



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

Header 1

List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 682632

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0705

Vendor ID: 000000210569

SO Doc ID: LOT2000000005

Legal Name: ALPHA TECHNOLOGIES INC

Published Date: 2/11/20

Alias/DBA:

Close Date: 2/18/20

Total Bid: \$1,180.00

Close Time: 13:30

Response Date: 02/17/2020

Status: Closed

Response Time: 9:23

Solicitation Description: ADDENDUM 1 - TECHNICAL
CONSULTANT SERVICES

Total of Header Attachments: 1

Total of All Attachments: 1



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

State of West Virginia
Solicitation Response

Proc Folder : 682632

Solicitation Description : ADDENDUM 1 - TECHNICAL CONSULTANT SERVICES

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2020-02-18 13:30:00	SR 0705 ESR02172000000004697	1

VENDOR

000000210569

ALPHA TECHNOLOGIES INC

Solicitation Number: CRFQ 0705 LOT2000000005

Total Bid : \$1,180.00

Response Date: 2020-02-17

Response Time: 09:23:14

Comments:

FOR INFORMATION CONTACT THE BUYER

Linda B Harper
(304) 558-0468
linda.b.harper@wv.gov

Signature on File

FEIN #

DATE

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Systems Engineer - during normal work hours*	10.00000	HOUR	\$95.000000	\$950.00

Comm Code	Manufacturer	Specification	Model #
80101507			

Extended Description :	Hourly Rate for System Engineer during normal work hours* *Normal Work Hours are 8:00 AM to 5:00 PM Monday through Friday excluding State of WV Holidays
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Systems Engineer - outside of normal working hours*	2.00000	HOUR	\$115.000000	\$230.00

Comm Code	Manufacturer	Specification	Model #
80101507			

Extended Description :	Hourly Rate for System Engineer during normal work hours* *Normal Work Hours are 8:00 AM to 5:00 PM Monday through Friday excluding State of WV Holidays
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Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Quotation

Proc Folder: 682632

Doc Description: ADDENDUM 1 - TECHNICAL CONSULTANT SERVICES

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-02-11	2020-02-18 13:30:00	CRFQ 0705 LOT2000000005	2

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV 25305

US

VENDOR

Vendor Name, Address and Telephone Number:

Alpha Technologies
4003 Outlook Dr.
Hurricane, WV 25526
304-721-8987

FOR INFORMATION CONTACT THE BUYER

Linda B Harper

(304) 558-0468

linda.b.harper@wv.gov

Signature X

FEIN #

550774279

DATE

02-17-20

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

ADDITIONAL INFORMATION:

Addendum 1 issued for the following reasons:

1. To publish a copy of the vendor questions with responses.

No other changes

INVOICE TO		SHIP TO	
ACCOUNTS PAYABLE LOTTERY PO BOX 2067		PURCHASING LOTTERY 900 PENNSYLVANIA AVE	
CHARLESTON	WV25327-2067	CHARLESTON	WV 25302
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Systems Engineer - during normal work hours*	10.00000	HOUR	\$95.00 per/hr / \$950.00	

Comm Code	Manufacturer	Specification	Model #
80101507			

Extended Description :

Hourly Rate for System Engineer during normal work hours*

*Normal Work Hours are 8:00 AM to 5:00 PM Monday through Friday excluding State of WV Holidays

INVOICE TO		SHIP TO	
ACCOUNTS PAYABLE LOTTERY PO BOX 2067		PURCHASING LOTTERY 900 PENNSYLVANIA AVE	
CHARLESTON	WV25327-2067	CHARLESTON	WV 25302
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Systems Engineer - outside of normal working hours*	2.00000	HOUR	\$115.00 per/hr / \$230.00	

Comm Code	Manufacturer	Specification	Model #
80101507			

Extended Description :

Hourly Rate for System Engineer during normal work hours*

*Normal Work Hours are 8:00 AM to 5:00 PM Monday through Friday excluding State of WV Holidays

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Question Deadline 3:00 pm	2020-02-10

LOT2000000005	Document Phase Final	Document Description ADDENDUM 1 - TECHNICAL CONSULTANT SERVICES	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

