Site Contact Information:

Jonathan O'Quinn
Office: 304-558-0500 x1935
Email: joquinn@wvlottery.com

Position ID: 4.2.12 Technical Writer

Under general supervision, is responsible for creating technical documentation, including but not limited to user manuals, help files, and online documentation. Performs related work as required.

Examples of Work:

- Develop user manuals and guides for software applications, hardware devices, and technical systems to assist end-users in understanding product features and functionalities.
- Collaborate with subject matter experts (SMEs) and product managers to gather information and ensure the accuracy and completeness of user documentation.
- Write concise and informative help content covering everyday tasks, functions, and features tailored to target users' needs and skill levels.
- Design and develop online documentation portals, knowledge bases, and FAQs to serve as centralized technical information and resources repositories.
- Review and edit technical documentation for clarity, coherence, accuracy, and adherence to style and formatting guidelines.
- Maintain document repositories, libraries, and archives to store, organize, and track revisions and updates to technical documentation.

Position Request Information

- **Technical Writer – Hilary Ramsey, 15yrs Experience**
 - 52-Weeks Contract Duration
 - 40hr Standard Work Week (No Overtime Hours Required PER RFP)
 - Actual Hours/Days/Weeks TBD
 - Onsite/Remote/Hybrid TBD
 - June 1, 2024, Projected Start Date
 - \$125.00 Per Hour
 - Resume Attached.



James Stewart | Sales Engineer | Cell: 304-941-4272 | Email: jstewart@advantage.tech | Web: www.advantage.tech

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HILARY MAYE RAMSEY

After spending 15 years in public education, including a stint as technology director for a rural school district, I expanded my horizons in 2023 and took on the role of Teaching & Learning Consultant for Advantage Technology. My positive attitude is my trademark; I try my best to make others feel valued. I find that I am happiest professionally and personally when helping others. I love a challenge and working with others to problem-solve issues that arise. I am by nature a practical, efficient, and logical person. I pride myself on my work ethic and ability to develop meaningful professional relationships.

Contact



[Redacted address]



304-516-1372



hilarymayeramsey@gmail.com

Education

Fairmont State University| 2011-2012

Shepherd University| 2000-2003

Experience

TEACHING & LEARNING
CONSULTANT

Advantage Technology| 2023-present

DIRECTOR OF TECHNOLOGY &
COMMUNICATIONS

Randolph County Schools| 2017-2023

TECHNOLOGY INTEGRATION
SPECIALIST

Randolph County Schools| 2008-2017

Expertise

- Google Workspace
- Office365
- Student information systems
- Learning management systems
- Interactive panel technologies
- Website design
- Social media
- Communication apps
- Marketing/PR/press releases
- Classroom management software
- Professional development
- Mobile device management
- Strategic planning/budgeting
- Online meetings/webinars
- Curriculum design
- Content creation
- Team management
- Grant writing