éCLAT
Integrated Software Solutions, Inc.

December 1st, 2016

Ms. Stephanie L Gale
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

REQUEST FOR PROPOSALS

for

Technical Staffing Services (OT1717)

Dear Ms. Stephanie L Gale,

Please find our response to the Request for proposal for the State of West Virginia - Technical Staffing Services. We have carefully considered the request of the Department of Administration in the state's solicitation document and put together this proposal explaining in detail how we can fulfill your requirements. We understand, that the Department of Administration of the State of West Virginia strives to operate a cost-efficient, customer-oriented service division, whose actions are clear resulting in innovative resolutions and quality results. Éclat cannot agree less with your mission and we at Éclat strive for the same. Customer Satisfaction and Comprehensive Service is our top mission.

Éclat is a Texas based ITES Company, headquartered in Stafford that focuses almost exclusively on delivering professional staffing solutions for development, consulting and administration of custom software, system development and advanced networking applications for small to mid-sized enterprises in the Higher Education, BFSI Sector, Life Sciences, Healthcare, Pharmaceutical, Maritime, Shipping, Defense, Telecom, Manufacturing, Technology, Retail & Distribution Sectors as well as for Local and State Government Agencies.

We help develop secure enterprise systems to supply new functionalities to meet the business needs or to integrate existing systems resulting in more comprehensive views of authoritative data. Éclat employs a range of hardware, software, and domain expertise to assess existing infrastructure and platform assets that can be extended or enhanced to meet the business requirements to deliver world class system solutions.

Some key statistics about our successful track record are highlighted below.

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WV Purchasing Division

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🕐 14   👤 69   👤 38   🤝 40   ☑ 0

Years Providing Service	Full Time Employees	1099 Contractors	Clients	Failed Projects

The core values of the Éclat's team include accountability, integrity, innovation and commitment. Éclat employees derive this commitment and dedication from years of providing excellent service to our clients. Since our inception in 2002, we have successfully contracted numerous resources with similar scope and are confident that we can provide your organization with the same level of support and satisfaction. The diverse portfolio of our employees details the wide range of technology capability to meet broad range of needs of the agencies. Our staffing model is designed to provide the State of West Virginia - Technical Staffing Services with a dedicated team of highly experienced, knowledgeable staff.

We have truly proposed our "A" Team for this project to deliver value added service meeting the organizations specific business and technology needs. We also confirm to have received and read receipts of all amendments of original RFP document. The response documents asked for from our side regarding Information Technology and Other Consultant Services have been prepared by our trusted advisors to propose the State of West Virginia with our most valued business resources. We understand and affirm to abide by the cities policies/agreements and have categorized our response in the sections mentioned below:

Section A	*Vendor Information*
Section B	*Technical Proposal* 1. Executive Summary 2. Experience and Expertise 2.1 Qualification 2.2 Relevant Experience
Section C	*Organizational Capability* 1. Company Profile 2. History 3. Mission Statement 4. Capacity 5. Organization Chart
Section D	*Éclat's Technical Staffing Approach* 1. Éclat's Approach to Efficiently and Expeditiously Provide Services to The State of West Virginia 1.1 Éclat's Staff Augmentation Strategy

	1.2 Approach to Filling Skill Requirements 1.3 Coordination Approach 1.4 Candidate Vetting Process 1.5 Business Continuity and Disaster Recovery Plan
Section E	Pricing Proposal
Section F	Resumes
Section G	Appendix

Thank you for your time and effort. I would be more than happy to discuss with you should you have any questions or clarifications on this proposal. Please feel free to contact me directly at the number listed below.

Sincerely,

John Gabriel (PMP & ITIL Found. Certified)

Director - Projects & Delivery
Éclat Integrated Software Solutions, Inc
Ph : (281) 277 0567 Cell : (732) 997 8306
e-mail : john.gabriel@eclatiss.com
www.eclatiss.com

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Vendor Information

Company Name: Éclat Integrated Software Solutions Inc.	
Company Headquarters Located in State/Province of: Texas	
Address: 10701 Corporate Dr, Suite 286, Stafford, TX 77477	**City:** Stafford
Phone: (281)- 277-0567	**Email:** info@eclatiss.com
Federal Tax ID Number: 36-4642042	
Name of Individual Authorized to Bind the Organization: John Gabriel	
Title: Director - Projects & Delivery	
Address: 10701 Corporate Dr, Suite 286, Stafford, TX 77477	
Phone: (281)-277- 0567 **Cell:** (732)-997-8306	**Email:** john.gabriel@eclatiss.com

Technical Proposal

Executive Summary

Éclat Integrated Software Solutions is ecstatic to have this opportunity to present the State of West Virginia - with a response to Request for Proposal: Technical Staffing Services. This response to the proposal explains our approach to deliver a successful service to the State. Our offering provides proven Consulting Services that will be designed and configured to suit the State's areas of requirements, allowing maximum net benefit to the organization while sustaining all of its business objectives and underlying goals.

Éclat Integrated Software Solutions Inc. incorporated in the state of Texas, is a Certified Minority firm (MBE Certified) and a global staff augmentation and consulting entity with strong partnerships with leading technology vendors and system integrators around the world. We maintain strong partnerships with some of the world's most significant technology manufacturers, providing powerful, tailored solutions that meet the clients changing business demands. Through continuous extension of our process and technology skills through certification, training, and in-depth collaboration, we leverage our partners' technology to produce greater business value and improve our clients' overall return on investments. Our partnership alliances consist of Oracle, Microsoft, Salesforce.com, SAP and IBM.

Éclat's staff Augmentation services provide skilled personnel working as directed to help organizations develop, maintain, manage and support applications. Our skilled application professionals help manage fluctuating skill needs, skills gap and changing staffing needs to meet aggressive project timelines. We have a long track record and references of successful staffing services across the globe. Our customized on-site, off-site and off-shore services and support help our Fortune 500 customers save resources and make more profits around the world.

Éclat resources compliantly work on-site or remote, and are certified in key technologies from multiple global delivery centers worldwide. As providers of consulting, systems integration and application services, Éclat has unrivalled experience optimizing application investments and aligning them to business requirements. Our global footprint helps clients increase productivity, accelerate implementation cycles and empower growth for companies and organizations around the world.

Over decades of contract performance on number of contracts, Éclat has amassed a wide variety of engineering, technical, program management, and base operations experience. Many of these services have been provided by Éclat as a prime contractor, but we have also participated in Joint Ventures with other companies to provide these services. This experiences places us a step ahead in understanding the scope and the intricacies for assessing the economic, social, environmental and financial impact of the proposed project. Éclat's business processes are formally designed, structured, documented, and communicated to capture as much detail as

possible in the process description verbally, graphically, or using both methods so that the user groups can easily achieve the desired results. Éclat fully understands the staffing pre-conditions for the State of West Virginia and is confident in its approach to innovation, deeper technology, extended global reach, and industry expertise.

Experience and Expertise

Qualification

Éclat is a leading provider of Software Architecture Planning and Design, Technology Consulting, Strategic Planning, Implementation and other project-related services to government agencies. For fourteen years, we have supported large-scale systems implementation and technology modernization efforts in states across the U.S.

Figure 1 Technology Modernization across U.S.

We are experienced with federal and industry-standard project requirements through our work for multiple federally funded state government programs. Éclat's Proactive Approach to portfolio project planning described throughout our proposal are thorough and straightforward. It is built on a foundation of a highly experienced multi-disciplinary design teams, utilization of our PMP & ITIL proven methodologies and PMO tools, an independent and proactive management approach, and alignment with industry standards.

Éclat serves as your trusted partner striving for overall project success. Effective project planning and design services require a thorough understanding of the full landscape of a project. In addition to focusing on Project Management industry best practices, Éclat brings years of practical experience with large scale systems implementations and operational replacements, and enhancements. Since newly implemented technologies have to integrate with an existing infrastructure at all levels, Éclat's engineers work closely with the customer to gain an in-depth understanding of networking, email design, network design, desktop management and any other relevant systems.

Our planning approach is solution-neutral, system development life cycle agnostic, and methodology driven. Our activities focus on proactive and predictive techniques. We identify issues and risks, and follow through by developing recommendations for actionable mitigation strategies and plans. Our overall goal is to provide technical and business expertise to help the

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State of West Virginia understand downstream implications of decisions so that you can successfully implement a solution that will meet the long-term needs of the State of West Virginia and your constituents.

Éclat offers comprehensive IT, Database, COTS, Security and Other Miscellaneous services helping clients achieve and sustain successful operations through strategic, functional and process transformation enabling clients to improve performance, increase effectiveness, reduce costs and enhance resilience.

Our consultants are seasoned veterans in the design, development, and implementation of custom software applications fitted to our clients' specific objectives. We are well-versed in web-based, client/server, and legacy application development tools. We consider open source solutions, frameworks, foundations, and functions in our projects as they make sense to reduce delivery time and cost. We have been developing and providing consultation on custom software solutions since our inception and believe there is much to be gained from a disciplined application development lifecycle. We have a proven methodology to offer our clients, and we are also accustomed to working within the methodologies our clients have already established. With a focus on enabling enterprise technology delivery, our application development practice specializes in services that span the full software development life cycle. The scope of technical services offered include:

Implementation Planning	Application design and Configuration	Installation Assistance	Application Administration
Functional Setup	Train the Trainer	Core Group Training	End-user Training
Go Live Support	Data Conversions	System Interfaces	Contract Programming Services

Our candidates possess a multitude of skill sets, including:

Software & Web Development/Engineering	Mainframe Programming	Enterprise Systems Analysis and Integration	Business Analysis
Software Development and Engineering	Application Development and Maintenance	Database Design, Development and Administration	Network Engineering and Administration
Help Desk and Technical Support	Health IT	Project Management	Technical Support
Quality Assurance & Testing	Technical Writing	Systems Analysis	Security

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Relevant Experience

A

Client Name	Los Angeles County Museum of Art (LACMA)
Dates of Contract	October 2015 – Current
Type of Service	Oracle Services
Scope	The OPA Architect role requires strong Rulebase architecture and rule development experience. Responsibilities Include • Working with customer SMEs to identify and define/refine complex Rulebases • Rulebase design, technical design • Developing, testing and validating use cases • Documentation: Install, User, and Maintenance Guides. • Identifying appropriate Rulebases to reflect the needs of the customer business domain • Working with Oracle Policy Modeling, OPA Determinations Server, OPA Web Determinations • Team leadership

B

Client Name	King County Government, Seattle, Wash.
Dates of Contract	October 2016 – Current
Type of Service	Temporary Technical Services
Scope	Temporary Personnel Services, Short Term- Information Technology

C

Client Name	Consortium of Georgia, North Carolina, South Carolina for Employment Security Department
Business Type	State Agency
Location	South Carolina, North Carolina Division and Georgia.
Dates of Contract	December 19, 2013 – Current
Type of Service	The Project was awarded to Monad Solutions and Capgemini, Éclat had this assignment outsourced from Monad Solutions.
Scope	SCUBI is the Unemployment Insurance Benefits application developed for the consortium of South Eastern states Georgia, North Carolina and South Carolina. Oracle Policy Automation is used for rule modelling and deployment of rules. The rule engine developed using OPA determines the

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claimant's eligibility for unemployment benefits. The rule engine is integrated into an enterprise application that delegates requests to SCUBI rule engine to assess eligibility. The output from rule engine is critical to decision making by State adjudicators.

Environment: Oracle Policy Automation 10.4, Oracle Web Determinations, Oracle Determinations Server, Weblogic and Tomcat Servers, Java 7,JEE 7, Jenkins, JQuery

D

Client Name	Shell
Business Type	Corporation
Location	Houston, Texas
Dates of Contract	Feb 2013 – March 2014
Type of Service	Support for Oracle Database environments
Scope	• Provide technical support for database environments, including testing and installation of DBMS upgrades • Assist in documenting database strategies and architectures • Participate in tool evaluation, integration and support • Monitor the performance of production systems and utilize appropriate tools to identify tuning requirements Participate in logical and physical database design and assist application developers in applying DBMS technology

E

Client Name	Sysco
Business Type	Corporation
Location	Houston, TX
Dates of Contract	September 2014 – June 2015
Type of Service	ERP Implementation of Master Data Management (SAP)
Scope	ERP Implementation of Master Data Management (SAP) for Integrated solution that would include legacy AS/240 system that needs to be integrated to accomplish the synchronization between Materials and Vendors. Responsibilities: • Defined the Solution Architecture, organized & led SAP MDM workshops • Gathering requirements and prepared the Business requirements document, Technical specification

documents, implementing and performing FAT and UAT.

- Proposing a solution based on the current requirements and ongoing requirements to make an integrated solution.

- Preparing scope, project, budget and staffing plans for assigned projects

- Conducting project status and review meetings

- Created Syndication and Import maps for some of the existing MDM fields.

- Preparing risk identification, assessment and response planning.

Éclat entered into contract with Optimal Solutions for this initiative.

Client Name	Exterran Holdings, Inc.
Business Type	Corporation
Location	Houston, Texas
Dates of Contract	April 2014 – June 2016
Type of Service	Support of Enterprise Data Warehousing and Reporting project.
Scope	- Supporting implemented BI solutions by: monitoring and tuning queries and data loads, addressing user questions concerning data integrity, monitoring performance and communicating functional and technical issues. - Working with the System Administration staff to most effectively place server components in the architecture. - Keeping a version of the OLAP Tool in production that is under support by the tool vendor - Installation of any client-side software needed on approved users' desktops (this could also be the PC support group) Maintaining a high-level view of the

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	OLAP environment and ensuring fit-for-purpose tool usage at the organization Ensuring access to business and technical metadata from within the OLAP tool *Eclat entered into an agreement with Addison Group to provide support service for this initiative.*
Client Name	Corporation for National and Community Service
Business Type	Federal Government
Location	Washington, D.C.
Dates of Contract	May 2013 - Current
Type of Service	Salesforce Implementation
Scope	Corporation for National and Community Service's is presently working on oracle forms and JAVA interface. This has to be modernized in the salesforce platform. • As Per Business Needs-Setup Apps, Objects, Page layouts, related lists, Tabs, Roles, Profiles, Formula fields, Validation rules, Workflow rules, Approval process successfully. • Created Custom Report types, custom reports and Dashboards for stakeholder's review in the Organization. • Manage users, roles, profiles and groups • Used Conga composer for generating pdf and word documents. • Created Visual Force components

Organizational Capability

Company Profile

Éclat is one of the fastest growing technology-driven, multifaceted service provider based in the State of Texas. With more than 14 years of industry experience in the technology market place, Éclat is well known for its strong technical capabilities in design, development, testing, implementation, management, maintenance and providing professional services to major corporations in a variety of industries nationwide.