Exhibit A - Pricing Page

<u>Description of Service</u>	<u>Cost Per Hour</u>	<u>Estimated Quantity</u>	<u>Extended Cost</u>
Systems Engineer-Provide services during normal work hours*.	\$ 95.00	10	\$ 950.00
Systems Engineer-Provide services as requested outside of normal work hours* .	\$ 115.00	2	\$ 230.00
TOTAL BID AMOUNT			\$ 1,180.00

***Normal Work Hours are 8:00 AM to 5:00 PM Monday through Friday excluding State of WV Holidays**



02.17.20

CRFQ LOT2000000005

WV Lottery
900 Pennsylvania Avenue
Charleston, WV 25327

To whom it may concern,

Please see the following required answers to bid LOT2000000005.

3.1. The vendor must provide a system engineer with a minimum of the following certifications: CCNA (Routing and Switching), CCNP-Collaboration, CCNA-Wireless, CCDA, CCNP-Voice, and CCNA-Voice. Also, MSCE, MSCA, Net+, Server+, MSCE Windows NT and A+. All certifications must be submitted with the response to this solicitation.

Answer 3.1. – Alpha Technologies complies 3.1. Please see attached Engineer Certifications.

3.2. Vendor shall have a minimum of two permanent (W-2 Employed Staff) employees on staff with technical experience working with Cisco equipment and software. These employees must work directly for the Vendor and may not be subcontracted employees. At a minimum, one of these employees must be dedicated to the Lottery project.

Answer 3.2. – Alpha Technologies complies with 3.2.

3.3. The system engineer provided must have a minimum of ten (10) years of experience installing, configuring, and supporting the following: Cisco Unified Communications Manager (CUCM), Unified Contact Center Express (UCCX), Unity and Unity Connection, Unity Presence, Jabber, Cisco Unified Quality Management, Cisco Security, wired and wireless Cisco communication solution, WAN/LAN protocols, Cisco Data Center Systems, Cisco routers, switches and firewalls, and other Cisco related products.

James Stewart, Client Executive

Answer 3.3. – Alpha Technologies complies with 3.3.

3.4. The systems engineer provided must have advanced knowledge and experience with LjnuX, Windows 3.5, 4.0, 2000, XP, Windows 8 and 2003 and 2008 Server platforms. Experience with Windows Server 2008 and 2012 platforms. Experience with COBOL, Visual Basic, Fortran, and Visual C programming languages. They must also be skilled in the development, design and implementation of technical documentation.

Answer 3.4. – Alpha Technologies complies with 3.4.

3.5. The systems engineer must have served in a technical role on projects involving interconnectivity between Federal, State, local and other systems. Vendor must provide at least five (5) instances of projects of this type. Must be able to maintain network documentation, including network diagrams, addressing schemes and server, router, switch, firewall, and security configurations. Must be able to install, configure, and maintain Cisco equipment which includes various routers, Catalyst switches, OTX/ASA firewalls, VPN solutions, remote access and Radius Servers and Wireless sloutions/devices.

Answer 3.5.

1. WV Lottery
2. WV Legislative Services
3. WV Department of Education (and ALL 55 County's)
4. WV Treasures Office
5. WV Department of Agriculture
6. WV Supreme Court
7. WV Auditors Office
8. WV Secretary of State
9. Cenergy
10. WV Tax Department

James Stewart, Client Executive



3.6. Compliance with experience requirements will be determined prior to contract award by the State through references provided by the Vendor with its bid or upon request, through knowledge or documentation of the Vendor's past projects, or some other method that the State determines to be acceptable. Vendor should provide a current résumé which includes information regarding the number of years of qualification, experience and training, and relevant professional education for each individual that will be assigned to this project. Vendor must provide any documentation requested by the State to assist in confirmation of compliance with this provision. References, documentation, or other information to confirm compliance with this experience requirement are preferred with the bid submission, but may be requested after bid opening and prior to contract award.