Our success stems from the flexibility and cost-effectiveness of our work processes. Our team offers on-site, off-shore and near-shore solutions to help customers leverage our industry expertise. We begin by offering a No-obligation Analysis and then suggest best practices for our customers.

History

Éclat Integrated Software Solutions Incorporated was first founded in 2000 as iLang Inc. Our dedication to our customers' progress and impeccable delivery record ensured rapid success for iLang as we grew across multiple verticals. Within two years of founding, iLang needed a total revamp and it was re-branded in 2002 as Éclat Integrated Software Solutions Incorporated.

Mission Statement

At Éclat, we're inspired by our customers' success. We take great pride in providing unique solutions to help our customers keep pace with a vastly technologically driven marketplace. We're committed to innovations that ensure our clients' can meet their individual growth and development goals on schedule. To ensure this, we provide proven tech-driven solutions that give our customers a boost over their competition. After all, our success is purely a by-product of our customers' achievements.

Capacity

* Revenue: 9.2 million in 2015
* Global Network: Local offices in four countries, with Development Centers located in USA(Houston, TX), Canada, India and Singapore.
* Employees: About 107+ employees

The figures below depict our resource spread and service outline across these technologies.

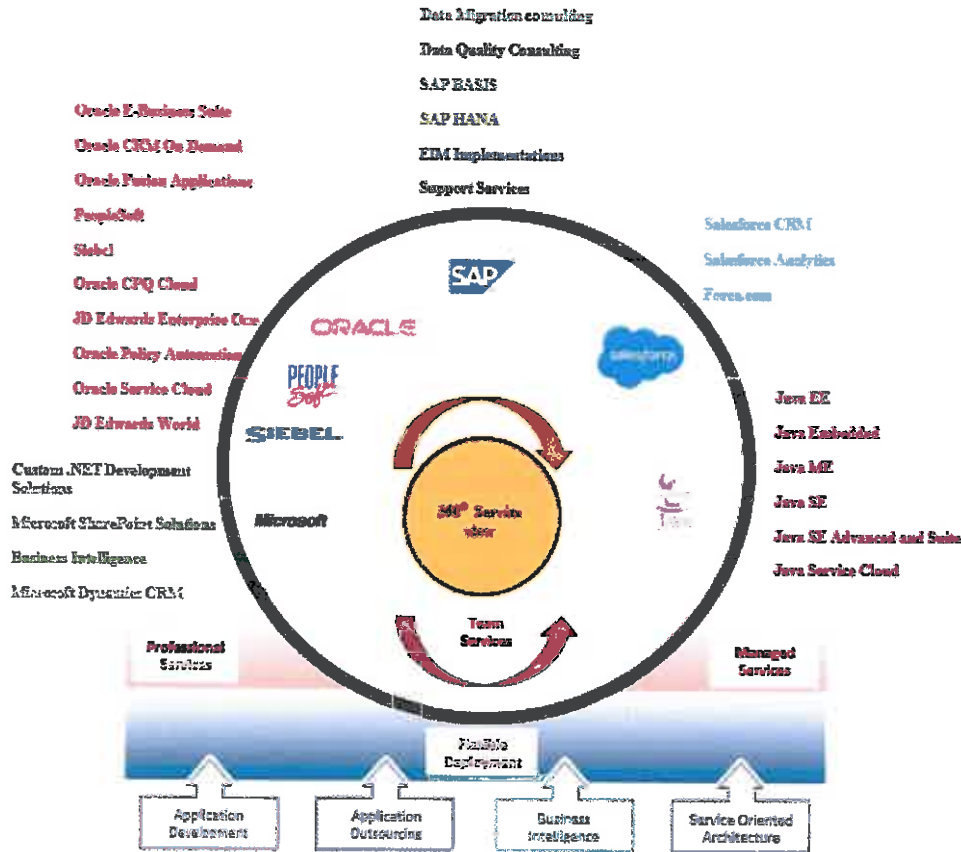*Figure 2 Éclat Technology Expertise*

Figure 3 Service Overview

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Our Expertise

Delivering Cutting Edge Solutions for Unparalleled Gains

Oracle

As an Oracle Certified Gold Partner, Eclat supports the world's largest software company's total enterprise application fraternity. Our experience and expertise help businesses with IT strategy, implementation, outsourcing and optimization. We manage the entire lifecycle of the Oracle E-Business Suite, Siebel and PeopleSoft including the complete Oracle stack which comes with the best Oracle Database.

Salesforce

As a Salesforce Registered Partner, we're focused on delivering innovative solutions utilizing Salesforce ecosystem and Salesforce1 platform. By fusing extensive platform knowledge with relevant industry experience, we strive to deliver Salesforce implementations that help organizations of all sizes derive insights and intelligence from their data and technology investments.

Application Development

Eclat has been successful at delivering customized business and technology solution on Microsoft & Java Platform. We help Clients renew their core business while developing into new outskirts under the fabric of learning, creativity, and shared purpose of these products and Eclat intellectual property solutions.

SAP

The spectrum of Eclat's SAP related services includes Business Consulting, BPO, Infrastructure Management, Package Implementations, Roll-Out, Upgrade, Migration, Application Support & Maintenance and Integration Services. We have a rich and successful history of SAP software implementations tightly aligned with SAP's industry solution and Client business objectives.

Staff Augmentation

Eclat's Staff Augmentation services provide skilled personnel working as directed to help organizations develop, maintain, manage and support applications. We offer complete IT, Database, COTS, Security and Other Miscellaneous services enabling clients to improve performance, increase effectiveness, reduce costs and enhance resilience.

Consulting & BPO

Eclat has developed unique solutions to address complex business challenges and create value through sustainable innovation. As a pragmatic consultant with an eye on execution, we help client design and achieve market leading performance roadmaps by combining creative thinking, technology expertise, and global reach.
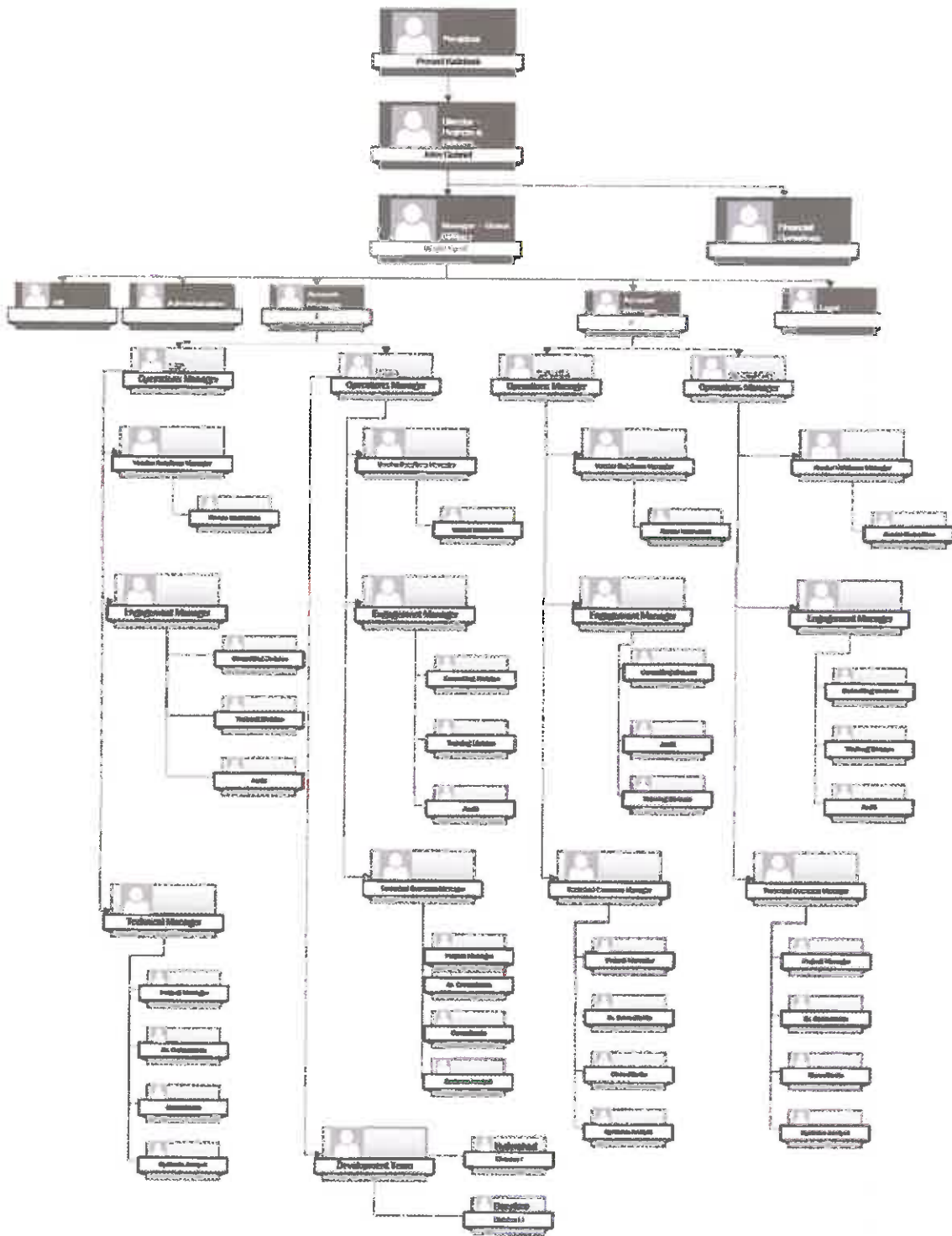
Organization chart

Figure 4 Organization Chart

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Éclat's Technical Staffing Approach

Éclat's Approach to Efficiently and Expeditiously Provide Services to The State of West Virginia

We realize that our client's success depends on the flexibility and agility our company's staffing approach to quickly fulfill their staffing needs, when it is imperative to have qualified personnel ready to step in and execute your contractual requirements. Éclat offers both the above mentioned attributes and have the depth and breadth, coupled with the capacity to meet the State's immediate needs.

Éclat rapidly staffs a wide range of positions nation-wide, including individuals with active security clearances. We ensure that the State can rely on Éclat to backfill any necessary vacancy within the predetermined period, to achieve its staffing needs and assure successful execution of agreed contractual requirements.

Éclat's Staff Augmentation Strategy

Éclat's Strategic Staff Augmentation: Strategic staffing, also known as workforce planning, is a systematic way to evaluate the staffing requirements and determine the actions required to accomplish the needs of the business. The process includes a strategy to ensure the sufficient number of employees with the appropriate skill sets for fulfilling all the required business objectives.

Setting the Strategic Direction: Éclat reviews performance requirements of the strategic plan of its client's business and takes into account the work activities which will be needed to implement the goals of its strategic and performance plan. Whereas strategic plan is a long-term, performance plan is short term.

Analyzing the Workforce, Identifying Skills Gaps, and Conducting Workforce Analysis: Generate a current manpower profile, including turnover, number, job levels, certifications, education, demographics, location, and many more. Identify the trends and validate the findings by having a discussion with business leaders and executives. Find out the gaps or excessive existing between the projected and current manpower needs including, gaps or excessive in grades, skills, knowledge, experience, and headcount.

Developing an Action Plan: Éclat helps in determining business needs in accordance with the competency requirements of the organization. Recognize the strategies for closing the gaps, plans used to carry out the strategies, and measures used or evaluating the strategic progress. Some of the significant things included in these strategies involve training, recruiting, succession planning, and many more.

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Implementing Action Plan: Éclat ensures the proper placement of human, technology, and financial resources. Moreover, the processes like required communication, coordination, and marketing are taking place to implement the plan and attain the strategic goals. You must be aware of the resource from which your company will meet its requirements for competent IT staff. Continue by integrating with the planning process of other companies.

Monitoring, Evaluating, and Revising: Set the milestones that you wish to achieve and monitor your progress against those milestones. Perform assessment for the purpose of continuous improvement. Moreover, incorporate adjustment in the plan in order to make corrections for addressing the issues related to the new workforce.

Approach to Filling Skill Requirements

Éclat's experienced staffing team is ready to support any strategic business needs that the clients request for. We offer staff augmentation services by maintaining a virtual bench of skilled resources ready to rapidly respond to shifting requirements. For larger engagements with a scope similar as The State of West Virginia we have developed sophisticated tools to plan and track work and resources, allowing us to forecast requirements and ensure skill coverage and knowledge transfer is maintained. A Staff Augmentation Services enablement suite consisting of pre-defined Job Role Catalogue and Pricing Table is also provided to allow clients to accurately budget for their IT infrastructure service needs.

Coordination Approach

Éclat believes in developing a secure exchange culture in an environment conducive to trust and provide effective service delivery. We have integrated our services with industry "best practices" by establishing high-performance service delivery management system focusing on client organization culture, employee engagement and quality, engrossing the right client experience. At

Éclat, we employ organization-wide practices involving Service and Operational level agreements during the tenure of our services by establishing high quality communication and quality relationship.

An Éclat coordination team will be assigned to the project, consisting of the following members:
Recruiting Manager - the single point of contact for all contingent staff procurement and contractual issues.
Account Representative – Executive to address payroll, billing, other accounting functions and reporting.

There are five (5) consolidated areas we address to maintain effective communication throughout the process:
1. Clear, concise gathering and disbursement of contact requirements
2. Accurate, real-time disposition of job orders
3. Single point of contact provided
4. Job Order and Candidate Tracking
5. Performance Assessments

Pre – hire process:
- o Upon staffing service request from a designated representative from the State with all necessary job information i.e. the category and skill level required of the personnel, we will
- o We provide resumes and other related information from which the State will select the appropriate individual(s), possibly after interviewing one or more candidates, or
- o We can select an individual with the appropriate skills and experience and arrange for that person to report to a designated work site on a specified date. Ideally, we will designate a qualified employee acceptable to State at least two (2) working days prior to the date the personnel is required to report to work.
- o Éclat will make all necessary arrangements with the Appointing Authority for our employees to report and commence work for State as a contactor. Should the Appointing Authority find that within the first four (4) hours of employment, the assigned personnel fail to meet the minimum qualifications for the position or the work performance of the personnel is unsatisfactory, Éclat will not charge the client for that person's time. Upon notification, we shall then remove the assigned personnel from State's work site and, if requested by client, provide a qualified replacement worker within 24 hours of removal.

Post – hire evaluation: The Candidate feedback can be given one of two ways:
- o Verbal notice to the State Appointing Authority (in person or voice mail)
- o Notice via email All correspondence will be documented

Performance measurement surveys: will be requested from State in the following intervals:
- o Day 1-4 (8-32 Business Hours), Day 30-45(240-360 Business Hours), Day 80-90 (640-720 Business Hours)

All time reporting and billing will be centralized: each contractor will submit their hours for approval weekly. Their supervisors will receive notice via email and will follow the procedures
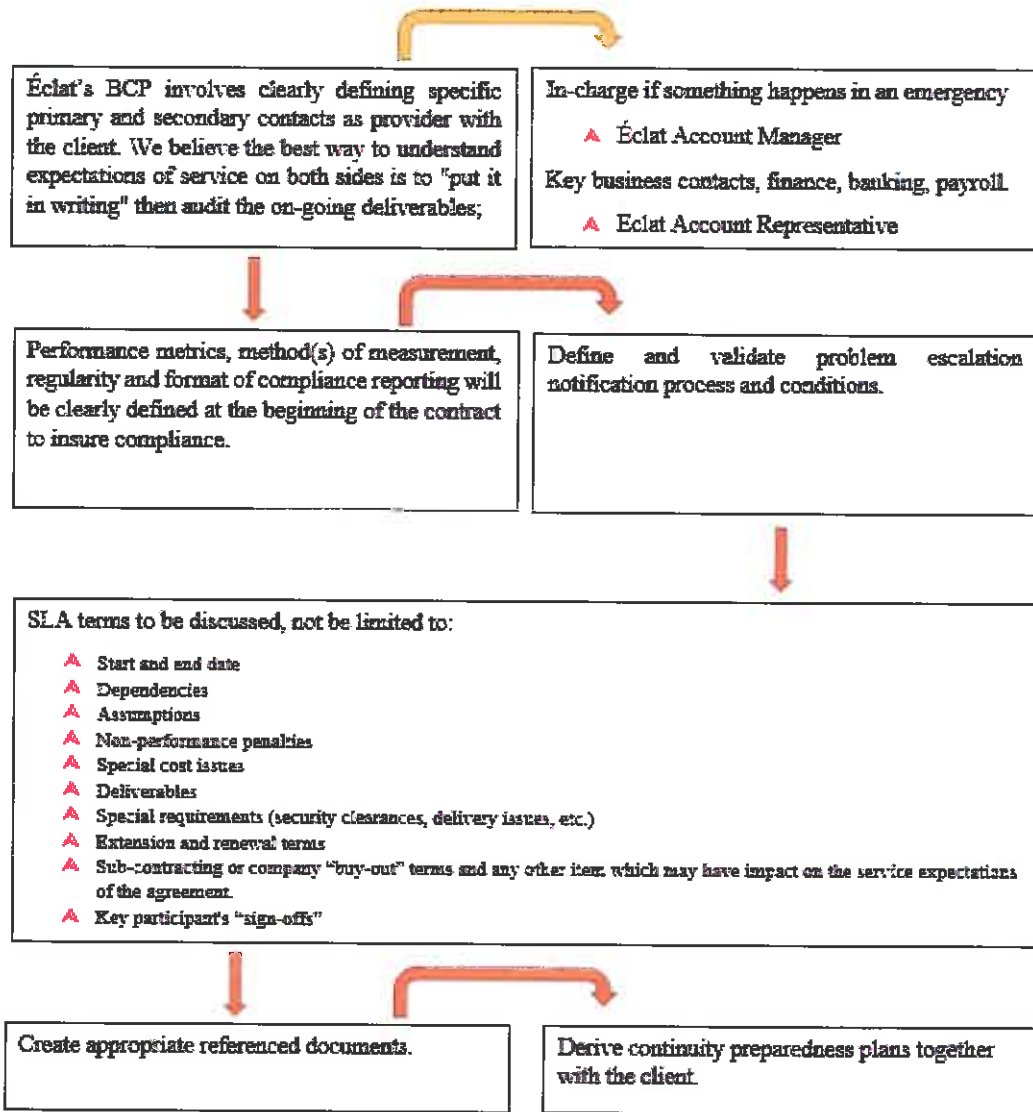
for approval. The contractor will receive notice when the hours are approved. Payroll and billing will be generated automatically from this input. Invoices will be sent to the Client via the preferred Client shipping method.

Candidate Vetting Process

At Éclat we practice the due diligence required to avoid negligent hiring by having solid pre-employment screening practices in place. This involves company screening as well and routing it to the third party companies a comprehensive review by a professional background screening firms. Our pre-employment corporate screening services include variety of background check services depending on the client procedural preferences:

- Database searches
- Criminal record searches
- Verification scrvices/reference interviews
- Public record searches
- Substance abuse screening
- Employment physical examinations
- Fingerprinting
- International screening
- Electronic I9 form compliance
- EVP Right to work verification
- ApplicantSorter – Online employment application and applicant tracking
- VerifyStudents – Online background screening portal for students
- Applicant tracking system integration solutions

Business Continuity and Disaster Recovery Plan

Éclat's BCP involves clearly defining specific primary and secondary contacts as provider with the client. We believe the best way to understand expectations of service on both sides is to "put it in writing" then audit the on-going deliverables;

In-charge if something happens in an emergency

▲ Éclat Account Manager

Key business contacts, finance, banking, payroll.

▲ Eclat Account Representative

Performance metrics, method(s) of measurement, regularity and format of compliance reporting will be clearly defined at the beginning of the contract to insure compliance.

Define and validate problem escalation notification process and conditions.

SLA terms to be discussed, not be limited to:

▲ Start and end date
▲ Dependencies
▲ Assumptions
▲ Non-performance penalties
▲ Special cost issues
▲ Deliverables
▲ Special requirements (security clearances, delivery issues, etc.)
▲ Extension and renewal terms
▲ Sub-contracting or company "buy-out" terms and any other item which may have impact on the service expectations of the agreement.
▲ Key participant's "sign-offs"

Create appropriate referenced documents.

Derive continuity preparedness plans together with the client.

NOTE: Business Continuity Procedures and a Disaster Recovery Plan for this service shall be maintained by Éclat throughout the term of the purchase order.

Pricing Proposal

Technical Staffing Service Title	Quantity/Estimated Hours	Unit of Measure	Unit Price/Hourly Rate
IT Project Coordinator/Business Analyst	2000	Hour	$ 72.00
IT Project Manager	2000	Hour	$ 85.00
Senior IT Project Manager	2000	Hour	$ 78.00
Microsoft Office Specialist Trainer	2000	Hour	$ 30.00
Cyber Security Auditor	2000	Hour	$ 71.00
Firewall Administrator	2000	Hour	$ 64.00
Network Engineer	2000	Hour	$ 90.00
VoIP Engineer	2000	Hour	$ 85.00
Windows Server System Administrator	2000	Hour	$ 78.00
RedHat Linux Server System Administrator	2000	Hour	$ 78.00

*** All quantities/estimated hours are estimates and do not obligate the State of West Virginia or WVOT to this amount. Per 5.2 of the Specifications, vendors should clearly note "no bid" or "N/A" on their bid for any items for which they will not be bidding.

Proc Folder: 244612

Do : **Description**: Addendum #1 Technical Staffing Services (OT1717)

Proc **Type**: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No		Version
2016-11-10	2016-12-01 13:30:00	CRFQ	0210 ISC1700000010	2

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

US

WV   25305

VENDOR

Vendor Name, Address and Telephone Number: Éclat Integrated Software Solutions, Inc.
10701 Corporate Drive, Suite 286, Stafford, Texas 77477
Ph: 281-277-0567

FOR INFORMATION CONTACT THE BUYER

ohanie L Gale (304)
-8801
stephanie.l.gale@wv.gov

Signature X   FEIN # **36-4642042**   DATE   11/29/2016

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

FORM ID : WV-PRC-CRFQ-001

ADDITIONAL INFORMAITON:

Addendum #1 issued to:

1. Correct date of technical questions deadline in the Terms and Conditions to 11/21/2016.

End of Addendum #1

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US WV 25304

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	IT Project Coordinator/Business Analyst	2000.00000	HOUR	72	144,000

Comm Code	Manufacturer	Specification	Model #
80101604			

Extended Description :

Project Coordinator/Business Analyst

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON　　　　　WV25305 US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US　　　　　WV 25304

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	IT Project Manager	2000.00000	HOUR	85	170,000

Comm Code	Manufacturer	Specification	Model #
80101600			

Extended Description :

IT Project Manager

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON　　　　　WV25305 US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US　　　　　WV 25304

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Senior IT Project Manager	2000.00000	HOUR	78	156,000

Comm Code	Manufacturer	Specification	Model #
80101600			

Extended Description :

Senior IT Project Manager

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON　　　　　WV25305 US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US　　　　　WV 25304

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Microsoft Office Specialist Trainer	2000.00000	HOUR	30	60,000

Comm Code	Manufacturer	Specification	Model #
80101507			

Extended Description :

Microsoft Office Specialist Trainer

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US WV 25304

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Cyber Security Auditor	2000.00000	HOUR	71.99	143,980

Comm Code	Manufacturer	Specification	Model #
80101507			

Extended Description :

Cyber Security Auditor

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 0 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US WV 25304

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Firewall Administrator	2000.00000	HOUR	64.99	129,980

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description :

Firewall Administrator

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US WV 25304

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Network Engineer	2000.00000	HOUR	90	180,000

Comm Code	Manufacturer	Specification	Model #
80111610			

Extended Description :
Network Engineer

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US WV 25304

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	VoIP Engineer	2000.00000	HOUR	85	170,000

Comm Code	Manufacturer	Specification	Model #
80101507			

Extended Description :
VoIP Engineer

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY) KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US WV 25304

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Windows Server System Administrator	2000.00000	HOUR	78	156,000

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description :
Windows Server System Administrator

INVOICE TO	SHIP TO
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	RedHat Linux Server System Administrator	2000.00000	HOUR	78	156,000

Comm Code	Manufacturer	Specification	Model #

80111609

Extended Description :

RedHat Linux Server System Administrator

EDULE OF EVENTS		
Line	Event	Event Date
1	Technical Questions Due	2016-11-21

Resumes

CAREER OBJECTIVE:

I have over 8 years of experience in Windows Systems Administration. I have strong knowledge of handling multiple system operations, windows server installing, maintaining, performance monitoring, upgrade and repairing hardware, software, and networks in various environment as Windows Server 2003, 2008, 2008R2 and 2012. I am an objective oriented and flexible person seeking to handle any sort of responsibility and challenging assignments to harness my skills and knowledge. I am the person who has strong work ethic, management skills and ability to relate to people at professional level. My passion is to work in Windows Server arena, develop my skill and utilize my skill in the real world.

TECHNICAL SKILLS:

Operating Systems:	Windows Server 2012R2/2008R2/2003R, Windows 7/8/10
Application Server:	Microsoft Internet Information Services (IIS), 6.0/7.0/8.0, Apache
VMware:	VMware Workstation, ESX, VSphere, VCenter, VMotion
Databases:	SQL Server 2012/2008R2/2008/2005, MS Access, Oracle, MySQL
Protocols	DNS, TCP/IP, FTP, SMTP, HTTP
Web Technologies:	HTML, CSS, XML, PHP, ASP, ASP.NET
Networking:	TCP/IP, DNS, WAN, LAN
Backup:	Tivoli Storage Manager, CommVault and NetBackup
Others:	BMC Remedy, L1 Support for Citrix,

CERTIFICATION:

- Certified MCP (Microsoft Certified Professional)
- Certified MCITP (Microsoft Certified IT Professional) - Database Administration 2008
- Certified MCTS (Microsoft Certified Technology Specialist) - Implementation & Maintenance 2008

PROFESSIONAL SUMMARY:

- Experienced IT professional having around 8+ years of IT experience in **Windows Systems Administration**, Microsoft technologies, active directory, Antivirus management, Patch management, backup tools.
- Managing and maintenance of windows Server 2003, windows Server 2008R2 and windows server 2012.
- Designed, planned and implemented **Active Directory** Services, Active Directory **Group Policy** Objects **(GPO)**, Group Policy Management Console **(GPMC)**, **DHCP** and **DNS**
- Administration of decommission of AD
- Able to troubleshoot high severity issues within the agreed **SLA** and finding the root cause of the problem using the knowledge gathered over the years.
- Administration of **WSUS servers** and deploying patches and packages.
- Experience in troubleshooting Web application issues by analyzing **Application and IIS logs.**
- Experience in troubleshooting Application **connectivity issues** using Networking tools like Fiddler and Wire shark.

- Experience in installing, configuring, administrated and troubleshooting **SQL Server** 2005/2008 R2/2014/2016
- Installed and configured databases as per requirements of web applications.
- Monitored the tickets using tickets monitoring tool that is **BMC Remedy**.
- Worked on Virtualization technology on **VMWARE ESX Server 3.5, 4.0**. Managing Virtual hosts, Clusters, Datacenters using **vSphere, vCenter** Server, **vMotion**, DRS, HA, Virtual to physical and physical to virtual migrations, Performance monitoring, managing **Snapshots**, VM backups.
- Monitored systems health by **performance** monitoring tool.
- Extensive knowledge in File & Print Server, IIS, **FTP**, Terminal Server.
- Knowledge of all features of FAST Search for **SharePoint 2010** and how to optimize the user search experience.
- Provide daily technical support and 24/7 on-call support as well as weekend outage and miscellaneous tasks.
- Best practices and technologies by following weblogs, forums, mailing lists. Brings excellent work ethic and motivation to the workplace.
- Very good experience in using Microsoft Office Tools like Word, Excel, PowerPoint.
- Willingness and ability to easily adapt to learn any new technology or software.
- Excellent communication, interpersonal, managerial skills and positive work attitude and self-motivated to work independently and as well as in a team. Good understanding of both business processes and technical development.