Answer 3.6. – Alpha Technologies complies with 3.6. *Resume Attached

4.1 Mandatory Contract Services Requirements and Deliverables: Vendor shall bid hourly rates for which services will be utilized to perform system enhancements, upgrades, implementation, analysis, and project planning. Vendor must work with Lottery personnel to develop a SOW for all Project level tasks. Each SOW must be mutually approved by both the Lottery and Vendor and MUST define the scope of work being performed as well as a not-to-exceed price for services. Contract Services must meet or exceed the mandatory requirements listed below.

Answer 4.1 – Alpha Technologies complies with 4.1 and acknowledges that Alpha Technologies WILL work with the Lottery personal to develop a SOW for all Project level tasks.

James Stewart, Client Executive



4.1.1 Cisco CUCM System Upgrade and Ongoing Support

4.1.1.1 Cisco System Engineer must perform the installation of equipment upgrades and system upgrades to the current Cisco Unified Communications Manager (CUCM) Version 8.0 system which includes, Unified Contact Center Express (UCCX), Unity Connection, Singlewire Informacast Paging, Auto Attendant, UCCX (Call Center Express), and QM (Quality Management) for up to 200 users.

Answer 4.1.1.1 – Alpha Technologies complies with 4.1.1.1

4.1.2 Cisco Systems Support

4.1.2.1 Cisco Systems Engineer will service the Lottery's general Cisco environment as determined by the West Virginia Lottery's Technical Services Manager.

Answer 4.1.2.1 – Alpha Technologies complies with 4.1.2.1

4.1.3 Response Times

4.1.2.3 Vendor must provide four (4) hours response time (on site) to the West Virginia Lottery Headquarters in Charleston, WV upon request, with additional time allotted for travel to the other WV Lottery sites. Reference **Exhibit B: Service Locations**.

Answer 4.1.2.3 – Alpha Technologies complies with 4.1.2.3

James Stewart, Client Executive

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: LOT2000000005

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

Alpha Technologies
Company
James Stewart
Authorized Signature
02-17-20
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

**REQUEST FOR QUOTATION
Technical Consulting Services**

10. VENDOR DEFAULT:

10.1. The following shall be considered a vendor default under this Contract.

10.1.1. Failure to perform Contract Services in accordance with the requirements contained herein.

10.1.2. Failure to comply with other specifications and requirements contained herein.

10.1.3. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

10.1.4. Failure to remedy deficient performance upon request.

10.2. The following remedies shall be available to Agency upon default.

10.2.1. Immediate cancellation of the Contract.

10.2.2. Immediate cancellation of one or more release orders issued under this Contract.

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

11.1. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: James Stewart

Telephone Number: 304-721-8987

Fax Number: 304-201-2610

Email Address: jstewart@alpha-tech.us

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

James Stewart - Client Executive
(Name, Title)
James Stewart - Client Executive
(Printed Name and Title)
4008 Overlook Dr Hurricane, WJ 25506
(Address)
304-721-8987 - 304-201-2610
(Phone Number) / (Fax Number)
jstewart@alpha-tech.us
(E-mail address)

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

Alpha Technologies
(Company)
James Stewart - Client Executive
(Authorized Signature) (Representative Name, Title)
James Stewart - Client Executive
(Printed Name and Title of Authorized Representative)
02-13-20
(Date)
304-721-8987 304-201-2610
(Phone Number) (Fax Number)

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-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 listed 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 § 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 exceeds 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 §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party 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: Alpha Technologies

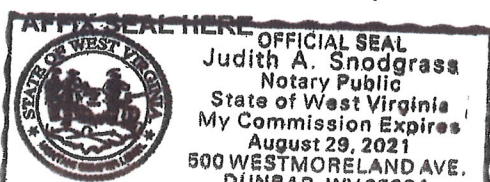
Authorized Signature: [Signature] Date: 02-13-20

State of West Virginia

County of Marshall, to-wit:

Taken, subscribed, and sworn to before me this 13th day of February, 2020

My Commission expires Aug 29, 2021.