PROFESSIONAL EXPERIENCE:

Inter-American Foundation, Washington D.C
Windows Server Administrator   **April 2014 – Present**
Responsibilities:
- Installing and configuring of windows servers and troubleshooting server related issues.
- Backup and restore of **Active Directory** and file/folders.
- Maintained and updated Active Directories for authentication.
- Created Managed Servers in a Cluster with round-robin algorithm and NLB clustering for Load Balancing.
- Configured IIS 7.X as an application server and trouble shoot the run time errors.
- Deployed the applications on multiple IIS application Servers and maintained Load balancing, high availability and Fail over functionality.
- **Installed and Configured windows Domains on 2003, 2008 standard and enterprise servers and failover cluster services in Data center Environment.**
- Responsible for all the Windows 2000/2003/2008 servers in the Data Center.
- Worked on 2003 server and 2008 Server **Active Directory**, and Migrations.

- Installing new Windows 2008 VM's standard/Enterprise and data center editions.
- Installation, Maintenance and Trouble Shooting **Active Directory**, Domain Controller, DNS, DHCP, WINS, Cluster Administration, User accounts, Security Policies, Security Issues.
- Creating group policies for **OU's**, Domains to restrict services and automate process.
- Worked on VMware ESX 3.5, 4.0 servers, managing Snapshots, installed virtual hosts on multi OS environments, DRS, VMHA, and Backups using VCB.
- Worked on LAN, WAN architecture, which includes different IP schemas, VLAN etc.
- Managed DHCP server for dynamic IP addressing.
- Worked on Redhat Enterprise Linux, updating patches, user administration.
- Worked extensively on planning, deploying and configuring both MOSS 2007 and SharePoint Services 2003 in both single server deployment and multi-server (server farm) deployment.
- Creating and configuring different websites using different IP addresses, port numbers and host headers in IIS manager.
- Working on a multi-site environment, which includes over 500+ Servers, includes tasks like performance monitoring, active directory, replications, & OS level support.

Farm Credit Administration, McLean, VA
Windows Server Administrator   **September 2011 – March 2014**

Responsibilities:
- Designed, Planned, Installed, Configured and maintained IIS 6.0/7.X/8.X web servers on Windows Server 2003/2008R2/2012
- Installed ,configured and maintained static applications(HTML,ASP) and dynamic applications(ASP.NET) on IIS 6.0 and IIS 7.0
- Automated installation of IIS, applications and Web Server hardening using batch and PowerShell scripting.
- Deploy and configure applications delivered by Application Development team.
- Created application install guide after validation in Test environment and will be used to implement in PROD and countries.
- Migrated .NET Web applications from IIS 6 to IIS 7.X
- Configured high availability of applications using software and hardware Load balancing
- Participated in Architectural sessions and planned IIS infrastructure as per business requirements.
- Involved in Performance tuning IIS Web server with respect to heap, threads and connection pools.
- Involved in Debugging IIS Web Server connection problems and Database connectivity problems.
- Planned a disaster recovery scheme using an IIS script on a weekly basis as well as an incremental tape backup procedure
- Configured and Supported VMware ESX infrastructure.
- Imported profile information from Active Directory.
- Installed, configured, supported Windows Server 2003/2008 Active Directory Infrastructure.

- Installed, Configured and supported internal Certificate infrastructure using Windows 2003 CA Server which provided SSL, user, machine and SCCM certificates.
- Documented infrastructure components (Active Directory, System Center) installation, configuration and maintenance.
- Implemented Windows and MSSQL Clusters.
- Worked on adding users and permissions for the site collection
- Created Dev, Test and Staging environments in a Virtual and Physical environments that was used for the development and testing of the intranet environment.
- Set up content deployments for dev and test servers.
- Performed Backup and restore from Central Administration.
- Provided end-user support and documentation for users.
- Rigorous testing and debugging of all components.

Silicon Valley Bank, CA   **January 2010 – August 2011**
System Administrator

Responsibilities:
- Experience with Microsoft Server (2003, 2008) OS support to include AD, DNS, DHCP.
- Maintaining a private cloud lab with hundreds of physical and virtual servers.
- Working knowledge of designing cloud based applications.
- Installing, configuring and administering Windows servers.
- Providing users with access rights and permissions for accessing the applications.
- Manage access to resources, design Group Scope and OU.
- Experience in LDAP for query active directory information.
- Monitoring Queues on all exchange server, configured alerts.
- Manage the user, computer environment by using Group Policy.
- Administration and managing of multiple hosts using VCenter Server.
- Health checks and Patch activity for servers.
- Migrating Active directory to windows server 2008 R2.
- Designed, planned and implemented Active Directory Services, Active Directory Group Policy Objects (GPO), Group   Policy Management Console (GPMC), DHCP and DNS.
- Administration of WSUS servers and deploying patches.
- Extensive knowledge of Blade logic Server Automation tool.
- Monitoring disk space and maintaining the disk quotas and adding the disk space through Navisphere.

HSBC, Buffalo, New York   **December 2008 – December 2009**
System Administrator

Responsibilities:
- Managing Windows 2000 Server Family products with Active Directory Integration.
- DNS, WINS, Disk quota management in windows 2003 server..
- Creating the disk partitions and working on LAN configuration.

- Installing Internet Information Server 4.0 & 5.0 – Creating / Configuring websites (HTTP and HTTPS)
- Installation and configuration of Windows NT/2000/2003 Servers.
- System Administration with ADS, IIS, FTP and Proxy.
- Network Administration with switches, routers and firewalls.
- Applying SSL certificates and exporting and importing the certificates and reviewing the logs.
- Managing Oracle, MS SQL servers, Print servers and file servers.
- Inventory Management - Capital Equipment / Hardware / Software / Spares
- Installing and integrating FTP, PHP and MySQL.
- Taking backup of MySQL Database.
- Monitoring and troubleshooting Red Hat 8.0 server and Apache and FTP services.
- Building domain controllers and installing Linux server
- Creating groups, users and assigning share permissions
- Administration of WSUS servers and deploying patches.
- Managing the IIS web server (HTTP and HTTPS) and Apache web servers.
- Administration of print servers and file servers.
- Installation of Software packages like Web logic, WebSphere.
- MS Exchange Server 5.5 Administration - Configuring Outlook, Outlook Express, OWA clients
- Installing and configuring MS SQL Server & Oracle Servers

Goldstone Technologies, CA   **January 2008 - November 2008**
Junior System Administrator

Responsibilities:
- Administration of Windows Domain controller and Linux servers.
- Creating users, grant permissions, applying new patches.
- Managing of antivirus server and updating DAT.
- Creating new websites (HTTP and HTTPS)/SSL sites and reviewing the log files using AWSTATS.
- Installing Windows 2000 domain controllers and installing Linux servers at client places.
- Managing the print servers and file servers at client places.
- Setting permissions, set policy and health check of all servers and resolve performance related issues.
- Managing the network at client places.
- Configuring the switch and assigning the IP to PCs on the network.

Ezekiel Davis

Summary:

- Around **8** years of experience in IT industry with experience in Server administration in various environments - Window 2003,2008,2012 with IIS and Active Directory Services.
- Experience in Hosting Static applications (**HTML, ASP**) on various versions of IIS.
- Experience in Hosting various versions of **ASP.NET** Web applications(**.NET 1.0/2.0/3.0/4.0**) on Different versions of IIS
- Experience in Requesting and installing Web Server certificate (**SSL**) on internal and external web sites for secure communication.
- Experience in Hosting multiple web sites on a single server using different ports, IP and host headers.
- Experience in Migrating both static and dynamic web applications from **IIS 5.0 to IIS 6.0** and **IIS 6.0 to IIS 7.X/8.0**
- Experience in reading and editing **Configuration files and Xpath Edits** (ex: **Web.Config, XML files**) of web applications and configure **data sources** and environment specific values.
- Experience in automating installation of IIS and Web Application using **Batch** and **PowerShell** Scripting.
- Experience administrating IIS in both internal and **DMZ** environments
- Experience in troubleshooting Web application issues by analyzing **Application and IIS logs.**
- Experience in troubleshooting Application **connectivity issues** using Networking tools like Fiddler and Wire shark.
- Experience in improving IIS performance and security by various techniques(**IIS tuning and IIS hardening**)
- Experience in integrating Web applications with third party tools as per application requirements.
- Experience in installing, configuring, administrated and troubleshooted SQL Server 2000/2005/2008 R2/2014/2016
- Installed and configured databases as per requirements of web applications.
- Experience in working in **Development, QA, PPE, Production** and **Disaster Recovery** environment
- Good experience in Installation, configuration and troubleshooting of Microsoft 2003/2008/2000/NT Server operating systems and services on **DNS, DHCP, & Active Directory**.
- Deploy and configure applications delivered by Application Development team.
- Verify the application deployed and create the Run Book (Document) for Stage and Prod.
- Managing Domains, administering **Active Directory** and **Group Policy** Management.
- Worked on remote monitoring & management tools on HP ILO, HP SIM and DELL DRAC.
- Excellent Conceptual and Logical Thinking, Teamwork, Goal oriented with excellent communication skills and team leading capabilities.
- Experience in working with **project management, architecture, Line of business, Development ,Database, QA, network security** and **hosting** teams as part of **IIS Designing and administration.**

- Worked on Virtualization technology on **VMWARE ESX Server 3.5, 4.0**. Managing Virtual hosts, Clusters, Datacenters using VSphere, VCenter Server, VMotion, DRS, HA, Virtual to physical and physical to virtual migrations, Performance monitoring, managing Snapshots, VM backups.
- Excellent troubleshooting and technical support skills with migrations, network connectivity and security and database applications.

Work Experience:

Walmart, San Bruno,California   April 15 – Present

Windows Server Administrator/ IIS Web Server Administrator

Responsibilities:

- Designed, Planned, Installed, Configured and maintained IIS 6.0/7.X/8.X web servers on Windows Server 2003/2008R2/2012
- Installed ,configured and maintained static applications(HTML,ASP) and dynamic applications(ASP.NET) on IIS 6.0 and IIS 7.0
- Automated installation of IIS, applications and Web Server hardening using batch and PowerShell scripting.
- Deploy and configure applications delivered by Application Development team.
- Created application install guide after validation in Test environment and will be used to implement in PROD and countries.
- Migrated .NET Web applications from IIS 6 to IIS 7.X
- Configured high availability of applications using software and hardware Load balancing
- Participated in Architectural sessions and planned IIS infrastructure as per business requirements.
- Involved in Performance tuning IIS Web server with respect to heap, threads and connection pools.
- Involved in Debugging IIS Web Server connection problems and Database connectivity problems.
- Planned a disaster recovery scheme using an IIS script on a weekly basis as well as an incremental tape backup procedure
- Configured and Supported VMware ESX infrastructure
- Imported profile information from Active Directory
- Installed, configured, supported Windows Server 2003 Active Directory Infrastructure.
- Installed, Configured and supported internal Certificate infrastructure using Windows 2003 CA Server which provided SSL, user, machine and SCCM certificates.
- Documented infrastructure components (Active Directory, System Center) installation, configuration and maintenance.
- Implemented Windows and MSSQL Clusters.

- Worked on adding users and permissions for the site collection
- Created Dev, Test and Staging environments in a Virtual and Physical environments that was used for the development and testing of the intranet environment.
- Set up content deployments for dev and test servers
- Performed Backup and restore from Central Administration
- Provided end-user support and documentation for users
- Rigorous testing and debugging of all components

ACI Worldwide, Omaha, Nebraska   April 13 – Feb 15

Sr. System Administrator

Responsibilities:

- Installed and configured IIS 5.0/6.0/7.0/8.0 web servers on Microsoft Windows 2000/2003/2008/2012 servers accordingly.
- Configured multiple websites in IIS 6.0/7.X using Virtual IPs, multiple ports and Host headers.
- Deployed .Net applications in IIS 5.0/6.0/7.X and configured the data sources.
- Configured Authentication methods in IIS 6.0/7.0 to control access to the applications by enabling them in the web server role as per the application requirement.
- Maintained scripts to ensure a secure IIS administration.
- Maintained and updated Active directories for authentication.
- Created Managed Servers in a Cluster with round-robin algorithm and NLB clustering for Load Balancing.
- Configured IIS 7.X as an application server and trouble shoot the run time errors.
- Deployed the applications on multiple IIS application Servers and maintained Load balancing, high availability and Fail over functionality.
- **Installed and Configured windows Domains on 2003, 2008 standard and enterprise servers and failover cluster services in Data center Environment.**
- Responsible for all the Windows 2000/2003/2008 servers in the Data Center.
- Worked on 2003 server and 2008 Server Active directory, and Migrations.
- Installing new Windows 2008 VM's standard/Enterprise and data center editions.
- Installation, Maintenance and Trouble Shooting Active Directory, Domain Controller, DNS, DHCP, WINS, Cluster Administration, User accounts, Security Policies, Security Issues.
- Creating group policies for OU's, Domains to restrict services and automate process.
- Worked on VMware ESX 3.5, 4.0 servers, managing Snapshots, installed virtual hosts on multi OS environments, DRS, VMHA, Backups using VCB.
- Worked on LAN, WAN architecture, which includes different IP schemas, Vlans etc.
- Managed DHCP server for dynamic IP addressing.
- Worked on Redhat Enterprise Linux, updating patches, user administration.

- Worked extensively on planning, deploying and configuring both MOSS 2007 and SharePoint Services 2003 in both single server deployment and multi-server (server farm) deployment.
- Creating and configuring different websites using different IP addresses, port numbers and host headers in IIS manager.
- Working on a multi site environment, which includes over 500+ Servers, includes tasks like performance monitoring, active directory, replications, & OS level support.

Kaiser Permanente,Pleasanton,California   Jan 12 – March 13

System Administrator

Responsibilities:

- Managing Windows 2000 Server Family products with Active Directory Integration.
- DNS, WINS, Disk quota management in windows 2003 server..
- Creating the disk partitions and working on LAN configuration.
- Installing Internet Information Server 4.0 & 5.0 – Creating / Configuring websites(HTTP and HTTPS)
- Installation and configuration of Windows NT/2000/2003 Servers.
- System Administration with ADS, IIS, FTP and Proxy.
- Network Administration with switches, routers and firewalls.
- Applying SSL certificates and exporting and importing the certificates and reviewing the logs.
- Managing Oracle, MS SQL servers, Print servers and file servers.
- Inventory Management - Capital Equipment / Hardware / Software / Spares
- Installing and integrating FTP, PHP and MySql.
- Taking backup of MySql Database.
- Monitoring and troubleshooting Red Hat 8.0 server and Apache and FTP services.

HSBC,Bufflo,NewYork   March 10 – Dec 11

System Administrator

Responsibilities:
- Building domain controllers and installing Linux server
- Creating groups, users and assigning share permissions
- Administration of WSUS servers and deploying patches.
- Analyze system outages, lead root cause investigations and define and implement process improvements and other long-term solutions.
- Managing the IIS web server(HTTP and HTTPS) and Apache web servers.
- Managing the Linux server (user creation, grant permission, FTP and Apache).
- Administration of print servers and file servers.
- Installation of Software packages like Web logic, Websphere.
- MS Exchange Server 5.5 Administration - Configuring Outlook ,Outlook Express, OWA clients
- Installing and configuring MS SQL Server & Oracle Servers

QUALIFICATIONS SUMMARY

Highly creative and client focused Information Technology Professional with over 15 years of industry experience spanning every aspect of the design, implantation, configuration, management and support of complex, mission-critical LAN/WAN network security solutions for a virtual who's who of Fortune 100 companies across the United States. Capabilities include an extremely broad knowledge base and familiarity with the latest cutting-edge technologies, including firewalls, VPN, IDS, and IPS. In-depth knowledge of TCP/IP, high availability, load balancing, and remote management complements outstanding relationship management, analysis, and problem resolution skills as well as outstanding organizational, multitasking, and team building skills at all levels. Proven ability as a resourceful coordinator, quick to learn new skills in fast-paced IT environments.

CERTIFICATIONS & TRAINING:

Interim Secret Clearance
Dell Certified Systems Expert: HP Certified Systems Expert – Pursing: CCNA, Linux
Checkpoint Certified Security Administrator (CCSA)
Checkpoint Certified Security Expert (CCSE)
McAfee IntruShield Technical Certification
ISS Product Line Certification
SkyBox Technical Certification

TECHNICAL SKILLS:

Firewalls: Checkpoint, Juniper SRX, JUNOS, Palo Alto, Cisco Firewall Service Module, Cisco PIX, Cisco ASA, Netscreen
Intrusion Detection & Prevention: Enterasys Dragon NIDS, Snort, Cisco Secure NIDS, ISS Proventia Series, McAfee IntruShield, Tipping Point, Juniper IDP
Network Security Tools: Nmap, Nessus, ISS Internet Scanner
Security Management & Log Retention Management: Netscreen Security Manager, Enterasys Dragon Manager, Site Protector, ISS Internet Scanner Console, Cisco Works, Cisco Security Manager, IntruShield Manager, Cisco MARS, LogLogic, SkyBox
Platforms: Microsoft Windows XP/2000/NT, Red Hat Linux, Sun Solaris UNIX, FreeBSD, & Nokia IPSO

EDUCATION:

ITT Technical College – Duluth, GA
Pursuing Bachelor's Degree in Cyber Security - Present

University of Maryland Baltimore County – Baltimore, MD
Bachelor's degree in Computer Science/Information Technology – 2008

PREFESSIONAL EXPERIENCE:

Sr. Firewall Engineer   April 2016 – Present
Dell Secureworks - Bank of America – Sandy Springs, GA

- Provide 24/7 technical support for managed security services, security engineering, infrastructure and management. Manage and monitor client security devices.
- Perform installs, configure and troubleshooting on stateful inspection firewalls and inline/passive IPS/IDS sensors.
- Perform firewall migration project between different technologies.
- Serve as lead on configuration and troubleshooting VPN's on all vendor firewall devices
- Serve as Subject Matter Expert on global operation projects and architect network security solutions for customers utilizing a variety of cutting edge technologies.
- Daily analyzed network traffic looking for trends and or malicious activites, created vulnerability report with action plans.
- Configure, administer, and document firewall infrastructure, working with Checkpoint/Juniper/Palo Alto
- Implemented Zone Based Firewalling and Security Rules on the Palo Alto Firewall
- Manage firewall deployment, rules migrations, and firewall administration
- Responsible for converting existing rule base onto new platforms
- Responsible for Rules and Policy Pushes
- Assisted in IT security audits for Bank of America

Sr. Firewall Engineer   August 2015 – March 2016
U.S. Bureau of Engraving & Printing – Washington, DC

- Responsible for rule usage reporting and rule analysis pertaining to least access
- Identify unused rules and submitted to line of business for approval to keep or disable
- Experience with FireMon rule analysis and reporting tools
- Experience with Checkpoint smart domain manager
- Responsible for Firewall rule remediation including Checkpoint and Juniper rules
- Implemented Zone Based Firewalling and Security Rules on the Palo Alto Firewall
- Manage firewall deployment, rules migration, and firewall administration

Sr. Network Engineer   June 2014 – June 2015
State of Maryland (DOIT) – Baltimore, MD

- Lifecycle: analysis, design, testing, deployment serves various industries: financial, brokerage, banking, insurance, health care, manufacturing, pharmaceutical, and many others.
- Responsible for consulting and technical support Microsoft Windows 7, Microsoft Windows Server 2003/2008 and 2008 R2, Active Directory Domain Controller, Microsoft Exchange 2003/2008/2010, SharePoint, Linux, Unix, SQL database and other systems, networking, wireless.
- Network installation's and administration: Cisco IOS, Nexus OS 2000, 5000, Catalyst switches, Firewalls administration, ISDN line, Checkpoint upgrade to R80, firewall rule base

revalidations and migrations, support, Cisco catalyst 6500, 7600 Series Wireless Services Module (WiSM), Cisco Wireless LAN Controller 4402
Cisco Wireless LAN Controller Modules NME-AIR-WLC8-K9 with 3845 Services Router, Cisco Catalyst 3750G Integrated Wireless LAN Controllers, Cisco Unified Communications Manager, ASA 5500 & NetScale applications firewalls configuration's, monitoring, troubleshooting.

- Assisting all technical environment with effective monitoring solution, Integrations of Google applications: Control the access to content by managing group membership. Wirelesses network troubleshoot and support based on CISCO Aironet 1100,1200, Cisco 1520/1522 Mesh Access Points.
- Maintain security and privacy with sharing permission. Installing Digital Certificates.
- Manage the file sharing permissions system-wide. Managing Gmail business filtering spam protection and many more.
- Assisting all Systems Development Life Cycle (SDLC) and supporting Web environments: site, mail, web hosting.

System Administrator/Engineer   **October 2002 – May 2014**
United States Department of Agriculture – Washington, DC

- Responsible for migration all CISCO testing laboratory running multipurpose Voice VoIP, Video Conferencing for running effective tests solutions for various Cisco devices and software equipment which is over 360 on 26 racks networking & systems containing Cisco 6500 Switches, Linux Based high-end Servers, Storage SAN, NAS. Cisco 3700/3800 routers, 2800/2600 Router, Cisco 2950 switches, 7200 Routers and 4500 Switches, Multi service Modular MDS 9222i, Cisco Voice Gateways VG224/248.
- Configured and troubleshot; VLAN's, STP, VTP, Tranking, DNS, DHCP Ether Channels, Access Lists, EIGRP, OSPF, NAT, MPLS and static routing.
- VSXi installation on Cisco Server Chassis UCS-5108, UCS 6120xp for new product testing and development, in both a test and production environment.
- Configure and maintain a variety of modules for the 6500 Switch including; AON, NAM, Sup2, Sup720, and Switch modules for both copper and fiber.
- Coordinate lab move, planned bldg power shutdown, bldg power outage issues and lab bring up.
- Install and administer numerous Linux solutions including; DNS, DHCP, NFS, Apache, MySQL, and a variety of Java based Cisco apps, and tools.
- Manage firewall deployment, rules migration, and firewall administration
- Enabled customization of application load balancing solutions through the control and direct manipulation of the application traffic (F5's TCL scripting language)
- Administration of F5 configuration CLI including both BigPipe and Traffic Management Shell (TMSH)

PROFESSIONAL CERTIFICATIONS / CLEARANCES

Red Hat Certified System Administrator (RHCSA RHEL 6), January 2015
Active US Government Secret security clearance
Member of Massachusetts Bar since 1998

PROFESSIONAL IT EXPERIENCE

HANSCOM AIR FORCE BASE   Bedford, MA
Red Hat Linux Administrator   Feb. 2015 – Present
Patched and configured Red Hat and Windows systems in accordance with customer
requests and published technical orders. Built, cloned, and managed virtual systems with
VMware vSphere. Collaborated with technical order group regarding Linux dependencies and
scripting requirements.

ANN INTERACTIVE SOLUTIONS   Boston, MA
Red Hat System Administrator   Oct. 2013 – Dec. 2014
Responsible for installing, configuring, and maintaining Red Hat systems and servers. Installed and
configured Kickstart server for server builds. Installed and configured yum server for patching.
Installed and configured Nagios server for monitoring. Performed software installations and
upgrades. Managed group/user accounts and permissions. Wrote bash shell scripts to automate
tasks.

ADDITIONAL PROFESSIONAL EXPERIENCE

VIRIDIAN SPARK (acquired by Verndale Corporation in Sep. 2013)   Cambridge, MA
Co-Founder and General Counsel   Aug. 2009 – Sep. 2013
Collaborated with senior leadership on various business issues, including strategies for company
growth, operations, and new software products and services. Developed legal agreement templates
for customers, contractors, and employees. Reviewed professional service agreements and
statements of work.

PROS REVENUE MANAGEMENT (NYSE: PRO)   Boston, MA
Legal Counsel   Oct. 2010 – Aug. 2012
Negotiated multi-million dollar contracts for enterprise software licenses, SaaS and hosted
service agreements. Developed new contract templates and drafted agreements for strategic
alliances with international resellers, system integrators, and ecosystem technology players.

DASSAULT SYSTEMES AMERICAS CORP. (NYSE Euronext: DSY)   Waltham, MA
Corporate Counsel (software licensing and commercial contracting)   Dec. 2006 – Sep. 2010

OUTCOME SCIENCES (acquired by Quintiles in Oct. 2011)   Cambridge, MA
Associate General Counsel (healthcare software licensing and HIPAA)   Apr. 2003 – Dec. 2006

EDUCATION

BOSTON COLLEGE LAW SCHOOL /   Newton, MA
CARROLL GRADUATE SCHOOL OF MANAGEMENT   June 1998
JD / MBA dual degree

HARVARD UNIVERSITY   Cambridge, MA
Bachelor of Arts, Cum Laude, in Psychology   June 1994

Summary

Highly motivated, goal-oriented Information Technology professional with over 15 years of experience in the Telecommunications Industry, seeking a challenging IT position with the opportunity for growth, which will allow me to utilize my extensive IT architecture, problem-solving and technical skills in Voice over IP (VoIP), networking, data security and remote connectivity.

Qualifications And key accomplishments

- Successful IT professional with extensive knowledge in Voice over IP design and implementation, customer remote connectivity support, computer support and network operations
- Continually demonstrates the ability to prioritize, multi-task, and work under time significant constraints to support departmental efficiency and effectiveness by consistently meeting deadlines and service level agreements.
- Active Publish Trust Clearance
- Active Cisco Certified Network Associate – Voice, Cisco Certified Security Professional and Cisco Certified Network Professional - Collaboration, Cisco Certified Internetworking Expert - Voice written
- Design, script and voice National 800 number call centers for the Department of Veteran Affairs (VA-NSOC, VA-IOC, VANTS, NCA and CVE) using Cisco Unified Contact Center Express to include Remedy Ticketing database queries and custom Cisco Agent Desktop interfaces.
- Assistance with the design and implementation of a Cisco MeetingPlace 7.x Audio and Video conferencing system saving the customers millions of dollars in travel costs.
- Design and implementation of a unique Cisco MeetingPlace 7.x failover initiative to meet the VA-NSOC licensing requirements.
- Administrator of a Cisco Unified Communications Super Cluster consisting of a Unified Communications Manager Publisher and 15 subscriber nodes, Communications Manager – Session Manager Edition, Unity Connection, Presence, Unified Contact Center Express and Emergency Responder.
- Principle engineer responsible for evaluating system updates for upgrading and patching Cisco Unified Communications applications.
- Principle engineer in evaluating and designing new initiatives for NSOC VoIP infrastructure.
- Successfully upgraded Cisco Unified Communication Super Cluster.
- Successfully built new NSOC Cisco Unified Collaboration Cluster including Jabber support.
- Design and implementation of multiple multi-tiered hunt groups with robust failover for the Department of Veteran Affairs emergency contingency groups.
- A key individual supporting networking and VoIP for the Department of Veteran Affairs' SES retreat receiving recognition from the Secretary of Veteran Affairs Eric K. Shinseki.
- Demonstration of proficient and successful installation and configuration of IDS Phase 2 equipment (HP DL380 servers, Cisco 2950 switches, Nokia ISS, Source Fire, Manhunt and Dragon sensors) to 31 sites on a government contract.

- Demonstration of leadership skills involving the management of a team of Security Analysts in the evaluation and troubleshooting of complex security issues ranging from virus prevention to network security.
- In-depth experience with documenting and tracking problem occurrences through a Remedy Trouble Ticket System.
- Facilitates the planning, testing, troubleshooting and implementation required for Disaster Recovery initiatives.
- Accurate and efficient installation/configuration of hardware/software and set-up of client work stations.
- Excellent verbal and written communication skills and ability to handle interpersonal communications with employees at all levels.
- Advanced knowledge of object-oriented analysis and superior technical writing/problem-solving skills.