NOTARY PUBLIC

[Signature]

Purchasing Affidavit (Revised 01/19/2018)



Cisco Certifications

Michael R Belcher

has successfully completed the Cisco certification exam requirements and is recognized as a

Cisco Certified Network Professional Collaboration



Date Certified	2016-Oct-19
Valid Through	2022-Dec-09
Cisco ID No.	[REDACTED]

Validate this certificate's authenticity at
www.cisco.com/go/verifycertificate
Certificate Verification No. L75KM0CJ7GFQQDSJ

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A handwritten signature in black ink that reads "Chuck Robbins".

Chuck Robbins
Chief Executive Officer
Cisco Systems, Inc.



Cisco Certifications

Michael R Belcher

has successfully completed the Cisco certification exam requirements and is recognized as a

Cisco Certified Network Associate Wireless



Date Certified	2011-Feb-23
Valid Through	2022-Dec-09
Cisco ID No.	[REDACTED]

Validate this certificate's authenticity at
www.cisco.com/go/verifycertificate
Certificate Verification No. 2MYBNOGBWPVEQV3K

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A handwritten signature in black ink that reads "Chuck Robbins".

Chuck Robbins
Chief Executive Officer
Cisco Systems, Inc.



Cisco Certifications

Michael R Belcher

has successfully completed the Cisco certification exam requirements and is recognized as a

Cisco Certified Network Associate Routing and Switching



Date Certified	2009-Dec-14
Valid Through	2022-Dec-09
Cisco ID No.	[REDACTED]

Validate this certificate's authenticity at
www.cisco.com/go/verifycertificate
Certificate Verification No. 2EQB29SJ9DEEQMG7

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A handwritten signature in black ink that reads "Chuck Robbins".

Chuck Robbins
Chief Executive Officer
Cisco Systems, Inc.



Cisco Certifications

Michael R Belcher

has successfully completed the Cisco certification exam requirements and is recognized as a

Cisco Certified Design Associate



Date Certified	2015-Sep-17
Valid Through	2022-Dec-09
Cisco ID No.	[REDACTED]

Validate this certificate's authenticity at
www.cisco.com/go/verifycertificate
Certificate Verification No. XMRDM5SJ9HF1QEW2

© 2020 Cisco and/or its affiliates

A handwritten signature in black ink that reads "Chuck Robbins".

Chuck Robbins
Chief Executive Officer
Cisco Systems, Inc.



WE ARE PLEASED TO RECOGNIZE

Michael Belcher

For successfully completing the technical training required to become a

Certified Meraki Networking Associate

Awarded on 4/15/2015

A handwritten signature in black ink, appearing to read "T. Nightingale".

TODD NIGHTINGALE
General Manager

A handwritten signature in black ink, appearing to read "Peter Atkin".

PETER ATKIN
Vice-President of Channels

CompTIA®

ADVANCING THE GLOBAL IT INDUSTRY

Michael R Belcher

has successfully completed the requirements to be recognized as



CAREER ID

A handwritten signature in black ink, appearing to read "TThibodeaux".

TODD THIBODEAUX
President & CEO

December 17, 2002

DATE CERTIFIED

Code: MEND7ENL3LQ1QZRJ
Verify at: <http://verify.CompTIA.org>

MICHAEL R. BELCHER

Professional network engineer with 21+ years of experience in IT LAN, WAN network and Collaborative design, analysis, development and implementation □ Server Implementation □ Superior customer service skills □ Creative problem solver □ Excellent organizational and prioritizing capabilities

SKILLS

Extensive experience in the implementation and support of major network systems. Experience is ranging from Public Sector to throughout West Virginia State Government. Highly effective management of customer implementation and projects. Capable at overseeing multiple projects while balancing the needs of the customer and the organization. Technically skilled at installing and troubleshooting routers, firewalls, switches, VPN solutions, wireless and voice systems. Primary experience pertains to Cisco. Also familiar with Avaya, Extreme, Meraki and Enterasys equipment. Cisco Convergence / Cisco VoIP (4.x – 12.x), Cisco Unity & Unity Connection and related equipment. Singlewire/InformaCast Implementation and Support. Advanced Data Center Implementation and Support. Advanced knowledge of ATM, Frame Relay, SMDS, ISDN, Sonet, IP, SNA, MPLS, SIP, Voice over IP and Video over IP technologies. Technically skilled at diagnosing and resolving PC hardware and software related issues. Advanced knowledge of Linux, Windows NT 3.5, 4.0, 2000, XP, Windows 8 and 2003 & 2008 Server platforms. Experience with Windows Server 2008 and 2012 platforms. Familiar with Novell 4.11 & 5.0 platforms. Experienced with COBOL, Visual Basic, Fortran and Visual C programming languages. Skilled in the development, design and implementation of technical documentation.