TECHNICAL KNOWLEDGE & EXPERTISE

- Operating Systems: Windows 7 & 10, Windows XP, Windows 9X, NT, and 2000, DOS 5.1, Sun Unix, Linux, Cisco IOS, VM Ware
- Software/Applications: Call Manager versions (4.1, 5, 6), Unified Communications Manager versions (7.1.5, 8.5.1, 9.1.2, and 10.5.2), Cisco Unity 4.x, Cisco Unity Connection versions (7.1.5, 8.5.1, 9.1.2, and 10.5.2), Cisco IM and Presence version 9.1.1, Cisco IPCC/UCCX Express versions(4.5, 5.1, 6.x, 7.x, 8.5, 9.0.2 and 10.5.1), Emergency Responder 10.5.2 with Intrado/WEST integration, Informacast, Cisco ACS 5.4, Cisco Real-time Reporting various versions, Cisco Jabber, Cisco Expressway, Cisco 3000 Concentrator Series, Remedy Trouble Ticket System, Telnet, Net Forensics
- Programming languages: Cisco UCCX Scripting, IPCC express advanced scripting, C/C++ in UNIX/MS Windows environment, Visual Basic 5/6, HTML, JCL, COBOL, Java 2.1 and Macromedia ColdFusion and Action Script.

Professional experience

SC3, Alexandria, Virginia   **Mar 1, 2016 – Present**
Sr. VoIP Network Engineer (Contracted with General Services Administration)
Provide Voice over IP solutions based on analytical skills and business knowledge involving technology, methodology, processes, tools and solution components.

- Facilitates and supports the architecture and implementation of the GSA VoIP super cluster
- SME for Cisco Unified Communication Manager and Emergency Responder initiatives
- Creation of Business Process Documents for VoIP applications
- Diagramming VoIP design for Business Process Documents
- Tier 4 escalation for complex issues requiring manufacturing support
- Upgrade and patch Voice infrastructure servers to resolve all known bugs or issues

Information Innovators Inc., Springfield, Virginia   **Oct 1, 2011 – Present**
Sr. VoIP Network Engineer (Contracted with Department of Veterans Affairs)
Provide Voice over IP solutions based on analytical skills and business knowledge involving
technology, methodology, processes, tools and solution components.

- Facilitates and supports the architecture and implementation of the VACO VoIP super cluster
- SME for Cisco Unified Communication Manager and Unified Contact Center initiatives
- Creation of Standard Operating Procedures for VoIP applications and conducts group user training on the VoIP phones and desktop agent
- Administrator for Cisco Unity Connection Administration, Cisco Unified MeetingPlace, Cisco Unified Communications Manager Administration, Cisco Unified Contact Center Express and Cisco IM and Presence
- Upgrade and patch Voice infrastructure servers/switches to resolve all known bugs or issues
- Configure various Cisco Voice Gateway models using MGCP and Cisco Mobility for single number reach and Extension mobility for roaming profile access
- Configure SIP Trunks for interoperability between Cisco Unified Communications Manager and Avaya systems
- Design and creation of new VACO Unified Contact Centers

General Dynamics . Falling Waters, West Virginia   **June 1, 2006 – Sept 20, 2011**
VoIP Network Engineer II (Contracted with Department of Veterans Affairs)
Provide network security solutions based on analytical skills and business knowledge involving
technology, methodology, processes, tools and solution components.

- Facilitates and supports the architecture and implementation of the VA Network Operations Center's VoIP system
- Creation of Standard Operating Procedures for VoIP applications and instructs users on the VoIP phones and desktop agent
- Administrator for Cisco Unity Connection Administration, Cisco Unified MeetingPlace, Cisco Unified Communications Manager Administration and Cisco Unified Contact Center Express.
- Upgrade and patch Voice infrastructure servers/switches to resolve all known bugs or issues
- Configure various Cisco Voice Gateway models using MGCP and Cisco Mobility for single number reach and Extension mobility for roaming profile access
- Create custom inbound and outbound firewall and NAT/PAT rules on various models of Cisco ASA Firewalls
- Establish and maintain Cisco EasyVPN tunnels via Cisco 871 VPN routers and Cisco TACACS servers to include 802.1x port control for the VA-NSOC Remote support contingency plan

General Dynamics . Falling Waters, West Virginia   **March 23, 2005 – May 31, 2006**
Network Security Engineer II (Contracted with Department of Veterans Affairs)
Supplied network security solutions based on analytical skills and business knowledge involving technology, methodology, processes, tools and solution components.

- Collaborated with critical team members to maintain the operational status of the Department of Veteran Affairs ECSIP (Enterprise Cyber Security Infrastructure Project) internet gateways
- Monitored the operational status of all ECSIP devices using Nagios, CiscoWorks, and HP Openview
- Created custom inbound and outbound firewall and NAT/PAT rules on PIX Firewall Switch Modules running software version 3.1(4)
- Established and maintained LAN to LAN site-to-site (IPSEC) VPN tunnels with external vendors on Cisco Adaptive Security Appliance and Cisco 3000 concentrators
- Created custom outbound web URL filter policies on Cyberguard Webwasher appliances
- Performed troubleshooting for all inbound and outbound connectivity issues between the Department of Veteran Affairs and the internet

General Dynamics .Silver Spring, Maryland   **August 1, 2004 – March 22, 2005**
VPN Team Lead Security Engineer (Contracted with VAST, LLC)
Provided effective security solutions based on analytical skills and business knowledge involving technology, methodology, processes, tools and solution components.

- Functioned as the VPN authority for VPN Support Team, managed/ administered Tier III escalation for major Cisco VPN issues and performed troubleshooting of installations VPN through Check Point and Cisco PIX Firewalls
- Executed configuration and maintenance of policies on Cisco ACS and Cisco VPN concentrators to insure stable connectivity to the Virtual Private Network
- Supervised of the creation of the One-VA VPN Client 2.1 – assisted with the customization of the One-VA VPN 2.1 Client, which included the creation/revision of One-VA VPN installation documents and integration of the ISS Site Protector into the One-VA VPN 2.1 Client
- Formulated Service Level Agreements for various issues within the VPN Support Group, managed staffing, created VPN prioritization activities and trained VPN Team on new supported products
- Coordinated and led communication with Call Center Management during emergency or planned outages on how to address client's concerns
- Created VPN Project Plan track assignment and managed inter-/intradepartmental communications with Upper Management regarding the VPN Support Group

General Dynamics . Silver Spring, Maryland   **July 31, 2003 – August 1, 2004**
Shift Lead Security Analyst II (Contracted with VAST, LLC)
Provided technical solutions based on analytical skills and business knowledge involving technology, methodology, processes, tools and solution components.

- Effectively maintained ownership of all OS and software installations, upgrades, maintenance and troubleshooting of various CISCO VPN products and escalated handling of client issues

- Installed and configured hardware (x86, Sun) and software IDS (Sourcefire, Enterasys Dragon, Symantec Manhunt, ISS RealSecure) on Linux or Solaris OS in over 25 VA facilities across the Upper Northwest United States over a six week period
- Walked facility points of contact through properly setting up SPAN sessions on Cisco 6500 Core Switches to allow IDS devices to view traffic from critical VLANs or ports

IBM Global Services . Vienna, Virginia   **Feb 1, 2003 – May 30, 2003**
Systems Command Center Analyst (Contracted with Cable & Wireless)
Provided technical solutions based on analytical skills and business knowledge involving technology, methodology, processes, tools and solution components.

- Performed OS and software installations/upgrades and completed maintenance/ troubleshooting for workgroups workstations, routers, hubs, switches, servers and applications
- Gained proficiency with Unicenter TNG, Spectrum, Compaq Insight Manager and Tandem Workstations; and tested systems with PING, Trace Route, Telnet, Net View and HTTP
- Provided software support for Outlook, IE 4.0 and 5.0, Microsoft RAS Access, Remedy Ticketing System, Windows 9x, Windows NT, Windows 2000 and Windows XP
- Performed hourly checks on exchange servers, web access, mainframe access and other production systems and applications
- Prepared and distributed network outage notification alerts and escalated outages to the appropriate personnel that required further investigation
- Attended Daily Conference Calls with High-Level IT Management to discuss upcoming system, network and application upgrades, outages and changes to the IT infrastructure

Education and professional training

Prince Georges Community College, Largo, Maryland   June 2002 - Present
Computer Science Major
Continuing Education to obtain B.S in Computer Science.
Computer Learning Center, Alexandria, Virginia   Nov 1995 - June 1996
Computer Programming Degree
Diploma in Computer Programming (Completed 1,000 hours). GPA 4.0, summa cum laude.
Manipulated MS-DOS, UNIX, MS Windows operating systems.
Trained Programming language C/C++, MS Visual Basic, COBOL, HTML

Objective: Seeking a Network Engineer position that will utilize my extensive training, certifications, and experience working with various network platforms.

Technical Skills :
Routers (IOS 1700, 2500, 2600, 2800, 2900, 3600 and 7200 series) (IOS XR ASR9001, 9006, 9010 9910, 9912 and 9922) CRS8 and CRS16.
Switches (HP 3020, 2910AL, Cisco Nexus 7k and 5k, 2950, 3550, 3560, 3750, 4000, 4506E, 4507R, 4948, 6509E series)
Cisco firewalls (ASA 5520, 5505, Pix 525, 505)
Wireless (Cisco WLC 4400, WAP 1020,1030,1142,1230,1250)
Ixia IxNetwork, IxVeriwave WT90 (WaveApps, WaveQoE, WaveDynamics)
Load Balancing (F5 GTM\LTM)
APC Symmetra LX 16K, APC Smart-UPS RT 8K, APC Smart-UPS RT 6K XL
Proxy/URL Filtering (Websense)
VPN Concentrators (Cisco 3005/3020)
IPS (TippingPoint 200, 400 and 2400 IPS)
Routing Protocol (BGP, ISIS, OSPF, EIGRP)
MPLS (LDP, RSBP-TE)
IPv4/IPv6 addressing allocations
NMS tools(AdventNet's network monitoring suite, Solarwinds Engineer toolset/Orion, Kiwi Cattools, Scrutinizer Netflow)
IPControl, Atlassian Jira/Confluence, HEAT, Service Now, Visio, Lotus Notes, Microsoft Office Suite, Siebel, Footprints.

Professional Experience

Insight Global (Charter contracted)   **October 2014 – Current**
Network Engineer . Greenwood Village, CO.
- Assisted in the planning and implementation of the buildout for the new Advanced Engineering Lab.
- Assisted in ongoing lab support operations for Video, Voice and Data projects/testing during lab build out.
- Managed and administered IPv4 and IPv6 address assignments via IPControl for all stability zones within the new Advanced Engineering lab.
- Configured/implemented the DCS (Data Center Services) L2 switching network for all stability zones.
- Validate/test versions of CiscoIOS XR code before deploying these versions into production, to include SMU's.
- Validate/test new Tomahawk line card specifications against Cisco documentation.
- Validate/test multi-vendor CMTS's routing capabilities before deploying these devices into the new Charter network.
- Ongoing lab support for stability zone B (QA) for all routing request to include IPv4 and IPv6 address assignment requests.

Istonish (CDHS contracted)   **December 2013 – October 2014** Network Engineer . Greenwood Village, CO.

- Manage and administer all CDHS county edge router for Option 3 counties.
- Manage and administer all CDHS county LAN infrastructure\edge routers for Option 2 counties.
- Work with CenturyLink to schedule and implement new circuit installs (T1 - MoE) and manage/configure eBGP.
- Provide level 2 and 3 customer support to all CDHS county users.
- Monitor all CDHS county devices via Solarwinds Orion and Netflow Scrutinizer, work with CenturyLink to discover RFO.
- Implement and document all new site turn-ups and requested site moves.
- Assisted in the architecture and implementation of a Cisco 4507R layer 3 switch to provide redundancy on the Istonish internal network replacing business class switches.

Charter Communication   **August 2013 - December 2013**
Network Engineer III. Greenwood Village, CO.

- Validate/provision vendor wireless routers and DOCSIS Gateways that are competing for Charter Business.
- Perform isolation tests using IxVeriwave WT90 WiFi testing solution.
- Test benchmarks on TCP Goodput, UPD Throughput, Rate vs Range and Latency against vendor specifications to validate devices.
- Assisted in the build out of an enterprise isolated lab for testing Cisco and Acatel-Lucent controller based WiFi solutions.
- Perform regression testing on updated vendor firmware releases to ensure compliance with Charter Product Requirement Document.
- Ensuring all test data is uploaded to SharePoint for manager viewing and approval.

KForce (Contract: Charter Comm.)   **April 2013 - August 2013**
Wireless Network Engineer . Greenwood Village, CO.

- Validate/provision vendor wireless routers and DOCSIS Gateways that are competing for Charter Business.
- Perform isolation tests using IxVeriwave WT90 WiFi testing solution.
- Test benchmarks on TCP Goodput, UPD Throughput, Rate vs Range and Latency against vendor specifications to validate devices.
- Assisted in the build out of an enterprise isolated lab for testing Cisco and Acatel-Lucent controller based WiFi solutions.
- Perform regression testing on updated vendor firmware releases to ensure compliance with Charter Product Requirement Document.
- Ensuring all test data is uploaded to SharePoint for manager viewing and approval.

Community College of Aurora   **July 2011 - April 2013**
Network Infrastructure Administrator . Aurora, CO.

- Collapsed existing switch structure, stacked 3750 at the distribution layer and 6509's at the core. Replaced with 6509E(x2) at the core and 4506E (x5) at the distribution layer. Configured VTP and STP to optimize network performance.
- Revamped college wireless network. Performed wireless network discovery with assistance of Lewan/Cisco to discover dead spots in the current wireless network. Reconfigured Cisco WLC 4402 and installed WAP's (1142n, 1252AG, 1220)
- Cisco VOIP implementation, assisted in the installation and documentation of 300 phones. Designed and configured voice VLANs for two campuses, eight networks.
- Implemented Lewan enterprise printer solution. Replaced existing HP fleet of printers with Xerox MFP's.
- Designed and implemented 6K and 8K UPS backup for all distribution and core switches. Implemented 16K UPS's in the data closets at each campus. All UPS's have been designed with a minimum runtime of 15 minutes.
- Installed and configured Solarwinds Kiwi Cattools for configuration backups/management.
- Installed Solarwinds Orion NPM to detect, diagnose and resolve network performance issues.
- Assist the user community with Network and System support, documented via the Footprints ticketing system.
- Maintain documentation and Visio diagrams of all network and system devices.
- Interim Director of IT from March 1, 2012 to July 31, 2012.

Istonish Professional Srv.   **Febuary 2011 - July 2011**
Network Administrator (Community College of Aurora) Greenwood Village, CO.

- Planning and implementation of the layer 2/3 switching upgrade of the CentreTech and Lowry campus.
- Upgraded links between campus buildings from copper to fiber, existing fiber was utilized. Configured ether-channels (dual gig) links where bandwidth was needed.
- Installed and configured Syslog server to monitor status of new switching environment via SNMP.
- Performed network discovery and created Visio diagrams of new and existing network infrastructure.
- Created new documentation and documented all switch port configurations along with connected devices.
- Assisted training the technical staff in Cisco best practices for deploying layer 2/3 switches.

Virtela Communications   **July 2010 - February 2011**
Security Operations Engineer . Greenwood Village, CO.

- Tier 2 support for customer requests/problems via phone and assist the NOC with any customer issues.
- Thoroughly describe and document security/network issues in Siebel ticketing system.

- Monitor customer IPS, load balancers, firewalls and notify customers when critical alerts alarm.
- Manage and configure customer shared URLF's, firewalls, IPS and F5/Juniper SSL appliances.
- Assist customers in configuration changes to Firewall policies.
- Manage RSA servers and assign RSA tokens for 1500 plus corporate customers.
- Monitor Juniper IDS/TippingPoint IPS security logs daily for potential threats/attacks. Distribute digital vaccines as new DV's become available.
- Diagnose issues with customer's websites (DNS, Firewall misconfigurations, packet captures etc.) and resolve issues via change control.

SunGard Availability Services   **August 2009 - February 2010**
Network Engineer II . Thornton, CO.

- Assisted in the migration and implementation of 100 plus Cisco routers into the SunGard management network via BGP over the WAN and EIGRP on the LAN.
- Assisted in the migration and implementation of 55 Checkpoint firewalls into the SunGard management network. Assisted in ongoing internal security administration of policy changes via customer initiated change control tickets.
- Designed, implemented and configured the network portion of five Websense implementations into the customers' remote office networks.
- Monitored the WAN/LAN circuits and ensured routing stability throughout the customers' network.
- Coordinated network implementation tasks and interfaced with the project managers.
- Performed second level support functions for network problems in accordance with the SunGard problem management process. Assisted Network Support Engineers as required.
- Performed network configuration changes in response to client requests.
- Reviewed network requirements and engineering concerns associated with customer requests such as equipment configuration and operational impact.
- Escalated problems and changes to Network Engineering and vendors as required.
- Maintained and supported network management systems and software.
- Provided a technical network interface with customers.
- Provided technical and detailed design support for implementation of new client networks.
- Participated in 24 x 7 on-call rotation.

Education

AAS in Networking Technology	Pikes Peak Community College	2005
Certificate of training in Cisco Networking	Pikes Peak Community College	2005
Course studies in computer science	UCCS	1996-1998
Course studies in computer science	Colorado Technical College	1994-1996

Skills include work with servers under Linux and Windows operation systems, wide range of virtual technologies and databases. 5 years of experience as Linux Red Hat and Solaris administrator on physical and virtual servers including Intel and SPARC, and has RHCSA certification. Expert for VMware vSphere as well, and installed huge number of ESXi and Virtual Center servers and worked with VMware vCloud application as well. Also expert for other applications like: MS SQL server, Hyper-V, MS Office, etc. Experience includes work with some of the largest companies in world, like: IBM, Coca-Cola, IRS, Fannie Mae, General Motors and more.

SPECIALITIES
- Linux Red Hat 6 and 7, Unix Solaris 10
- VMware vSphere 5.5 and 6
- Windows 2012, 2016 Server, Core Server, Nano and PowerShell

Technologies
- Programming HTML, CSS, Bash, PHP
- AWS – Amazon Web Services- CS2 for Linux and Windows
- Dreamweaver

TECHNICAL SKILLS:
Windows
Windows 2008 R2 Server, Windows 2003 Server, Windows 7, Windows XP, Windows Vista – production experience over 10 years.
Virtualization:
ESX and ESXi Server 3.5 and 4, VMware Infrastructure 3 and vSphere 4, VMware Virtual Center, vMotion, HA, DRS and other vSphere features, VMware Workstation, Server 2.0, MS Hyper – V
MS SQL server 2008 and 2005 - advanced administration, installation, databases and tables, security, mirroring, failover clustering, instances, agent and scheduled jobs, upgrade, maintenance, troubleshooting
MS Exchange 2007 /2010 – Installation, configuration and troubleshooting. Making new e-mail accounts for users, giving permissions and making them members of respective groups. Migrating users accounts to new databases and resolved issue with dismounted databases. It also includes work with Blackberry servers as part of messaging suite.
Linux / UNIX Sun Solaris 10 Red Hat and Enterprise 5.0 – advanced administration. Installation and advanced installation, Bash shell, GNOME GUI, patching and updating, package installation, user accounts, permissions, services, processes, hardware and disk management, network configuration, Samba, Apache Server, NFS and Autofs, BIND, bash scripting
Network infrastructure: Active Directory, Group policy, MS Exchange Server 2000, 2003, 2007, TCP/IP, DNS, DHCP, WINS, SMTP, Symantec and VERITAS Backup Exec, MS ISA Server, MS IIS 6, RAID and Server load balancing, Remote desktop,
Applications: MS Office (Word, Excel, Access, Outlook) Antivirus (McAfee, Symantec Endpoint 11, Sophos), Symantec Ghost, Partition Magic, N-able

WORK EXPERIENCE

IBM, remote job, USA   05/2015 – present
Senior Red Hat Linux administrator

 I am responsible for servers of company Fannie Mae and when it is necessary I visit their data centers and fix issues on ESXi and vCenter servers under Windows Server OS. These are IBM BladeCenter Blade Servers and also Dell and HP. I work with blades, replace parts, configure and do troubleshooting. I also configure and use IMM and ILO for remote login.

IIA, Alexandria, VA, USA   10/2014 – 05/2015
USPTO
Position: Senior Red Hat Linux administrator
Company implements Red Hat 6.5 servers on RHEV virtual platform and HP 11.1 and AIX UNIX servers on physical boxes. I work as Tier 3 support on monitoring servers and taking appropriate actions. I install new servers, do configuration, install applications using rpm and yum, extend LVM drives, work with user's accounts, change firewall rules, selinux and all other Linux features. I also work often with hardware issues and monitor CPU, memory and disks utilization. Environment consists of more than 5000 servers. Monitoring and automation tools implemented in this environment are HP OpenView, Nagios and Puppet.
Accenture, Arlington, VA   11/2012 – September 2014
Client: IRS
Position: Linux administrator, VMware administrator
- I worked as Linux Red Hat and VMware vSphere 5.1 administrator. I install new Red Hat 6.3 servers as VMs. Then I did hardening for new servers and created new Gold and Silver images. I used UPC (Unix Policy Checker) to check and then did necessary configuration. I created new servers using VMware vCloud 1.5. Company implemented Linux servers in Active Directory using SSSD. I create changes on sudoers file to grant permissions for users. I work as support for MQ and JBOSS administrators and XML and Oracle developers as well as other users that use Linux servers. I create yum repositories, extend LVM network drives, install and uninstall applications and do troubleshooting. I create bash scripts for various tasks.
- I worked as VMware vSphere 5.1 administrator too. I implemented all important features from new version of vSphere. I created new VMs from scratch and from templates and also using vCloud. I added new hardware like drives, memory, CPU, and also managed snapshots. I configured vMotion, HA, DRS and created clusters. Also, I configured network on virtual and distributed switches. I worked lot on troubleshooting and resolved many issues in short time. I logged in ESXi servers remotely using ssh and did diagnostic and troubleshooting.
- We started to build virtual infrastructure from scratch. VSphere 5.1 was implemented with vCloud. We created Silver and Gold images for various kinds of servers, particularly for JBoss, NFS and Oracle etc. Then about 2500 VMs have been created in seven Data Centers using vCloud. I worked also with Active Directory and domain controller servers, installed, configured and did troubleshooting for them. As final step we implemented VMware

technologies for monitoring – vCops, Hyperic and ChargeBack Manager. Last 6 months I worked on monitoring, troubleshooting and supporting virtual environment for client.

SRA International, Arlington, VA   **2/2011 – 11/2012**
Client: FDIC
Position: Wintel, VMware administrator Tier III

- I work in Wintel and Unix team. Overall responsibility is more than 700 virtual and physical Windows servers and 250 Solaris. Our main duty is keeping servers up, running 99.95 % of time, and giving Tier III support for clients. My special achievement is in area of diagnostic and troubleshooting issues because of which I won SRA Certificate of Appreciation after 10 months and got increase in salary.
- As Windows administrator, I installed new Windows 2003 and 2008 virtual and physical servers. We monitor servers and do configuration and troubleshooting. I also installed physical HP G7 servers and KVMs in racks. I do hardware troubleshooting of physical HP and Dell servers. Installation of web applications as IIS 6 and 7 and work with Web application and pools is also my everyday duty.
- As VMware vSphere 5 administrator, I installed new ESXi 5.0 servers on HP servers since company implemented transition from old physical servers to new virtualized. I also implemented P2V conversion using VMware VCenter Converter. I installed VCenter 5 servers on Windows 2008 servers and configured it. I did all configurations of new ESX hosts, installed new Virtual guests and worked close with storage team on configuration of LUNs and network settings. My work in this company included wide area of different tasks with vSphere 5.0 from simple configurations and managing snapshots to complex troubleshooting and configuring DRS clusters, virtual and distributed switches, vMotion, Storage vMotion and other features.
- As SQL administrator, I installed new SQL servers and instances, did basic and advance configuration and troubleshooting. Resolved connectivity issues between SQL servers and applications like IIS and SharePoint. I worked close with SQL developers on configuration and implementation of new developed applications that use SQL server.
- As Solaris Unix administrator I worked on everyday tasks like monitoring, troubleshooting, taking appropriate actions and assisting customers and developers.

TCS Culpeper, VA   **8/2010 - 2/2011**
Position: System administrator

- I worked as Data center operator, Windows, and VMware vSphere 4 engineer. Installed physically servers. Installed, configured and did maintenance for Windows 2000, 2003 and 2008 Server, Linux Red Hat 5.3, Solaris 10 and VMware 4.0 vSphere servers.
- Installed servers in racks, connected to network and optical SAN. Configured servers, installed applications, did updating and patching, restarted when it is necessary. Worked with IBM and SUN backups - IBM System Storage TS3200 Tape Library and IBM System Storage TS3500 Tape Library and Solaris ufsdump backup. Worked with IBM backup tapes. Installed HP DL380 and 360 servers, Dell 710 rack servers, HP Blade servers in HP c7000 enclosures. Installed Windows 2008 and 2003 Server operating system, MS SQL Server

2008, Exchange 2007 Server and VMware ESX server 4.0 and 3.5 in the physical servers. Worked with Active directory and all-important features of Windows 2008 Server.

- Installed VMware Virtual Center on Windows 2003 Servers, did configuration. Used VMotion to move virtual guests from one datacenter to other. Used HA and DRS and monitored VMware servers and resources. Did migration P2V (physical to virtual servers). I configured ESX 4.01 servers for SAN with fiber-optic cable.
- Physically installed IBM System storages, changed failed disks.

COMTek   Chantilly, VA   3/2010 – 4/2010
Position: System administrator

- Worked as Windows system administrator. Main duty was help desk support for employees of company. Worked on installing clients and troubleshooting VPN with Cisco VPN client. Checked backup job every day and work on troubleshooting Symantec Backup Exec 12.5. Solved problems with printers. Made new AD and mail accounts for new employees.
- Worked as MS Exchange 2007 administrator. I monitored and configured mail servers and I was also responsible for supporting and helping employees in their e-mail issues.
- Installed two new servers Windows 2008 R2 as host servers for Hyper-V virtual machines. Installed Dell PowerEdge 2970 servers physically from installing in rack. Installed operating systems, updated, configured. Installed four virtual machines, two VM on every physical server. Installed operating systems – Windows 2008 64-bit and 2003 for virtual machines. Updated, configured and joined in domain. Configured RAID disks for the server. Configured Konica printer and scanner. Installed printers on workstations.

enGenius   Washington D.C.   10/2009 – 12/2009
Client: CNCS - Corporation for National and Community Service
Position: System administrator

- Monitored and maintained servers (HP DL380) - Tier III support. Kept Windows 2003 servers in good condition, monitored errors in Event viewer and fixed it, applied patches and updating. Solved problems - replaced hard disks in case of failure – "hot swap", fixed errors in Backup Exec 11, fixed problems with connectivity and TCP/IP protocol, with name services - DNS and WINS, with DHCP. Changed backup tapes, restored files upon user requests. Created, enabled and disabled user accounts, joined users in security and distribution groups and gave permissions for folders using Active Directory and Group policy. Installed network printers on printer server and on user's client computers. Solved problems with MS Office 2007 for users. Enabled mail addresses for users accounts, created new public folders and gave permissions to users in MS Exchange 2003 Server and Outlook 2007. Solved problems with mail servers and accounts.
- Worked as VMware administrator for VMware Infrastructure 4.0 and used Virtual Centers 2.5 and VMware Client. Monitored servers, did troubleshooting, applied patches and updates. Applied "cold" and "hot" moving of virtual machines, VMotion, and monitoring resources using DRS.
- Regulated network security. Used Verisign token for secure login in servers and switches. Locked and unlocked ports on Cisco Catalyst 4506 switches for secure connection of new workstations and laptops. Installed and configured new Cisco switches.