EXPERIENCE

Alpha Technologies, 4003 Outlook Drive, Scott Depot, WV 25560 **Lead Systems Engineer, July 2019 - Present**

- Provide advanced professional and technical consulting in designing, selecting, implementing, and maintaining various network hardware, software and communications equipment for customers
- Install, configure, and maintain Cisco LAN/WAN and Collaborative equipment for customers, which includes various routers, Catalyst switches, PIX / ASA firewalls, Meraki Security and Wireless solutions, SDWAN and VPN solutions, remote access and Radius Servers, Wireless solutions/devices and Security solutions/devices. Cisco Call Manager 4.x-12.x platforms, Unity & Unity Connection implementations. Voice Gateway Implementations (MGCP & H323).
- Install, configure and maintain Avaya / Extreme series switching equipment.
- Provide video conferencing installation and support for Polycom and Tandberg equipment.
- Perform advanced technical tasks including optimization of communications equipment, identification and resolutions of networking abnormalities, initiation of security audits, preventive measures and traffic management
- Serve in a technical role on projects involving interconnectivity between Federal, State, local and other systems
- Maintain network documentation, including network diagrams, addressing schemes, and server, router, switch, firewall, and security configurations
- Project Management for customer "Turn-key" solutions, upgrades, implementations
- Implement new and emerging technologies that best fit the needs of the customer
- Address connectivity issues between multi-platform and protocol environments
- Provide timely and effective support to customers in accordance with established Service Level Agreements

Getronics (formerly) Pomeroy IT Solutions, 135 Corporate Centre Drive, Scott Depot, WV 25560 **Senior Systems Engineer, Sept. 2012 – July 2019**

- Provide advanced professional and technical consulting in designing, selecting, implementing, and maintaining various network hardware, software and communications equipment for customers
- Install, configure, and maintain Cisco LAN/WAN equipment for customers, which includes various routers, Catalyst switches, PIX / ASA firewalls, VPN solutions, remote access and Radius Servers, Wireless solutions/devices and Security solutions/devices. Cisco Call Manager 4.x-12.x platforms, Unity & Unity Connection implementations. Voice Gateway Implementations (MGCP & H323).
- Install, configure and maintain Avaya / Extreme series switching equipment.
- Provide video conferencing installation and support for Polycom and Tandberg equipment.
- Perform advanced technical tasks including optimization of communications equipment, identification and

resolutions of networking abnormalities, initiation of security audits, preventive measures and traffic management

- ☐ Serve in a technical role on projects involving interconnectivity between Federal, State, local and other systems
- ☐ Maintain network documentation, including network diagrams, addressing schemes, and server, router, switch, firewall, and security configurations
- ☐ Project Management for customer "Turn-key" solutions, upgrades, implementations
- ☐ Implement new and emerging technologies that best fit the needs of the customer
- ☐ Address connectivity issues between multi-platform and protocol environments
- ☐ Provide timely and effective support to customers in accordance with established Service Level Agreements

**2008 – Aug. 2012 VERIZON, Network Integration, 4700 MacCorkle Ave SE, Charleston, WV
Field Engineer, 2008 – 2012**

- ☐ Provide advanced professional and technical consulting in designing, selecting, implementing, and maintaining various network hardware, software and communications equipment for customers
- ☐ Install, configure, and maintain Cisco LAN/WAN equipment for customers, which includes various routers, Catalyst switches, PIX / ASA firewalls, VPN solutions, remote access and Radius Servers, Wireless solutions/devices and Security solutions/devices. Cisco Call Manager 4.x, 6.x – 11.x platforms, Unity & Unity Connection implementations. Voice Gateway Implementations.
- ☐ Provide video conferencing installation and support for Polycom and Tandberg equipment.
- ☐ Perform advanced technical tasks including optimization of communications equipment, identification and resolutions of networking abnormalities, initiation of security audits, preventive measures and traffic management
- ☐ Serve in a technical role on projects involving interconnectivity between Federal, State, local and other systems
- ☐ Maintain network documentation, including network diagrams, addressing schemes, and server, router, switch, firewall, and security configurations
- ☐ Project Management for customer "Turn-key" solutions, upgrades, implementations
- ☐ Implement new and emerging technologies that best fit the needs of the customer
- ☐ Address connectivity issues between multi-platform and protocol environments
- ☐ Provide timely and effective support to customers in accordance with established Service Level Agreements

**1999 - 2008 WEST VIRGINIA DEPARTMENT OF ADMINISTRATION, WV Office of Technology,
Charleston, WV
Information Systems Specialist IV, Network Unit Supervisor, Engineer - 2007 – 2008(July)
Information Services & Communications Division (WVOT)**

- ☐ Serving as the Network Unit Supervisor and support engineer for the WV Office of Technology, Infrastructure and Telecommunications Sections
- ☐ Provides primary support of the West Virginia State Infrastructure, including the Unified State Network, 10-Gig Backbone and Gig-E Backbones. Approximately 2200 state locations.
- ☐ Provides support for the Centralized Cisco IPT Infrastructure and Rollout
- ☐ Provide advanced professional and technical consulting in designing, selecting, implementing, and maintaining various network hardware, software and communications equipment for customers
- ☐ Install, configure, and maintain Cisco equipment for customers, which includes various routers, Catalyst switches, PIX / ASA firewalls, VPN solutions, remote access and Radius Servers and Wireless solutions/devices
- ☐ Perform advanced technical tasks including optimization of communications equipment, identification and resolutions of networking abnormalities, initiation of security audits, preventive measures and traffic management
- ☐ Serve in a technical role on projects involving interconnectivity between Federal, State, local and other systems
- ☐ Maintain network documentation, including network diagrams, addressing schemes, and server, router, switch, firewall, and security configurations
- ☐ Design, specify and procure network equipment following State purchasing guidelines
- ☐ Provide hardware/software technical support for servers and workstations to end users when required
- ☐ Project Management for customer "Turn-key" solutions, upgrades, implementations
- ☐ Implement new and emerging technologies that best fit the needs of the customer as well as the needs of the State of WV
- ☐ Provide the primary support of the State of West Virginia's DNS Infrastructure.
- ☐ Maintain and provide administrative support for the Iml POP3 mail server.
- ☐ Address connectivity issues between multi-platform and protocol environments
- ☐ Provide timely and effective support to customers in accordance with established Service Level Agreements

Information Systems Specialist III, Network Unit Supervisor, 2003-2007

Information Services & Communications Division

- Provides primary support of the West Virginia State Infrastructure, including the Unified State Network, 10-Gig Backbone and Gig-E Backbones
- Provides support for the Centralized Cisco IPT Infrastructure and Rollout
- Performs advanced professional and technical consulting tasks in designing, selecting, implementing, and maintaining various network hardware, software and communications equipment for all customers
- Install, configure, and maintain Cisco equipment for customers, which includes various routers, Catalyst switches, PIX firewalls, VPN Concentrators, remote access and Radius Servers and Wireless devices
- Performs ongoing advanced technical tasks, optimization of communications equipment, identification and resolutions of networking abnormalities, initiation of security audits, preventive measures and traffic management
- Maintains network documentation, including network diagrams, addressing schemes, and server, router, switch, firewall, and security configurations
- Design, specify and procure network equipment following State purchasing guidelines
- Primary Server support
- Active Directory Design, Implementation (WV2000)
- Provide hardware/software technical support for Servers and workstations to end users when required
- Project Management for customers ("Turn-key" solutions, upgrades, implementations)
- Implement new and emerging technologies that best fit customer requests as well as the State of WV
- Provide server support and installation solutions customers.
- Initial point of contact between technical staff and end-user; performed first level problem determination.
- Set-up workstations and installed operating system and appropriate software.
- Primary Support of State DNS Infrastructure. POP3 Mail system support.
- Troubleshoot automation problems in computer systems.
- Address connectivity issues between multi-platform and protocol environments.