NGEN, LLC.   Largo, Maryland   **10/2007 – 06/2009**
Position: System administrator

- Worked as Tier III support for more then 300 clients, including United Nation Foundation, DCRB, Embassy of Luxembourg, Washington Convention Center, USA for UNHCR, Quadel, Global Foundation for Children, Center for Security Policy ... Worked in DCRB office 4 hours on day and rest of day I worked on call, using remote login tools as MS RDP or Bomgar. Worked as main administrator for N able, monitoring software, monitored, and made troubleshooting for client's servers and workstations. Installed, updated, applied patches, solved software and hardware problems for servers. Servers include Dell PowerEdge 2950, 2850, 2650, Domain controllers, MS Exchange 2003 and 2007 Server, SQL Server 2005 and 2008, Applications servers - Antivirus (Symantec Point protection 11, Sophos, McAfee), Blackberry Enterprise Server 4.5 and 5.0, Veritas and Symantec Backup, IIS 6.0. Made scripts for Linux bash shell for automating tasks
- Worked with Citrix Metaframe Xp server, installed servers, installed applications for clients, gave permissions, worked with printers and printer drivers
- Installed, monitored and maintained VMware ESX Server and Virtual center (installed new ESX Servers, installed new virtual machines, monitored using Infrastructure client, "cold" and "hot" moving using VMotion, created new virtual machines from physical OS, did backup. Worked with VMware vSphere and Infrastructure.
- Configured Cisco Pix firewalls, Cisco Routers, HP and Cisco switches, Fortigate Fortinet security appliance did troubleshooting and maintenace. Solved problems with network devices – firewalls, switches and routers – Cisco and Fortigate
- Supported users – created users accounts in Active Directory, gave them permissions, and joined in groups. Worked on call   for solving problems with mail accounts and Outlook, fixed problems with Windows XP and Vista

Quattro Computers   Sabac, Serbia   **05/2004 – 07/2007**
Position: System administrator

- Worked on design, installation and support of Microsoft Windows 2000 and 2003 networks for local companies, installed Windows servers: Web servers (IIS 5.0 and 6.0), Exchange 2003 Server, ISA Server, Firewalls, Linux servers (Apache on Red Hat)
- Installed, configured, did troubleshooting or Red Hat 8.0 Linux servers, Apache web server, file and application servers.
- Applications: McAfee and Symantec Antivirus, Veritas Backup exec, MS Office
- Technical support for companies and employees
- End-user training: Windows, MS Word, Excel, Internet, Outlook

DUEL (Software Co.)   Belgrade, Serbia   **01/2002 – 02/2003**
Position: System administrator

- Complete responsibility for design and installation, including:
- Public network, Demilitarized zone (DMZ) - Internet Information Server (MS IIS) 5, MS Exchange Server 2000, Internet security Server (MS ISA) 2000 as Firewall, Public IP address,

DNS – Installed from scratch and did maintenance and troubleshooting. Configured Cisco router, made Powershell scripts for automation tasks

- LAN network – Active Directory, Group policy, User accounts, File servers, DNS, DHCP, WINS, MS backup, Remote administration, Managing data storage, Printer and faxes, Network monitor. I created and joined computers in a new domain.
- WAN network – Main office – Belgrade, Serbia, 3 branch office - Podgorica, Budva, Bar (Montenegro), about 60 workstations, RRAS servers – maintenance and troubleshooting

EDUCATION AND CERTIFICATIONS:
1990 - B.S. History, University of Belgrade
2001 - MCSE – Microsoft Certified Systems Engineer (Windows 2003 and Windows 2000)
2002 - MCSA – Microsoft Certified Systems Administrator (Windows 2000)
2010 - MCTS - Microsoft Certified Technology Specialist (Windows 2008 Server)
2011 – OSSA – Oracle Solaris 10 System administrator
2012 – VCP DCV – VMware Certified Professional Data Center Virtualization (vSphere 5.5)
2014 – RHCSA – Red Hat Certified System Administrator

Christopher J. Mano

Profile:

Over 15 years of experience in network security and firewall deployment and support; mostly in the financial sector. Strong engineering minded individual with polished collaboration, written, and communication skills and a proven track record interacting with various levels of management, clients and technical team members in delivering technical perimeter solutions. A "team player" whom can also work independently in managing to multiple deadlines, priorities and diverse set of applications and requirements. Extensive practical experience in perimeter network security design and architecture, specifically pertaining to firewall deployments and upgrades. Very strong TCP/IP and network connectivity troubleshooting skills.

Specific areas of technical expertise include:

* Checkpoint Firewalls deployed on SPLAT ,Nokia and Sun OS

* Checkpoint NGX, Gaia- SmartDashboard, and SmartTracker, Smart Defense, Smart Update, SmartMonitor; Checkpoint Provider 1

* Juniper-SRX and Netscreen- JunOS and ScreenOS – CLI and NSM

* Palo Alto Firewalls

* Cyberguard Firewalls

* Cisco Pix and ASA Firewalls

* Firemon

* Sun OS and SCO Unix, Linux

* Nortel and SSL VPN

* Wireshark, Tcpdump and snoop; Network troubleshooting

* Cisco and Brocade Network equipment

* TCP/IP routing and switching

* Network Address Translation

* BGP; Gated

* DNS/QIP

Work Experience:

United Nations Federal Credit Union, Long Island City, NY August2016-Present

Firewall/Security Engineer

Support corporate security infrastructure, specifically firewalls and RSA environment. Handled all firewall support efforts including all upgrade, maintenance and bau efforts. Supported new 61k firewall appliance. Assisted in planning of new virtual firewall deployment for new VM/NSX internet banking solution. Completed upgrades of Checkpoint management stations to Gaia R77.30.

Vanguard Group/Randstad Technologies, Wayne, PA November 2014- May 2015

Telecom/Network Security Engineer

Support ongoing network segmentation project to securely segment internal Vanguard network. This effort entailed the review, analyzation and updating of existing Palo Alto firewall policies as well as the deployment of new Palo Alto firewalls as needed. Configured Brocade network devices for updates and assisted in all network redesign efforts related specifically to network segmentation project.

Bank of America Newark, DE May 2014-November 2014

Perimeter Security Solutions Project Engineering-Firewall Engineer/Architect

Support perimeter security infrastructure, specifically pertaining to firewalls. Provide subject matter expertise for the Banks enterprise DMZ's and overall firewall infrastructure. Analyze and understand a variety of existing and emerging business requirements; interface with technology engagement teams to provide best in class firewall/IDS/WAF solutions that align to meet business and technology requirements. Provide design, low/high level engineering, and delivery of new hardware systems for perimeter security network infrastructure. Develop and maintain network diagrams and documentation. Work with business to develop strong working relationships while managing multiple projects to satisfactory completion. Provide oncall and Level3 Support as needed.

Citigroup, New Castle, DE May 2010-February 2014

Perimeter Security Group-Firewall Solutions & Deployment Engineer

Manage, design and implement firewall infrastructure for corporate network consisting of Checkpoint, Juniper – both JunOS and ScreenOS - and Palo Alto Firewalls as well as Juniper SSL VPN devices. Major responsibilities included all new firewall architecture, deployments and upgrades. Handled multiple deployment/upgrade projects at any one time and assisted in architecture and design for all new deployments. Provided Level 3 support as needed. Major projects completed included the introduction of Juniper firewalls into the firewall infrastructure. This effort

included the planning, design and implementation for all new SRX firewall deployments (240, 650 ,3400 and 3600 series HW-dependant upon project scope). This also included the cross platform upgrade/conversion from existing gui based centrally managed , non-zone architecture based Checkpoint firewalls to zone based cli managed JUNOS SRX firewalls. Another major project completed consisted of similar new deployment and upgrade/conversion efforts for the implementation of Palo Alto firewalls (mostly 4050 and 5060 version HW).

First Data Corp,   Denver, CO   October 2009- May 2010

Firewall Engineer

Design and manage firewall infrastructure for corporate network consisting of Checkpoint, Pix/ASA and Juniper Netscreen firewalls and Juniper SSL VPN switches. Perform daily changes in accordance with corporate security standards. Provide level 3 support for all firewall problems.

Citigroup, New Castle, DE   January 2003- October 2008

Senior Firewall Engineer

Responsible for design, deployment, management and maintenance of entire firewall infrastructure in large, complex international network. Facilitated multiple upgrade paths on firewall infrastructure across diversified firewall platforms. Other duties include process and procedural documentation updates, interface with audits and external clients, and following of best security practices. Senior team member responsible for training new hires. Provide level 3 support for all firewall problems and rotating 24x7 on call support. Perform firewall policy changes in accordance with corporate change guidelines.

Citigroup,   New Castle, DE March2001- January 2003

Firewall Engineer

Responsible for deployment, management and troubleshooting of all firewalls within Citigroup network infrastructure. Extensive experience deploying and managing Checkpoint, Cyberguard and Cisco Pix firewalls.

Citigroup, New Castle, DE   October 2000-March 2001

ISOCC Analyst

Information Security Operations Command Center analyst. Provide support for all Information Security problems within Citicorp. Specific responsibilities included troubleshooting network connectivity (in relation to Firewalls), monitoring Intrusion Detection (ISS Real Secure and Dragon),

2nd level support for Entrust PKI, problem management and tracking. Provided support for USM (BoKs, PPAK and SeOS) and Safeword Technologies.

Delaware County Intermediate Unit-ITRC, Media, PA. February 2000- October 2000

Network Engineer- Southeast Delco School District

Administer and maintain 1000 user Windows NT network. Responsible for day-to-day network operations and all end user/desktop support. Troubleshoot all network connectivity and hardware/software problems. Updated district network from ISDN connectivity to new fiber optic backbone using gigabit Ethernet and tied into countywide network. Installed and configured all equipment necessary for this conversion. Established VPN to provide secure access to student management system housed remotely at vendor's site. Assisted with planning and implementation of countywide network. Implemented DHCP, in district network. Other responsibilities include software installs, new server builds, all LAN wiring and creating all network documentation.

VWR Scientific Products, West Chester, PA.   September 1999-January 2002

Computer Operations Analyst- Part Time

Monitor large network to ensure maximum uptime. Run several batch jobs and follow scripted procedures. Contact appropriate analyst in the event of system outage and assist in problem resolution.

McNeil Consumer Products, Ft.Washington, PA. July 1998-February 2000

Senior Computer Operations Analyst

Monitor large heterogeneous enterprise network. Responsibilities require daily interaction with Windows NT, Novell, HP- Unix, SAP and VAX systems. Escalate problems to appropriate systems analyst and assist analyst in troubleshooting and problem resolution. Perform daily systems backups and varied tape vault management duties. Provide second level technical support for end users. Work closely with NT Administrator on all new server installations as well as various NT administrative responsibilities. Document all outages/occurrences and update all procedural documentation.

Acknowledgement of Addenda

Listed below are the dates of issue for each Addendum received in connection with this RFP.

Addendum #1, dated   <u>November 10</u>, 2016

Addendum #2, dated   <u>November 10</u>, 2016

Addendum #3, dated   _____, 20 16

Rev. 04/14

<u>State of West Virginia</u>

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with West Virginia Code, S5A-3-37. (Does not apply to construction contracts). West Virginia Code, S5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.
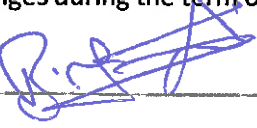
1.   **Application is made for 2.5% vendor preference for the reason checked:**

     Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,

     Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,

     Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

2.   **Application is made for 2.5% vendor preference for the reason checked:**

     Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

3.   **Application is made for 2.5% vendor preference for the reason checked:**

     Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

4.   **Application is made for 5% vendor preference for the reason checked:**

     Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,

5.   **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**

     Bidder is an individual resident vendorwho is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,

6.   **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**

     Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the State continuously for the two immediately preceding years.

7.   **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code S5A-3-59 and West Virginia Code ofState Rules.**

    ✓ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, womenand minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

_____   _____

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, 561-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder:Signed:

Director - IT

Date: 11/29/2016

Title:

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code S5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition Fsted above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

'Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code S 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty. of law for false swearing (W. Va. Code 561-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related parW are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: _ECLAT INTEGRATED SOFTWARE SOlUTION'S inc._

Authorized Signature: _~John Gabriel._   Date: _11/29/2018_
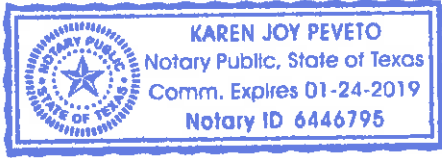
State of _Texas_

County ofto-wit: _Fort Bend_

Taken, subscribed, and sworn to before me _Karen Joy Peveto_ , thisday of ~~20~~ _November 29, 2016_

My Commission _6446795_ _01-24_ expires , 20_16_

AFFIX SEAL HERE   NOTARY PUBLIC _Karen Joy Peveto_

KAREN JOY PEVETO
Notary Public, State of Texas
Comm. Expires 01-24-2019
Notary ID 6446795

Purchasing Affidavit (Revised 07101/2012)

Appendix

Éclat Technical Alliances

The following list is a subset of overall Éclat technology landscape

Enterprise Applications

Knowledge Management

eCommerce / Collaborative Commerce

Data Warehousing / Business intelligence

Application / Process Integration

Telecom Technologies

Portal / Content Management

Minority Business Certificate

THIS CERTIFIES THAT

Eclat Integrated Software Solutions, Inc.

Nationally certified by the **HOUSTON MINORITY SUPPLIER DEVELOPMENT COUNCIL**

NAICS Code(s): 541511 541512 541519

* Description of their products/services as defined by the North American Industry Classification System (NAICS)

12/30/2015
Issued Date

01/31/2017
Expiration Date

Janet Wright-Loya
Janet B. Wright-Loya

MSU3787
Certificate Number

Richard A. Huebner, President

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.

éCLAT
Integrated Software Solutions, Inc.

HUB Certification

Texas Historically Underutilized Business (HUB) Certificate

HUB
Statewide Historically Underutilized Business Program

Certificate/VID Number:	1364642042500
File/Vendor Number:	468251
Approval Date:	24-FEB-2014
Scheduled Expiration Date:	24-FEB-2018

The Texas Comptroller of Public Accounts (CPA), hereby certifies that

ECLAT INTEGRATED SOFTWARE SOLUTIONS, INC

has successfully met the established requirements of the State of Texas Historically Underutilized Business (HUB) Program to be recognized as a HUB. This certificate printed 25-SEP-2015, supersedes any registration and certificate previously issued by the HUB Program. If there are any changes regarding the information (i.e., business structure, ownership, day-to-day management, operational control, business location) provided in the submission of the business' application for registration/certification as a HUB, you must immediately (within 30 days of such changes) notify the HUB Program in writing. The CPA reserves the right to conduct a compliance review at any time to confirm HUB eligibility. HUB certification may be suspended or revoked upon findings of ineligibility.

Paul A. Gibson

Paul Gibson, Statewide HUB Program Manager
Texas Procurement and Support Services

Note: In order for State agencies and institutions of higher education (universities) to be credited for utilizing this business as a HUB, they must award payment under the Certificate/VID Number identified above. Agencies and universities are encouraged to validate HUB certification prior to issuing a notice of award by accessing the Internet (http://www.window.state.tx.us/procurement/cmbl/cmblhub.html) or by contacting the HUB Program at 1-888-863-5881 or 512-463-5872.

Rev-03/14