Information Systems Specialist II, 2000-2003

Information Services & Communications Division

- State of WV (WV2000) Active Directory Rollout, Support and Implementation
- Provides primary support of the West Virginia State Infrastructure, and Gig-E Backbone
- Provide server support and installation solutions for State Agencies as well as IS&C.
- Provided primary support and installation of all Server systems
- Installed, configured and managed the TSM Tivoli Backup Storage Solution, IBM Mainframe
- LAN Design and Installation services
- Turn-Key solutions to customers
- Initial point of contact between technical staff and end-user; performed first level problem determination.
- Set-up workstations and installed operating system and appropriate software.
- Secondary Support of State DNS Infrastructure. POP3 Mail system support.

Information Systems Specialist I, 1999 – 2000

Information Services & Communications Division

- State of WV (WV2000) Active Directory Rollout, Support and Implementation
- Provides primary support of the West Virginia State Infrastructure, and Gig-E Backbone Provide server support and installation solutions for customers.
- Provided primary support and installation of all Server systems, NT4.0, Windows 2000
- Installed, configured and managed the TSM Tivoli Backup Storage Solution, IBM Mainframe
- LAN Design and Installation services
- Turn-Key solutions to customers
- Initial point of contact between technical staff and end-user; performed first level problem determination.
- Set-up workstations and installed operating system and appropriate software.

1990-1999 BERWIND LAND COMPANY, Natural Resources Division, Charleston, WV

IT Support Specialist, CAD Operator

- ☐ Served as the IT support specialist for Charleston and Pikeville, KY office locations
- ☐ Support and implementation of the GIS system and database to coordinate and file Unmined Minerals Taxes
- ☐ Provide advanced professional and technical consulting in designing, selecting, implementing, and maintaining various network hardware, software and communications equipment
- ☐ Install, configure, and maintain all Server and network equipment
- ☐ Serve in a technical role on projects involving interconnectivity between Federal, State, local and other systems
- ☐ Maintain network documentation, including network diagrams, addressing schemes, and server, router, switch, firewall, and security configurations
- ☐ Provide hardware/software technical support for servers and workstations to end users when required
- ☐ Address connectivity issues between multi-platform and protocol environments
- ☐ Provide GIS database support and design work
- ☐ Provide support for AutoCad, AutoCad Map and SurvCadd systems
- ☐ Provide support and calculations for Reserve trending and cost models

CERTIFICATIONS

2016: CCNP-Collaboration (Current)
2015: CCDA - (Current)
2013: CCNP – Voice (Updated) (CCNP Collaboration)
2011: CCNA-Wireless (Current)
2010: CCNA-Voice (Current)
2009: CCNA (Current)
2007: Microsoft Certified Systems Engineer (MCSE - Windows 2003), MCSA 2003
2002: Net+
2002: Server +
1998: Microsoft Certified Systems Engineer (MCSE – Windows NT 4.0)
1992: A+

EDUCATION

West Virginia State College, Institute, WV
Associate Applied Science, 1990
West Virginia State College, Institute, WV
Completed 50 additional Credit Hours, (Computer Science) 1996 – 1998

PROFESSIONAL Installations / References

Mountwest Community & Technical College
Our Lady of Bellefonte Hospital (BonSecours)
Cabell County 911 / EMS
Cabell County Commission
United Mine Workers
Cammack Childrens Center
City of Wheeling
City of Clarksburg
Shuman Center, PA
Heinz / Del Monte
Eastern Community & Technical College
Kanawha County Commission
Kanawha County Sheriff
Kanawha County Prosecuting Attorney
Kentucky Community Action Council
Loop Pharmacy
WV Homeland Security
WV Lottery
WV Legislature
WV Treasury
WV Conservation
WV Auditor's Office
WV Secretary of State
WV Department of Tax & Revenue
WV DHHR
WV Office of Technology
WV OIEP
WV Department of Highways
WV Department of Administration
WV Department of Education – Statewide School Implementations (55 Counties)

OH Department of Education – Ashland School District